

V.O.Chidambaranar Port Trust

Civil Engineering Department – Estate Division

VOC/DYCPT/MIS /D-1172

17-11-2016

CIRCULAR

VOC Port is in the process of implementing the complaint registration Portal to facilitate and monitor the user complaints for attending Civil / Mechanical / Electrical related works.

For effective implementation, all employees / port users are requested to send their complaints through SMS to the mobile number given below with the following details

Name, Designation, Department, Complaint - (Civil / Mechanical), Office / Quarters

Based on the SMS received from the user complaint status will be registered in the Portal and the same will be viewed and necessary action will be initiated by the Concerned Department. After attending the complaints, the status will be communicated to the same mobile number.

The Portal can be accessed through the Port intranet link as given below

10.1.1.134 → Links → Complaint Portal

SMS Mobile Number: 9489659608

S. Narayanan
**DEPUTY CHAIRMAN &
ESTATE OFFICER**

To

All HODs (to attend the complaints by viewing the Portal and update the Same after attending the Portal and For wide circulation among employees)

All Notice Boards

Sr.DD – To ensure help desk person updates the complaints received by SMS in the portal

(emo/c)