



Building on belief

Corporate User Registration and Bulk Complaint Logging process Via Citizens Portal

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1.a) Customer Registration

- India Post Citizens Portal provides facility to book bulk complaint online. Users can register on portal with their customer id and contract numbers. Users will be required to login to portal to register bulk complaint.

➤ **Prerequisites:** User must have a contract with DOP to avail this service.

- Steps to register customer on CSI Portal
- Go to India post home page click on Register > Corporate



Sign In Register

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Quick help ?

You are here Home >> [Link Customers with Portal](#)

Tools

- Track Your Consignment
- Locate Your Post Office
- Find Your Pincode
- Calculate Your Postage

Customer Registration

* Indicates a required field

* Customer ID

* Customer Type

Submit Cancel

Figure 1. Customer Registration

- Enter customer id and select the customer type.
- Enter the contract number and click on add.
- Click on submit button.

1. b) Create Portal User

Post Office	
ncode	
or Postage	

Customer ID	<input type="text" value="000000011"/>
Customer Type	<input type="text" value="Corporate"/>
Name	<input type="text" value="STATE BANK"/>
Phone	<input type="text"/>
Email	<input type="text"/>

Registered Address Details

Address	<input type="text" value="Lohogoon Near Canara Bank"/>
	<input type="text" value="Banaswarpuram HO"/>
	<input type="text"/>
Country	<input type="text" value="India"/>
State	<input type="text" value="Karnataka"/>
City / District	<input type="text" value="Mysuru"/>
Pincode	<input type="text" value="570006"/>

Contract Details

S.No.	Contract Number	AccountType	Status	Contract Date (dd-mm-yyyy)	Expiry Date (dd-mm-yyyy)
1	000000000	Contract	Active	01-09-2018	01-09-2021

Subscription

eNews Letter

Figure 2. Create Portal User

- To create portal user enter user id and click on Check availability. If the user id is available then select the contract, enter details and click on Register. User also have the option to subscribe for eNews letter.



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Registration Complete

Your account has been successfully created with userid **CORUSER910**

The Activation link along with one time password has been sent to your registered email address. Click on the URL to activate your account.

Figure 3. Customer Registration Complete

- Message with user id will be displayed on screen. The Activation link along with one time password will be sent to the registered email address. Click on the URL to activate the account.
- After clicking on activation url, the account will be activated.

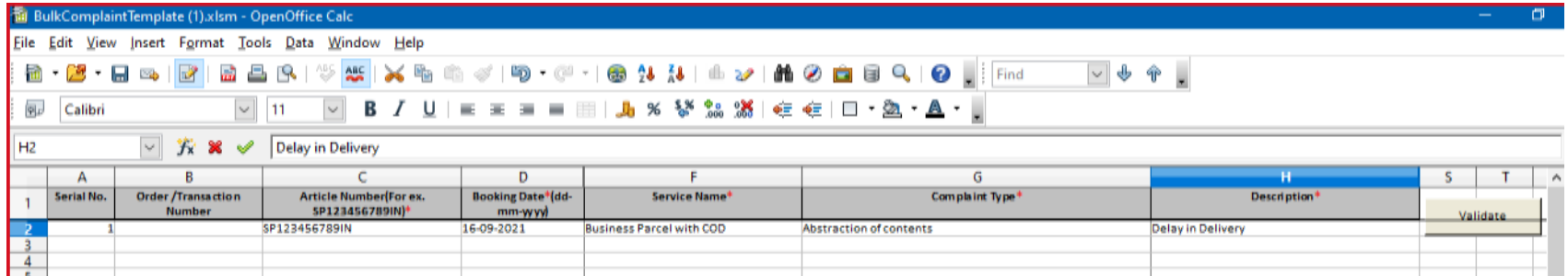
2. Corporate Complaint Registration Facility

Corporate User can register complaint in bulk by using corporate complaint facility. User can provide the details in predefined excel template and upload it on India Post portal.

➤ Prerequisites:

- User must have logged in to Portal with valid credentials.
- User must have a valid excel template filled with transaction number, article number and other information to raise a bulk complaint.

➤ Navigation -> Help and Support > Customer Complaints > Corporate Complaints



	A	B	C	D	F	G	H	S	T
1	Serial No.	Order/Transaction Number	Article Number(For ex. SP123456789IN)*	Booking Date*(dd-mm-yyyy)	Service Name*	Complaint Type*	Description*		
2	1		SP123456789IN	16-09-2021	Business Parcel with COD	Abstraction of contents	Delay in Delivery		Validate
3									
4									
5									

Figure 4: Bulk Complaint Excel



Tools



Track Your Consignment



Locate Your Post Office



Find Your Pincode



Calculate Your Postage

My Profile

My Transaction History

Corporate Complaints- Domestic

[Quick help](#) ?

* Indicates a required field.

* Email

* Upload File No file chosen

Note:

1. File should be in .xslm format only
2. File should be of maximum 1 MB

Your request for bulk complaint registration has been accepted ,please note the Reference number BCD10000000000000231 . You will receive the complaint numbers in your mail id shortly.

Figure 5: Corporate Complaint Requested

- Enter email id and upload the filled template.
- On successful submission request will be raised for complaint registration and user will provided with reference number.
- Mail will be sent to the email id provided having details of complaint registered.



Data will flow to the CRM and the corresponding complaints to the article number will be raised in the system. User will receive the Excel file containing the Complaint Number or equivalent response in the mail Id provided while raising the Corporate Complaints.

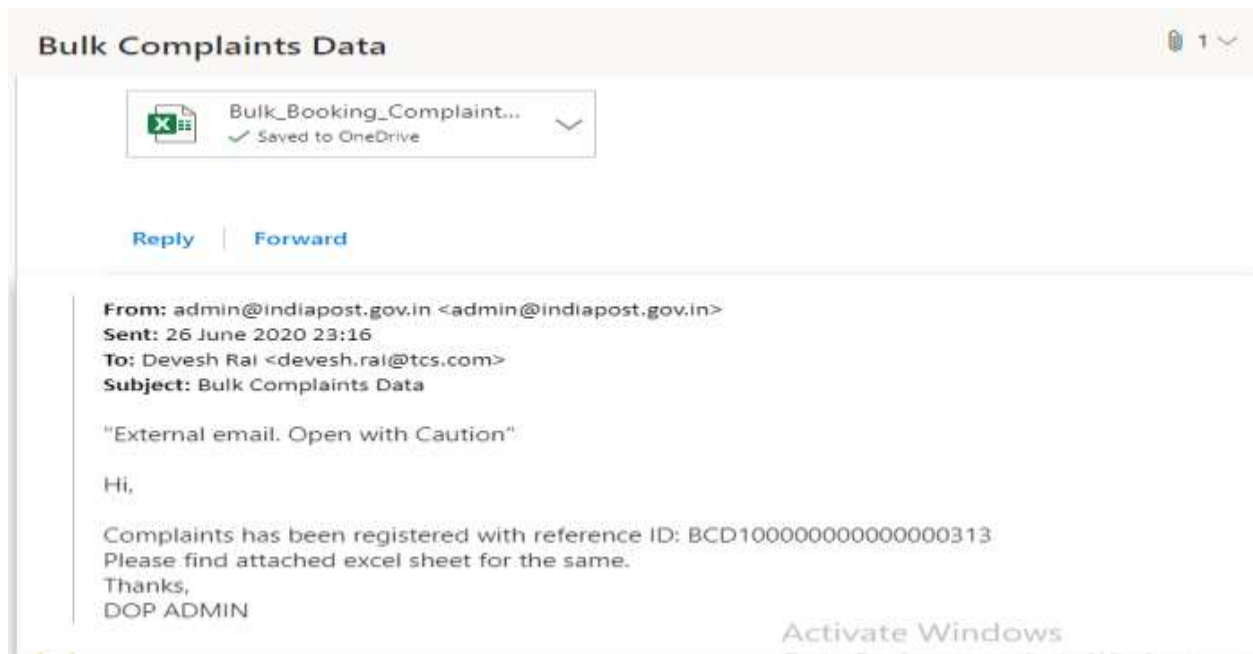


Figure 6: Sample Email

3. Bulk Complaint Log History View

- User can View all the bulk complaint by visiting Bulk complaint history Page.
- Navigation: Help and Support > Customer Complaints > Corporate complaint Report
- Page will show last 10 records by default .User can view the specific record by entering reference number and clicking on search button.





Tools

Track Consignment

Locate Post Office

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My Profile

My Transaction History

Complaint History View Data File Status

Enter Reference Number

Search

S.No.	Reference Number	Type	File Name	Uploaded On	Total Record Count	Complaint Registered	Registration
1	BCD10000000000000424	Domestic	UATBulkComplaint10062020.xlsm	09-09-2021	25	10	15
2	BCD10000000000000423	Domestic	UATBulkComplaintdata29052020	09-08-2021	23	8	15
3	BCD10000000000000422	Domestic	BulkComplaintTemplate_new.xlsm	11-05-2020	5	2	3
4	BCD10000000000000417	Domestic	BulkComplaintTemplate.xlsm	07-05-2020	1	1	0
5	BCD10000000000000416	Domestic	BulkComplaintTemplate.xlsm	07-05-2020	1	0	1
6	BCD10000000000000415	Domestic	BulkComplaintTemplate.xlsm	07-05-2020	1	0	1
7	BCD10000000000000414	Domestic	BulkComplaintTemplate.xlsm	07-05-2020	1	0	1
8	BCD10000000000000413	Domestic	BulkComplaintTemplate.xlsm	07-05-2020	1	1	0
9	BCD10000000000000412	Domestic	BulkComplaintTemplate.xlsm	07-05-2020	1	0	1
10	BCD10000000000000411	Domestic	BulkComplaintTemplate.xlsm	07-05-2020	5	0	5

Showing last 10 records.

Activate Windows

Go to System in Control Panel to activate Win



Figure 7: Corporate Complaint Bulk History

Complaint Details

ID	Reference Number	Status
3	EH000019347IN	Complaint already exists : 2000111655
4	CH000002298IN	2000111663
5	CH000002324IN	2000111664
6	EH000019188IN	2000111665
7	RH000005484IN	Complaint already exists : 2000111648
8	CH000002315IN	2000111666
9	EH000019205IN	2000111667
10	CH000002307IN	2000111668
11	EH000019191IN	2000111669
12	EH000019214IN	2000111661
13	CH000002386IN	Invalid Article Tracking ID.
14	CH000002390IN	Invalid Article Tracking ID.
15	RH000005440IN	Invalid Article Tracking ID.
16	RH000005453IN	Invalid Article Tracking ID.
17	RH000005467IN	Invalid Article Tracking ID.
18	RH000005475IN	Invalid Article Tracking ID.
19	EH000019200IN	Complaint already exists : 2000111649
20	EH000019228IN	2000111662

Export to Excel Cancel

Figure 8: Corporate Complaint Bulk History

- To view the status of particular request ,click on the Reference number .which will populate a pop-up having details of that request.
- User can export response to excel.



4. Bulk Complaint MIS Report

- User can view the MIS report on the basis of reference Number .
- **Navigation:** Help and Support > Customer Complaints > Corporate complaint MIS Report.
- User can search either by entering reference number or by start date and end date.

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India Post
Customer Complaints

Complaint History Details

Back

Guidelines on Complaints

Register Complaint

Corporate Complaint

Track Complaint

Corporate Complaint Report

Corporate Complaint MIS Report

Complaint Status Report

Search By

Reference Number

OR

Start Date

End Date

Search Reset

S.No.	Reference Number	Type	Uploaded File Name	Uploaded On
1	BCD100000000000000424	Domestic	UATBulkComplaint10062020.xism	09-09-2021
2	BCD100000000000000423	Domestic	UATBulkComplaintdata26052020 (09-08-2021

Total Records 2

Figure 9: Corporate Complaint MIS Report

 Find Pincode

 Calculate Postage

My Profile

My Transaction History

1	Business Parcels	CH000002338IN	2000111660	Closed	2020-06-10		Delay in Delivery of Articles	TEST	2020-05-21	0.0	Benr G.P
2	Speed Post Letters	EH000010214IN	2000111661	Sent For Resolution	2020-06-10		Non Delivery of Article	TEST	2020-05-21	0.0	Benr G.P
3	Business Parcels	EH000010228IN	2000111662	Closed	2020-06-10		Non Delivery of Article	TEST	2020-05-21	0.0	Benr G.P
4	Business Parcels	CH000002298IN	2000111663	Closed	2020-06-10		Abstraction of Contents	TEST	2020-05-21	0.0	Mysr
5	Express Parcels	CH000002324IN	2000111664	Closed	2020-06-10		Abstraction of Contents	TEST	2020-05-21	0.0	Mysr
6	Insured Parcels	EH000019188IN	2000111665	Closed	2020-06-10		Wrong Delivery of Articles	TEST	2020-05-21	0.0	Mysr
7	Business Parcels	CH000002315IN	2000111666	Closed	2020-06-10		Wrong Delivery of Articles	TEST	2020-05-21	0.0	Mysr Univ
8	Speed Post - COD	EH000010205IN	2000111667	Closed	2020-06-10		Wrong Delivery of Articles	TEST	2020-05-21	0.0	Mysr Univ
9	Business Parcels	CH000002307IN	2000111668	Reopen	2020-06-10		Wrong Delivery of Articles	TEST	2020-05-21	0.0	Note Mud
10	Speed Post - COD	EH000019191IN	2000111669	Sent For Resolution	2020-06-10		Wrong Delivery of Articles	TEST	2020-05-21	0.0	Note Mud

Export to Excel

Activate Windows

Go to System in Control Panel to activate Win

Figure 10: Corporate Complaint MIS Report

भारतीय डाक



India Post

- To view the MIS report, click on reference number it will redirect to a new page with complete MIS report.
- To export the report, click on export to Excel button.

