

No. IT-G(2)-6/2005
Department of Information Technology
Government of Himachal Pradesh

From

**The Secretary (IT) to the
Government of Himachal Pradesh.**

To

**All the Secretaries/ Branch officers/ Heads of
Departments/ CEOs of Boards, Corporations,
Autonomous Bodies/ Deputy Commissioners in
Himachal Pradesh/ SIO HP**

Dated: Shimla-2, the 20th November, 2006

Subject: After sales support for computer hardware/ software

Sir / Madam,

In continuation of earlier letter of even number dated 16th November 2005, on the above mentioned subject, it is informed that new and **updated release of Computer Complaint Management System (CCMS) has been made available at <http://admis.hp.nic.in/ccms>. The remaining guidelines for logging complaints (as appended with letter dated 16th November) remain same as before.** Updated list Support Matrix of various companies is being hosted at <http://admis.hp.nic.in/ccms>, in order to ensure that the end-customers are able to contact on phone or by email customer engineers of various companies.

The previous application software has been disabled and all the complaints registered in the previous application have been appended to the new application along with its present status. In order to use the new application, users have to register afresh. **However, the complaints registered in the old application, can be accessed by registering and then logging in with the earlier username / login id** (i.e. the one with which you had registered in the old application).

The new application has various new features as under:

1. Enhanced security features
2. Better look and feel

3. More functionality
4. Easier to use
5. Single window sign-on for users, vendors, managers and administrators.
6. Better and enhanced search facility for managers and administrators

With the increasing use of this application, the downtime has decreased quite significantly. However, in order to monitor all the complaints, it is essential that the users use this application to register their complaints. In case the internet connectivity is not available with your organization and the hardware has been purchased from HPSEDC, you may call HPSEDC (**Mr. K.S. Assi or Mr. L.K. Dhingra or Mr. S.K. Sharma at 0177-2620146**) to register your complaint on your behalf and ask for your Complaint / Call ID from them. HPSEDC is expected to suo moto monitor the latest status of complaints through an administrator interface. However, any long-standing complaint in case of hardware procured through HPSEDC should be escalated to the officials mentioned above and in case of inordinate delays; the matter may also be brought to the notice of the MD, HPSEDC. It is reiterated that Call Coordinator of a company also can register your complaint online and give you the Complaint / Call ID. You may use this Complaint / Call ID for future follow up and reference of the complaint.

In case of you have some additional query, please feel free to contact **Department of Information Technology, HP team at 0177-2621325 or 2628915.**

Yours faithfully,

**Special Secretary IT to the
Government of Himachal Pradesh**