

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**

Dated: Shimla-2, the 16th November, 2005

Subject: After sales support for computer hardware/ software

Sir / Madam,

It has been noticed that users of computers in various departments and autonomous organisations have been facing some maintenance and support related issues due to non-availability of exact information regarding support structure available to the customers. Similar difficulties are also being faced by non-government customers of H.P. State Electronics Development Corporation.

In order to overcome these problems, the Department of Information Technology has imposed stringent terms and conditions on the suppliers of hardware / software, who have been asked to put in place an elaborate support infrastructure throughout the warranty / AMC period. Copies of such terms & conditions and / or Service Level Agreements (SLAs) will be shortly hosted on <http://himachalmit.gov.in> and <http://himachal.gov.in/infotech>. **Annexure-A to this letter contains detailed guidelines/ procedure to log complaints. The matrix attached with Annexure-A depicts following information:**

- **Contact details of the various levels of support engineers posted in Himachal Pradesh and outside.**

- **Escalation mechanism, if the problem does not get resolved at the initial levels of support.**
- **Toll free numbers for guided help and web addresses for online troubleshooting sites.**

Besides this, a web-interface has been developed by this Department (<http://himachalmit.gov.in/support> and <http://admis.hp.nic.in/support>) for logging and monitoring complaints online.

In addition to latest specifications from world's leading companies and possibly the lowest rates anywhere, Himachal Pradesh also has a unique provision of prolonged warranty periods (6 years' comprehensive warranty for PCs and Servers, which covers almost the entire life of these machines). So it is necessary that the end users make optimum use of the enclosed support structure during the warranty / AMC period to ensure trouble free and uninterrupted operation of their machines. **Since quite a few departments / organisations have procured their hardware / software through the H.P. State Electronics Development Corporation, it has been asked to deploy a dedicated team of officials exclusively to help its customers in getting proper after sales support.** Detailed configurations and prices of computer hardware / software approved by this Department (in some cases by HPSEDC itself) have already been hosted on the web. A circular containing gist of the technical features and immense price advantage (that accrues to an end user by using the prices and specifications finalised by this Department) is being issued shortly.

For any further clarification regarding support, please feel free to contact this Department and also look out for updated version of this document on <http://himachalmit.gov.in> or <http://himachal.gov.in/infotech>.

Yours sincerely,

(Sanjeev Gupta)
Secretary IT to the
Government of Himachal Pradesh

Guidelines for logging and monitoring complaints

A. COMPUTER HARDWARE:

During the current year, Dell (through Wipro) and Acer have been short listed for supply of PCs and Servers (HCL was approved last year). HP, TVSE / Wep Peripherals and Tritronics / Next Generation have been empanelled for supply of Laser Printers / Inkjet Printers, Dot Matrix Printers / LMPs and UPSs respectively.

FIRST STEP:

There are three options of logging complaints:

OPTION 1: Dial the toll free number, wherever applicable as per Annexure-B. In case of Dell PCs, a Service Tag number and in case of other products, serial number of the machine (and its model) is to be provided to the customer service agent. These serial / service tag numbers are prominently pasted on the machine (either on top or behind). Minor functional problems can be resolved then and there using the online help. However, if the problem cannot be resolved online, a Case ID will be provided to you for future reference. The call will be automatically transferred to the local engineer (if it requires an engineer's intervention) or a process for replacement of a part or machine will be initiated during telephonic conversation itself. **If a Case ID is transferred to a local engineer, the same will also be entered in the web based described in Option 2. M/s ACER, Tritronics, Next Generation and HCL have not launched toll free support at present.**

In case of DELL PCs, either Wipro or DELL toll free numbers may be contacted. Wipro toll free support is available for 24 hours a day. However, DELL toll free support is available from 9AM to 6PM only from Monday to Friday. When asked by **Dell** customer service agent to give the customer name, one should say 'XYZ organisation / department **through Wipro**'. In case of HP & other Companies, the name of your organisation / department may be given as such.

OPTION 2: If you have access to Internet, please visit <http://himachalnit.gov.in/support> (also available initially at <http://admis.hp.nic.in/support>) and register your complaint online web based interface developed by this Department. **After registering your complaint, you can also see the status of your complaint (including the contact number of local engineer and escalation matrix applicable in your case) by tracking your Call ID (different from Case ID in Option 1 above).** This step is extremely important from the point of view of overall monitoring by the IT Department / HPSEDC as well as by the heads of support groups in different companies. It will also be possible to compute penalties for delay in maintenance using this software. **A call logged by a user on web interface can be closed only by the user when he is satisfied with the resolution of problem provided by the engineer. However, a call logged on web interface by the Call Coordinator in any of the three options can be closed by the Call Coordinator only (giving reference to call closure slip).** In case of incorrect reporting, ‘transfer’ of complaint to the correct company is also possible. Use of this option is extremely useful because it enables proper record keeping of the complaints, querying and reporting and also calculates penalties in case of delay in maintenance. HPSEDC also can register your complaint online on your behalf, if you do not have access to Internet and the hardware has been purchased through it (though it would be desirable that you register it directly to avoid any communication gap). The end users are encouraged to log a complaint using web interface themselves, so that they can have direct control on its closure.

Support websites of Dell, HP and IBM / Lenovo also give option of online chat and troubleshooting.

OPTION 3: Based on number of machines and their geographical spread in Himachal Pradesh, sufficient engineers have been posted by every company all across the State along with sufficient spares. Their mobile numbers as well as number of Call Coordinator have been indicated in **the enclosed matrix**. In any of the following 3 situations, the local engineer can be contacted:

- There is no toll free number for support.

- Toll free number has been contacted and the call has been assigned to an engineer; but the engineer is not attending the complaint or the replacement of part or machine is not delivered in time.
- The customer does not want to or is unable to contact toll free number.
- Any other situation requiring visit by the engineer.

As far as possible, the engineer should be contacted only through Call Coordinator of the company in Himachal Pradesh (available in case of Dell / Wipro, Acer, HCL, WeP, Microsoft, IBM and Next Generation). This will ensure proper registration of the complaint and generation of Call ID immediately for proper monitoring later on. In case of exigencies when the Call Coordinator is not accessible, complaint can be logged with an engineer also by calling him up on his mobile. This engineer will be responsible to touch base with the Call Coordinator to get the Call ID conveyed to the customer. If Call Coordinator does not exist, the individual engineers will give a Call ID. In those cases where a complaint has already been registered using web based interface or toll free number, the customer may need to tell the Call Coordinator or an engineer the number complaint generated earlier so as to avoid unnecessary duplication. **In this option, the Call Coordinator of a company posted in Himachal Pradesh will generate Call ID using web interface only. He can also close it after attending a complaint to the satisfaction of the user and giving reference of Call Slip.**

Note: While all the three options can be used to register a complaint, it may be desirable to use only one method at a time. Call ID generated using the earlier option should necessarily be conveyed when exercising another option. For instance, in case of web based interface, Call ID given by the toll free number should be mentioned in the field 'Steps already tried'. Similarly, if an engineer is called after registering the complaint through web-interface, the Call ID generated on the web should be told to the Call Coordinator / Engineer. **First intimation regarding technical problem shall be taken in to consideration for delay in rectifying the defect.**

SECOND STEP:

If the problem is still not rectified or the user is not satisfied with the support provided, he can then escalate his problem to Level-I. Subsequently, the complaint may be escalated to higher levels as given in Annexure-B. A higher level of support should be approached only, if the initial levels have failed to give a satisfactory response. Any serious case of lack of response by a company may be brought to the notice of the H.P. State Electronics Development Corporation at any point of time (for hardware / software procured through it) by phone or on email (sedcsupport-hp@nic.in) or thereafter even to this Department (ditsupport-hp@nic.in). A dedicated team of officials (Mr. K.S. Assi or Mr. L.K. Dhingra, Mr. S.K. Sharma et al) shall attend to customers' complaints in HPSEDC from 10:00 am to 05:30 pm on every working day at 0177-2620146 and also resolve disputes between companies regarding source of the problem.

B. SOFTWARE:

In case of problems related to Operating System of a PC (e.g. Windows XP), first the OEM of PCs (i.e. Dell/Acer/ Wipro/ HCL) should be contacted. If the problem is not resolved by OEM, then Microsoft may be contacted as per the following procedure:

1. Call up M/s Innovative Technologies, Chandigarh at 09872509510 or 0172-2742019, 3042141.
2. If the problem does not get resolved with 1 above, ring up toll free number 1600111100 or send an email to mssupport@hclbpo.com. For general support on Windows XP and MS Office (XP and 2003), choose option 5 on IVRS. Tell your product ID (For Windows XP, right click on My Computer and click properties and for MS Office, it is in Help > About ...). For specialised support on Windows Server 2003 SQL Server, Visual Basic, .NET etc., contact the persons at Sr. no.1 or choose option 4 on 1600111100 by using Access ID to be given by IT Department by Mr. Rajeev Sharma at 0177-2621325. Give Access ID, when asked to do so. In case of any difficulty in getting assistance, use option 9 on IVRS.
3. If the problem does not get resolved, please contact Mr. Arun Dhir (09811693353), a Microsoft specialist engineer.

4. **If he too cannot resolve the problem, the issue will be escalated to Premier Support of Microsoft in Shanghai.** This Premier Support of Microsoft is extremely expensive. Still, the IT Department has succeeded in getting 20 calls in Premier Support free of cost. Therefore, escalation to this level will be done through IT Department only.