Process followed in managing communications/documents related to queries, complaints and service requests

01 — Receive query/complaints/service requests via any of the following methods

`Koshaaru System` `Email` `Viber` `Walk-in` `Phone` `Social media`

02 — Acknowledgement of receipt (for written communications)

03 — Create a ticket and information/document entered to ticket system

04 — Reference number is issued for each ticket

Ref no.:

05 — Ticket assigned to respective department/staff

06 — Ticket closed by manager after completion of service

07 — Manager generates quality check reports weekly

REPORT