



14+ Years | 500+ Employees

# Grievance Redressal Automation & Monitoring System (GAMS)

## About the System

GAMS is the Holistic service platform for identifying and managing grievance, monitoring their status generating reports and statistics, and proactively resolving issues at all stages.

GAMS can be handled directly by institutes/organizations through their own websites. Also the smart web portal for grievance processing connects grievant and action-takers directly through online platform. Grievance System helps to pursue quick action for solving the grievance, while maintaining affordability and ease to the users.



Web Based



Workflow Driven



Faster TAT



Paperless Operations

## GAMS - KEY MODULES AND SUB OPERATIONS



Customer details and registration



Customer login



Customer complaint management



Admin user login



System user roles and permissions



System users complaint management



MIS reports

## KEY COMPONENTS



Notification

To inform the customer care executive about any newly raised complaint via Email and SMS notification.



Assign

To allocate complaint to concern customer care executive, liable to answer or solve the issue.



Investigate

To carry out the research regarding the grievance submitted.

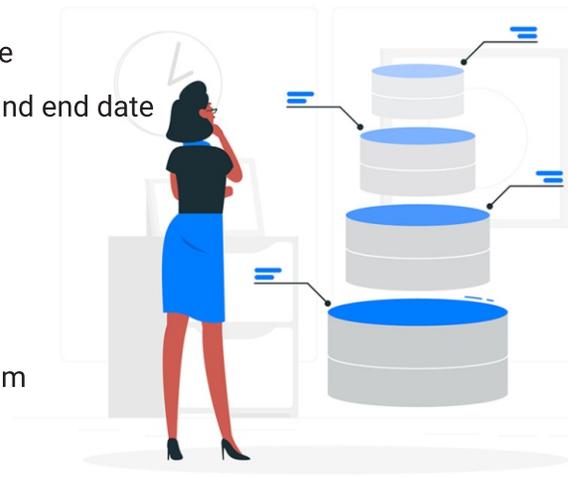


Reports / Results

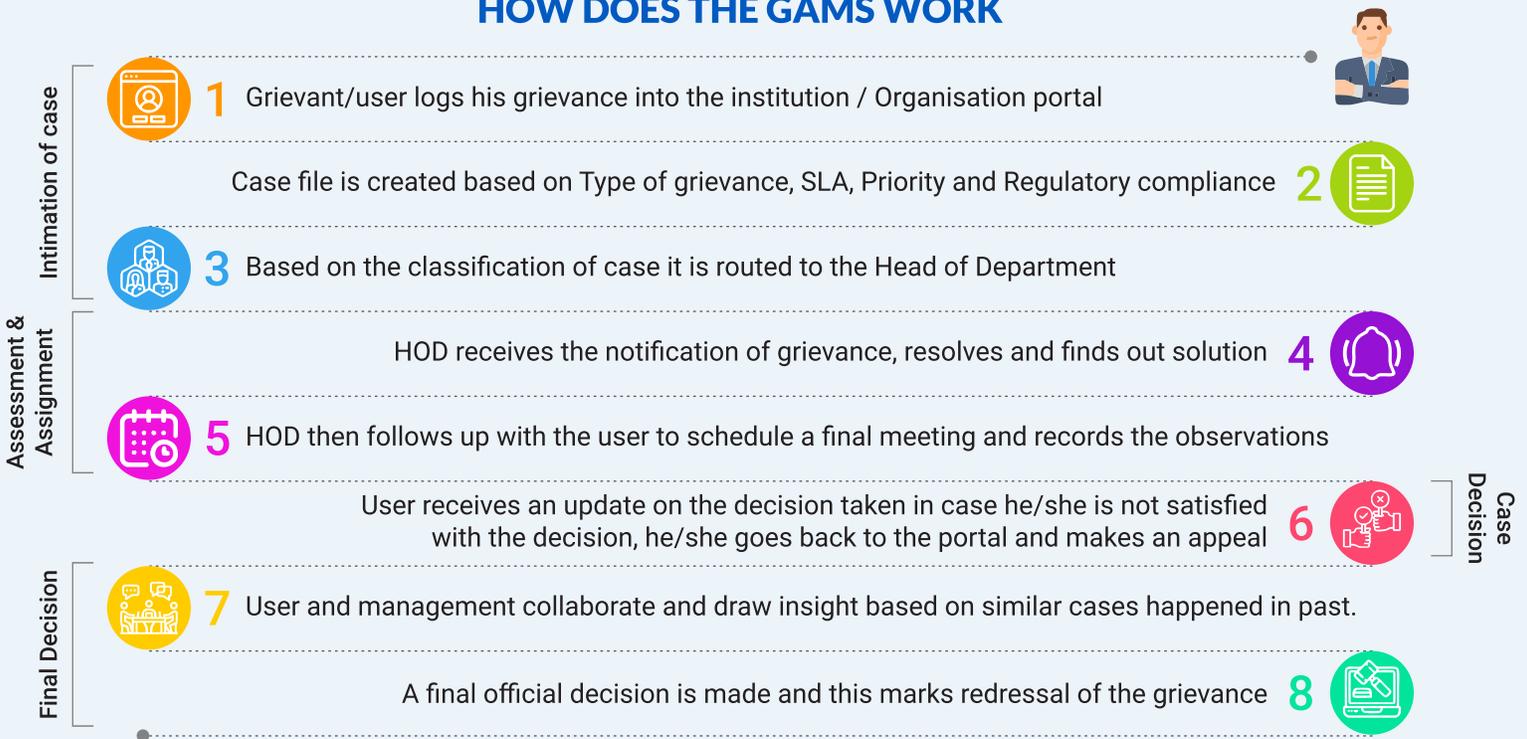
To find out the solution and send report to the grievant

## FEATURES OF THE SYSTEM

- Advanced features like Auto escalation with SMS and Email notifications
- Assign complaints to grievance cell members based on the complaint type
- Generate report on the total/pending/closed complaints, assigning start and end date
- Reports can be viewed/downloaded in word, pdf and excel format
- One can attach supporting files in favor of the grievance
- Facility to create escalation level and escalation time dynamically
- View status of the complaints posted with OTP
- Facility to set stipulated time frame and Auto escalation of complaints from executive user to senior manager
- Easy to integrate with any existing CRM, Website or Third Party Solutions



## HOW DOES THE GAMS WORK



## BENEFITS OF THE GAMS

The main advantage of the GAMS is that Online grievance filing is faster than paper based grievance filing. It also helps the grievance cell members to receive and act on the grievances in a time-bound manner.



Web based GAMS Platform available 24 \* 7



Registered Grievant can lodge complaints in a discrete manner.



Provides a fair and speedy grievance handling system



Auto Escalation of Grievances among departments member



Clarity in procedures and time frames adopted



Improved communication and alerts via Email & SMS



eGrievance is faster than paper-based grievance



Helps the grievance cell members to receive and act on the grievances in a time-bound manner

# CLIENT TESTIMONIALS



The sheer simplicity of the GAMS has improved the workflow process saving the team countless hours

- IT Director, IFCI



Overall experience has been amazing so far as it is able to cater our day to day needs. Great platform to provide internal/external support.

- VP IT, IGR

For more information about the product, please feel free to connect with us on below mentioned detail.

## ESDS 4 B's by 2024

**1Billion**  
Touching lives  
of 1B+ People

**1Billion**  
Connecting 1B+  
Smart Devices

**1Billion**  
Unicorn in make in  
India Advanced  
Technology

**1Billion**  
Growing 1B+  
Trees



## ESDS Software Solution Pvt. Ltd.

B-24 & 25, NICE Industrial Area, Satpur MIDC, Nashik-422007, Maharashtra, India.

☎ 1800 209 3006 | ✉ relationship@esds.co.in | 🌐 www.esds.co.in



ISO  
9001 : 2015



ISO/IEC  
27001 : 2013



ISO/IEC  
20000-1 : 2011



Government of India  
MeitY Empanelled  
Cloud Service  
Provider



Govt. of Maharashtra  
DIT Empanelled  
Cloud Service  
Provider



STQC AUDITED CSP



PCI SECURITY  
CERTIFIED



TIER 3  
DATACENTER



UK PATENTED  
CLOUD  
TECHNOLOGY



US PATENTED  
CLOUD  
TECHNOLOGY