

Standard Operating Procedure (SOP) to repair / replace faulty Tablets

- If any Table is not working by any reason then said Tablet will be submitted to respective Extension Officer
- Extension officer will collect all faulty Tables received from Supervisor and handover it to Dye. CEO office (Dye. CEO will nominate the dedicated person to handle the Tablet Complaints)
- Faulty tablets complaint can be registered in two ways
 - Through DATAMINI Call Center
 - Online Complaint Registration

Option 1: Through DATAMINI Call Center

Nominated person form Dye. CEO office will call to following DATAMINI support center and register the complaint

No	ADDRESS	CONTACT PERSON	E-MAIL ID	TELEPHONE NO.
1	DATAMINI Technologies (India) Ltd Plot No. 59 , 1 st Floor , TTC Industrial Area , MIDC , Mahape , Navi Mumbai , Navi Mumbai – 400709	Mr.Vivek Pandey - Service Coordinator	service@datamini.co.in	Toll free – 1800 224 002 022- 28473782
2	DATAMINI Technologies (India) Ltd Plot No. 59 , 1 st Floor , TTC Industrial Area , MIDC , Mahape , Navi Mumbai , Navi Mumbai – 400709	Mr.Mandar Bhatkar– CSD In charge	mandar@datamini.co.in	022-28473782 9869195192
3	DATAMINI Technologies (India) Ltd Plot No. 59 , 1 st Floor , TTC Industrial Area , MIDC , Mahape , Navi Mumbai , Navi Mumbai – 400709	Mr.Rajesh Gurav - Manager Product Support	rajeshg@datamini.co.in	022-28473782 7738393457

Option 2: Online Complaint Registration

Step 1: Paste the following URL in the browser <http://www.datamini.co.in/customerservice/>

Step 2: Click on the link shown 'Click here for new complains

Step 3: Fill the details in the sections shown

- Name
- Email id
- Question or comment (Please provide here the nature of the complaint, serial no of the device & contact no of the person sending the complaint)

Step 4: After filling up details in the above section, click on the Send icon.

DATAMINI will then receive an email with above details and accordingly DATAMINI service center will revert back and arrange the necessary steps for addressing and resolving the complaint.

Simultaneously you can also escalate any matter on email directly if needed with your queries or grievances on service@datamini.co.in. The service team will respond accordingly.

- After receiving the complaint DATAMINI Support Team will contact to respective nominated person of Dye. CEO office
- DATAMINI support team will check the Tablet and repair it if possible or replace it with new Tablet
- After Tablet repair or replace nominated person from Dye. CEO office will hand over the Tablets to Extension Officer and Extension Officer will hand over the Tablets to the respective Supervisor
- If the tablet is replace / formatted then Supervisor need to install the CLC client and onboard themselves
- If Tablet is only repair and CLC client is available on the Tablet then no need to reinstall the CLC client