



An Initiative By AIEMA

“CAAIUC அம்பத்தூர்”

“Exclusively For CAAIUC Unit Holder”

USER MANUAL

DIGITAL GRIEVANCE SYSTEM





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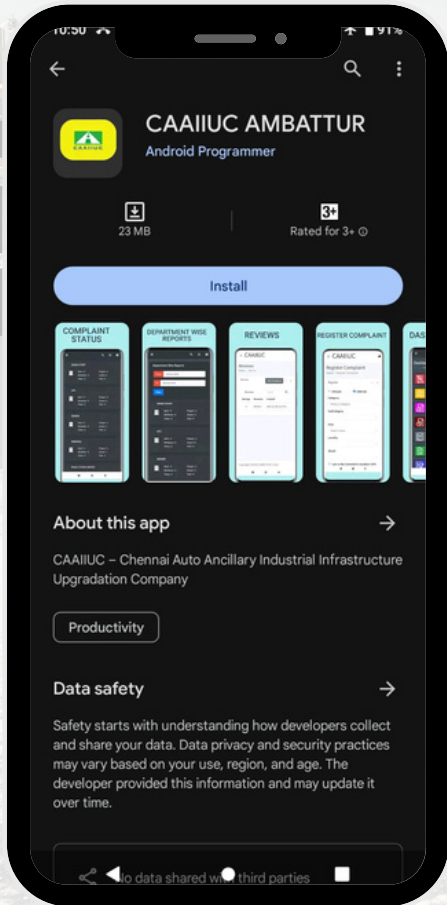
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I. How to install CAAIUC Ambattur Mobile Application?

Android Users



STEP 1: Go to Google Play Store

STEP 2: Search “CAAIUC Ambattur”

OR

Instead of above Steps Just Click the below link

<https://play.google.com/store/apps/details?id=com.vplansonaiya.caaiuc&pli=1>

STEP 3: Click **Install** (New Installation)

Click **Update** (If you are using existing version of app)

Click **Open** (If you already Installed)

STEP 4: The App Successfully Installed & you can identify

CAAIUC ICON



in your mobile screen.

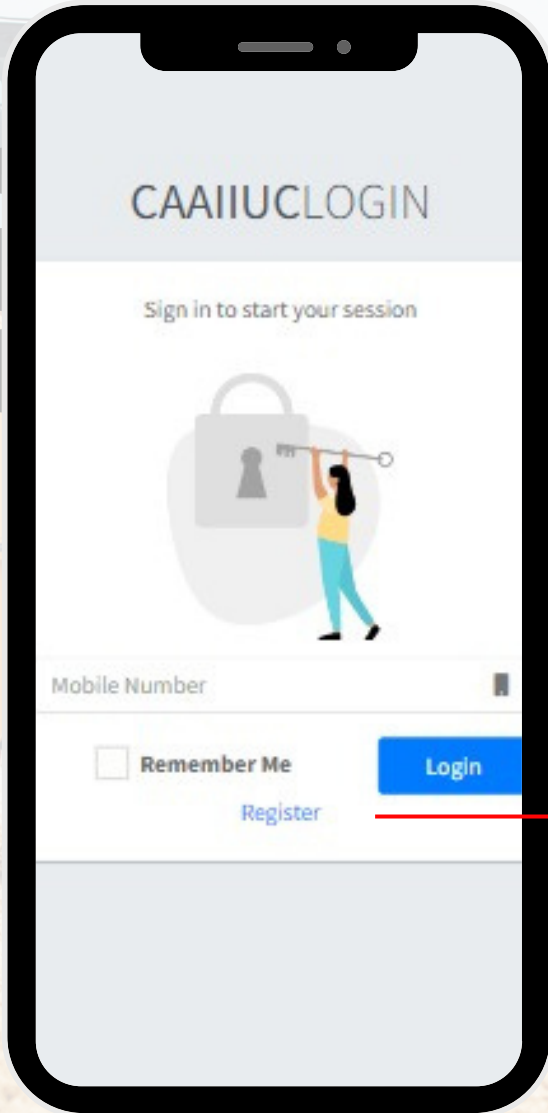


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2. New Unit Holder Registration(One Time)



Click Register



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2. New Unit Holder Registration(One Time)

Exclusively for CAAIUC Members

MEMBER(Owner) ▼

Select the Parent Company ▼

Name

Mobile number

Email

Unit number

Area ▼ Locality ▼ Street ▼

Address

AIEMA Member

YES NO

Upload Profile Photo

Choose File No file chosen

Max Size 2 MB

DESIGNATION

I Agree Terms & Conditions

Register

Important Note :

- Members are the land Owners of the Factory / Company Premises. They have to select their Company Name(Parent Company) alone.
- Non Member are the tenants of a particular Company / Factory Premises. They have to select their Parent Company Name and type their Company Name as well.

Name of the User

Mobile Number of the User. It should a Whatsapp Number since you are getting your One Time Password in whatsapp.

Email ID of the User

Unit Number, Area, Locality, Street & Address are automatically fetch from Database once you select the Parent Company Name.

Click Yes if you are AIEMA Member otherwise No

Upload the Profile Photo of the User. Size not more than 2MB - Not Mandatory.

Designation of the User for Ex: Manager, Supervisor

Mandatory Field - Terms & Conditions

Click Submit for Registration

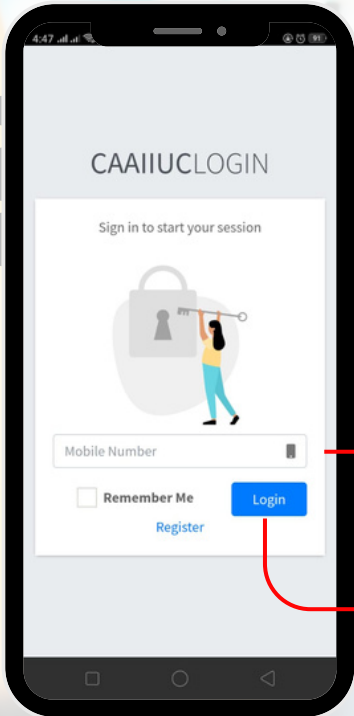


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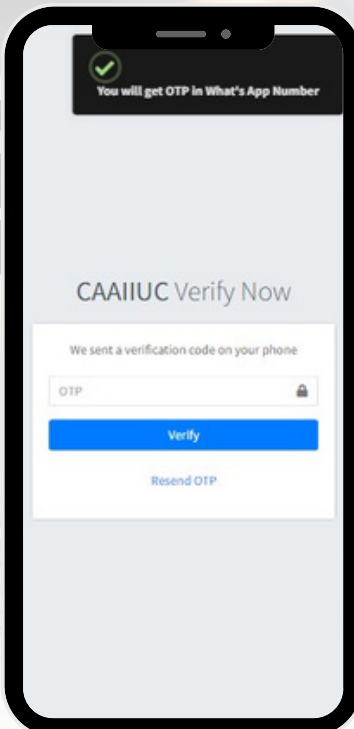
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3. How to Log in



STEP 1: Enter the Mobile Number which you given during the registration (Whatsapp Number)

STEP 2: Click Login



You will get OTP in Registered Whatsapp Number

CONT....

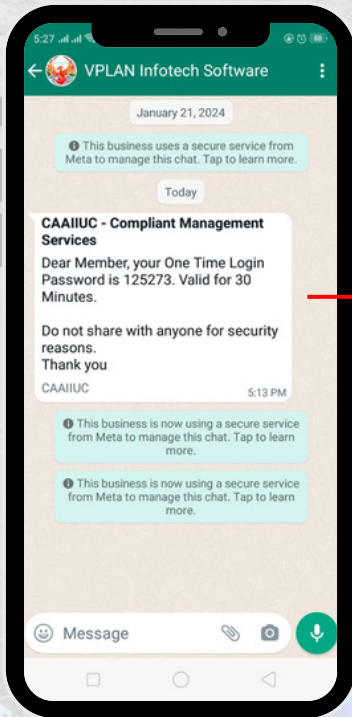


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3. How to Log in

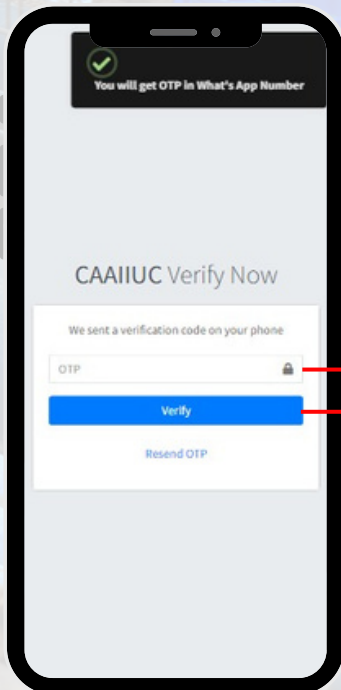


CAAIUC - Compliant Management Services

Dear Member, your One Time Login Password is XXXXXX. Valid for 30 Minutes.

Do not share with anyone for Security reasons.
Thank You
CAAIUC

You will get a OTP in your Registered Mobile Number like this image



STEP 3: Enter the OTP

STEP 4: Click Verify

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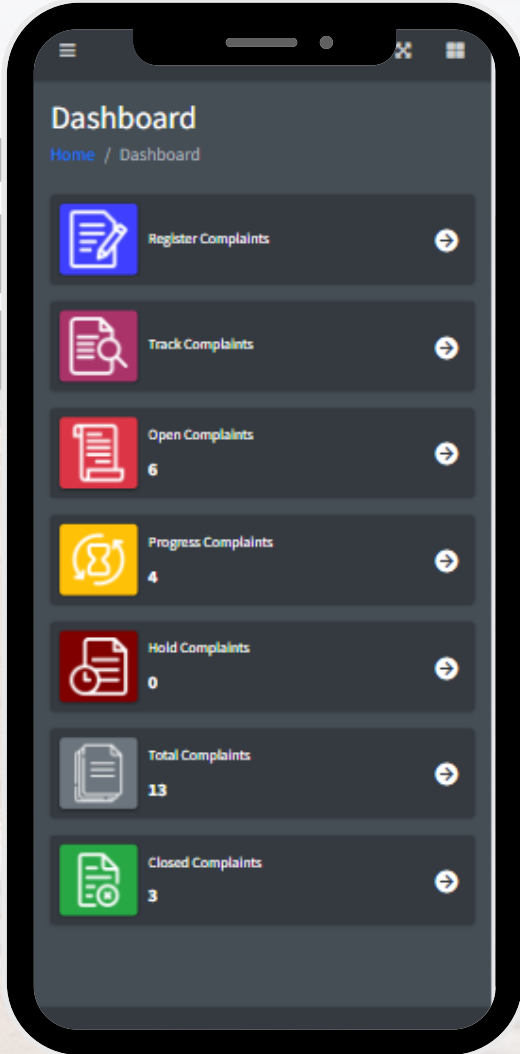


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3. How to Log in



You successfully Logged In. your Dashboard appears like the Image.



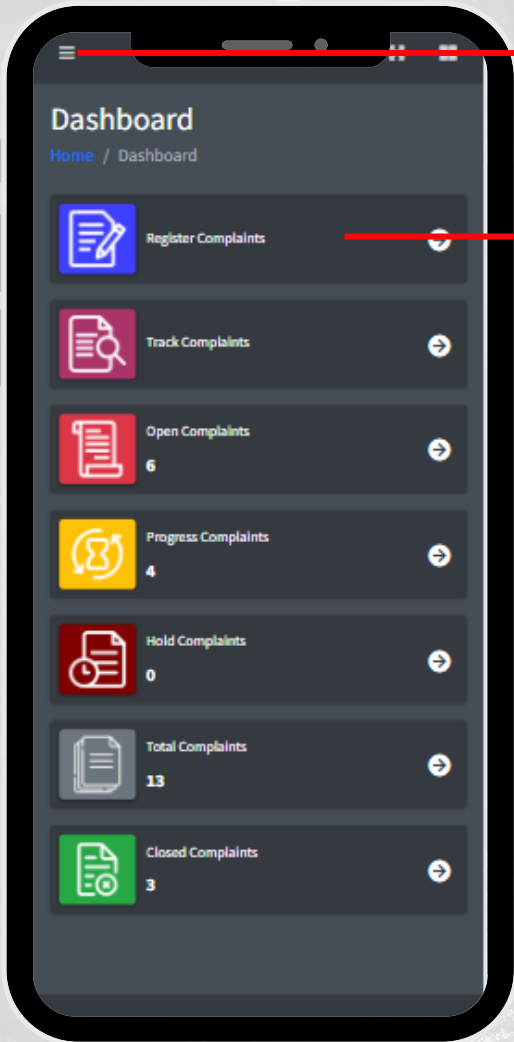
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4. How to make a Complaint - Inhouse

Navigation



Click the Menu Icon And Select Register Complaint

OR

Click Register Complaint in Dashboard

CONT....



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4. How to make a Complaint - Inhouse

Step 1 : Choose Inhouse if the complaint happens in your Premises (Parent Company's Infra)

You can give the following complaints alone for this Inhouse Option.

- Garbage Complaint
- Sewer / Drainage Complaint
- Others

Once you Select the Inhouse Option the Area, Locality & street will automatically fetch from Database.

Step 2 : Select Complaint Category & Sub Category

Step 3 : Enter the landmark, if you are aware of it.

Step 4 : Enter the complaint in details (not more than 400 characters)



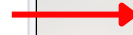
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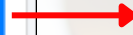
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4. How to make a Complaint - Inhouse

Upload photos (up to 4)




Step 5: Click the Photo and you can upload Photos (Max 4) of the Complaint scenes for better understanding. You can remove the wrongly uploaded photos before Submit Button.



Step 6: Click Submit

* You will get a Mail Along with your Complaint Number

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Chennai Auto Ancillary Industrial Infrastructure Upgradation Company
An AIEMA Initiative...

Dear Fathima

We acknowledge the receipt of your complaint and we will attend shortly.

Your Complaint Reference Number is : CA-24-0072


For any queries, please contact at 044-26248233 with the above reference.

You can track your complaint in your Android Application

Dashboard ->Track Complaints -> Enter your CNO

Thanks for the your Best Cooperation..
regards,

Thanks & Regards,

 Location: 2nd Main Road,
Ambattur Industrial Estate,
Chennai - 600058, Tamilnado, India.
Tel : +91-44-26248233.

Activate
Go to S



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5. How to make a Complaint - External

Step 1: Choose External if the complaint happens other than your Inhouse Company Premises . i.e., The Location which covered under CAAIUC Services.

Step 2: Select Complaint Category & Sub Category

The User Should aware of the Area, Locality & Street details for the External Complaint. kindly note the automatic GPS option alone, is not enough to find complaint's location. (Refer Annexure - I)

- This is not mandatory field. Unless or otherwise if you not standing in the Complaint's location you should not click this.
- If you are standing in Complaint's Location you can check this additional option. Even though you click this, choosing area, locality & Street is Mandatory.

Step 3: Enter the landmark, if you are aware of it.

Step 4: Enter the complaint in details (not more than 400 characters)

Step 5: Enter the landmark, if you are aware of it.

Step 6: Click Submit

CONT....

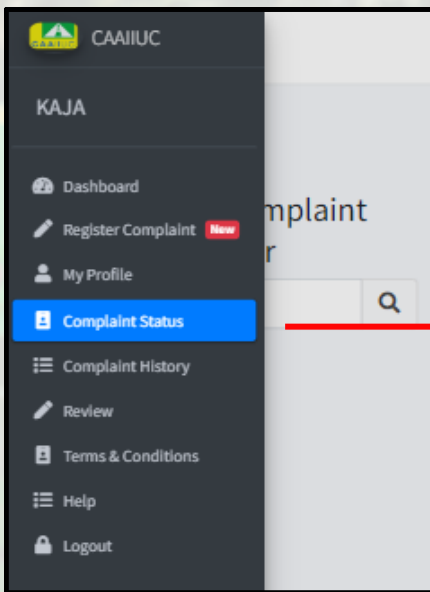


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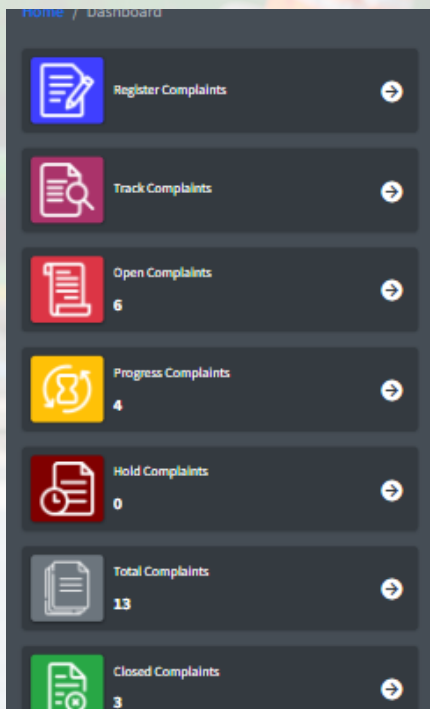
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6. How to Check Complaint status? Navigation



Click Menu Icon and click Complaint Status

OR



Click Track Complaint in Dashboard



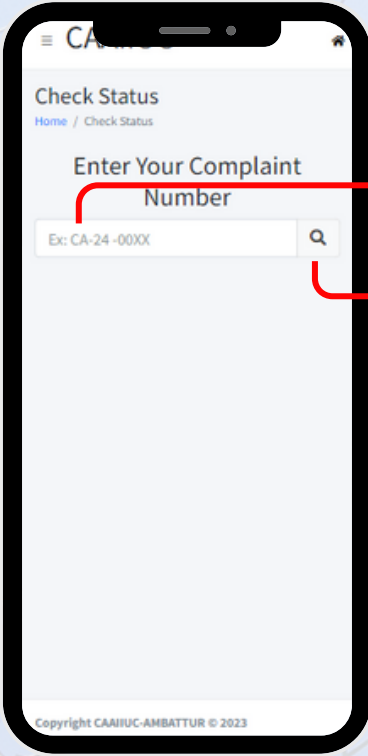


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6. How to Check my Complaint status?



Type or Paste Your Complaint Number

Click Search Button then you will get Status of your specific Complaint Status



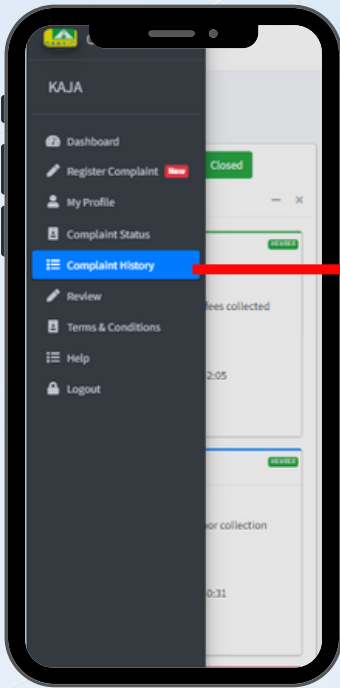


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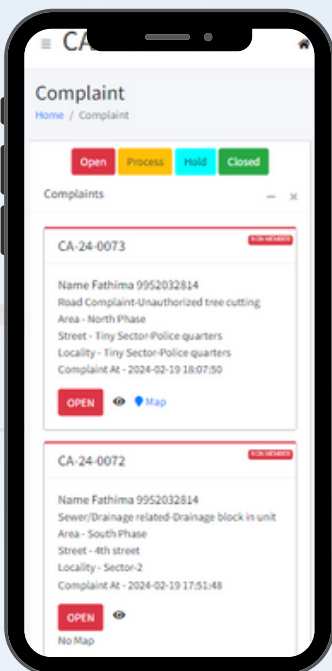
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7. How to Check my Complaint History?



Navigation : Click Menu Icon and Click Complaint History then the complaint page appear as show in right side image



Shows Total Hold Complaints



Shows Total Open Complaints



Shows Total Closed Complaints



Shows Total Progress Complaints

Note : Map Icon won't be appear. If the user didn't check the automatic GPS option for External Complaints



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Annexure - I
CAAIUC Ambattur Location Premises

Area	Locality	Streets
North Phase	Sector-I	1st street
		2nd Street
		3rd Street
		4th Street
		5th Street
		6th Street
		7th Street
		8th Street
		9th Street
		10th Street
		11th Street
		12th Street
		13th Street
		14th Street
		15th Street
		Village Road (2nd Main Road)
		3rd Main Road
		5th Street, 1st lane
		5th Street, 2nd Lane
		5th Street, 3rd Lane
		6th Street, 1st Lane
		6th Street, 2nd Lane
		Aavin Dairy Road
		EB Road

CONT....



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CAAIUC Ambattur Location Premises

Area	Locality	Streets
North Phase	Sector-2	1st Street
		2nd Street
		3rd Street
		4th street
		5th Street
		6th Street
		7th Street
		8th Street
		9th Street
		10th Street
		11th Street
		3rd Main Road
		1st Cross Main Road
		2nd Cross Main Road
		4th Cross Main Road
		Railway Station Road
		1st Lane, Station Road
		2nd Lane, Station Road
		3rd Lane , Station Road
		4th Lane , Station Road
		5th Lane , Station Road
		6th Lane , Station road

CONT....



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CAAIUC Ambattur Location Premises

Area	Locality	Streets
North Phase	Sector-3	1st Street
		2nd Street
		3rd Street
		4th street
		5th street
		6th Street
		7th Street
		8th Street
		9th Street
		1st Lane
		2nd Lane
		1st Cross Main Road
		2nd Cross Main Road
	Tiny Sector-Police quarters	Tiny Sector-Police quarters
	Tiny Sector-Korattur	Tiny Sector-Korattur
	SS Units	SS Units

CONT....



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CAAIUC Ambattur Location Premises

Area	Locality	Streets
South Phase	Sector-I	1st street
		2nd Street
		3rd Street
		4th Street
		5th Street
		6th Street
		7th Street
		8th Street
		9th Street
		10th Street
		11th Street
		12th Street
		13th Street
		14th Street
		15th Street
		1st Main Road
		2nd Main Road

CONT....



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CAAIUC Ambattur Location Premises

Area	Locality	Streets
South Phase	Sector-I	1st Cross Main Road (Post office)
		2nd Cross Main Road
		3rd Cross Main Road
		1st Lane
		2nd lane
		3rd Lane
		4th Lane
		5th Lane
		6th Lane
		7th Lane
		8th lane
		9th lane
		10th Lane
		11th Lane
		ATC Road
		1st Cross Street
		South Avenue Road

CONT....



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CAAIUC Ambattur Location Premises

Area	Locality	Streets
South Phase	Sector-2	1st street
		2nd Street
		3rd Street
		4th Street
		5th Street
		6th Street
		7th Street
		8th Street
		9th Street
		2nd Main Road
		3rd Main Road
		1st Cross Main Road
		2nd Cross Main Road
		3rd Cross Main Road
		Ambit Road
		South Avenue Road
		MTH Road

CONT....



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CAAIUC Ambattur Location Premises

Area	Locality	Streets	
South Phase	Sector-3	1st Street	
		2nd Street	
		3rd Street	
		4th street	
		5th Street	
		6th Street	
		7th Street	
		8th Street	
		9th Street	
		3rd Main Road	
		Tiny Sector-1st Main Road	Tiny Sector-1st Main Road
		Tiny Sector-Post Office	Tiny Sector-Post Office
		Tiny Sector -3MLD	Tiny Sector -3MLD
		Sidco Aiema tower(Satwa)	Sidco Aiema tower(Satwa)
LT Quarters	LT Quarters		

CONT....