



“Thirumudivakkam Industrial Estate Manufacturers Association”

Exclusively for TIEMA unit holders

User Manual Complaints Management System



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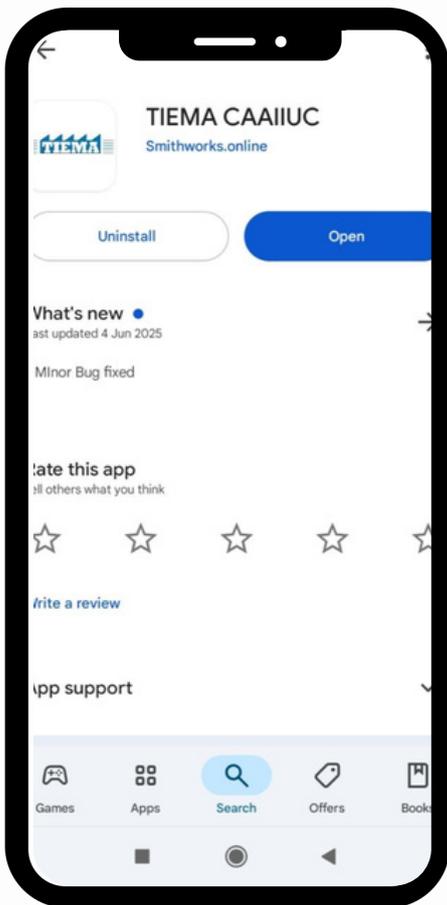


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1.How to install TIEMA Mobile Application?

Android Users



STEP 1: Go to Google Play Store

STEP 2: Search “ TIEMA (or) CAAIUC “

OR

[Instead of above Steps Just Click the below link](#)

[https://play.google.com/store/apps/details?](https://play.google.com/store/apps/details?id=com.smithworks.tiema&pcampaignid=web_share)

[id=com.smithworks.tiema&pcampaignid=web_share](https://play.google.com/store/apps/details?id=com.smithworks.tiema&pcampaignid=web_share)

STEP 3: Click Install (New Installation)

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

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

STEP 4: The App is Successfully Installed & you can identify

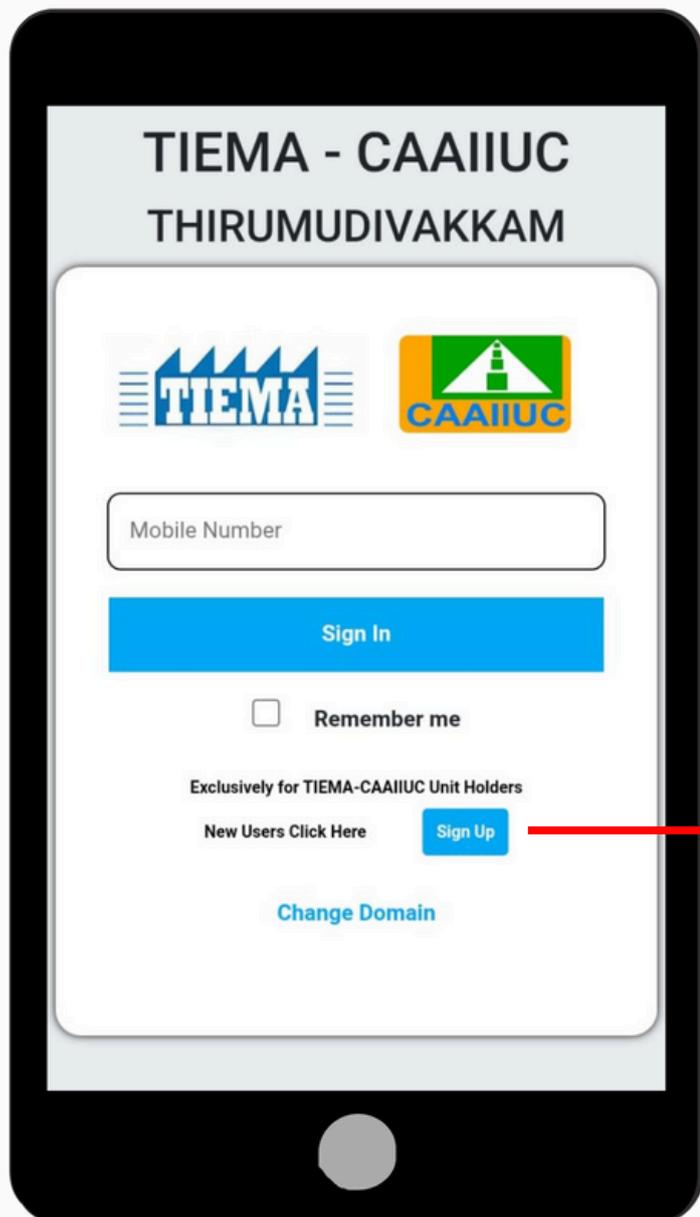
TIEMA ICON  in your mobile screen.



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2. New Unit Holder Registration(One Time)



Click Sign Up



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2. New Unit Holder Registration(One Time)

Exclusively for CAIUC Members

MEMBER(Owner)

Select the Parent Company

Name

Mobile number

Email

Unit number

Area Locality Street

Address

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 Members 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 be a Whatsapp Number since you will get your One Time Password in whatsapp.

Email ID of the User

Unit Number, Area, Locality, Street & Address will be automatically fetched from Database once you select the Parent Company Name.

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

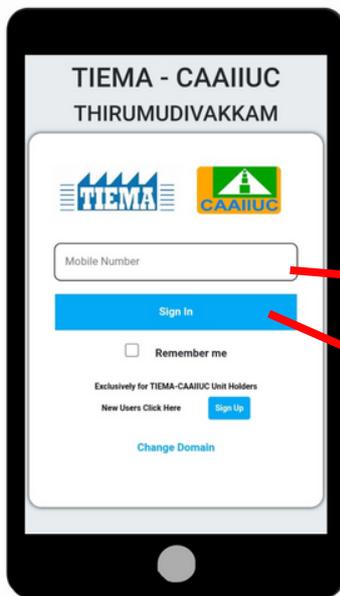
Click Submit for Registration



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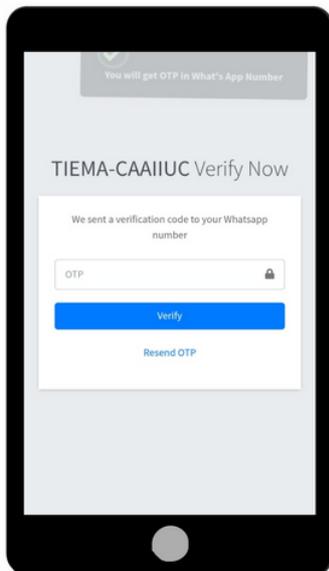
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3. How to Log in



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

STEP 2: Click Sign In



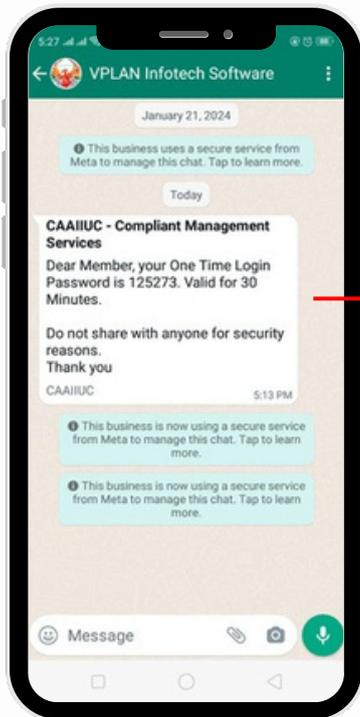
You will get OTP in Registered Whatsapp Number



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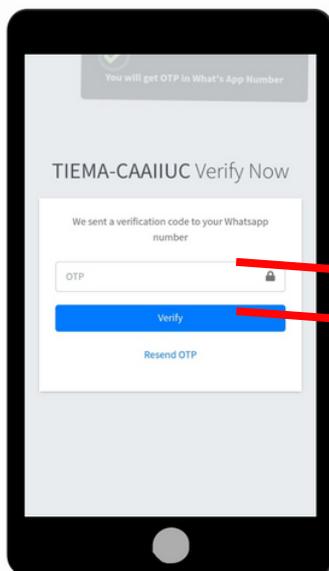
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3. How to Log in



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**



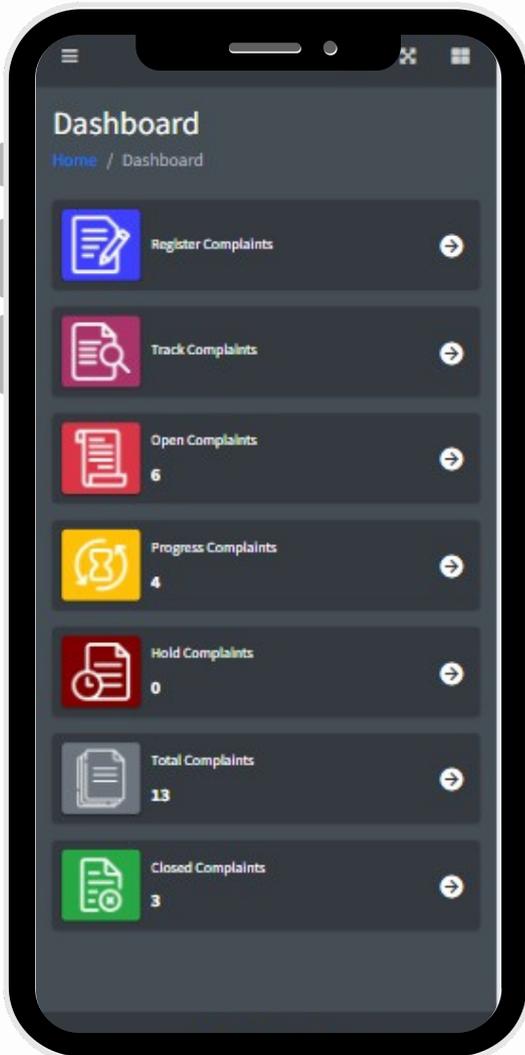
STEP 3: Enter the OTP
STEP 4: Click Verify



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3. How to Log in



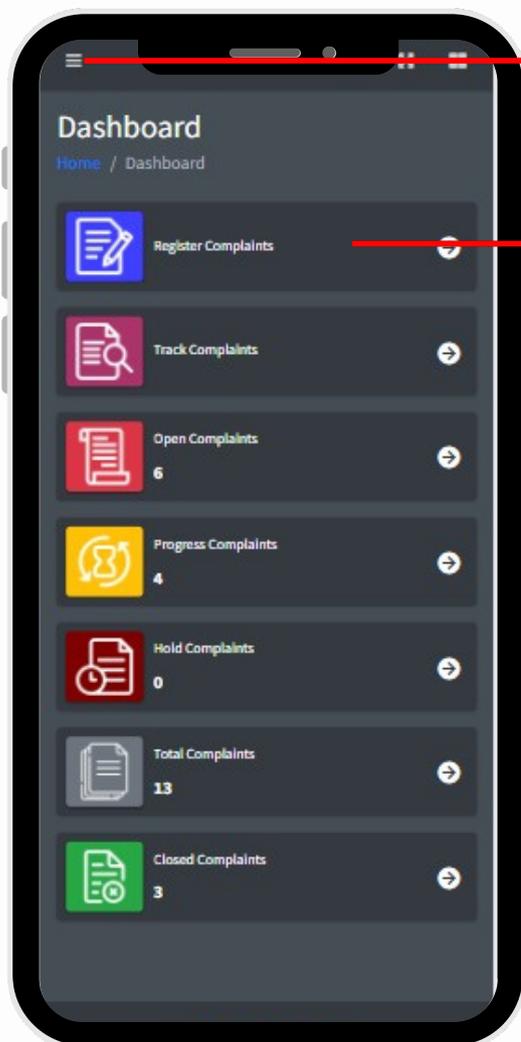
You are successfully Logged In.
your Dashboard appears like the
Image.

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4. How to make a Complaint - Inhouse

Navigation



Click the Menu Icon And Select Register Complaint

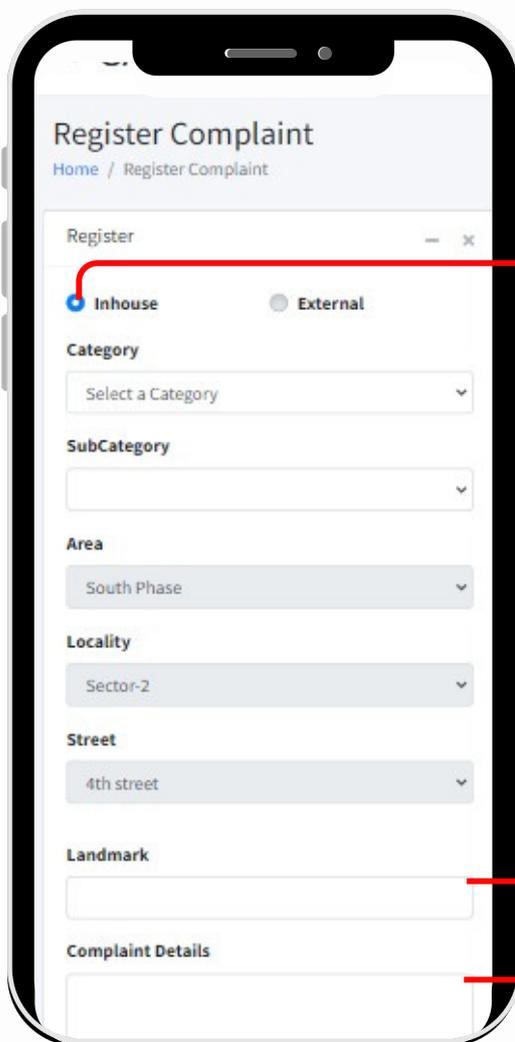
OR

Click Register Complaint in Dashboard

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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 be automatically fetched from the 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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4. How to make a Complaint - Inhouse

Upload photos (up to 4) Take Photo
Upload Photo

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.

Submit

Step 6: Click Submit

* You will get a Mail Along with your Complaint Number



Dear Tester Vplan

We acknowledge the receipt of your complaint.

Your Complaint Reference Number (CRN) is : CA-25-0003

You can track the status of your complaint in your Mobile Application itself

Dashboard ->Track Complaints -> Enter your CRN

Necessary instructions will be given to the concerned team / external service provider to resolve your complaint at the earliest and an update will be sent through email once it's completed

TIEMA Team



Thirumudivakkam Industrial Estate Manufacturers Association
No. PP3, TIEMA Centre, SIDCO Industrial Estate, Thirumudivakkam, Chennai - 600 044



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5. How to make a Complaint - External

The screenshot shows a mobile app interface for filing a complaint. At the top, there are two radio buttons: 'Inhouse' (unselected) and 'External' (selected). Below this are several dropdown menus: 'Category' (with 'Select a Category' text), 'SubCategory', 'Area' (with 'Select a Area' text), 'Locality', and 'Street'. There is a checkbox labeled 'I am in the Complaint's location (GPS Auto)'. Below that is a 'Landmark' text input field. A 'Complaint Details' text area is provided for the user to describe the issue. At the bottom, there is a photo upload section with 'Upload photos (up to 4)' text, a 'Take Photo' button, and an 'Upload Photo' button. A large blue 'Submit' button is at the very bottom.

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

Step 2 : Select Complaint Category & Sub Category

The User Should be 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.

• This is not a mandatory field. Please check this ONLY if you are standing in the complaint location. Still choosing Area, locality & Street is Mandatory

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

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

Step 5 : Click Submit

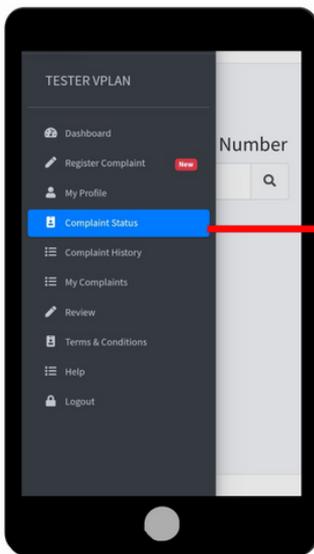
CONT....



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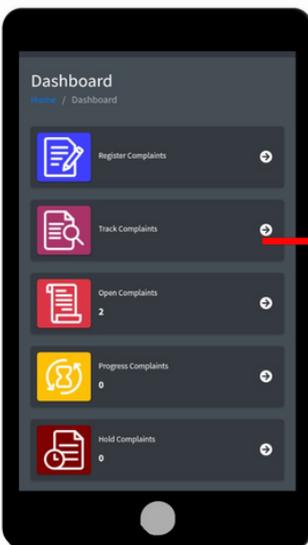
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6. How to Check Complaint status? Navigation



Click Menu Icon and click Complaint Status

OR

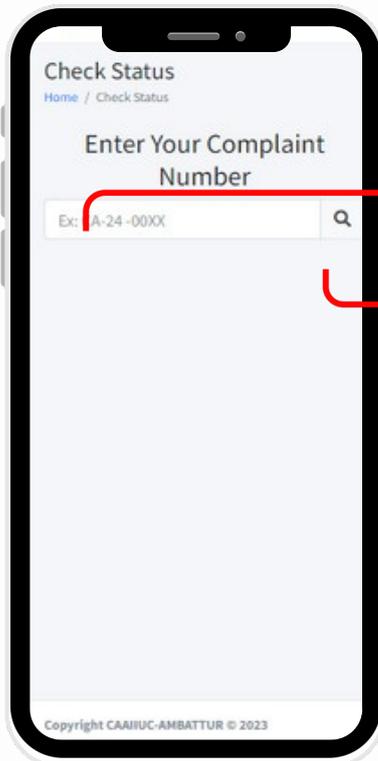


Click Track Complaint in Dashboard

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6. How to Check my Complaint status?



Type or Paste Your Complaint Number

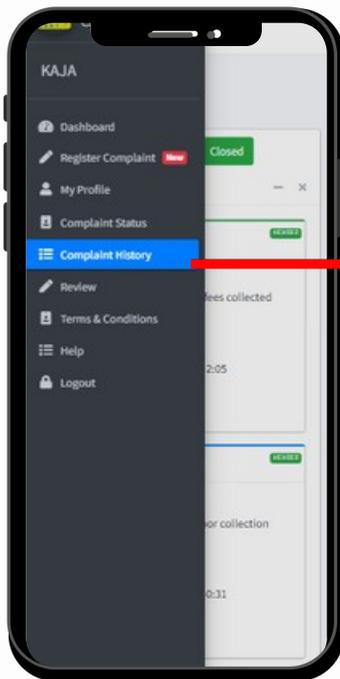
Click Search Button to get the status of your specific complaint



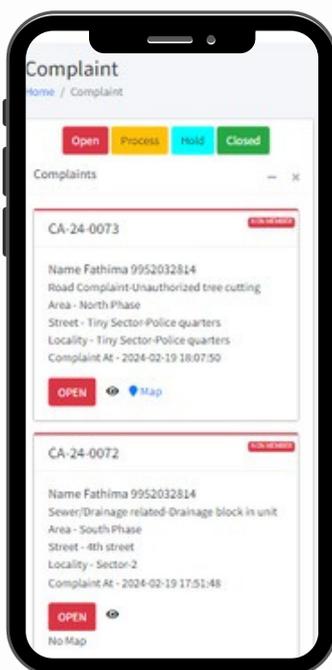
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7. How to Check my Complaint History?



Navigation :Click Menu Icon and click Complaint History. The complaints history page will appear as shown here



	Shows Total Hold Complaints		Shows Total Open Complaints
	Shows Total Closed Complaints		Shows Total Progress Complaints

Note : Map icon won't appear if the user hasn't checked the automatic GPS option while registering External Complaints