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Policy Letter No 06/2007
Directorate General Married
Accommodation Project (DG MAP)
Engineer-in-Chief's Branch,
Integrated HQ of MoD (Army)
Kashmir House, Rajaji Marg
DHQPO, New Delhi-110011

21348/IVRS/P&S/ 27 /MAP

29 May 2007

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(DG MAP List A, B & C)

IVRS FOR MAP WORKS

1. Interactive Voice Response System (IVRS) is an effective tool, which can provide the station a reliable and faster means to improve upon the complaint management system.
2. A techno-economic evaluation alongwith market survey was conducted at HQ DG MAP. The technical requirements and also certain aspects related to installation and running of the IVRS have been covered in the succeeding paragraphs.
3. **Methodology in Procurement.**
 - (a) All Executing Agencies (EAs) i.e DG MAP, CC MAP, CPWD, DRDO, IRCON, NBCC, RITES will procure the system through tenders as per their procedures.
 - (b) This would be done in a manner duly incorporating the station requirements of existing / futuristic accommodation / IVRS needs. Before floating of the tenders, clauses pertaining to station requirements would be included in the tenders, in consultation with the Station Commanders or his representative(s).
 - (c) For integration purposes, the station would provide inputs on any existing IVRS systems, which in any case would be location / station specific. Additional telephone line(s) would be projected to the station for provisioning of the same for the IVRS under consideration by the EAs.
 - (d) Personnel to obtain training from the executing firm would also be provided by the station, through the Station HQ or the GE. Liaison with the station would be maintained by the EAs through the PMs/TAs.
4. **Specifications.** The broad specifications for the proposed IVRS are attached as Appendix `A`. Based on station requirements, after detailed discussions with the station or nominated representative(s), specifications as per / in addition to those at Appendix `A`, may be considered for incorporation by the EAs.

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5. **Cost Estimates.** Based on the specifications, a rough cost estimate will be projected through the EAs after a local market survey is carried out by them. This would be indicated in the tender documents by the EAs at their end. The amount as considered provisional in the Adm Approval will however, be taken as a guideline. While providing the IVRS, all out efforts are required to be made to generate competition so that benefit of bulk purchase / economy of scale, results in reducing the cost to the maximum extent possible.

6. **Essential Contract Clauses.** Some of the important clauses which need to be included in the contract have also been highlighted. These are attached at Appendix 'B'.

7. **Brief Technical Description.** The technical description of the mechanism of operation of the IVRS has been provided at Appendix 'C'. This also highlights the Complaint System Diagram and also the list of Complaint Codes. This list can be modified based on the station needs or the existing / futuristic technical requirements of the station.

8. Executing Agencies and Planning Teams of DG MAP are requested to ensure provisioning of IVRS in the project DPRs. For projects where DPRs are approved, provisioning may be ensured at tender stage. For projects where contracts have been concluded, changes shall be carried out on case-to-case basis, in close coordination with and prior approval of Planning Team of DG MAP.

Sd/- x x x x x
(Aalok Sood)
Col
Dir (Pol & Standardization)
for DG MAP

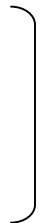
Encls: As above

Internal

Plg Team 'A'

Plg Team `B'

Contract Sec



- for information and necessary action please.

Appendix 'A'

(Refer to Para 4 of the DG MAP letter
No 21348/IVRS/P&S/ 27 /MAP
dated 29 May 2007)

TECHNICAL SPECIFICATIONS

Ser No	Item	Quantity	Make
<u>Hardware</u>			
1.	Computer 512 MB / 1 GB –RAM 40 GB / 80 GB HDD	01	IBM / HP / DELL with PENTIUM 4 Chip
2.	16 Bit Duplex Sound Card	01	
3.	Spike Buster	01	5 AMP, Four Sockets
4.	IVRS voice processing card (INTEL DIALOGIC)	01	INTEL
5.	UPS (APC) 20 - 40 minutes backup	01	APC, Microtech
6.	Printer 1020 / 1400 (Laser) or equivalent	01	HP / Samsung
<u>Software</u>			
7.	Application software including operating system	01	Windows 2000 / XP / Professional with SP3 and above
8.	Antivirus software	01	Norton / MCAFEE
<u>Implementation and Services</u>			
9.	Study User Requirement and Design of the Call Flow, Design and supply of GUI for data entry and administration of the CMS, Creation and Integration of the Database System with the IVRS.		
10.	One time installation, implementation and commissioning charges of the IVRS including manuals and recording of voice prompts.		
<u>Optionals: Operations</u>			
11.	Monthly cost for operations @ 6(hrs)x5(days) basis on all working days.	01	The data entry operators will be provided by the firm and will be quoted by the firm.

Appendix 'B'

(Refer to Para 4 of DG MAP letter
No 21348/IVRS/P&S/ 27 /MAP
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**IMPORTANT CLAUSES TO BE INCORPORATED IN THE PS CLAUSES
OF THE TENDERS**

1. **Payments.** The payment schedule as considered appropriate by the EAs may be included as a clause in the tender documents. As a guideline, 80% payments can be made on delivery and installation of the system, 10% can be released after 90 days of successful running of the system after installation. Balance 10% can be released after the Defect Liability Period (DLP) / start of Annual Maintenance Contract, whichever is earlier.
2. **Warranty.** A warranty of one year on the hardware will be provided.
3. **Defect Liability Period (DLP).** On completion of the warranty of one year, IVRS should have a DLP of one additional year i.e a total of two years are covered with both the warranty and the DLP. Terms and conditions of the DLP will be finalized and included in the tender document by the EA in consultation with the manufacturer / supplier.
4. **Annual Maintenance Contract (AMC).** This option through the station will be exercised after two years i.e one of warranty and one year of DLP.
5. **Maintenance and Operation (M&O).** This clause needs to be inserted in the tender documents for the sake of uniformity. This should include aspects on maintenance of IVRS, provision / training of personnel to run the systems, extended down time penalties etc.
6. **Training of Personnel.** A suitable individual, who can run the system on an independent basis, needs to be provided by the station. On the job training will be given by the firm for a period of three months.
7. **Debugging.** The debugging of the software needs to be catered for as under:-
 - (a) As per technical specifications, anti virus software to de-bug the system must be installed.
 - (b) The firm must provide a 'patch' to the software through decoding / replacement at site. This will be done by the firm at no additional cost.
 - (c) At the time of replacement of software, the firm will replace the software CD at no cost.
8. **Penalty for Extended Downtime or Deficiency of Service.** The aspect of penalty for extended down time is covered as under:-
 - (a) **Extended Down Time (EDT).** Keeping the peak period of complaints by the environment as 0800-1100h (3 hours), 1500-2000h (5 hours) i.e a total of 8 hours, EDT will be 6 hours in one day.
 - (b) Penalty adopted for a down time of 6 hours and above should be at a rate of 0.5% of the cost of work per week.
9. **Choice of Firms.** The firms must have installed such projects, as per CVC guidelines. The firms must have a ISO certification and should have an annual turnover of a minimum 30% of the cost of work.

Appendix 'C'

(Refer to Para 7 of DG MAP letter
No 21348/IVRS/P&S/ 27 /MAP
dated 29 May 2007)

**BRIEF TECHNICAL DESCRIPTION: MECHANISM OF OPERATION
OF THE IVRS**

1. Making a Call. Dial (Mil Exch No.) or (Civil No.)
2. Choice of Language. You will hear “MES Complaint Centre mein aapka swagat hai - Please enter 1 for English – Hindi ke liye 2 dial Karen”. Enter 1 or 2 according to your choice of language.
3. Choice of Menu. When prompted by the system Enter 1 for lodging a new complaint or 2 for checking the status of a previously registered complaint.

Lodging a New Complaint

4. For Lodging a new complaint you have two options :-
 - (a) Direct recording of complaint - If you know the Complaint - then enter 8 followed by the three digit code of the complaint.
 - (b) However if you do not have the code handy you can Continue with the IVR and lodge the complaint – the IVR will prompt you in two steps – in first step you will enter a single digit to indicate the nature of complaint as 1 for Water Supply related, 2 for Electric Supply, 3 for Civil B & R complaints, 4 for Furniture, 5 for Air Conditioning / Cooling, 6 for Handing or Taking Over house or BSO related issues. In the next step you will be prompted by the IVR system to enter the menu option number which corresponds to your complaint.
5. Exercise Option to get a Confirmation call when the complaint is rectified. In this stage the IVRS will ask you to enter your phone number on which you want to be called for giving this confirmation. This choice is yours. If you do not give any number you will not be called.
6. Get Docket No. At this stage – you will be given a Docket No. and with a Thank you the IVR is closed. Please note this number. Through this number you can check the status of your complaint.

Note–1. At any stage during the IVR play you can press the * (star) key to listen to the current options again.

- a) At any stage during the IVR play you can enter digit 9 to get Operator assistance.
- b) The average time taken to book a complaint is less than 1 minute as break in facility has been provided so that after using the system 3 or 4 times you need not listen to the entire IVR prompts and will be able to lodge the complaint in less than 1 minute

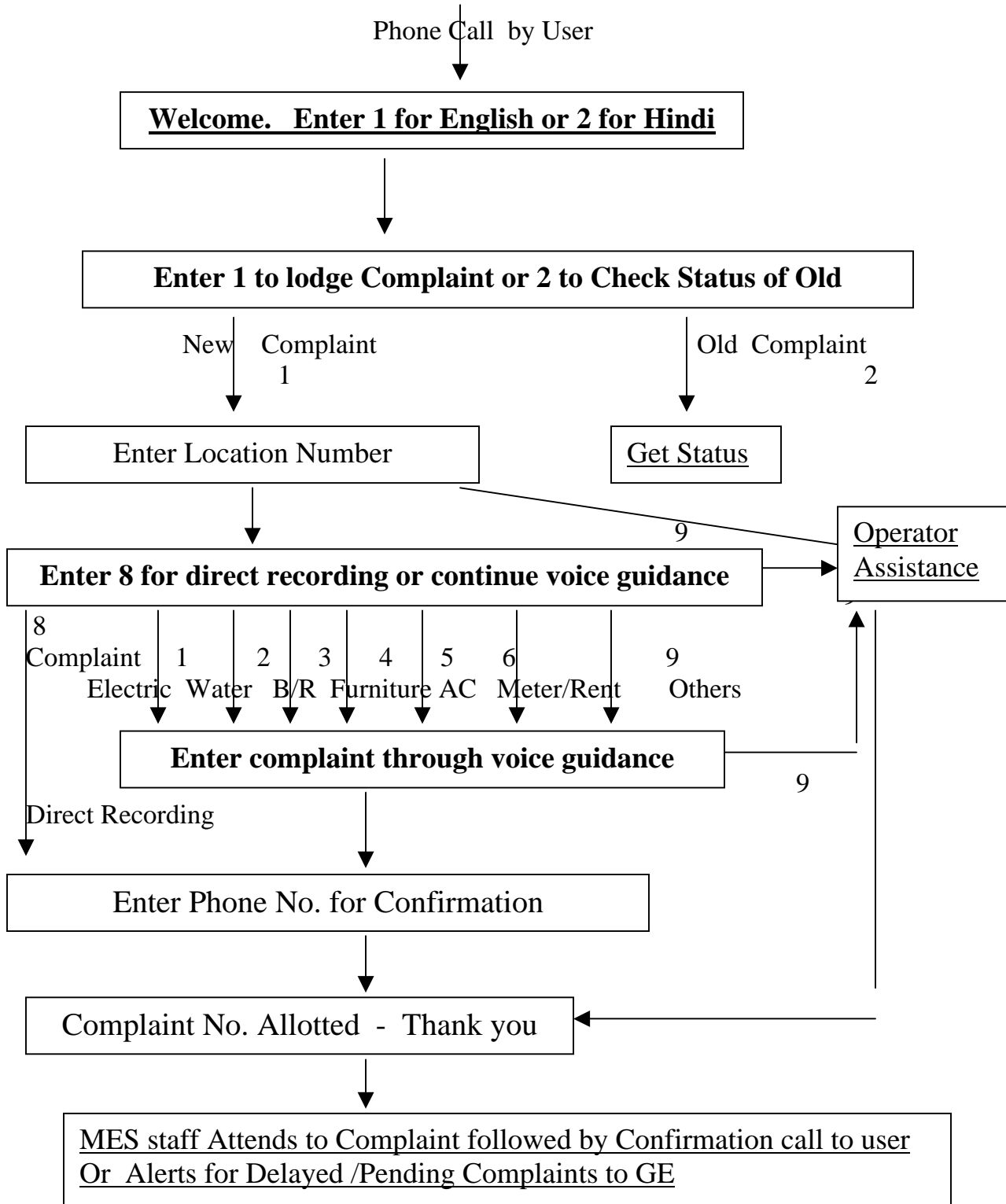
Checking Status of your previously lodged Complaint

7. After entering your choice of language when prompted, enter 2 to check the status of your previous complaint. You will be prompted to enter the docket number of your complaint. The System will then give the status of your previously lodged complaint. Please note that there is an escalation system in-built in this system wherein if your complaints are not attended to within a reasonable time frame then this is brought to the notice of the GE.

Rectification of the Complaint

8. After the complaint is rectified by the MES staff please put your signature and date with time of rectification on the complaint slip carried by the MES staff. If you want you may add user comments on it. We hope this will increase user satisfaction with the MES.

Complaint System Diagram



LIST OF COMPLAINT CODES

<u>Water Supply Complaints</u>	
<u>CODE</u>	<u>TYPE OF COMPLAINT</u>
110	Flush Cistern not working
120	Tap leaking/not working
121	Stop Cock leaking/not working
122	Bib Cock Not Working/Leaking
123	Pillar Tap Not Working
130	Leakage in Pipe line
131	Main Water Supply Line Leaking Near My House
140	No supply of water
141	No Water Reaching In OH Tank
142	Water Not Coming From Tank
150	Dirty Water Coming
160	Service Tank Overflowing or leaking
170	Low Pressure supply
180	Less or Erratic supply hours - Water Not Coming In Schedule Timing
190	Others

<u>Electric Supply Complaints</u>	
<u>CODE</u>	<u>TYPE OF COMPLAINT</u>
210	Current Leakage In The Wiring
220	No Light In Complete House
221	No Light From Pole In Block/Qtr
222	Main Switch Burnt/Not Working
223	No Electric Supply From Meter
230	No Light In Certain Rooms
231	MCB Not Working/Defective
240	Voltage Fluctuation or Power tripping
241	Low Voltage
250	Defective Electric bulb, tube switch or socket, Fan etc
251	Lamp Holder/Bracket light Not Working
252	Tube Holder Not Working
253	Light Plug Socket 5 Amp Not Working
254	Power plug Socket 15 Amp Not Working
255	Wall Mounting Fan Not Working
256	Ceiling Fan Not Working
257	Exhaust Fan Not Working
258	Ceiling Fan Regulator Not Working
259	Call Bell Not Working
260	Geyser not working
270	Defective Street or Security light
271	Bldg Security Tube Light Not Working
272	Ceiling Light In Verandah/Stair Case/Lobby Not Working
273	Gate Light Not Working

274	Street light Not Working Near My House
280	Sparking, loose connection , burning smell or fire
281	Service Connection Loose
282	Loose Electric Wire Hanging
283	Sparking in wires
284	Electric Fire
290	Others

Bldg Complaints (B&R)

CODE	<u>TYPE OF COMPLAINT</u>
310	Cement Work requiring mason
311	Plaster Repair
312	Floor Repair
313	Bathroom Grating To Be Replaced
314	Bathroom Broken Tiles to be Replaced
320	Repairs to door, window, ventilator, cupboards etc
321	Wooden Door/Window Repair
322	Steel Window Repair
323	Door Not Closing Properly
324	Door Spring Not Working
325	Replacement Of Sliding Bolt
326	Tower Bolt Replacement
327	Aldrop Bolt Replacement
328	Almirah/Cupboard not opening/closing
329	Looking Mirror To Be Changed
330	Replacement of Glass Pane or Wire Mesh
331	Glass Panes to be replaced
332	Wire Mesh to be replaced
340	Whitewash or Painting
350	Leakage or Choking of Drains or Sewer lines
360	Replacement of WC or wash basin
361	WC to be replaced
362	Wash basin to be replaced
363	Kitchen Sink to be replaced
364	Waste Pipe of Sink/WHB To Be Replaced
370	Leakage or Seepage in building
371	Sunken Floor Leakage/Seepage In Bathroom
372	Roof leaking
373	False Ceiling Repair
380	Repair to Fencing, gate, path or road
390	Others
391	Cleaning Of Service Tank

<u>Furniture Complaints</u>	
<u>CODE</u>	<u>TYPE OF COMPLAINT</u>
410	Repair to Wooden Furniture
420	Recaning of Chair
430	Upholstery of Sofa
440	Polishing of Furniture
450	Painting of steel furniture
460	Replacement of furniture
470	Reweaving of Charpoy
490	Others

<u>Refrigeration, Air- Conditioning & Cooling Complaints</u>	
<u>CODE</u>	<u>TYPE OF COMPLAINT</u>
510	Central or Split AC Not Working
520	Window Type AC Not Working
530	Desert Cooler not working
540	Fridge Not Working
550	Water Cooler Not Working
560	Others

<u>BSO Complaints</u>	
<u>CODE</u>	<u>TYPE OF COMPLAINT</u>
610	Handing Over Of House
620	Taking Over Of House
630	Excessive Electric Bill
640	Excessive Water Bill
650	Excessive House Rent
660	Defective Electric Meter
690	Others

Note : This list can be modified based on the needs/desire of the MES