

## PROCEDURE FOR LOGGING THE COMPLAINTS FOR LENOVO LAPTOPS ISSUED UNDER THE CORPORATE HR SCHEME

Complaints regarding the Lenovo laptops issued under the Corporate HR scheme can be logged by writing to [ecare@wipro.com](mailto:ecare@wipro.com) or by getting in touch with the toll-free numbers : **1800 - 3453456 / 1800 – 2003456**. Following basic details have to be furnished while logging the complaint :

Basic Details Required for Logging Complaints			
1	Company Name	:	
2	Serial Number of the Laptop	:	
3	Model / Make of the Laptop	:	
4	Problem Description ( in brief)	:	
5	Address ( Full Postal ) with 6 digits Pin code	:	
6	Contact Person	:	
7	Location, City	:	
8	Contact Phone Number	:	

**Also**, log in the complaint on IT Helpdesk. If the complaint is resolved, users should sign the complaint sheet of the customer support engineer and close the complaint on the IT Helpdesk.

In case the user is not satisfied with the service under the normal delivery mechanism i.e. the complaint is not resolved within a reasonable time, M/s Wipro have furnished the following escalation chart for redressal of unresolved complaints :

Escalation Contact Matrix:	
1st level escalation	Dial Toll-Free: 1800 345 5678 / 1800 200 5678 and speak to Service Delivery Executive Email: <a href="mailto:icare@wipro.com">icare@wipro.com</a>
2nd level escalation	<a href="mailto:arun.chawla@wipro.com">arun.chawla@wipro.com</a> <a href="mailto:pranab.rajguru@wipro.com">pranab.rajguru@wipro.com</a>
3rd level escalation	<a href="mailto:suresh.bhardwaj@wipro.com">suresh.bhardwaj@wipro.com</a>
4th level escalation	National: <a href="mailto:sujesh.p02@wipro.com">sujesh.p02@wipro.com</a>
Corporate Level	<a href="mailto:customer.advocacy@wipro.com">customer.advocacy@wipro.com</a>
URL	<a href="http://www.wipro.in/">http://www.wipro.in/</a>

In case, even the above mechanism fails, users are requested to get in touch with Helpdesk Co-ordinator of the IT Helpdesk in BHEL-PEM who would then get the issue resolved through the vendor.