

## Detailed write up on procedure for finding out status of the complaint basis

Compliance officer shall visit this following website  
[www.Bharathidirect.freshdesk.com/support/login](http://www.Bharathidirect.freshdesk.com/support/login)



There is a filter option to track the complaint in the basis of Status of the complaint, Ticket number, Priority, Name, Email id and Client code.

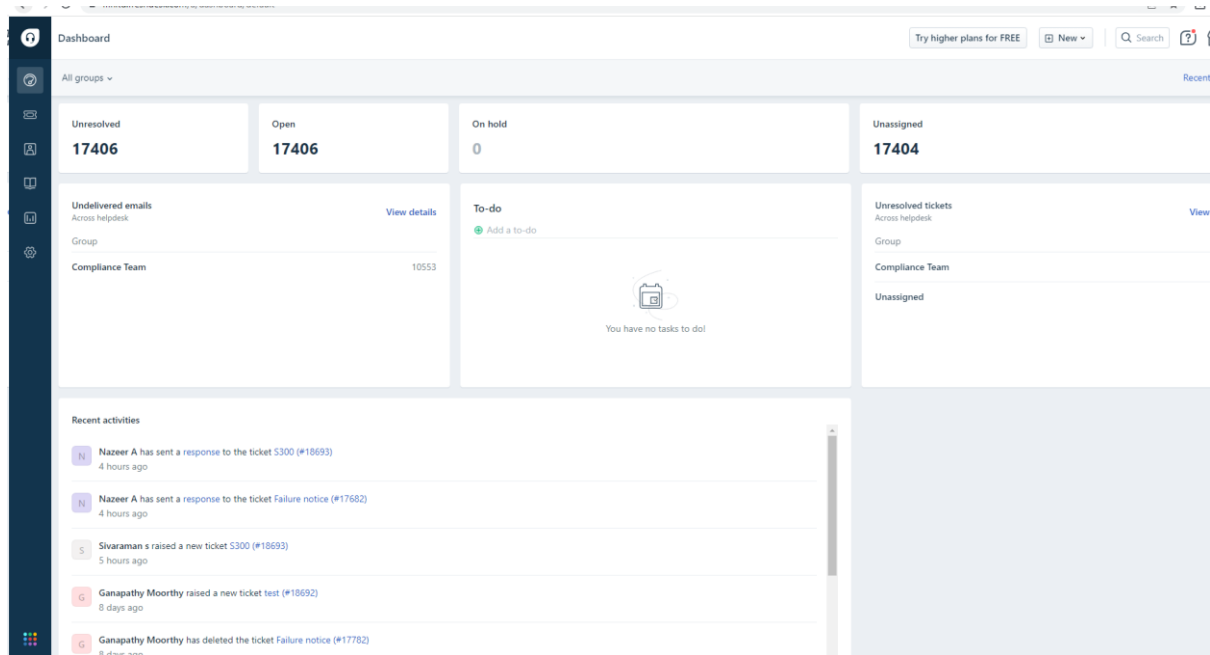


All open complaints will come under one window and closed complaints will come under different windows

# User Manual for BSBPL Complaint Plus Tracking system

1. 1. Enter this following url in your browser:

<https://bharathidirect.freshdesk.com/a/tickets>



2. Agent can get the complaint status on basis of ticket number, priority, name, and email id and client code from this below said filters.

