



User Manual for EASE BANKING SERVICES - LAUNCH & TRACK COMPLAINTS

Bank of India

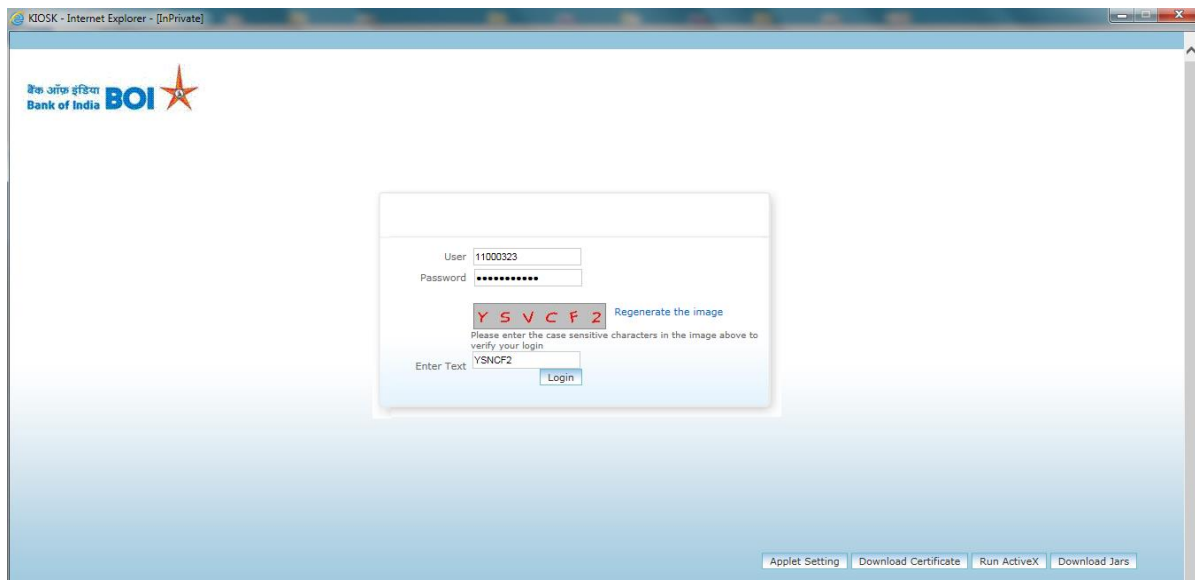
Version No	Date	Author	Reviewer
1.0	20 th Feb 2020	Samiksha Sharma	Varsha Masurkar

EASE BANKING SERVICES - LAUNCH & TRACK COMPLAINTS

1. BCA can login TCS FI portal using below mentioned URL.

URL: <https://fi1.bankofindia.co.in>

To login the application, BC user have to enter their User Id, Password and captcha. After that BCs have to capture the Finger print for authentication against the BCA Aadhar already available in the system.

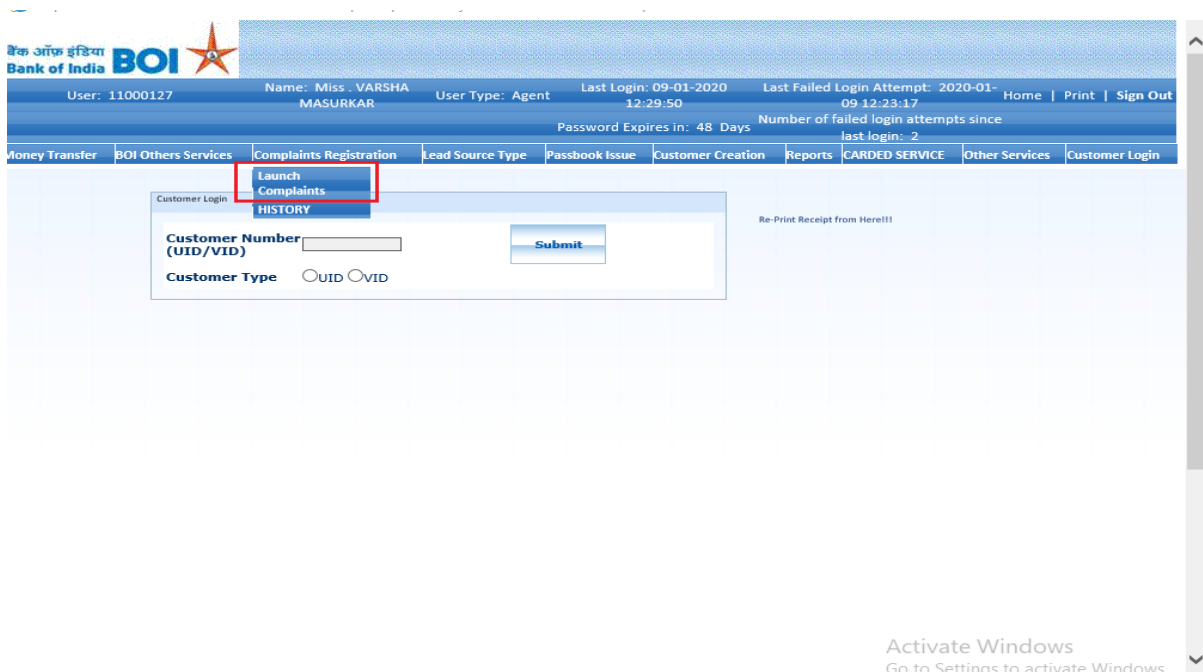


The screenshot shows a web browser window titled "KIOSK - Internet Explorer - [InPrivate]". The page displays the Bank of India logo and a login form. The form includes the following fields and elements:

- User: 11000323
- Password: [Redacted]
- Captcha image: Y S V C F 2. A "Regenerate the image" link is present to the right of the image.
- Text below captcha: "Please enter the case sensitive characters in the image above to verify your login."
- Enter Text: YSNCF2
- Login button

At the bottom of the page, there are links for "Applet Setting", "Download Certificate", "Run ActiveX", and "Download Jars".

2. After successfully login to application, go to **Complaints Registration -> Launch Complaints** option.



The screenshot shows the application dashboard after successful login. The user is identified as Miss . VARSHA MASURKAR, User Type: Agent. The dashboard includes a navigation menu with the following options: Money Transfer, BOI Others Services, Complaints Registration, Lead Source Type, Pasbook Issue, Customer Creation, Reports, CARDED SERVICE, Other Services, and Customer Login. The "Complaints Registration" option is highlighted, and a sub-menu is visible with "Launch Complaints" selected. The main content area shows a "Customer Login" section with a "Customer Number (UID/VID)" field, a "Customer Type" radio button (with "OUID" selected), and a "Submit" button. A "Re-Print Receipt from Here!!" link is also present. The bottom of the page features an "Activate Windows" watermark.

- After clicking on **Launch Complaints** tab, page will displayed where you can register a complaint.

Bank of India BOI

User: 11000127 Name: Miss . VARSHA MASURKAR User Type: Agent Last Login: 09-01-2020 12:29:50 Last Failed Login Attempt: 2020-01-09 12:23:17 Home | Print | Sign Out

Password Expires in: 48 Days Number of failed login attempts since last login: 2

Money Transfer | BOI Others Services | **Complaints Registration** | Lead Source Type | Passbook Issue | Customer Creation | Reports | CARDED SERVICE | Other Services | Customer Login

Ease Banking Services - Launch Complaints

Module * :

Sub Module * :

Issue Description * :

i In case of any attachments for the given complaint, kindly mail us on fi.tcs@bankofindia.co.in with generated complaint number

i Fields marked with * are mandatory

[Register](#)

- In launch complaints page, BCA has to select **Module**, **Sub Module**, enter **Issue Description** and click on **Register** button.

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Module * :

Sub Module * :

Issue Description * :

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[Register](#)

Note: Various Modules and Sub modules available are mentioned below.

Modules	Sub Modules	Remarks
Onus AEPS	Balance Enquiry	BOI Transactions
	Deposit	
	Withdrawal	
	Funds Transfer	
	Mini Statement	
Offus AEPS	Balance Enquiry	Other Bank Transactions
	Withdrawal	
	Funds transfer	
	Mini Statement	
Money Transfer	Intersol	Other Branch Money Transfer
	Intrasol	Home Branch Money Transfer
BOI Other Services	UID Seeding	
	Sub KO Creation	
	Aadhar Linking Status for Subsidy(DBT)	
Passbook Issue	Customer Query	
	UID Seeding Status	
	Lead Status	
Reports	Teller Reports	
Carded Service	Rupay	
Pension	APY	
Insurance Registration	PMJJBY	
	PMSBY	
Bill Payments	Bill Pay	BBPSTransactions
Lead Generation	Loan	
	CASA	
	Recovery	
Customer Creation	EKYC	
Login	Login Issue	
Others	Other Issues	

5. After clicking on **Register** button, complaint will be registered successfully and the message will be displayed with generated **complaint registration number**.

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Ease Banking Services - Launch Complaints

Complaint Registration no.:005018490085. Complaint registered successfully. Please save the Registration number for future reference. You may track your complaint status from the complaint History module

Module * : -----Select-----
Sub Module * : -----Select-----
Issue Description * :

In case of any attachments for the given complaint, kindly mail us on fi.tcs@bankofindia.co.in with generated complaint number
Fields marked with * are mandatory

NOTE: You may note down the generated **complaint registration number** which can be used for future reference to track complaint status from **Complaint History Module**.

6. To track your complaints, go to **Complaints Registration** menu, select **History** tab.

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Launch Complaints
HISTORY

Customer Login


Customer Number (UID/VID)

Customer Type UID VID

Re-Print Receipt from Here!!!

Activate Windows
Go to Settings to activate Windows.

7. Track Complaints page will be displayed where you can enter complaint registration number in **Complaint ID** field and click on **Submit** button.



[Home](#) | [Print](#) | [Sign Out](#)

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[Money Transfer](#) | [BOI Others Services](#) | [Complaints Registration](#) | [Lead Source Type](#) | [Passbook Issue](#) | [Customer Creation](#) | [Reports](#) | [CARDED SERVICE](#) | [Other Services](#) | [Customer Login](#)

Ease Banking Services - Track Complaints


Complaint ID : * 005018490085

Fields marked with * are mandatory

(OR)

8. Complaint Details will be displayed where you can see the status of your complaint and the admin remarks for the given complaint ID.

S No.	Status	Remarks
1	Open	When the complaint is registered and admin is yet to view it.
2	Work in Progress	When the complaint is viewed by the admin and admin is working on it.
3	Closed	When the complaint is successfully resolved by the admin.



[Home](#) | [Print](#) | [Sign Out](#)

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[Money Transfer](#) | [BOI Others Services](#) | [Complaints Registration](#) | [Lead Source Type](#) | [Passbook Issue](#) | [Customer Creation](#) | [Reports](#) | [CARDED SERVICE](#) | [Other Services](#) | [Customer Login](#)

Complaint Details

Complaint ID : 005018490085
Status : Open
 : Details of account:- Amount:- 5500/- Date:- 21-01-2020 TCS Transaction RRN/ID :- TCS/916210027525 UID NUMBER:- 999999999999 ACCOUNT NUMBER:- 905310110004585Request you to kindly check for reconciliation at earliest.
Raised Date : 2020-02-19 18:42:36.907
Admin remarks :

Click OK to exit

9. To view all the complaints details registered till date, user can click on **View All** button.

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Ease Banking Services - Track Complaints

Complaint ID : * 005018490085

Fields marked with * are mandatory

Submit

(OR)

Viewall

10. By clicking on **View all** button, user can view all the complaints details registered till date.

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Ease Banking Services - Track Complaints

ComplaintID	Status	Description	Raised Date	Admin Remarks
004616490034	Closed	Sir, Details of account- Amount:- 3030/- Date:- 11-06-2019 TCS Transaction RRN/ID :- TCS/916210027525 UID NUMBER:- 599075321485 ACCOUNT NUMBER:- 905310110004585	2020-02-15 16:13:25.146	done
004616490035	Closed	user id- 11261163 date & time - 29/01/2020, 04 pm transaction type- withdraw transacatino amount- 2000 bc account -615727700000006 customer uid no-5416 3655 9750 customer account no-3966557712	2020-02-15 16:40:18.132	kindly check now
004819490069	Work in Progress	Madam, Im not able to perform transactions due to connection timed out. Kindly look into it on priority basis.	2020-02-17 19:53:44.776	okaysdsd
005018490085	Open	Details of account- Amount:- 5500/- Date:- 21-01-2020 TCS Transaction RRN/ID :- TCS/916210027525 UID NUMBER:- 999999999999 ACCOUNT NUMBER:- 905310110004585 Request you to kindly check for reconciliation at earliest.	2020-02-19 18:42:36.907	

« Prev | 1 | Next »

Click OK to exit

Ok

Activate Windows
Go to Settings to activate Windows.