User Manual for
EASE BANKING SERVICES – LAUNCH & TRACK COMPLAINTS

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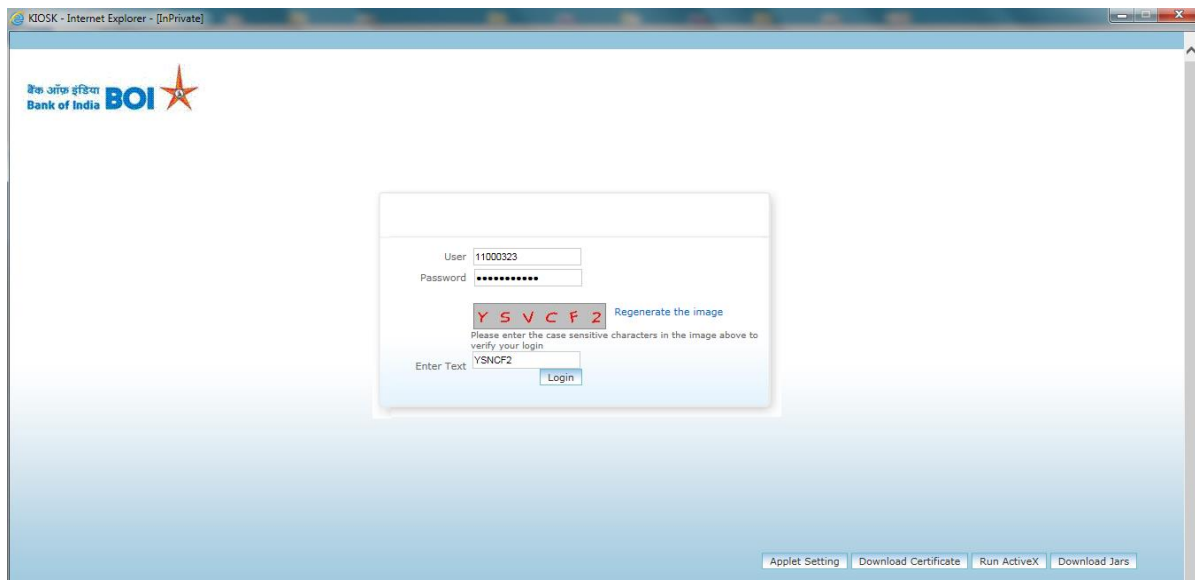
Version No	Date	Author	Reviewer
1.0	20th Feb 2020	Samiksha Sharma	Varsha Masurkar

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.
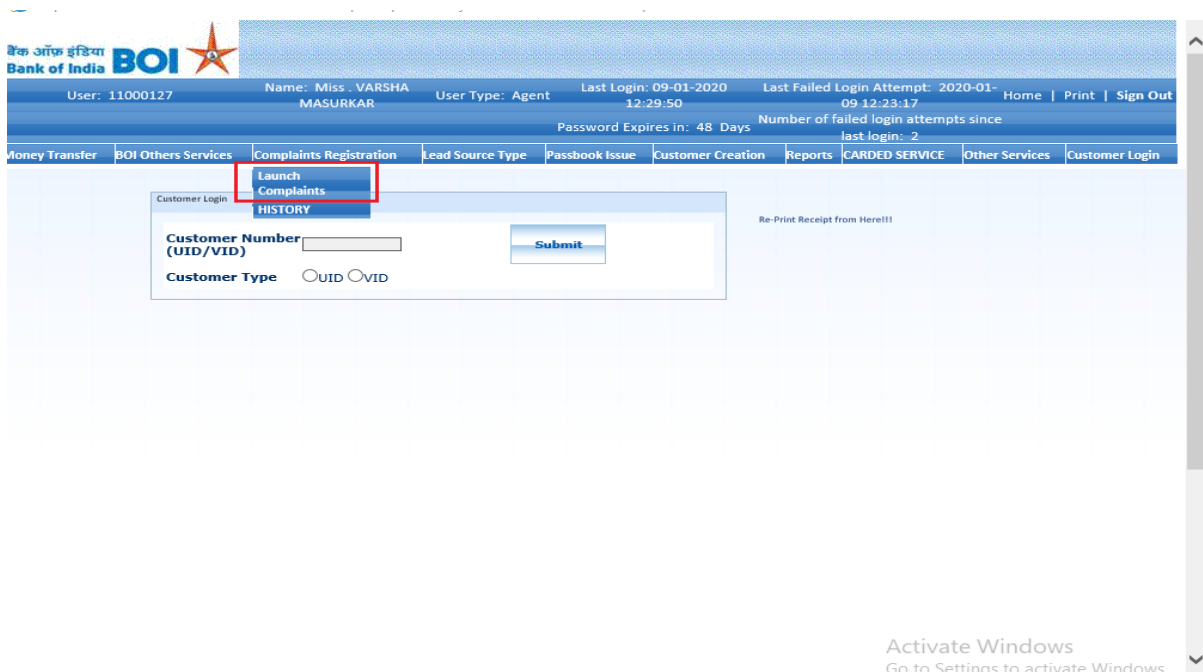

2. After successfully login to application, go to **Complaints Registration** -> **Launch Complaints** option.

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

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

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	BBPS Transactions
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**.

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.

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

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.

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

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

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 transcatino 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:- 905310110004585Request you to kindly check for reconciliation at earliest.	2020-02-19 18:42:36.907	

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Click OK to exit

Ok