



केन्द्रीय भण्डारण निगम  
(भारत सरकार का उपक्रम)  
**CENTRAL WAREHOUSING CORPORATION**  
(A Govt. of India Undertaking)  
जन-जन के लिए भण्डारण/Warehousing for Everyone



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**CIRCULAR**

1. HRMS has helpdesk feature, wherein any user can login and lodge complaints/issues/queries. The HRMS then generates a unique ticket number, which can be easily tracked and monitored.
2. It has been observed that HRMS helpdesk tool is not being used and officials are sending issues/complaints mostly either over e-mails or telephonic calls. This inevitably leads to avoidable wastage of time and resources which otherwise could have been productively utilised had the issues been raised on helpdesk and tracked systematically.
3. E-mail is a not structured or right tool, as compared to helpdesk ticketing system. It becomes difficult to keep track of the issues and any development thereof, when a complaint is made through e-mail or phone. Also, at times the same issue is quoted twice by officials in different e-mails and that too to different officials at CO.
4. Thus, all are requested to raise complaints/issues/queries online in HRMS Helpdesk portal **ONLY**. This would make sure that each query is tracked, any exchange of needful data is well documented and duplicate queries are avoided. Any related documents which need to be attached in support of the complaints/issues/queries can be attached through the helpdesk portal.
5. However, any query requiring urgent resolution can be raised over telephonic conversation with the concerned official, if need be. At the same time, it is also to be ensured that the query so discussed is also raised on the helpdesk portal later for easy tracking.

(A.M. Rao)  
GGM (System)

**Distribution to, with the request to bring the content this circular to concern officials under their control:**

1. HoDs, CWC, CO, New Delhi.
2. RMs, CWC, ROs.

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1. Sr. PA to MD/ SAM to Dir. (Fin.)/ PS to Dir. (Pers.), CWC, CO, New Delhi.
2. MIS Division, CWC, CO, New Delhi, for arranging to upload on the CWC's website.

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