

**CIRCULAR**

**Sub: Annual Maintenance Contract for the period from 1-12-2013 to 30-11-2014 of 295 HCL Desktop Computers and 258 Toshiba A3 multifunction Laser printers supplied to various PWD Offices State wide in 2010.**

In connection with the implementation of various e-Governance application in PWD, One HCL computer and one Toshiba e-studio multifunction printer was supplied to all Sub divisions, Divisions, Circle and Chief Engineer Offices of PWD through KSTP in the year 2010. **295 HCL Computers and 258 Toshiba e-studio 182 multifunction printers** are purchased from M/s HCL Infosystems Ltd with 3 year warranty and supplied to all the above offices. The warranty of all these computers and printers expired on **July & August 2013**.

An Agreement was executed with M/s HCL Services Ltd for providing Annual Maintenance Contract (AMC) for the above HCL Desktop Computers and Toshiba printers for the period from 1-12-2013 to 30-11-2014. M/s HCL has also agreed to carry out the AMC works for the period from 1-07-2013 to 1-12-2013 as free extended warranty. M/s HCL has also offered to supply the consumables like Toners, Drum Kit and Heat Rollers at special prices to PWD. A notice was already issued to all the Office Heads in Sub Divisions, Divisions and Circle offices to utilize this AMC contract and repair any of the defunct HCL Desktop Computers and Toshiba e-Studio printers through M/s HCL Services Ltd. But it was reported that still some Offices haven't repaired their defunct computers and printers through the AMC provider. The AMC period is expiring on **30-11-2014**. Hence all the Superintending Engineers, Executive Engineers and Assistant Executive Engineers are hereby directed to ensure that all the HCL Computer and Toshiba Printers in Offices in their jurisdiction are in good conditions and to carry out the repairs if any within the AMC period.

The contact numbers for support call registration at various districts is attached herewith. If there is any delay in attending the complaints the matter may be reported to IT Cell PWD (Ph:0471-2334580) and the PWD Electronics section in the corresponding district.



Chief Engineer  
R&B and Administration, PWD

To

All Superintending Engineers, PWD

All Executive Engineers, PWD

All Assistant Executive Engineers, PWD

Encl:- HCL & Toshiba support contact details.

Regional Office -COCHIN - Escalation Matrix for HCL Computers													
Sl.NO	District Name	First Level Escalation			Second Level Escalation			Third Level Escalation			Final Escalation		
		Toll Free	Mail ID for Complaint reg.	Mail ID for Query/follow ups	Name	Mobile	Mail ID	Name	Mobile	Mail ID	Name	Mobile	Mail ID
13	Trivandrum	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Sarath Kumar H	9656823314	<a href="mailto:sarath.h@hcl.com">sarath.h@hcl.com</a>	Mr.Krishnakumar	9567762758	<a href="mailto:krishnakumar.g@hcl.com">krishnakumar.g@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
14	Kollam	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Sanoob K V	9567111328	<a href="mailto:sanoop.k@hcl.com">sanoop.k@hcl.com</a>				Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
6	Pathanamthitta	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Bipin Raj	9567325673	<a href="mailto:bipin.raj@hcl.com">bipin.raj@hcl.com</a>				Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
5	Kottayam	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Sanju Joseph	9567762467	<a href="mailto:sanju.joseph@hcl.com">sanju.joseph@hcl.com</a>				Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
1	Aleppey	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Amal jose	8547523565	<a href="mailto:amal.jose@hcl.com">amal.jose@hcl.com</a>				Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
2	Cochin, Palakkad & Other Region	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>				Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
3	Idukki	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Sibu Babu	9567014119	<a href="mailto:sibubabu@hcl.com">sibubabu@hcl.com</a>	Mr.Sanil U	9567865507	<a href="mailto:sanil.u@hcl.com">sanil.u@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
4	Union Territory of Lakshadweep	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr. Prasanth.p	9567760837	<a href="mailto:prasanth.p@hcl.com">prasanth.p@hcl.com</a>				Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
7	Malappuram	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr. Shakhin	9567015822	<a href="mailto:shahin.m@hcl.com">shahin.m@hcl.com</a>	Mr.Dhanash Balan	9995803819	<a href="mailto:ghanesh.balan@hcl.com">ghanesh.balan@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
8	Thrissur	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr Surash.A	9567863635	<a href="mailto:sureshkumara@hcl.com">sureshkumara@hcl.com</a>	Mr ARUNKUMAR N S	9567869470	<a href="mailto:ghanesh.balan@hcl.com">ghanesh.balan@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
9	Calicut	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr. Sojela	9567861369	<a href="mailto:sojela.kp@hcl.com">sojela.kp@hcl.com</a>	Mr.Dhanash Balan	9995803819	<a href="mailto:ghanesh.balan@hcl.com">ghanesh.balan@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
10	Kannur	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Abhilsh.T.K	9567861369	<a href="mailto:t.abhilash@hcl.com">t.abhilash@hcl.com</a>	Mr.Jayanth	9567862493	<a href="mailto:layanth.kumar@hcl.com">layanth.kumar@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
11	Kasargode	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr.Sanu Ram	9567765122	<a href="mailto:sanu.r@hcl.com">sanu.r@hcl.com</a>	Mr.Jayanth	9567862493	<a href="mailto:layanth.kumar@hcl.com">layanth.kumar@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>
12	Wayanad	1860-425-1801	<a href="mailto:usd.p@hcl.com">usd.p@hcl.com</a>	<a href="mailto:usd.rrc@hcl.com">usd.rrc@hcl.com</a>	Mr. Sojela	9567861369	<a href="mailto:sojela.kp@hcl.com">sojela.kp@hcl.com</a>	Mr.Dhanash Balan	9995803819	<a href="mailto:layanth.kumar@hcl.com">layanth.kumar@hcl.com</a>	Mr.Vijeesh .K.C	9567864972	<a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>

**Call Matrix for Toshiba Multi Function Printer (HCL SERVICES LTD OA DVN)---- Kerala**

		<b>Call Registration Number (National Call Centre ) - 18601802425</b>			
		<b>Call Registration Email ID - hcloa.callcentre@hcl.com</b>			
1	Trivandrum	Mr Nithin KS	Customer Engineer	8129090022	<a href="mailto:nithin.ks@hcl.com">nithin.ks@hcl.com</a>
2	Kollam	Mr. Krishore Kumar	Customer Engineer	8129566883	<a href="mailto:krishore.kumar@hcl.com">krishore.kumar@hcl.com</a>
3	Kottayam/ Pathanamthitta	Mr. R.Ganesh	Sr. Customer Engineer	9895320817	<a href="mailto:r.g@hcl.com">r.g@hcl.com</a>
4	Allapuzha	Mr Ravi Teja	Customer Engineer	8129928852	<a href="mailto:raviteja.paila@hcl.com">raviteja.paila@hcl.com</a>
5	Cochin	Mr Padmajan	Call Board No.	9995801327	<a href="mailto:padmajan@hcl.com">padmajan@hcl.com</a>
6	Thrichur	Mr. Shebin	Customer Engineer	9633275171	<a href="mailto:shebin.tk@gmail.com">shebin.tk@gmail.com</a>
7	Palakkad	Mr Nimod Varma	Customer Engineer	9847243465	<a href="mailto:nimodvarma09@gmail.com">nimodvarma09@gmail.com</a>
8	Calicut	Mr. Jayesh Babu	Call Board No.	9633276341	<a href="mailto:jayeshmanikoth@gmail.com">jayeshmanikoth@gmail.com</a>
9	Malapuram	Mr Mathew C Philip	Customer Engineer	9895009065	<a href="mailto:mathew.philip@hcl.com">mathew.philip@hcl.com</a>
10	Wayanadu	Mr Kishore K.V	Customer Engineer	9567021133	<a href="mailto:kishorksa@gmail.com">kishorksa@gmail.com</a>
11	Kannur	Mr Logesh Kumar	Customer Engineer	9567865517	<a href="mailto:logeshwaran.d@hcl.com">logeshwaran.d@hcl.com</a>
12	Kasargodu	Mr Praveen Kumar	Customer Engineer	9995016133	<a href="mailto:praveen.chandra@hcl.com">praveen.chandra@hcl.com</a>
	<b>Level-1</b>	Mr.Jayasurya	Area Manager	9633276088	<a href="mailto:cjsurya@hcl.com">cjsurya@hcl.com</a>
	<b>Level-2</b>	Mr.K Sivaraman	Dy. Regional Manager	9633276340	<a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>
	<b>Level-3</b>	Mr. Anil Z Antony	Regional Manager	9995035830	<a href="mailto:aantony@hcl.com">aantony@hcl.com</a>

### **Email - Call Registration Format:**

- 1) Customer/ Company Name :
- 2) Customer/ Company Address :
- 3) Contact Person name :
- 4) Contact Person Number :
- 5) Machine Serial no :
- 6) Machine Model no :
- 7) Problem with the machine :

**All Fields are mandatory**

**TERMS AND CONDITIONS OF THE AMCs DISCUSSED AND ACCEPTED BY THE  
DEPARTMENT AND M/S HCL SERVICES LTD.**

- All the following Nos of A3 Multifunction Laser Printers and accessories installed the company at Kerala Public Works Department are covered under this agreement.

Sl No	Category	Make	Model	Qty
1	A3 MFD Laser Printer	TOSHIBA	E studio 182	258

2. The contract (AMC) amount is Rs 787172/-(Rupees Seven lacks Eighty seven Thousand One Hundred and Seventy Two only). (Inclusive of all tax for one year).

3. In consideration of the maintenance charge set out above, the company shall provide service as mentioned in this agreement. The maintenance shall be limited to the above-mentioned printers covered by this contract.

4. The AMC payment shall be paid in yearly advance against Bank Guarantee for an amount of Rs 787172/-(Rupees Seven lacks Eighty seven Thousand One Hundred and Seventy Two only). This must have a validity period up to 30-11-2014 and a final claim period up to 31-12-2014.

5. The payment shall be made by the owner by a crossed Cheque drawn in favor of " M/s HCL Services Ltd"

6. The agreement shall commence on 01-12-2013

7. The agreement shall expire on 30-11-2014

8. This contract is not transferable.

9. All problems shall be reported by the owner over telephone, email to the company's call centers. A complaint register number shall be immediately allotted and informed to the owner on receipt and validation of the complaint. The number shall be referred for all further follow up with respect to the problem, till the closure of the problem.

10.a) The company shall be informed of any changes in the location of the Owners' system(s), which are subject to this agreement.

b) As far as possible the Company's Engineer / OEM engineer / Company's Authorized Service Partner will carry out the repair at the Owner's premises on behalf of the Company. However, in exceptional cases where the unit needs to be sent to the service center of the company, company at his expenses shall do all arrangements for dispatch and collection. The necessary approvals / permissions shall be arranged by the owner as per the internal procedure of the owner.



K. S. N. V. S. N.

**11.** The company shall be relieved of its obligation hereunder in relation to the system if:

a) The part if the systems / system are damaged through accident, misuse, theft, fire, water or neglect.

b) The owner employs additional attachments, features or devices to the system (except those specifically authorized by the company or as specified in the systems user manual) or makes alteration to the systems or carries out maintenance of the same without the knowledge of the company.

**12.** The room where the system is proposed to be installed should be free from dust and should have an ambient temperature of 15 °C to 28 °C and relative humidity between 50% to 70% non-condensing for best performance, for which a suitable air-conditioning equipment is recommended.

**13.** All software's & OS subscriptions/license renewals/support shall remain the responsibility of owner

**14.** The owner shall be responsible for providing proper power source as prescribed by the Company as also the other environmental conditions including electrical requirements and site facilities prescribed by the Company.


**15.** Hardware up gradation & OS / Application / installation / support / migration etc. shall be made available to owner at extra charges on requirement based on the availability in market during when the requirement arises.

**16.** The company shall bring to the notice of Owner that the Parts / consumables like Toner, Drum Kit, Heat Kit which needs to be replaced /purchased for the proper functioning of the system from time to time. The items like, Plastic parts, any physical damages, etc. are not covered under the scope of this agreement. In addition, the scope of this agreement doesn't cover the support of any application software, installation / maintenance of any 3rd party tools or utilities, data back up as well as data recovery. However, the company will ensure possible helps are extended in case of such requirements arise.

**17.** On receipt of the intimation from the company regarding the visit of an engineer for maintenance service, the owner shall make the system available and provide all necessary help and assistance to the engineer.

**18.** The company engineers will visit owner's offices against the request / call registration and conduct required corrective maintenance service to the systems having problem. The company will submit the details of the quarterly visit / call reported by the owner on demand. The company shall send quarterly report regarding no. of complaint registered with date, fault rectification date, pending cases if any etc. The company should attend the case within 24 working hours and should rectify the fault within 48 working hours. Under any circumstances the down time should not exceed 3 working days. Penalty will be levied from the security deposit, if down time exceeds 3 working days



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@Rs. 100/day. The maximum AMC penalty amount will be limited to 5% of the AMC bill value in any case.

**19. Force Majeure:** Any failure or omission to carry out the provisions of this agreement shall not give rise to any claim by the owner or company one against the other. if such failure or omission arises from an 'Act of God' which include all acts of natural calamities such as fire, earthquakes, hurricane or civil strikes , riots embargoes or from any political or other reasons beyond the control of the parties including war( whether declared or not) civil war or a state of insurrection.

## **20. BUSINESS TERMINATION / INSOLVENCY:**

In the event that THE COMPANY shall cease conducting business then the owner shall be entitled to treat such insolvency from the moment it occurs, as a breach of this agreement after COMPANY'S party and shall have the right to terminate this agreement forthwith without prejudice to any other right the owner may have in law or under this agreement. If the company fails to provide as per this agreement the security deposit shall be for fitted to government after discussion with the company

## **21. GENERAL**

a) No term or provision hereof shall be deemed waived and no breach excused less such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver by the other, whether express or implied, shall not constitute consent to or waiver of, or excuse for any other, different or subsequent breach.

b) No amendment of this agreement shall be effective and no alteration or amendment is valid unless signed by authorized representatives of both parties

c) Each party Warrants and guarantees that it has full power and authority to do so and perform this agreement and the person signing the agreement on behalf of each person has been properly authorized and empowered to do so.

The terms and conditions of the agreement are accepted.

For the Company by

Name

Designation

Address

: HCL Services Ltd

: K Sivaraman

: Dy Regional Manager

: Thompil Building Sasthamagalam

Thiruvananthapuram 695010

For the owner by

Name


Designation

Address

.....  
.....  
.....  
.....

Witness

1.

 HARI V G  
Executive Engineer  
IT, GIS & RMMS, PWD  
O/o. CE, R&B  
Thiruvananthapuram

2.

 DEESH RAG  
AE, ITR, PWD

3.

 M. SURESH KUMAR

**HCL SERVICES LIMITED**

(A subsidiary of HCL INFOSYSTEMS LTD.)

4th Floor, Thombu Building, Sasthamangalam (P O), Trivandrum - 695 010

Tel : +91 471 2727458/ 29844

Registered Office: 806 Siddharth, 96, Nehru Place, New Delhi-110019, India.

www.hclservices.in

www.hclinfosystems.com

To

Public works Department,  
Public Office Building,  
Trivandrum.

HCL/KS/CSO/2481  
30/01/2014

**SUB: Toshiba A3 Multi function printer Consumable special price for centralized.**

Dear Sir/Madam,

We thank you very much for the kind courtesy extended to HCL engineers during the visit to your esteemed organization. We supplied 258 no's of Toshiba A3 Multi function printers to your various PWD offices across Kerala and found that many of your offices they are using the duplicate Toners & consumables. These duplicate Toners and consumables will affect the copy quality and machines life. Also we found most of the places duplicate Toners are purchased higher than the Toshiba genuine Toner price. So herewith we worked out with the special price for all machines of PWD across Kerala.

**Normal price and special price for supplying genuine consumables are mentioned below.**

SL.NO	Consumable Name	Normal price [Rs]	Special price for PWD [Rs]	Yield of the Items [ Approx copies ]
01	Toner	6,900 + taxes	5,500 + taxes	22k to 25k
02	Drum kit with developer	17,000 + taxes	13,000 + taxes	80k to 100k
03	Drum kit without developer	10,500 + taxes	8,500 + taxes	80k to 100k
04	Heat Roller	4,600.00+taxes	4,600.00+taxes	80k to 100k

ANNEXURE 1: List of the Authorized consumable dealers across the Kerala with district wise.

**Thanking you and assuring the best services at all time.**

Yours faithfully,

For HCL SERVICES LTD,

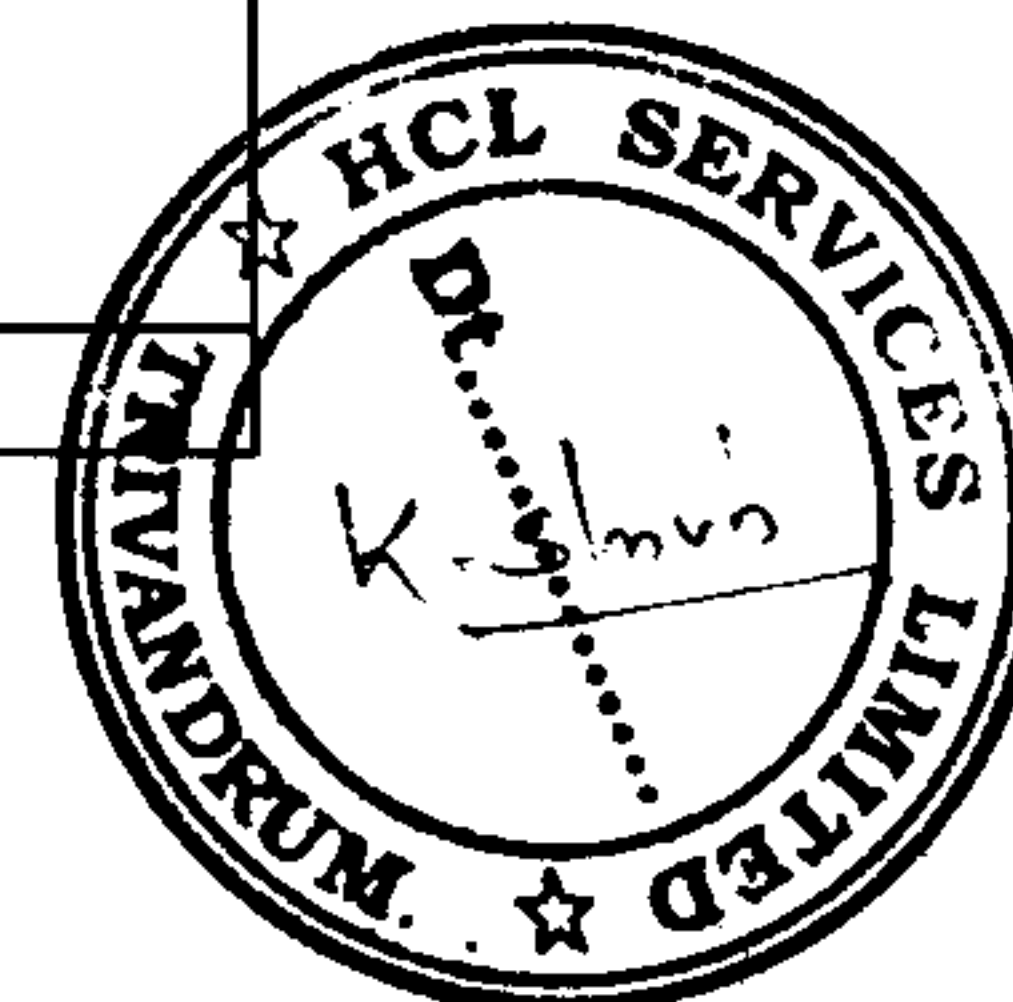


K. Shivaraman  
Dy. Regional Manager  
Mob: 9633276340

**HCL**



ANNEXURE 1		
SL.NO	AUTHORISED DEALER NAME WITH ADDRESS	DISTRICTS
1	GLOBAL SYSTEMS, A-62, SREE RANGAM LANE, SASTHAMANGALAM, TRIVANDRUM. PIN-695010. Contact No: 0471-2725888, Mob: 9995809485, 9633147004 E-mail id : globalsystemstvm@gmail.com	TRIVANDRUM, KOLLAM, PATHANAMTHITTA
2	AVLON SYSTEMS & SERVICES, 1 TOP FLOOR, ADAM TOWER, STAR JUNCTION, MC ROAD, KOTTAYAM. Contact No:0481-3260581,582, Mob: 8086070186. Mail id: avalon@asianetindia.com	KOTTAYAM, IDUKKI, ALLAPPEY
3	SEM SYSTEMS, ALMANA COMPLEX, MG ROAD, COCHIN-16, Contact No: 0484-2373117, mob : 9895242793	ERNAKULAM, CHERTHALA AREA
4	MATRIX INFOTECH, 2 ND FLOOR, SREE JAYA COMPLEX, SHORNUR ROAD, THIRUVAMPADI, THRISSUR. Contact No: 0487-2321978, 2323978	THRISSUR, PALAKKAD
5	GENERAL EQUIPMENTS & TECHNOLOGY SUPPLIER, 2ND FLOOR, FOUSIYA BUILDING, NEAR KSFE, MAVOOR ROAD, CALICUT. Contact no : 0495-2721263, Mob: 9447070264. Emai id: getsclt@gmail.com	MALAPURAM, CALICUT, WAYANAD, KANNUR, KASARGOD



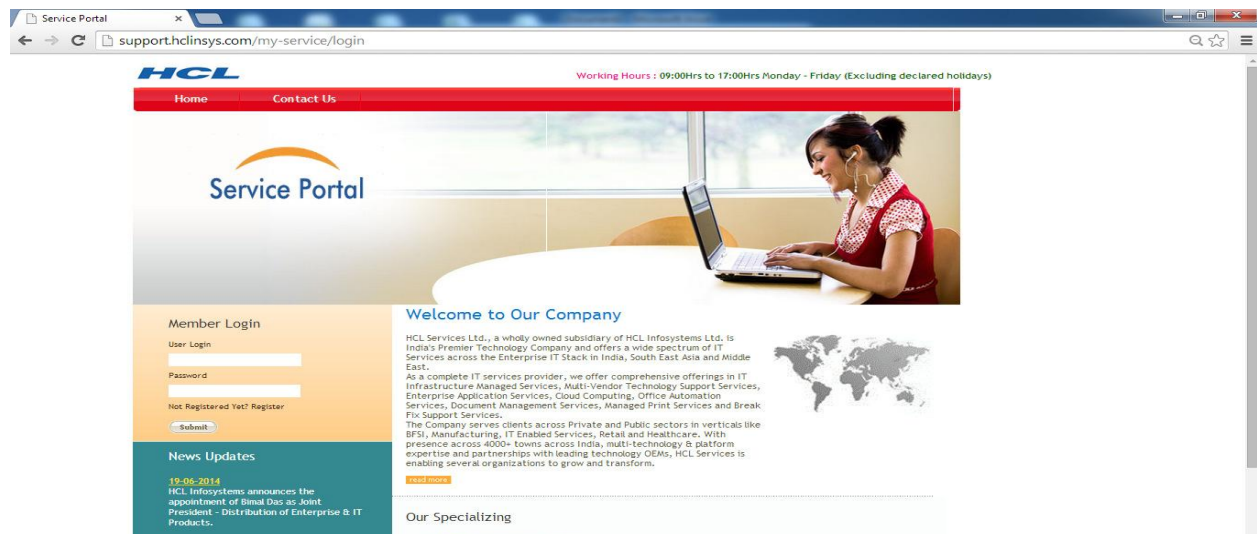
# Online Portal Registration Link

(For Both HCL Computers & Toshiba printers)

<http://support.hclinsys.com/my-service/login>

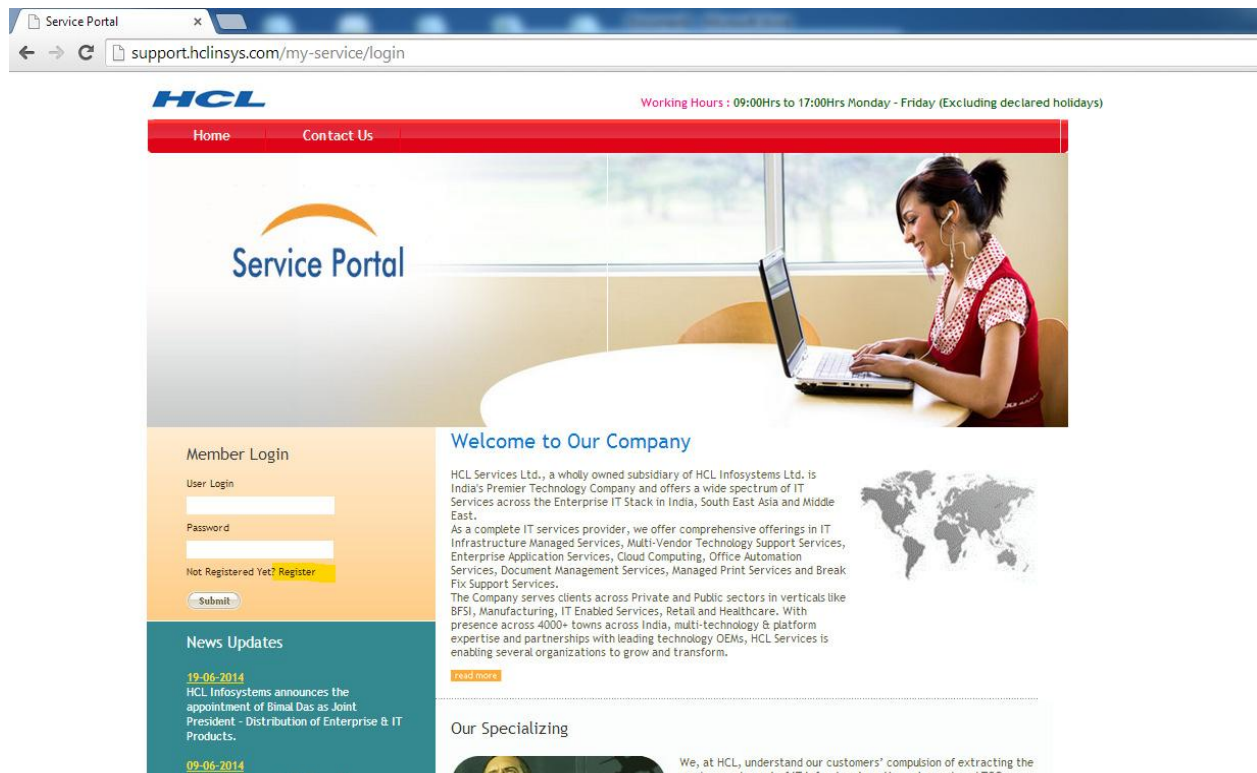
## User Registration Process

### Homepage



This is for Customers or Users who are trying to register SO

To register click on



You are requested to atleast enter one sample serial number in the column

The screenshot shows a web browser window with the URL [support.hclinsys.com/my-service/newUser](http://support.hclinsys.com/my-service/newUser). The page is titled "Customer Registration Form" and includes a "return to home" link. The form is divided into several sections: "Help us with some details about yourself" (with a "Verify" button), "Customer Details" (with fields for Customer Name, Email, State, Contact Person Name, Mobile, Address, Pincode, Contact Person Email, Alternate Phone No, City, Country, and Contact Person Phone), "Product Details" (with fields for Product Code and Product Description), and "Other Information" (with a field for Preferred UserName). A red "register" button is located at the bottom right of the form. Below the form, there is a "News Updates" section with a "Submit" button and a "Let us turn your stressful environment" message.

Enter Serial Number, Email address to which the password has to be sent to and also the preferred username.

**\*\*Mobile number should start with +91**

All highlighted items to be filled. Once done then click on Register.

Once the register option is done then automatically an email will be received to the email address which has been specified already.

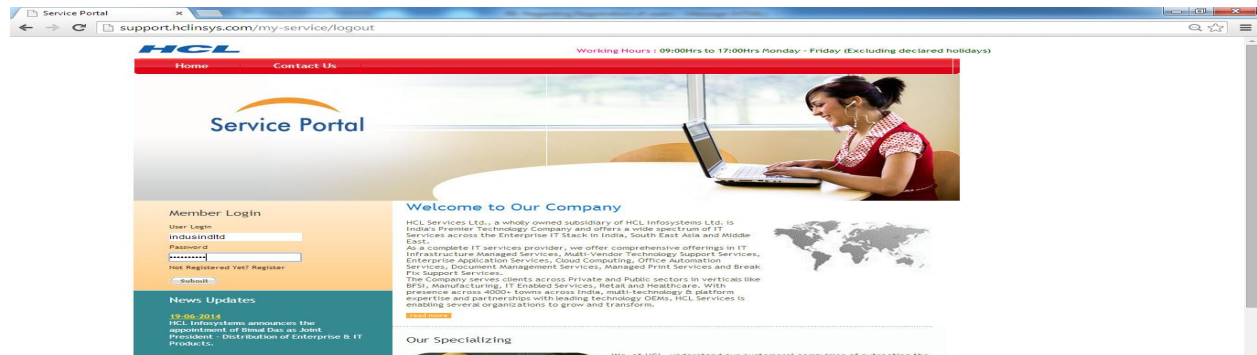
Using the password provided Users will be able to register Online Portal Service Orders.

### Password email format

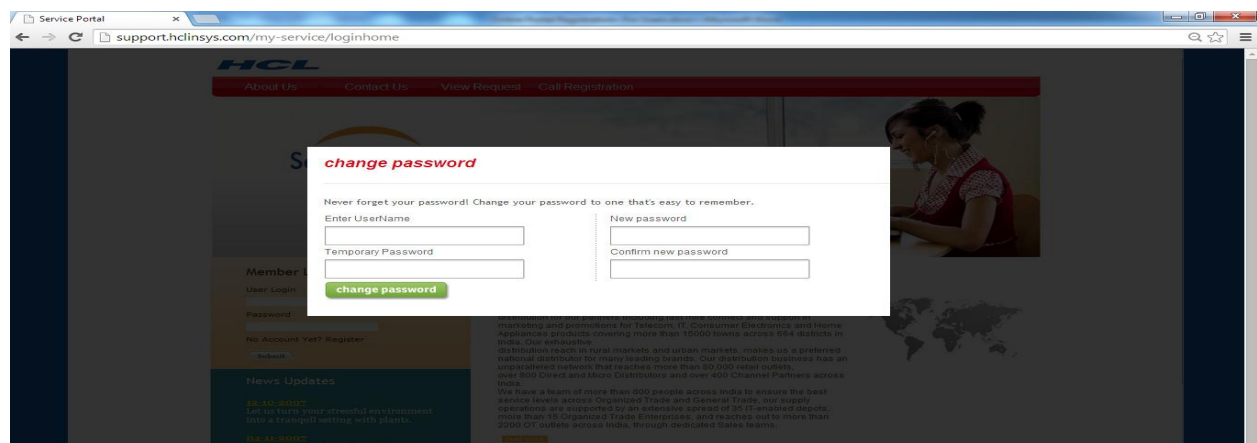
The screenshot shows an email message in a web browser window. The email is titled "HCL Service Portal || Account Confirmation - Message (HTM)". The header information is as follows: From: [automail@hcl.com](mailto:automail@hcl.com), To: [redacted], Cc: [redacted], Subject: HCL Service Portal || Account Confirmation. The body of the email contains the following text: "Hello SAP Telecom, Noida, India (Code-7000000192)", "Your account has been created successfully with following Product SerialNumber", "Serial Number testphoenix03", "Please use below link for login into the service portal:", "URL: <http://support.hclinsys.com/my-service>", "User Name k2Y6Um33HB", "Password k2Y6Um33HB", "Note: This is an automatically generated email, please do not reply.", and "Team HCL".

## Post receiving the Temporary password steps to be carried:

Enter the username which you have specified and the temporary password which you have received in your email and click on submit

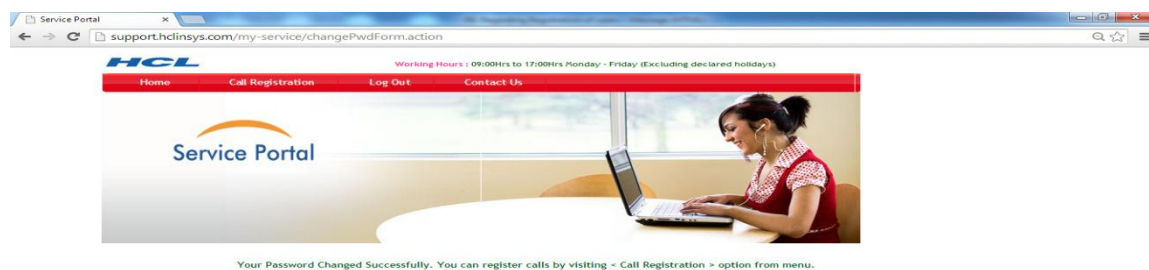


Once done it will again ask for the username and temporary password. Followed by new password and confirm password.



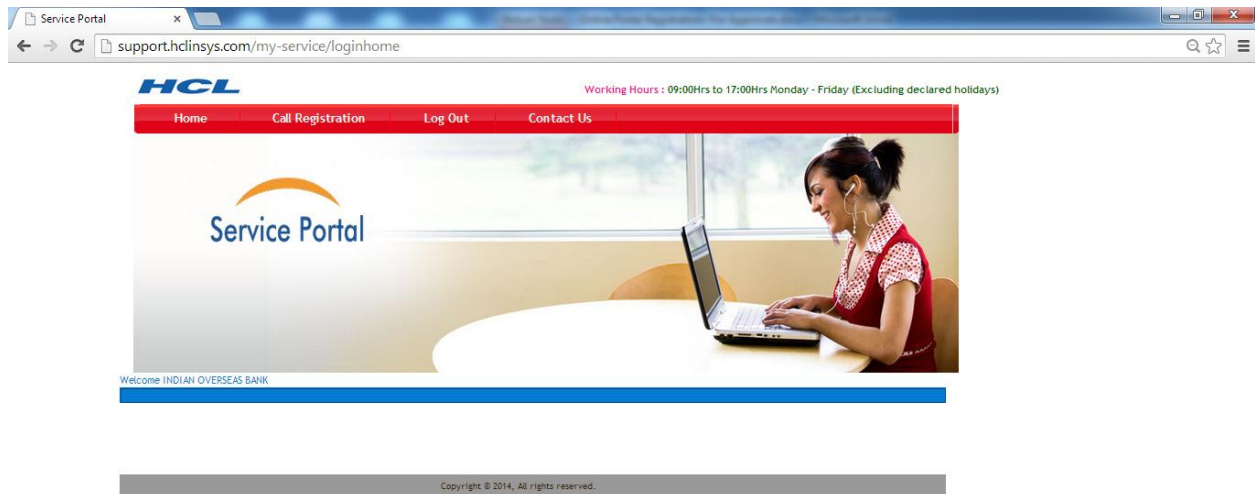
Once done you will get a message below-

Your Password Changed Successfully. You can register calls by visiting < Call Registration > option from menu.



This will then enable you to register calls online.

## Call Registration Process



Once logged in then you are now authorized to register Service Order online.

To proceed with the registration request you to click on call registration, below is the screenshot-

A screenshot of the 'Call Registration Form' on the HCL Service Portal. The form is divided into three main sections: 'Customer Details', 'Product Details', and 'Other Information'. The 'Customer Details' section includes fields for Customer Name, Email, State (a dropdown menu), Contact Person Name, Mobile, Address, Pincode, Contact Person Email, Alternate Phone No, City, Country, and Contact Person Phone. The 'Product Details' section includes fields for Product Type, Product Description, AMC/Warranty Code, AMC/Warranty From, and AMC/Warranty To. The 'Other Information' section includes Category 1, 2, and 3 (all dropdown menus), Category 4, Rapid Resolution (radio buttons for Yes and No), and a Remarks field. A 'Verify' button is located at the top right of the form, and a 'Submit' button is at the bottom right. The background of the page shows a woman working on a laptop, similar to the login page.

Initially you are requested to enter the serial number to display details available.



Service Portal  
support.hclinsys.com/my-service/callRegister

Call Registration Form

Enter Serial Number: ddr82bs [Verify](#)

**Customer Details**

Customer Name \*: INDUSIND BANK LIMITED Group  
Email \*: sdagent@indusind.com  
State \*: Madhya Pradesh  
Contact Person Name \*:   
Mobile \*:   
Address \*: Nirman Ma 04, Village- Kolukhe  
Pincode: 462030  
Alternate Phone No:   
City \*: Bhopal- 462030  
Country \*: IN  
Contact Person Phone \*:

**Product Details**

Product Type: 00000000035057612  
Product Description: 3rd Party Manufactured Desktop  
AMC/Warranty Code: 6500192900  
AMC/Warranty From: 01-07-2014  
AMC/Warranty To: 30-09-2014

**Other Information**

Category 1 \*: Select  
Category 2 \*:   
Category 3 \*:   
Rapid Resolution: ☒ Yes ☐ No  
Remarks \*:   
[Submit](#)

News Updates  
22-10-2017  
Let us turn your stressful environment into a tranquil setting with peace.

over 800 Direct and Micro Distributors and over 400 Channel Partners across India.  
We have a team of more than 400 people across India to ensure the best service levels across Organized Trade and General Trade. Our supply operations are supported by an extensive spread of 35 IT-enabled depots, more than 10 Organized Trade Enterprises, and reaches out to more than 2000 OT outlets across India, through dedicated Sales teams.

## Section1: Customer Details

This will have all details like Name, Number, Alternate number, Email address, Postal address with valid Pin code.

The above details will be displayed as Service address for which an engineer will be calling for 1<sup>st</sup> level diagnosis on Phone and followed by an engineer visit if required.

## Section 2: Product Details

This will hold details about the equipment like warranty/AMC details with validity period

## Section 3: Other Information

This is very important as it should be properly selected to have the quick resolution with right person at right time.

Category 1 \*: Always Corrective Maintenance

Category 2 \*: To be chosen appropriately like desktop, notebook, Server, Copier, Printer etc., from the dropdown

Category 3 \*: Should select the exact component where the actual issue is like RAM, OS, Motherboard, HDD, Heat sink, wireless, Applications, from the dropdown.

Category 4 \*: Problem symptoms to be chosen

Rapid Resolution: Should be selected appropriately whether it is required or not. Note: It will be provided by default.

Remarks \*: Enter the exact problem description.

Once required details are filled then click on submit.

Service Portal x support.hclinsys.com/my-service/callRegister

Call Registration Form [return to home](#)

Enter Serial Number:  [Verify](#)

**Customer Details**

Customer Name *:	INDUSIND BANK LIMITED Group	Mobile *:	+919894176962	Alternate Phone No:	04132672200
Email *:	sdagent@indusind.com	Address *:	Nirman Ma 04, Village- Kolukhe	City *:	Bhopal- 462030
State *:	Madhya Pradesh	Pincode:	462030	Country *:	IN
Contact Person Name *:	Sheik Sulaiman	Contact Person Email *:	sheik.sulaiman@hcl.com	Contact Person Phone *:	+919894176962

**Product Details**

Product Type:	00000000035057612	Product Description:	3rd Party Manufactured Desktop	AMC/Warranty To:	30-09-2014
AMC/Warranty Code:	6500192900	AMC/Warranty From:	01-07-2014		

**Other Information**

Category 1 *:	Corrective Maintenance	Category 2 *:	Desktop	Category 3 *:	Memory (RAM)
Category 4 *:	Beep sound	Rapid Resolution:	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Remarks *:	<input type="text" value="Ram issue"/>				

[Submit](#)

Once submitted then you will get service Order number online which you are requested to note.

**News Updates**

**18-10-2007**  
Let us turn your stressful environment into a tranquil setting with plants.

over 800 Direct and Micro Distributors and over 400 Channel Partners across India.  
We have a team of more than 800 people across India to ensure the best service levels across Organized Trade and General Trade, our support operations are supported by an extensive spread of 35 IT-enabled depots, more than 15 Organized Trade Enterprises, and reaches out to more than 2200 OT outlets across India, through dedicated Sales teams.

Message format on screen will be like below-

- Your Request has been registered successfully. Please note the service number 8300000022 for further reference. A call agent will soon get in touch with you.

Service Portal x support.hclinsys.com/my-service/NewCallRegister

**HCL** Working Hours : 09:00Hrs to 17:00Hrs Monday - Friday (Excluding declared holidays)

[Home](#) [Call Registration](#) [Log Out](#) [Contact Us](#)

**Service Portal**

Your Request has been registered successfully. Please note the service number 8300000022 for further reference. A call agent will soon get in touch with you.

## Invalid cases will show the below message

The screenshot shows a web browser window with the URL `support.hclinsys.com/my-service/callRegister`. The page is titled "Enter Serial Number" and contains a form for registering a service call. The form is divided into several sections: "Customer Details", "Product Details", and "Other Information".

**Customer Details:**

- Customer Name \*:
- Email \*:
- State \*:
- Contact Person Name \*:
- Mobile \*:
- Address \*:
- Pincode:
- Contact Person Email:
- Contact Person Phone:

**Product Details:**

- Product Type:
- Product Description:
- AMC/Warranty Code:
- AMC/Warranty From:
- AMC/Warranty To:

**Other Information:**

- Category 1 \*:
- Category 2 \*:
- Category 3 \*:
- Category 4 \*:
- Rapid Resolution: ☒ Yes ☐ No
- Remarks \*:

A red "Submit" button is located at the bottom right of the form.

An error message box is displayed in the center of the page, stating: "The page at support.hclinsys.com says: Serial Number does not exist in our Database. Please check with Call Executive". The message box has an "OK" button.

The background of the page shows a "News Updates" section with the following text:

**13-10-2007**  
Let us turn your stressful environment into a tranquil setting with plants.

**04-11-2007**  
Trees and blooming plants will create and and more. Trees and blooming plants will create and and more.