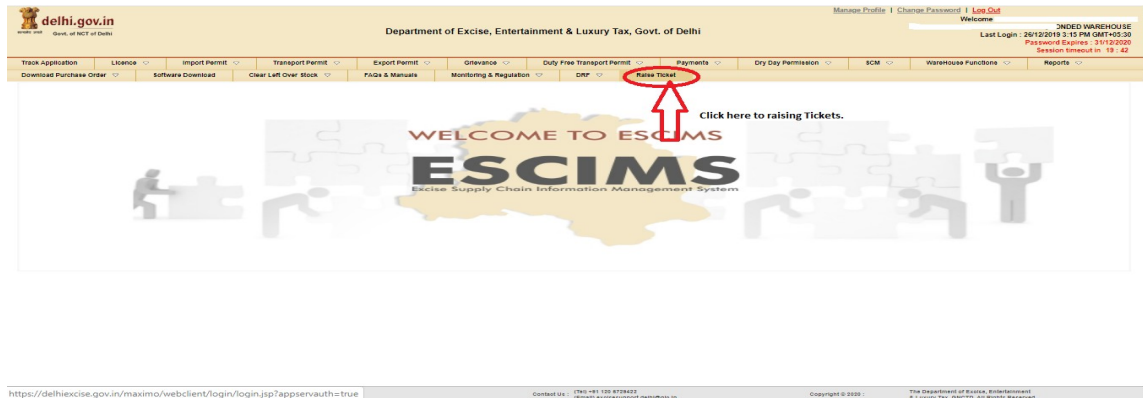


ESCIMS: Online Ticket Logging Manual

STEP 1: Visit URL <http://delhiexcise.gov.in/DelhiExcise/pages/misc/login.jsp> on browser. After Login with your ESCIMS user id and Password, click on **Raise Ticket** menu for opening of Ticket logging portal.



STEP 2: Enter provided User Name and Password and click on Log In button.

The screenshot shows the login page of the ESCIMS portal. The page has a blue background with a grid pattern. At the top left, there is the Delhi Government logo and the text 'delhi.gov.in'. At the top right, there is the ESCIMS logo. Below the header, there is a message: 'Welcome; please enter your information.' Below this message, there are two input fields: 'user name' and 'password'. Below the 'password' field, there is a 'Sign In' button. Below the login form, there is a red text link: 'Forgot Password? (click here)'. At the bottom of the page, there is a note: 'Note - This Portal is available only for Corporations in Pilot Phase!'.

STEP 3: This is your DashBoard where you can raise and check the ticket status.

This is your login dashboard. Where you can see your all ticket raised and it's status.

Update Start Centre

Latest News Filter

Subject	Message	Post Date	Expiration Date	Viewed?
				N

There are currently no bulletin board messages to view.

Favorites

Create Service Request

My Created Tickets-ONLINE Filter

Service Request	Status	Summary	Reported By	Owner

No Data Found.

My Created Tickets-EMAIL/PHONE Filter

Service Request	Summary	Status	External System	Owner	Reported Date
SR10477	classification for Application	CLOSED	PHONECALL	POS_SHAMSHUL	12/29/13 13:18:52
SR10784	classification for Application	RESOLVED	PHONECALL	HELPPDESK_VIVEK	1/2/14 18:17:31
SR10843	classification for Application	CLOSED	PHONECALL	HELPPDESK_DEEPAK	1/3/14 16:37:02
SR10910	classification for Application	RESOLVED	PHONECALL	HELPPDESK_ANSHUL	1/5/14 19:24:50
SR10966	classification for Application,POS	RESOLVED	PHONECALL	HELPPDESK_RAMJEET	1/6/14 17:04:33
SR11308	classification for Application	CLOSED	PHONECALL	HELPPDESK_AMIT	1/10/14 14:44:57
SR11433	classification for Application	RESOLVED	PHONECALL	HELPPDESK_SHUBHAM	1/12/14 14:15:55
SR11535	classification for Application	RESOLVED	PHONECALL	HELPPDESK_RAMJEET	1/13/14 15:14:41
SR11918	classification for Application,POS	RESOLVED	PHONECALL	HELPPDESK_RAMPRATAP	1/19/14 11:38:51
SR11961	classification for Application	RESOLVED	PHONECALL	HELPPDESK_VIVEK	1/19/14 18:42:33

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Step 4 : How to raise the Ticket ?

- (i) Click "Create Service Request" for raise the new tickets.

Click here for back to Dashboard.

Update Start Centre

Latest News Filter

Subject	Message	Post Date	Expiration Date	Viewed?
				N

There are currently no bulletin board messages to view.

Favorites

Create Service Request

Click here to raising new ticket.

My Created Tickets-ONLINE Filter

Service Request	Status	Summary	Reported By	Owner

No Data Found.

My Created Tickets-EMAIL/PHONE Filter

Service Request	Summary	Status	External System	Owner	Reported Date
SR10477	classification for Application	CLOSED	PHONECALL	POS_SHAMSHUL	12/29/13 13:18:52
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SR10910	classification for Application	RESOLVED	PHONECALL	HELPPDESK_ANSHUL	1/5/14 19:24:50
SR10966	classification for Application,POS	RESOLVED	PHONECALL	HELPPDESK_RAMJEET	1/6/14 17:04:33
SR11308	classification for Application	CLOSED	PHONECALL	HELPPDESK_AMIT	1/10/14 14:44:57
SR11433	classification for Application	RESOLVED	PHONECALL	HELPPDESK_SHUBHAM	1/12/14 14:15:55
SR11535	classification for Application	RESOLVED	PHONECALL	HELPPDESK_RAMJEET	1/13/14 15:14:41
SR11918	classification for Application,POS	RESOLVED	PHONECALL	HELPPDESK_RAMPRATAP	1/19/14 11:38:51
SR11961	classification for Application	RESOLVED	PHONECALL	HELPPDESK_VIVEK	1/19/14 18:42:33

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(ii) Pls enter your issue description, Contact number, Email Id and click Submit

Create Service Request

Use this form to fill out a new request for service. When you are done, select the Submit button below to create the record. For additional details about a field description, place the cursor in the field and press Alt + F1. The icons located next to a field may be used to assist in choosing/selecting an appropriate value for a field.

(Registered) Customer Id [Redacted]
Phone* [Redacted]
E-mail [Redacted]

Reported Date: 12/4/18 14:13:18 **2. Always mention your contact number.**

Alternate Phone No [Redacted]

Alternate E-Mail Id [Redacted] **3. Enter email id if available.**

NOTE: Please update your contact no & mail id in ESCIMS application

Request Description
Please enter a summary and a more detailed description of your Service Request.

Summary [Redacted]

Details* **1.**

Write here your issue discription.

Request Category
Use this section to choose the best classification or grouping for this request. You can do it filling the Classification or the Class Description fields.

Classification* [Redacted] **4. Always type Application in this place.**

Class Description [Redacted]

Attachments 0 - 0 of 0

Document	Description
...No rows to display...	

5. If required please attached the screen shot of issue. [Attach File] [Attach Web Address Link]

[Submit] [Cancel]

6. After all above process please click on SUBMIT button.

(iii) After Submit Button SR number will generated. You can write this ticket number for you reference.

Create Service Request

Use this form to fill out a new request for service. When you are done, select the Submit button below to create the record. For additional details about a field description, place the cursor in the field and press Alt + F1. The icons located next to a field may be used to assist in choosing/selecting an appropriate value for a field.

(Registered) Customer Id [Redacted]
Phone* [Redacted]
E-mail [Redacted]

Reported Date: 12/4/18 14:13:18
Alternate Phone No: 999999999
Alternate E-Mail Id: test@gmail.com

NOTE: Please update your contact no & mail id in ESCIMS application

Request Description
Please enter a summary and a more detailed description of your Service Request.

Summary [Redacted]

Details* test

Request Category
Use this section to choose the best classification or grouping for this request. You can do it filling the Classification or the Class Description fields.

Classification* IS
Class Description [Redacted]

Attachments 0 - 0 of 0

Document	Description
...No rows to display...	

[Attach File] [Attach Web Address Link]

[Submit] [Cancel]

Service Request Submitted

Service Request SR63080 has been submitted.
Record your Service Request for future reference.

[View Details] [Return to Start Center] [Create Another Service Request]

Click here to return your Dashboard.

After click on submit button this popup will show the ticket number. You can write this SR number for reference.

STEP 5: You can check your ticket status by clicking on SR number.

You can check your ticket status by click on SR number.

My Created Tickets-ONLINE Filter

Service Request	Status	Summary	Reported By	Owner
SR63080	NEW	classification related to infrastructure	4NAN	

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There are currently no bulletin board messages to view.

Favorites
Create Service Request

My Created Tickets-EMAIL/PHONE Filter

Service Request	Summary	Status	External System	Owner	Reported Date
SR10477	classification for Application	CLOSED	PHONECALL	POS_SHAMSHUL	12/29/13 13:18:52
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