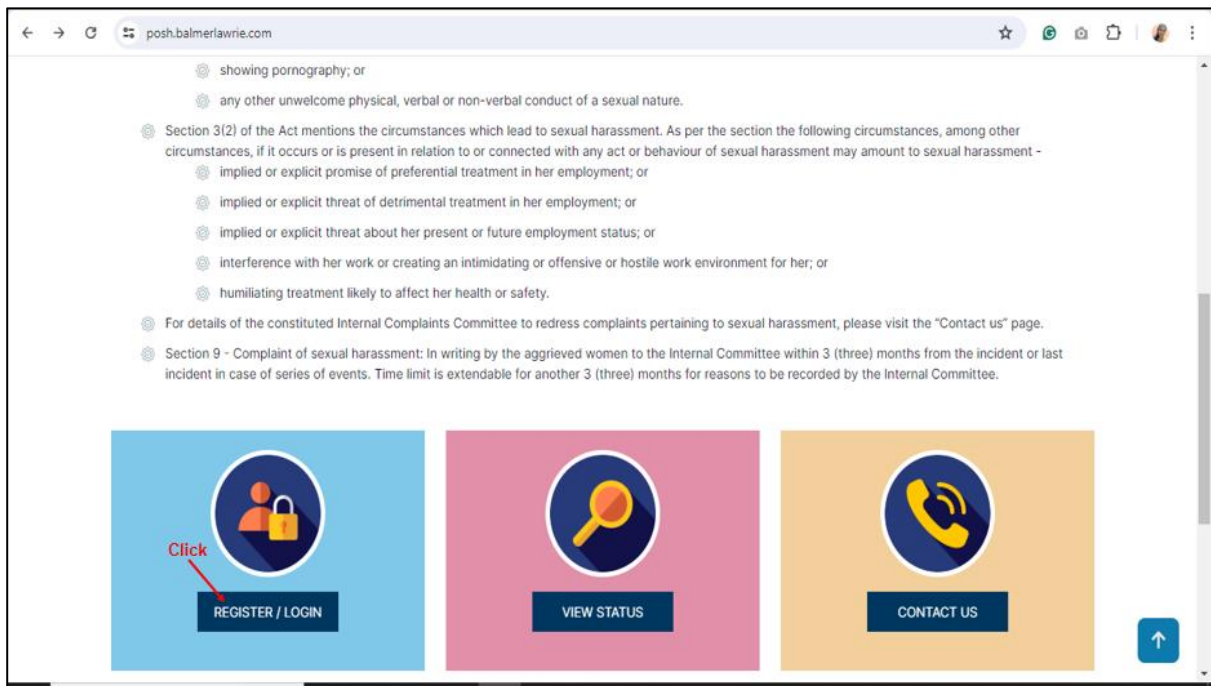


**Front-end User Manual  
for Lodging  
POSH Complaint  
in Balmer Lawrie**

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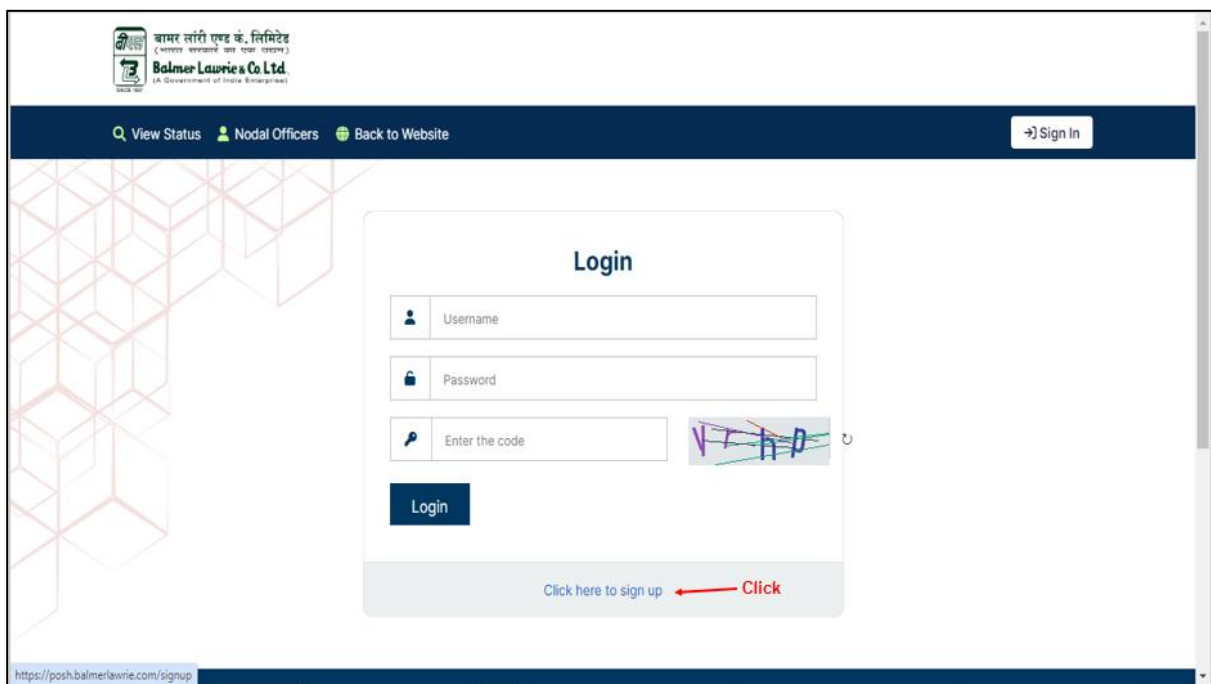
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The user shall have to select the **REGISTER/LOGIN** section to lodge the POSH complain.



## 1 Registration Module

New user can register themselves by clicking on the **Click here to sign up** button.



The following registration form gets displayed on the screen. New user shall have to fill up the following details:

- ▶ **Full Name**
- ▶ **Phone Number**
- ▶ **Email**
- ▶ **Password**
- ▶ **Confirm Password**

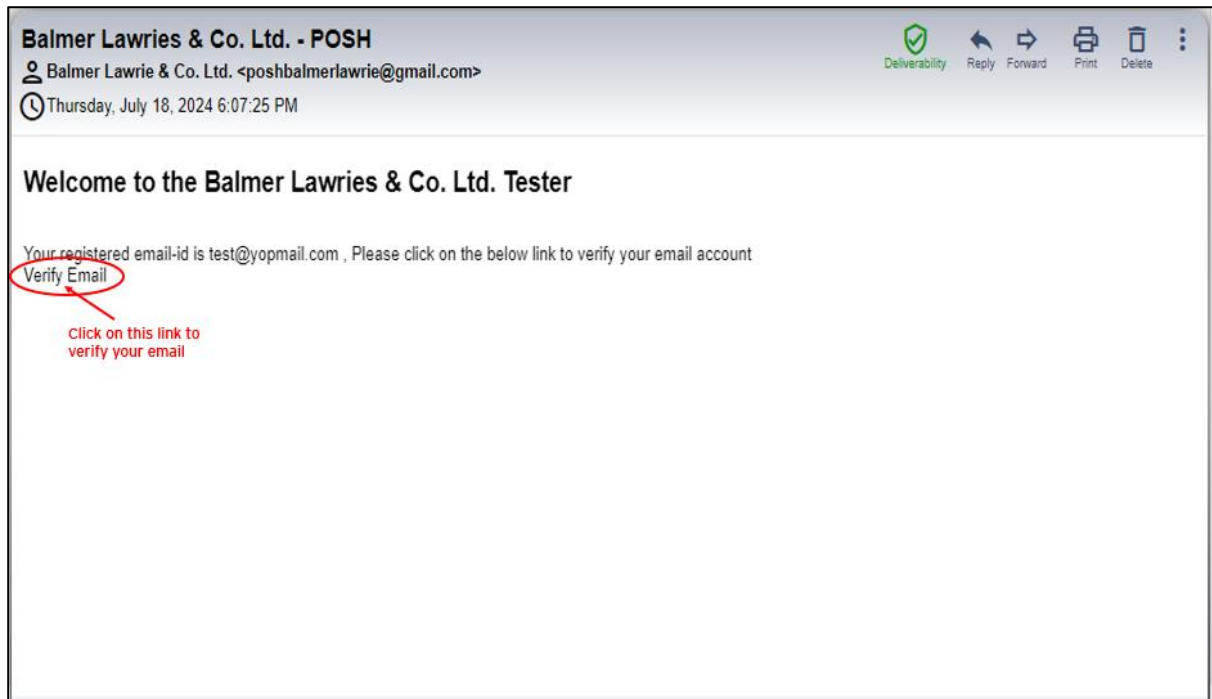
- ▶ Enter Captcha Code and click on the **Register button**

The screenshot shows the 'Registration' form on the website. The form includes fields for Full Name, Phone Number, Email, Password, Confirm Password, and Enter the code. A red bracket on the left side of the form is labeled 'Fill in all the details'. A red arrow points to the 'Register' button with the label 'Click'. A captcha code '67aa' is visible next to the 'Enter the code' field. The website header includes 'View Status', 'Nodal Officers', 'Back to Website', and 'Sign In' buttons.

Once the user clicks on the **Register button**, a success message will be displayed on the screen confirming the successful registration of the new user.

The screenshot shows the 'Login' form on the website. A green message box at the top of the form states: 'Registration is Successfull verification mail is send on your mail. please verify your email'. Below the message box are fields for Email (tester1@yopmail.com), Password (masked with dots), and Enter the code. A captcha code 'py7' is visible next to the 'Enter the code' field. The 'Login' button is at the bottom of the form. The website header includes 'View Status', 'Nodal Officers', 'Back to Website', and 'Sign In' buttons.

A system - generated mail shall be sent to the emailed of the newly registered user as shown on the given below screen. The user then shall then have to verify their email id by clicking on the **Verify Email link**

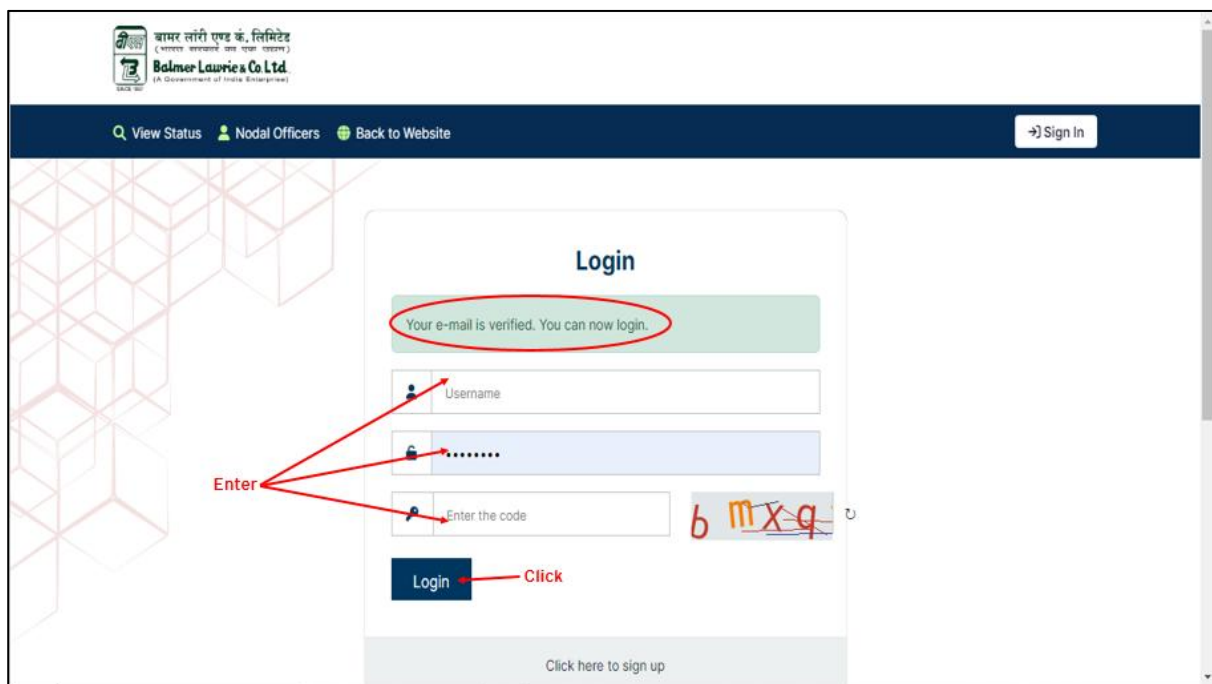


Upon clicking on this link, the user shall be redirected to the Login module, where they can login with their credentials and lodge POSH complains.

## 2 Login Module

A message is seen to be displayed on the screen confirming the successful verification of the e-mail of the registered user. The registered user can now login to the POSH complaint lodging module by following the given below steps:

- ▶ They shall have to enter the **Username, Password** and the **Captcha code**.
- ▶ Click on the **Login button** to lodge POSH complain.



## 2.1 Lodge POSH Complain

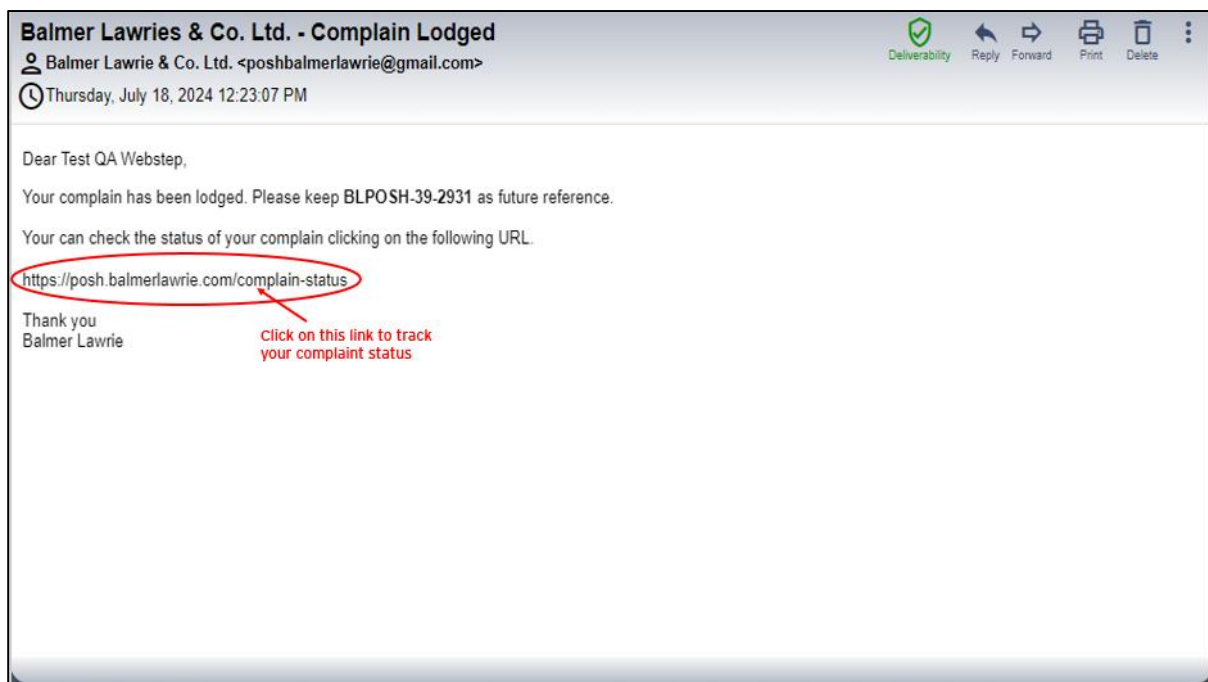
After successful login, a form gets displayed on the screen. The user shall have to fill in all the fields of the form, **Attach Documents/Evidence** (if any) and click on the **Submit button**.

The screenshot shows the 'PoSH Complain Form' interface. At the top, there is a header with the Balmer Lawrie & Co. Ltd. logo and navigation links: 'View Status', 'Nodal Officers', 'Back to Website', and 'Sign out'. The form is titled 'PoSH Complain Form' and is divided into several sections:

- Complainant information:** Includes fields for Name\* (Test QA Webstep), Designation\* (Designation), Email\* (tester1@yopmail.com), Phone\* (7003449656), and Aadhaar Number\* (Aadhaar Number). There is also a radio button for 'Whether the Complainant is an employee?' with options 'Yes' and 'No'.
- Name of Accused\*:** Includes fields for Name, Department & Designation (Department), Working relationship with Accused (Relationship), and Date & time of the incident(s)\* (dd-mm-yyyy --:--).
- Description of the incident(s)\*:** A large text area for the user to describe the incident.
- Attaching Documents / Evidence:** A file upload section with a 'Choose file' button and a 'No file chosen' status. A red arrow points to this section with the text 'Upload related documents (if any)'. A 'Submit' button is located at the bottom right, with a red arrow pointing to it and the text 'Click'.

## 2.2 Track Complain Status

When the user clicks on the Submit button, a system generated mail with the following content and a **complaint status tracking link** shall be sent to the user's registered email. The user can track the status of their complain by clicking on the marked link in the given below screen.



Upon clicking on the link, the user shall be redirected to the following page, where they shall have to enter the **Appeal Number**, **Email Id** and **Captcha**. Click on the **Submit button**.

## Front-End User Manual for Lodging POSH Complaint in Balmer Lawrie

**View Status**

# Appeal Number

Email id

Enter the code

Submit

Click

The user shall then be able to view the **Complain ID**, **Complain Status**, **Complain Date**, complain resolution status (**Resolution (if any)**), and the date on which the status has been updated (**Updated On**).

Complain ID	Complain Status	Complain Date	Resolution(if any)	Updated On
BLPOSH-39-2931	Lodged	18-07-2024		

Click on the **Sign out** button to exit the page.

## Front-End User Manual for Lodging POSH Complaint in Balmer Lawrie

The screenshot shows the website header with the Balmer Lawrie & Co. Ltd. logo and navigation links: View Status, Nodal Officers, Back to Website, and Sign out. A red arrow points to the Sign out button with the text "Click". Below the header is a table with the following data:

Complain ID	Complain Status	Complain Date	Resolution(if any)	Updated On
BLPOSH-39-2931	Lodged	18-07-2024		

Below the table is a navigation menu with logos for Balmer Lawrie & Co. Ltd. and its subsidiaries: Balmer Lawrie LOGISTICS, Balmer Lawrie LOGICOLD, Balmerol, Balmer Lawrie TRAVEL & TOURS, BALMOL, and Balmer L. The menu includes links for About Us, MSME, Accessibility Statement, MoPNG, NSE, Disclaimer, SLL, Vigilance, Privacy Policy, CSR, Codes & Policies, and Grievance Policy. Contact information for Balmer Lawrie & Co. Ltd. is also provided: 21, N S Road, Kolkata 700 001, CIN- L15492WB1924GOI004835, 033 2222 5218.

### 3 Sign Out

The user shall have to click on the **Sign Out** button to logout from the portal.

The screenshot shows the "PoSH Complain Form" on the website. The form includes the following fields:

- Complainant information:**
  - Name\*: Test QA Webstep
  - Designation\*: Designation
  - Email\*: tester1@yopmail.com
  - Phone\*: 7003449656
  - Aadhaar Number\*: Aadhaar Number
  - Whether the Complainant is an employee?:  Yes  No
- Name of Accused\*:** Name
- Department & Designation:** Department
- Working relationship with Accused:** Relationship
- Date & time of the incident(s)\*:** dd-mm-yyyy --:--
- Description of the incident(s)\*:** Description
- Attaching Documents / Evidence:** Choose file (No file chosen)

A red arrow points to the Sign out button in the top right corner with the text "Click". A Submit button is located at the bottom right of the form.