

Services Managed By



## Procedure for Registering a Service Request with Helpdesk

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# Dear Esteemed CPL Customer,

We are pleased to inform you, the services of CPL are managed by our parent company General Energy Management Systems Pvt. Ltd.

We would like to brief you about our helpdesk and its operation. Services requests are to be logged at our helpdesk as per below listed modes of communication:-

- Toll Free No.** : 1800 103 2324 (Accessible from both landline & mobile phones)
- Telephone No's** : + (120) 4598634 /635 /636 /637/638/639/640/641/642/643/644  
(Normal charges apply on above numbers)
- Email ID** : helpdesk@gemsl.com
- Office Timings** : From 9.00 A.M. To 5.00 P.M.
- IVR System** : Before and after office timings, or on holidays, service requests can be lodged on our Interactive Voice Response System. You can also record your request/message on this system, if all helpdesk officers are busy talking to other customers.

For this, you would require your Customer Reference No.



# Procedure for Registering Your Service Request:

## **A) For Service Requests registering through phone calls:**

1. Keep your Customer Reference No. with you before calling the helpdesk. In case you do not have the Customer Reference No., the same can be obtained from the helpdesk.
2. Call any of the helpdesk numbers at GEMS.
3. Mention your Customer Reference No. to the helpdesk person.
4. Next, you will be asked for the product/device in which you are facing the problem:  
Mention your product/Device  
e.g.: Fuel Dispenser, Compressor, CNG Dispenser, LPG Dispenser, STP, etc.
5. If you have been able to see the error code on the machine, tell the error code number to the helpdesk person, else mention the type of problem.
6. If you know the machine serial no. of your machine, mention it to the helpdesk person.
7. The helpdesk person will give you a Service Request no. Write it down; as this may be required for follow up.
8. Give your contact number to the Helpdesk at the end of the call.

## **B) For Service Requests registering through e-mail:**

In your e-mail, please mention the following details:

- a. Your Customer Reference No.
- b. Retail Outlet Name and address.
- c. Type of Product: MPD, Compressor, CNG Dispenser, STP, etc.
- d. Error code (if available) – Applicable only in case of Fuel Dispenser/STP
- e. Type of Problem: Give a description of your problem.
- f. Machine Serial No.:

In case you have sent an e-mail or Fax for registering your service request, you will get a call / an e-mail from GEMS Helpdesk confirming your Service Request registration and you will be given a Service Request No.

# Procedure for Registering Your Service Request:

## **C) For Service Requests registering through IVR (Voice Recording System):**

In case you are registering your call before or after office hours, or because all helpdesk officers are busy talking to other customers, you can record your message. In this case, you will not get a Service Request Number immediately, but the helpdesk will call you back to provide you with the Service Request No..

For registering the service requests through IVR (Voice recording system), please follow the below mentioned steps:

1. After connecting if all the helpdesk officers are busy you will be asked to wait through a pre-recorded message for a maximum of 90 seconds. In case any of lines get free you will be connected to the helpdesk officer.
2. If you are not connected within 90 seconds, you will be asked to press 1 for registering the service request or press 2 otherwise. (Second option i.e. press 2 is to be used in case customer reference no. is not available with you)

### **If you know the customer reference no. than press 1**

- On pressing 1 you will be asked to feed your customer reference no.
- After this press 1 if you wish to record the service request else press 2 if you know the error code.
- On pressing 1 you will be asked to record your service request after beep & then press # to finish recording. Please remember to record your contact no. also so that helpdesk can call you back.

### **Incase the customer reference no. is not available**

- Please press 2 & record your service request after beep. Press # after recording of your service request.

## **D) For Follow-up on a Pending Service Request:**

1. Call any of the helpdesk numbers at GEMS.
2. Mention your Service request no. which has not been resolved. The Helpdesk personnel will look it up and tell you the status of the call.

**Note: Please write down your Customer Reference No. so that you do not lose it, and can retrieve it every time you want to lodge a service request.**

**Please advise all personnel of your company not to call our Service Engineers directly for lodging of service requests. This is required to ensure that all service requests are lodged and follow up is tracked by our Control & Support Center on a continuous basis.**

For any problem / queries / suggestions, kindly contact the GEMS helpdesk or e-mail at: [helpdesk@gemsl.com](mailto:helpdesk@gemsl.com)

Your cooperation is solicited for providing more efficient service to you.

Thanking you,  
Yours Sincerely

