

How to raise a query?

Criteria

How to view query status

# How to raise a query?

## Employee of the Organization

Option 1: Call the Helpdesk helpline number

Option 2: Write an email to Compliance Helpdesk:  
[compliance.helpdesk@karmamgmt.com](mailto:compliance.helpdesk@karmamgmt.com)

## Human Resource - Single Point Of Contact (SPOC)

Option 1: Call or email the Account Manager

Option 2: Call the Helpdesk helpline number

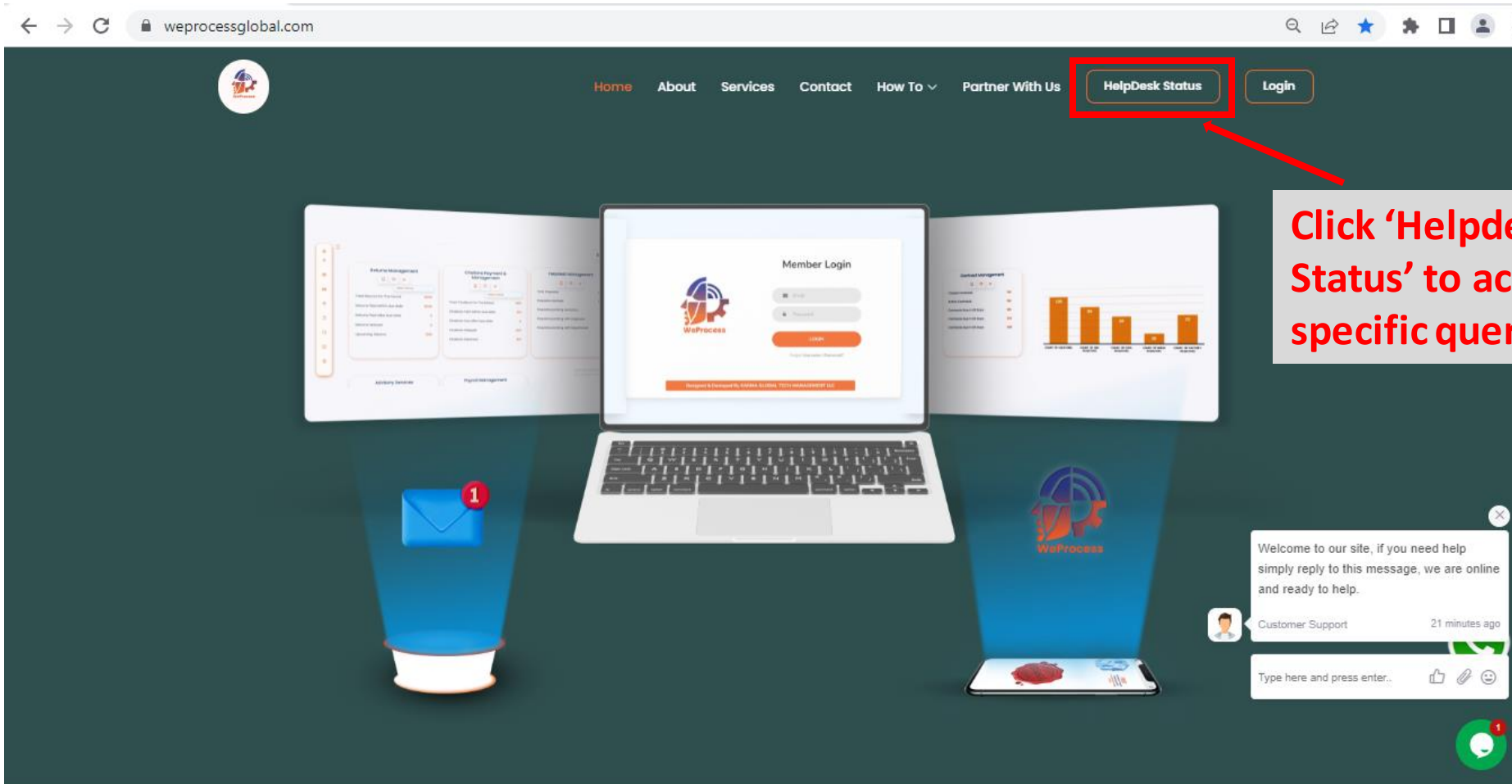
Option 3: Write an email to Compliance Helpdesk:  
[compliance.helpdesk@karmamgmt.com](mailto:compliance.helpdesk@karmamgmt.com)

**Please note: We process and solve queries for the pas and present employees of our Client Partners.**

## Note:


- The employee should ensure that his/her details are available with the Human Resources Department of the organization.
- The employee will receive a system generated intimation email on the employee's registered email ID for every new query logged. This will include the unique Query ID.
- The employee will receive a system generated status update email on the employee's registered email ID for any status update entered by the helpdesk team. This will also include the unique Query ID.
- The HR SPOC will also receive every email sent out to their employee.
- The employee and HR SPOC will be able to view the status of every query through the Helpdesk Status pallet.

# How to view query status




Note: The Query Status Search is displayed

# How to view query status

Please Check Your Query Status 

For Employees Self Status Check



Enter Query ID for retrieving query status.

Click 'Submit' to display the status / trail of the query.

# How to view query status

## Status

### Enquiry Details

<b>Enquiry Number :</b>	HD20230204132836309819
<b>Status :</b>	Open
<b>Client Name :</b>	Karma Management Global Consulting Solutions Pvt. Ltd.
<b>Client Location :</b>	Mumbai
<b>Employee Code :</b>	KMC XXX
<b>Employee Name :</b>	A XXX XXX
<b>HelpDesk Type :</b>	TEST QUERY
<b>Query Type :</b>	TEST QUERY
<b>Questions :</b>	how to add nominee in pf?
<b>Created Date :</b>	Feb. 4, 2023
<b>COE Name :</b>	J XXX XXX XXX

**Note:** Scroll to view the entire status.