

BESCOM PUBLIC GRIEVANCE REDRESSAL SYSTEM (PGRS)



USER MANUAL - Consumer

Version 1.0
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A. Revisions

Revisions	Date	Revision Description
Ver 1.0	02-04-2013	User Manual Created

B. About the application

"**PGRS - BESCO**M" the multi point Public Grievance Reddressel System of Bangalore Electricity Supply Company Limited (BESCO)M) has been developed in order to provide an effective grievance redressel mechanism for the consumers of BESCO)M circle. The system has been so designed that it would cater to the redressel of grievances related to electricity and its un-interrupted supply in the circle 24/7.

The web based PGRS system can be accessed from anywhere through internet to log complaints. The system would be rolled out in 4 important phases. Linkages have been built in the software in such a manner that grievance received at any level can be forwarded anywhere within the BESCO)M.

Any consumer can log his/her complaints directly by PGRS website to central database without username & password with basic internet connection by own computer or mobile hand held devices. Consumer query will be received with a docket number as a feedback. Recently received complaint will be again pushed to SMS gateway in-order to send it to concerned officials (AEE) to resolve the complaint as well as the same will be displayed to any random executive for further follow ups.

C. Modules of the application

Consumer Module, Executive Module & Administrator are the three modules designed in the application.

1. Consumer Module :

Any civilian, who uses electricity with post paid facility within BESCO circle is referred as 'Consumer'. The Consumer module is designed in a way that, consumer can registering her/his complaints in a shortest time. Further to it she/he can track the status of their complaints as well as can see all pending/closed complaints within the circle or sub division.

2. Executive Module :

This module is specially designed for help line executives at call center, control-room executives at various control-rooms and other sub division staffs. They will register and log in to the application for various activities like, registering complaints, tracking complaints, transmitting complaints, closing complaints and other reporting activities.

3. Administrator Module :

Administrator or admin module is a central control point of this application. Admin can create masters for one time & save them. Once the master is saved it will reflect in the entire application across all modules. Admin also register staff and provides a privilege to login into application. Admin can make use facilities like utility to track executives, backup entire database, restore database, flow out the entire database and view/download reports.

D. Getting Started

Use following URL to land up to home page of the application:

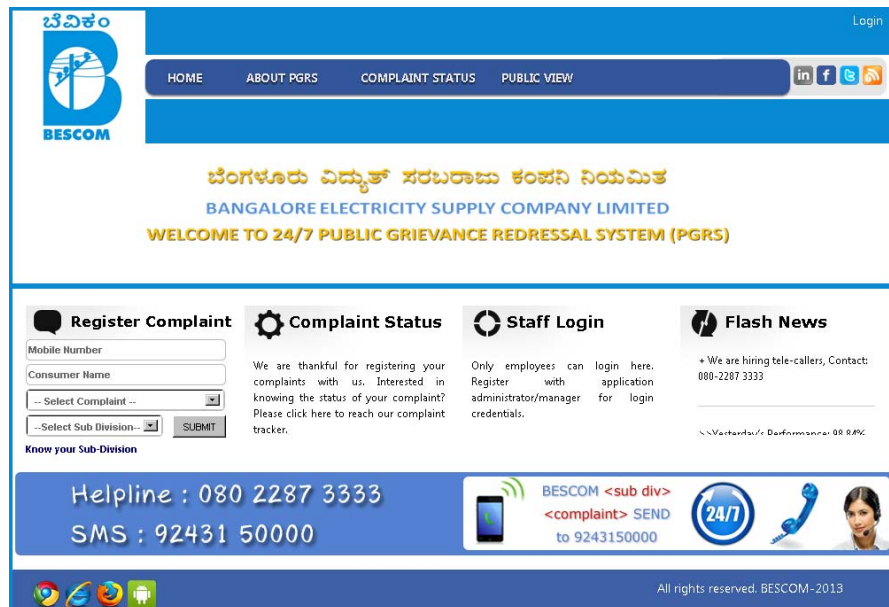
www.bescompgrs.com

Followed by home page will appears as in [Picture 1]. The application is cross browser compatible with android usability.

E. Consumer Module

1. Home Page:

Home page is mainly focused on consumer. Home, About PGRS, Register Complaint, Complaint Status Public View, Staff Login & Flash news are the main blocks of this home page. [Picture 1]



Picture 1

2. Register a Complaint

The web based PGRS system/application can be accessed from anywhere through internet to log complaints. Any consumer within BESCOM circle can register complaints related to electricity.

2.1 How to register a quick complaint ?



Step 1 – Fill your mobile number.

Step 2 – Provide your name.

Step 3 – Select Complaint.

Step 3 – Select your sub division.

View of Register Complaint at home screen. Refer to flowing picture for simple steps to register a complaint.

A screenshot of a web form titled "Register Complaint". The form contains four input fields: "Mobile Number", "Consumer Name", "-- Select Complaint --" (a dropdown menu), and "--Select Sub Division--" (a dropdown menu). To the right of the last dropdown is a "SUBMIT" button. Below the form, there is a link that says "Know your Sub Division".

Picture 2

After submitting a complaint the following confirmation & docket will displayed. [Picture 3]

A screenshot of a blue confirmation message box. The text inside reads: "Thank You", "Your complaint REGISTERED successfully...!", "Docket No: A0S90013", "Docket Generated Date: 4/3/2013 12:01:48 AM", "SMS & E-Mail sent to AEE : CHITTAIHA", "AEE Contact Number : 8553118946", "Cumplaint Type : Category A", "Nature Of Complaint : No Power", "Estimated Time to resolve : 4/3/2013 1:01:48 AM", and "[Please use this DOCKET Number for future reference]".

Picture 3

Dockets number will be sent to consumer mobile number automatically



via SMS as soon as they register complaints. The confirmation of the following details will be displayed for your reference:

- Date & time, when the docket is generated.
- Confirmation of SMS & email sent to concerned AEE
- AEE's contact number who is responsible to resolve this docket
- Type of complaint
- Nature of complaint
- Estimated date & time, on or before the docket should be resolved

2.2 Know your Sub division

This feature will lead you to know your sub division by two major methods. 1) Know your Sub division by BESCO map.

2) Know your sub division by your electricity bill

Register Complaint

Mobile Number

Consumer Name

-- Select Complaint --

--Select Sub Division--

SUBMIT

Know your Sub-Division

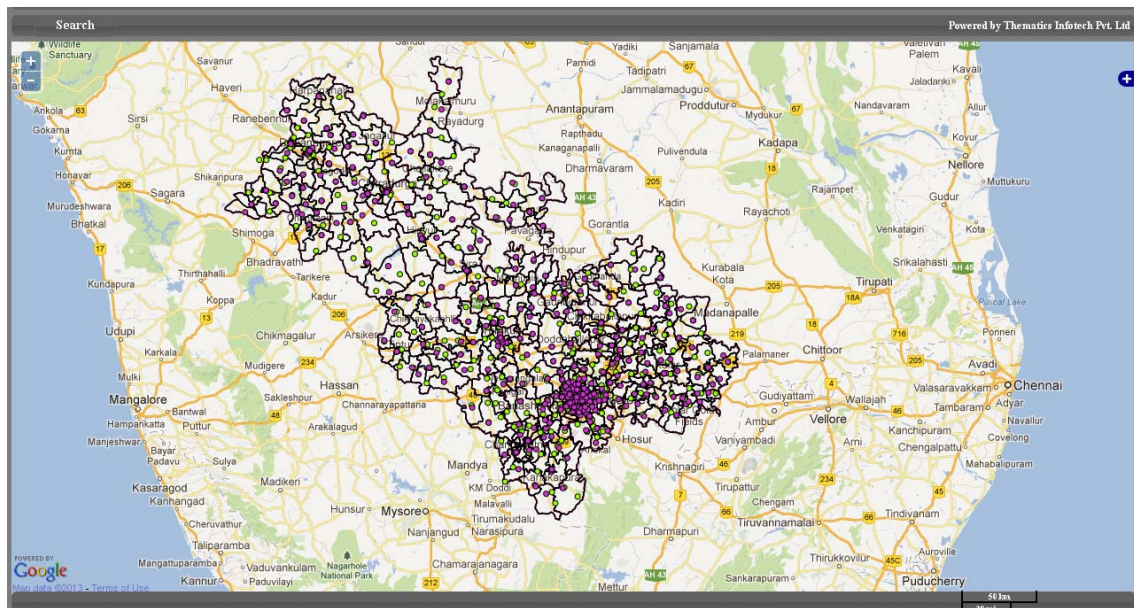
Picture 4

Click on “know your Sub-Division” to know your sub division, application will show you following page where you can select any one of these options



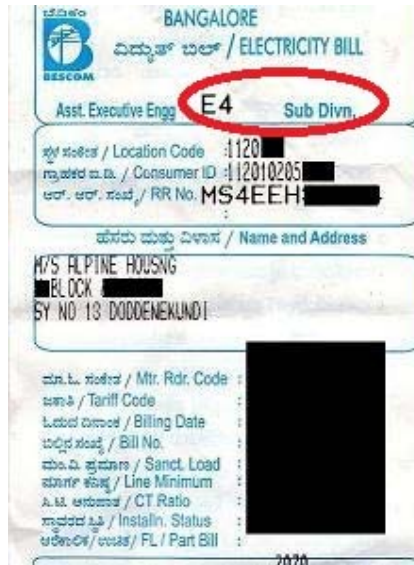
Picture 5

2.3 Find the Sub division on BESCO map



Picture 6

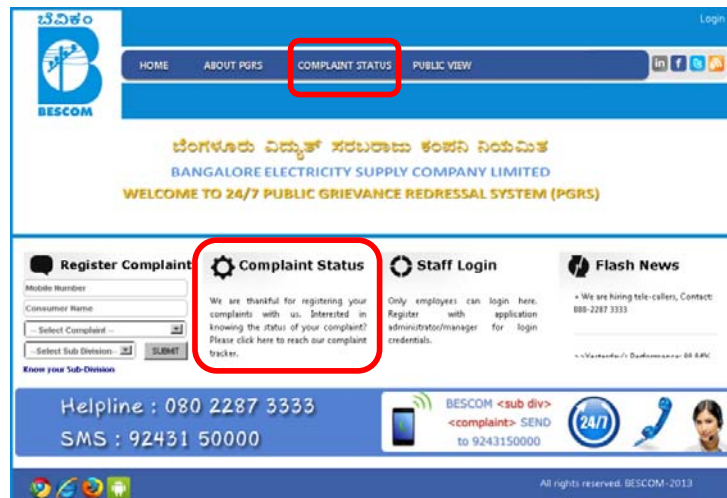
2.4 Find the Sub division on your electricity bill



Picture 7

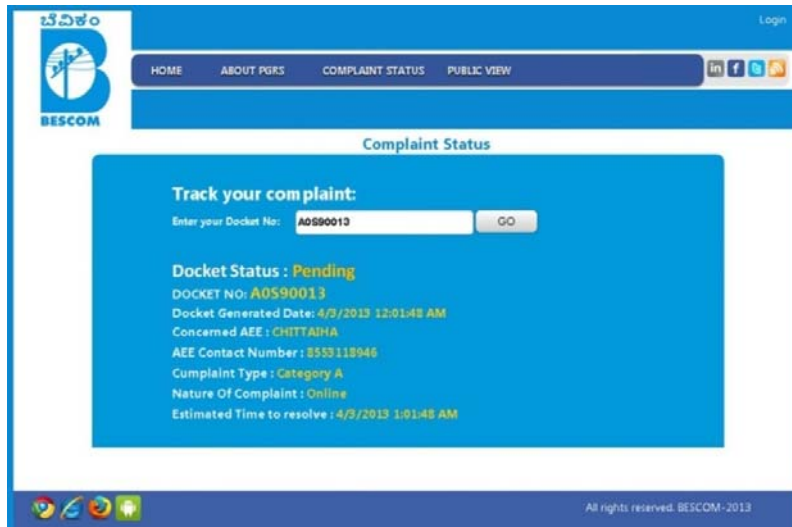
3. Complaint Status

Track your complaint status by click on “Complaint Status” using any one of the following options from home screen as in [Picture 8]



Picture 8

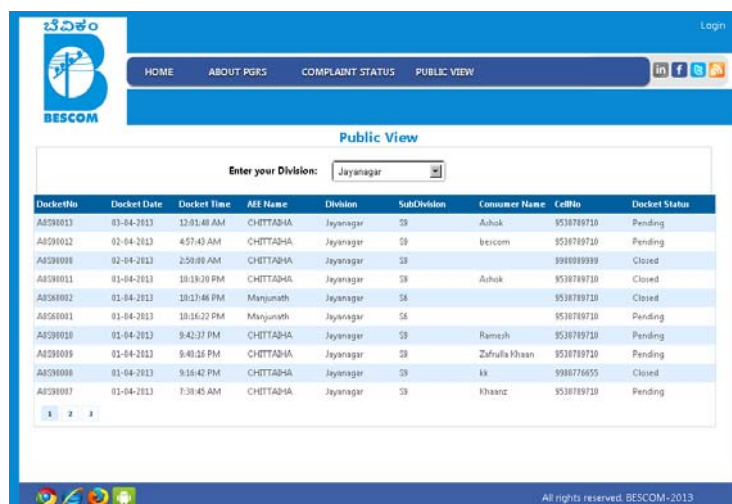
Tracked docket details will shown below with details like; Docket Status, Docket number, Date & time of Complaint, AEE details, Category and type of complaint etc., as in [Picture 9]



Picture 9

4. Public View

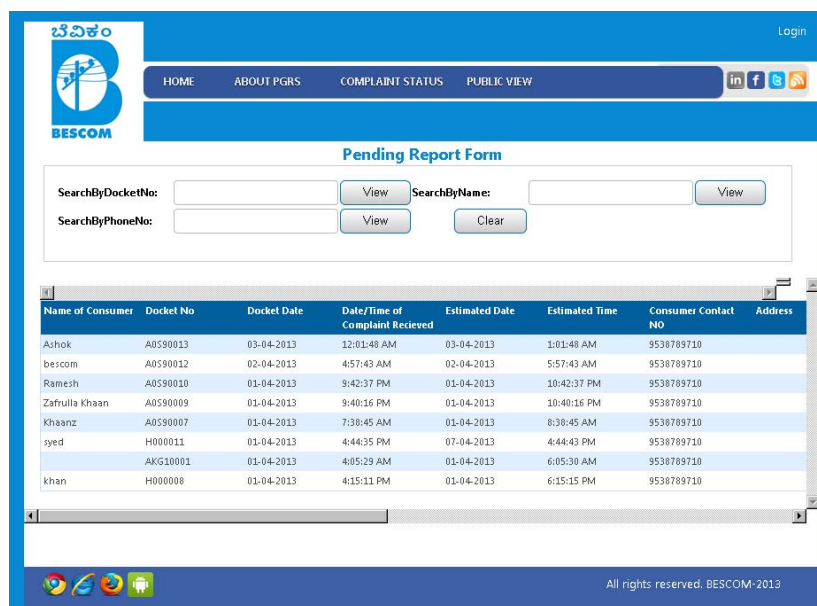
By using “public View” option on home page, any consumer can see complete details of all complaints after selecting their district or division. [Picture 10]



Picture 10

4.1 Pending Complaints

Consumer can search a docket/complaint by using following filter/search options. Search by Docket, Search by Name of Consumer, Search by Consumer phone number as shown in [Picture 11]



The screenshot displays the BESCOM website interface for pending complaints. At the top, there is a navigation bar with links for HOME, ABOUT PGRS, COMPLAINT STATUS, and PUBLIC VIEW. Below this is a search section titled 'Pending Report Form' with three input fields: 'SearchByDocketNo:', 'SearchByName:', and 'SearchByPhoneNo:'. Each field has a 'View' button, and there is a 'Clear' button. Below the search section is a table with the following data:

Name of Consumer	Docket No	Docket Date	Date/Time of Complaint Received	Estimated Date	Estimated Time	Consumer Contact NO	Address
Ashok	A0590013	03-04-2013	12:01:48 AM	03-04-2013	1:01:48 AM	9538789710	
bescom	A0590012	02-04-2013	4:57:43 AM	02-04-2013	5:57:43 AM	9538789710	
Ramesh	A0590010	01-04-2013	9:42:37 PM	01-04-2013	10:42:37 PM	9538789710	
Zafriulla Khaan	A0590009	01-04-2013	9:40:16 PM	01-04-2013	10:40:16 PM	9538789710	
Khaanz	A0590007	01-04-2013	7:38:45 AM	01-04-2013	8:38:45 AM	9538789710	
syed	H000011	01-04-2013	4:44:35 PM	07-04-2013	4:44:43 PM	9538789710	
	AKG10001	01-04-2013	4:05:29 AM	01-04-2013	6:05:30 AM	9538789710	
khan	H000008	01-04-2013	4:15:11 PM	01-04-2013	6:15:15 PM	9538789710	

Picture 11

4.2 Closed Complaints

Similar to pending complaints consumer also can search closed complaints, Search by Docket, Search by Name of Consumer, Search by Consumer phone number as shown in [Picture 12]

The screenshot shows the BESCOM website interface. At the top, there is a navigation bar with links for HOME, ABOUT PGRS, COMPLAINT STATUS, and PUBLIC VIEW. Below this is a search section titled 'Closed Report Form' with input fields for 'SearchByDocketNo', 'SearchByPhoneNo', 'SearchByName', and 'View' buttons. The main content is a table with the following columns: Docket No, Docket Date, Date/Time of Complaint Received, Estimated Date, Estimated Time, Name of Consumer, Consumer Contact NO, and Address. The table contains 11 rows of data, all with a Docket Date of 01-04-2013. The bottom of the page includes a footer with 'All rights reserved. BESCOM-2013'.

Docket No	Docket Date	Date/Time of Complaint Received	Estimated Date	Estimated Time	Name of Consumer	Consumer Contact NO	Address
AOC10001	01-04-2013	03:34:36.8330078	3:34:36 AM	04:34:36.6642578	4:34:36 AM	1234567890	test
COS90004	01-04-2013	03:26:44.1767578	3:26:44 AM	03:26:44.1923828	3:26:44 AM	9538789710	
AOS90005	01-04-2013	03:16:19.1601562	3:16:19 AM	04:16:19.2070312	4:16:19 AM	9538789710	
BAN10001	01-04-2013	03:15:39.0361562	3:15:39 AM	03:15:39.0820312	3:15:39 AM	9538789710	
AOS90002	01-04-2013	02:55:33.8261718	2:55:33 AM	03:55:33.8574218	3:55:33 AM	9538789710	
AOS90004	01-04-2013	02:55:02.7636718	2:55:02 AM	03:55:02.7949218	3:55:02 AM	9538789710	
BO900001	01-04-2013	02:36:46.3212890	2:36:46 AM	02:36:46.3525390	2:36:46 AM	9538789710	
AOS90002	01-04-2013	02:29:52.8818359	2:29:52 AM	03:29:52.8974609	3:29:52 AM	9538789710	
AOS10002	01-04-2013	02:19:40.8330078	2:19:40 AM	03:19:40.8486328	3:19:40 AM	9538789710	
AOS10001	01-04-2013	02:17:15.7392578	2:17:15 AM	03:17:15.7861328	3:17:15 AM	9538789710	

Picture 12

F. Acronyms and Abbreviations


PGRS - Public Grievance Reddressel System.

BESCOM - Bangalore Electricity Supply Company Limited


AEE – Assistant Executive Engineer, BESCOM

SMS – Short messaging service.

Ver – Version



Information



Tip on subject