BESCOM PUBLIC GRIEVANCE
REDRESSAL SYSTEM
(PGRS)

USER MANUAL - Consumer

Version 1.0
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A. Revisions

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<th>Revision Description</th>
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<tr>
<td>Ver 1.0</td>
<td>02-04-2013</td>
<td>User Manual Created</td>
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B. About the application

"PGRS - BESCOM" the multi point Public Grievance Redressel System of Bangalore Electricity Supply Company Limited (BESCOM) has been developed in order to provide an effective grievance redressel mechanism for the consumers of BESCOM 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 BESCOM.

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 BESCOM 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]

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.

![Picture 2]

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

![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 BESCOM map.

2) Know your sub division by your electricity bill

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
2.3 Find the Sub division on BESCOM map
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]
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]

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]
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]

![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]
F. Acronyms and Abbreviations

PGRS - Public Grievance Redressel System.

BESCOM - Bangalore Electricity Supply Company Limited

AEE – Assistant Executive Engineer, BESCOM

SMS – Short messaging service.

Ver – Version