# BESCOM PUBLIC GRIEVANCE REDRESSAL SYSTEM (PGRS)



**USER MANUAL** - Consumer

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## A. Revisions

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

## **B.** About the application

**"PGRS - BESCOM"** the multi point Public Grievance Reddressel System of Bangalore Electricity Supply Company Limited (BESCOM) has been developed in order to provide an effective grievance reddressel mechanism for the consumers of BESCOM circle. The system has been so designed that it would cater to the reddressel of grievances related to electricity and its uninterrupted 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: <u>www.bescompgrs.com</u>

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 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.

Mobile Number	
Consumer Name	
Select Complaint	•
Select Sub Division 💌	SUBMIT

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

Mobile Number	
Consumer Name	
Select Complaint	•
Select Sub Division 💌	SUBMIT

#### 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 BESCOM 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]

	E ABOUT PGRS	COMPLAINT STATUS	C DUDI 1C MCM	
BESCOM				
	ಬೆಂಗಳೂರು ಎಂ	ಮತ್ ಸರಬರಾ	ಮ ಕಂಪನಿ ನಿಯಮಿತ	
	BANGALORE ELE	CTRICITY SUPP	PLY COMPANY LIMITED	
WELC	OME TO 24/7 PU	BLIC GRIEVANO	CE REDRESSAL SYSTEM	(PGRS)
A provinter formel		- int Gantur	Assetting	The standard manage
Register Compl	Compl	aint Status	O Staff Login	Plash News
onsumer Name	We are thankful	for registering your	Only employees can login here.	We are hiring tele-callers, Contact: 888-2287 3333
- Select Complaint	inowing the status	of your complaint?	administrator/manager for login	
Select Sub Division - 🖭	biet backer.	reach our complaint	credentian.	s sVananda./r Dadromanna- 68 8.8%
ion your Sub-Division				
Helpline :	080 2287 33	33	BESCOM <sub div=""></sub>	
SM5 : 924	31 50000		<complaint> SEND to 9243150000</complaint>	🤍 🍠 🦉
011011101				
960				

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]

BESCON				Public V	/iew			
		En	ter your Division:	Jayanagar				
DocketNo	Docket Date	Docket Time	AEL Name	Division	SubDivision	Consumer Name	CellNo	Docket Status
A4598013	03-04-2013	12:01:40 AM	СНЕТТАЗНА	Jayonagar	53	Arhok	\$538789710	Pending
A8591012	02-04-2013	4:57:43 AM	CHITTAIHA	Jayanagar	\$9	bescom	\$538789710	Pending
AISHON	02-04-2013	2:59/89 AM	CHITTAIHA	Jayanagar	53		9910019939	Closed
A4591011	01-04-2013	10:15:20 PM	CHITTAIHA	Jayanagar	58	Arhok	\$538789710	Closed
A8568092	01-04-2013	10:17:46 PM	Manjunath	Jayanagar	58		9538789710	Closed
A\$560001	01-84-2013	10-16-22 PM	Manjunath	Jayanagar	56		\$538789710	Pending
A8596010	01-04-2013	9:42:37 PM	CHITTAJHA	Jayanagar	59	Remesh	9538789710	Pending
A1591019	01-04-2013	9:40:16 PM	CHITTAIHA	Jayanagar.	58	Zafrulla Khaan	9530789710	Pending
A8596008	01-04-2013	9:16:42 PM	CHITTAIHA	Jayanagar	58	kit.	\$938776655	Closed
A8591007	01-04-2013	7:38:45 AM	CHITTAIHA	Jayanagar	58	Khaanz	5538789710	Pending
1 2 1								



#### **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]

	HOME	ABOUT PGRS	COMPLAINT STAT	US PUBLIC VIEV	l	<u>ii</u>	f 🖪
BESCOM			Pending Re	port Form			
SearchByDocke SearchByPhonel	tNo:		View Sea	rchByName: Clear		View	·
Name of Consumer	Darket No.	Docket Date	Date/Time of	Estimated Date	Ectimated Time	Consumer Contact	
rune of consumer	DOCKETTED	Docact Dute	Complaint Recieved	I	CALIFORNIA THE	N0	muure
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	
Zafrulla 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]

SearchbyDocketNo: View SearchbyPane View   SearchbyPhoneNo: View Clear View Clear   Indext No Docket Date Date /Time of Complaint Received Estimated Date Estimated Time Name of Consumer Contact Address No   001001 01-04-2013 0:34-365930076 3:94-36 AM 01:34-365642576 4:34-36642576 4:34-3664AM 1234507850 test   050005 01-04-2013 0:34-365930076 3:34-36 AM 01:32-3644 1328268 3:264 AA 958789710 4:34-36642576 4:34-3664AM 958789710 0:31:59:05182 3:16:19:1001592 3:16:19:1001592 3:16:19:2070312 3:15:39:AM 958789710 0:31:59:05182 3:35:34:M 958789710 0:31:59:05182 3:35:39:AM 958789710 0:31:59:05182 3:35:39:AM 958789710 0:30:001 0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:0:					
Searchby/Docket/Nor View Searchby/Name View Searchby/Name View   Searchby/PhoneNex View Clear Clear View Clear View Clear   botket No Docket/Date Date/Time of Complaint/Recleaved Estimated Date Stimated Time Name of Consumer Contact Address No   001001 01-04-2013 034-065530078 394-36 AM 0434-365642576 4-34-36 AM 1224507850 text   0580005 01-04-2013 0324-041707775 2364 AA 0326/411262868 326/44 AM 958789710 ext   0580005 01-04-2013 0316/19/1001562 315/9/AA 03155/9605102 315/9/AA 958789710 ext   0580002 01-04-2013 025502769718 25532857/12 355/9/AA 958789710 ext   0580002 01-04-2013 025502789718 25502789218 35502AA 958789710 ext   0580001 01-04-2013 025962780718 25502789218 35502AA 958789710 ext   0580002 01-04-2013					
Searchity PhoneNex View Clear   octect No Dodet: Date Date/Time of Complaint Nocieved Estimated Date Batimated Time Name of Consumer Contact Address   000001 01:04:2013 0324:05830078 334:38 AM 0134:365642576 4:34:38 AM 1234:957800 test   0500004 01:04-2013 0324:05810078 334:48 AM 0325:44:192:2628 326:44 AM 9587:69710 test   0500005 01:04-2013 0326:44:107575 326:44 AM 0325:44:192:2628 326:44 AM 9587:69710 test   0500002 01:04-2013 025:64:178:178 255:33:854:178 255:33:854:183 355:33:854:183 55:35787710 test   0500002 01:04-2013 02:55:02:758:021 31:55:08:558 25:56:02:758:021 31:58:08:558 test 55:37:87710 test   0590001 01:04-2013 02:55:02:758:021 35:56:02:758:021 35:56:02:758:021 35:56:02:758:021 55:37:878:710 test   0590002 01:04-2013 02:29:56:28:140 03:29:56:28:74003 32:95:28:78:710 test </th <th>SearchByDocketNo: View</th> <th>SearchByNames</th> <th></th> <th></th> <th>View</th>	SearchByDocketNo: View	SearchByNames			View
Octect No Docket/Date Complaint Nacional Complaint Nacional Sector Estimated Date Estimated Date Sector Estimated Date Estimated Date Sector Name of Consumer Consumer Consumer Consumer Consumer Contact Address Address   CC10001 01-04-2013 032405830078 334/38 AM 0434/3656942576 4/34/38 AM 1234597890 test   050004 01-04-2013 0324/38 AM 03254/41922628 326/44 AM 958789710 test   050005 01-04-2013 031619/101962 31619 AM 04315/2052021 3163/84 AM 958789710 test   050006 01-04-2013 025502780718 2553385/128 3553385/4218 3553326 958789710 test   0590001 01-04-2013 025502789718 255027942218 355026 35506 AM 958789710   0590002 01-04-2013 02595027848 255027942218 355026 958789710 test   0590001 01-04-2013 022952818393 22952 AM 05252879710 test 958789710   0590002 01-04-2013 02295288078 229552 AM 03295228787710 test <th>SearchByPhoneNo: View</th> <th>Clear</th> <th></th> <th></th> <th></th>	SearchByPhoneNo: View	Clear			
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Docket No. Docket Date Date/Time of Complaint Recieved Estimated Date Estimated Time Name of Consumer Consumer Contact Address   0000et NO. 01-04-2013 033-31-265320078 23-93-6 AM 01-31-326542578 4-30-36 AM 95-38769710 4-30-36 Mate of Consumer Contact Address   0500004 01-04-2013 03-31-265320078 23-93-6 AM 01-31-326542578 4-30-36 AM 95-38769710 4-30-36 Mate of Consumer Contact Address   0500005 01-04-2013 03-31-55.9055162 31-53-9AM 03-31-55.9062012 31-53-9AM 95-38769710 4-16-19-207-0312 4-16-19-2M 95-38769710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-38-59710 5-38-598-59710 5-38-598-59710 5-38-598-59710 5-38-598-59710 5-38-598-59710 5-38-598-598-598-598-598-598-598-598-598-59	d				
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0580004 0.04-0213 0.2044.1797578 2364.44.M 0.2644.1292368 326.94.4M.M 9587787710   0580005 0.104-0213 0.316.9161962 316.94.M 0.416.192070312 416.19.AM 9587787710   0580006 0.104-0213 0.316.90.51862 315.94.M 0.315.90.51862 315.94.M 9587787710   0580002 0.10-4.0213 0.255.02.580718 2.55.33.85.41.718 2.55.33.85.718 2.55.33.85.710   0580004 0.10-4.0213 0.255.02.7580718 2.55.02.7580218 3.55.02.AM 958789710   0580001 0.10-4.0213 0.25.50.7580218 2.355.02.4M 0.550.02.7580218 3.550.AM 958789710   0580002 0.10-4.0213 0.22.95.28.81839 2.29.52.AM 0.32.95.28.97400 3.29.52.AM 958789710   0580002 0.10-4.0213 0.22.94.03.288077 2.19.40.4M 0.31.94.048628 3.19.40.AM 958789710   0580002 0.10-4.0213 0.21.94.03.830778 2.17.54.00.4M 0.31.94.048628 3.19.40.AM 958789710	A0C10001 01-04-2013 03:34:36.8330078 3:34:36 AM 04	4:34:36.8642578	4:34:36 AM	1234567890	test
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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

1nformation

Tip on subject