



URJA MITRA
(AN INITIATIVE BY MINISTRY OF POWER, GOVT. OF INDIA)

**User Manual
for
Web Portal Application**

REC Transmission Projects Company Limited
(A wholly owned subsidiary of REC, a 'Navratna CPSE' Under the Ministry of Power, Govt of India)

Introduction

Urja Mitra is an initiative of Ministry of Power, Govt. of India which provides Outage Management and Notifications Platform for dissipating the outage information to power distribution consumers across India through SMS/Calls/push notifications. The Urja Mitra mobile application is Pan-India integrated Mobile Application for Android and IOS platforms to enable the citizen to access real time and historic outage information for Discoms.

At present there are 29 states in India along with 07 Union Territories, these states and UTs collectively have approx. 50 states owned Discoms, Power departments, Integrated Power utilities. Approximately 30 Crore Electricity Consumers are being served by these entities. The major problems faced by Consumers in Indian scenario are:

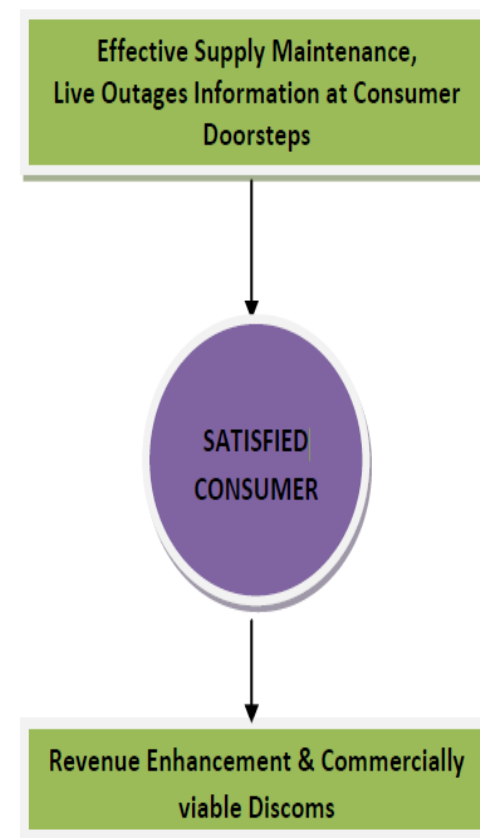
1. Untimely Power Rostering / Shut downs.
2. No prior Information on Power Rostering / Shut down.

Hence, Urja Mitra initiatives on mobile/web/cloud platform addresses the above issue of consumers nationwide.

OBJECTIVE

In the above background, the objective is to use Urja Mitra Platform to achieve the following:

1. Sharing information's with consumers about outages in rural and urban areas through SMS / Calls / push notifications on their mobile phones.
2. Any registered consumer can access and view the above outage information's for any Discoms / Power Department through a Mobile Application /Citizen dashboard on real time basis.




To open Urja Mitra Portal, kindly type “www.urjamitra.com” in the Browser’s Address bar. Then the Website landing page will open as given below. This landing page shows the animation video which illustrates

that, how the Urja Mitra Platform is going to help the consumers regarding the Power outage information. you can skip the video if required by clicking on the SKIP button




The image shows a screenshot of the Urja Mitra platform interface. At the top left, there is the Government of India logo and the text "GOVERNMENT OF INDIA" and "MINISTRY OF POWER". In the center, there is a logo for "URJA MITRA" featuring a hand holding a lightbulb and a smartphone, with the text "(AN INITIATIVE BY MINISTRY OF POWER, GOVT. OF INDIA)". To the right of the logo is a "SKIP" button. Below the logo is a large black video player area containing the same "URJA MITRA" logo and text. At the bottom of the page, there is a copyright notice: "© Copyright 2016 REC India. All Rights Reserved. Powered by RECTPCL".

Next displayed is the Dashboard which shows the “Nationwide Outage Information”.





GOVERNMENT OF INDIA
MINISTRY OF POWER




URJA MITRA

(AN INITIATIVE BY MINISTRY OF POWER, GOVT. OF INDIA)

Menu 

LOGIN 

Graph-2



% FEEDER UP
100

● Up ● Down

KNOW POWER OUTAGE STATUS
(Select all or any field to know the power outage status)

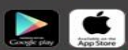
STATE Filter-1
Select State

DISCOM Filter-2
Select Discom

CIRCLE Filter-3
Select Circle

SCHEDULED OUTAGE **ONGOING OUTAGE**

DOWNLOAD URJA MITRA APP



Tile-1

ONBOARD

STATES/UTS.	DISCOMS	CIRCLES
9	13	124

Tile-2

FEEDERS

REGISTERED	UP	DOWN
16108	16108	0

Tile-3

AVERAGE POWER OUTAGE

NUMBER (PER DAY)	DURATION (HOURS)
0	0

Tile-4

ALL INDIA OUTAGES

ONGOING	SCHEDULED
0	5

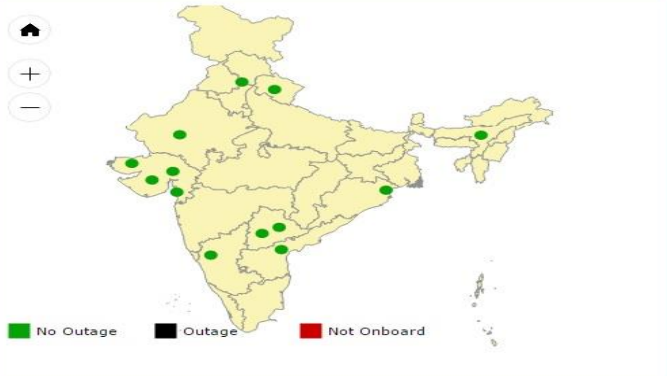
Tile-5

STATISTICS

SMS SENT TILL DATE	SMS SENT TODAY
9332	0

Map


OVERVIEW OF POWER OUTAGES (STATE WISE)



■ No Outage ■ Outage ■ Not Onboard

Graph-1

AVERAGE ALL INDIA POWER AVAILABILITY
(For participating discoms only)



1 2 3

Table-1

TOP PERFORMERS : POWER AVAILABILITY
(For participating discoms only)

S.NO.	DISCOMS	STATE	POWER AVAILABILITY
1	Madhya Gujarat Vij Company Limited	GUJARAT	100.00%
2	Dakshin Gujarat Vij Company Limited	GUJARAT	100.00%
3	Paschim Gujarat Vij Company Limited	GUJARAT	100.00%
4	Uttar Gujarat Vij Company Limited	GUJARAT	100.00%
5	Assam Power Distribution Company Limited	ASSAM	100.00%

Tile-6




CONSUMERS (IN LAKHS)

REGISTERED URBAN CONSUMERS
41.63


REGISTERED MIXED CONSUMERS
28.10

REGISTERED RURAL CONSUMERS
22.12

Note : Above data pertains to the status for onboarded States / Discoms only.

DISCLAIMER | Visitor No. : 3 6 6 9 7 |   

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Menu Bar: By clicking on the Menu bar () Icon, the following list will open. Which contain seven (07) links off different information pages of the portal.

- 1 About Urja Mitra
- 2 Onboarded Discoms
- 3 Feedback
- 4 Graphical Reports
- 5 FAQ
- 6 User Manual
- 7 Contact Us

Link 1 – About Urja Mitra: By clicking on this link, following display page will open which contains the information and utilities of the Urja mitra portal.

ABOUT URJA MITRA Link 1 ×

Urja Mitra is an initiative of Ministry of Power, Govt. of India which provides Outage Management and Notification Platform for dissipating the outage information to power distribution consumers across India through SMS/email/push notifications.

It also provides Pan-India integrated Mobile Application for Android and iOS platforms to enable citizen to access outage information for Distribution Companies. Power Consumers can also inform about power outage in their area through mobile app.

2 – On boarded Discoms: By clicking on this link, list of all On boarded discoms in the portal will be displayed.

ONBOARDED DISCOMS Link 2 ×

SRNO	NAME OF DISCOM		STATE
1	Uttar Gujarat Vij Company Limited	UGVCL	Gujarat
2	Madhya Gujarat Vij Company Limited	MGVCL	Gujarat
3	Dakshin Gujarat Vij Company Limited	DGVCL	Gujarat
4	Paschim Gujarat Vij Company Limited	PGVCL	Gujarat
5	Assam Power Distribution Company Limited	APDCL	Assam
6	Uttarakhand Power Corporation Limited	UPCL	Uttarakhand

Link 3 – Feedback: By clicking on this link, following page will open, through which any consumer can give their feedback / suggestions.

In this Page there are only four text fields.

1. In 1st text field, Consumers have to write his/her name. It is a compulsory field.
2. In 2nd text field Consumer have to write his/her contact no. It is a compulsory field.
3. In 3rd text field, the Consumer has to write his/her Email address. It is a compulsory field.

Then the consumer has to select the radio button of Suggestion or Feedback which he/she want to give.

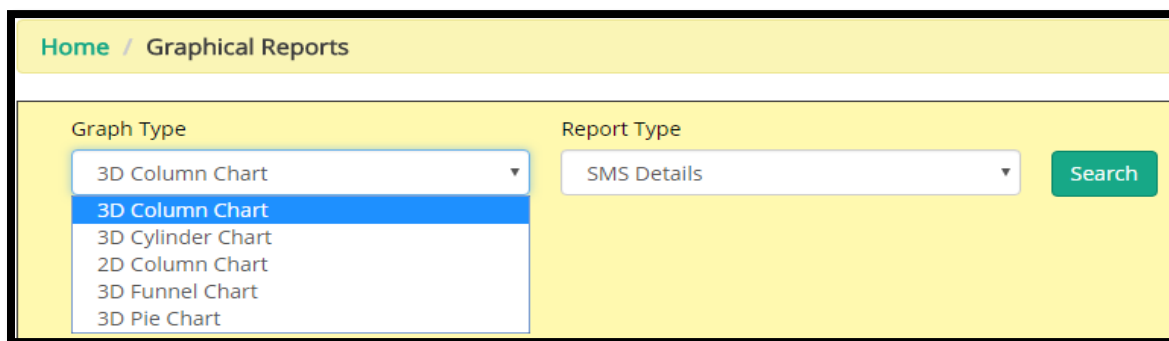
4. In 4th field, the consumer will write his / her suggestion or feedback.

After completing all above, and typing the captcha code in the box provided click on **Submit** Button, then the written suggestion or feedback will be sent to the Portal administration.

The screenshot shows a web form titled "Home / Feedback / Suggestion". It contains the following elements:

- Consumer Name: A text input field.
- Mobile No: A text input field.
- Email: A text input field.
- Feedback Suggestion : Radio buttons to select the type of input.
- Comment: A large text area for writing the feedback or suggestion.
- Enter Code: A text input field for a captcha code.
- ycS1f: A captcha image showing the characters "ycS1f" with a refresh icon.
- Submit: A green button to submit the form.
- Reset: A button to reset the form.

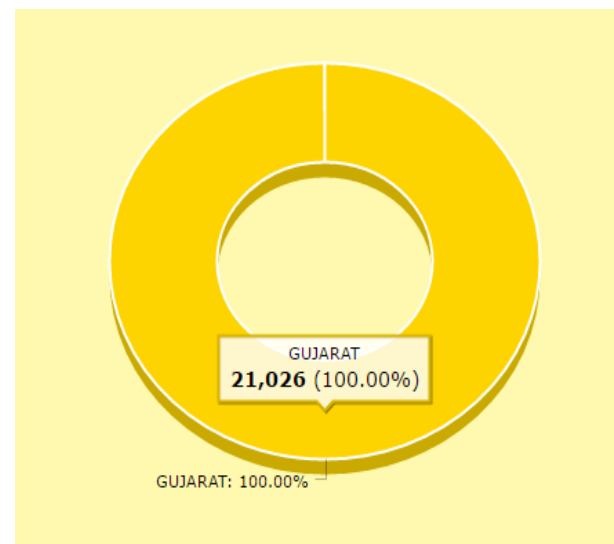
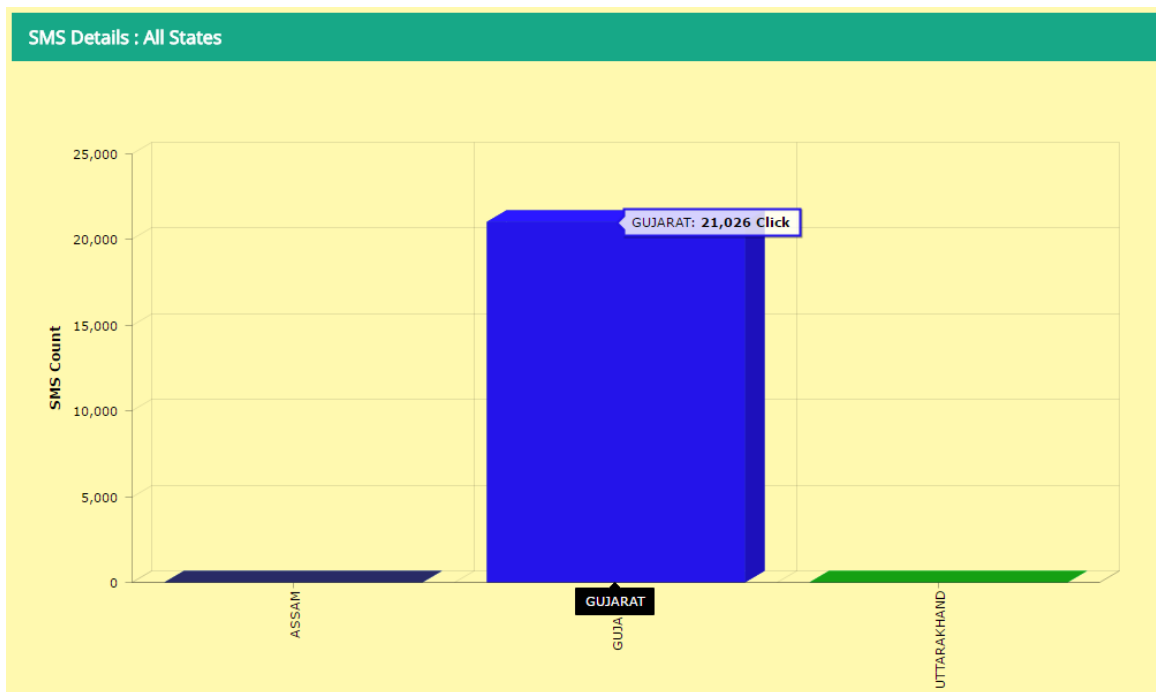
Link 4 – Graphical Report: By clicking on this link following page will open, where one can select the type of report which one can see, then after select the type of graph in which reports need to be displayed



Following are some examples of graphical presentation of reports.

Note - All graphs will be open at nationwide scale. By clicking on each graph you can further drill down at lower scale level like:

State -> Circle -> Division -> Subdivision -> Substation -> Feeder




3D Pie Chart


Link 5 – FAQ: By clicking on this link following page will open, which shall display the “**Frequently Asked Questions**” with appropriate answers.


Home / FAQ


FAQ


1. What is Urja Mitra Outage Alerts? 

Urja Mitra Outage Alerts are an outage alert service provided for our customers by Ministry of Power through web portal and Urja Mitra mobile app. It allows Urja Mitra customers to register in order to receive proactive, personalized text messaging or email alerts about outages that may be affecting their properties.

2. Can anyone register for these Outage Alerts? 

3. How do I register? 

4. How will I receive the Outage Alerts? 

5. Am I limited to receive messages on one channel? 

Link 6 – User Manual: By clicking on this link, the user manual for Urja Mitra-web portal & Urja Mitra-mobile application can be viewed.

Link 6 – Contact Us: By clicking on this link, following page will open. In this page the details are provided to contact the administration / Central Platform.

Home / Contact Us

CONTACT US

Email : info@urjamitra.com

Tile 1 – Onboard:

This tile shows the No. of states, Discoms and the circle associated with the Urja Mitra Platform.

By clicking on the Nos. being displayed under the State/UT head, the following page will be open.

The screenshot displays the 'ONBOARD' section of the URJA MITRA platform. At the top, it shows the Government of India logo and the text 'URJA MITRA (AN INITIATIVE BY MINISTRY OF POWER, GOVT. OF INDIA)'. A 'LOGIN' button and a menu icon are visible in the top right. Below the header, there is a navigation bar with 'Home / Onboarded States/UTS.' and a 'Back' button. The main content area features a summary table:

STATES/UTS.	DISCOMS	CIRCLES
9	13	124

Below this table, the 'ONBOARDING STATES/UTS. AT A GLANCE' section lists nine states with their respective discoms and total registered consumers:

State	Discoms	Total Registered Consumer
ANDHRA PRADESH	APEPDCL	342044
ASSAM	APDCL	99199
GUJARAT	UGVCL, MGVCL, PGVCL, DGVCL	7014301
HARYANA	UHBVNL	747017
KARNATAKA	HESCOM	78459
ODISHA	NESCO	68858
RAJASTHAN	JVNL, AVNVL, JDVNL	249741
TELANGANA	TSNPDCL, TSSPDCL	19708
UTTARAKHAND	UPCL	563167

On the left side of the page, there is a sidebar with the following elements:

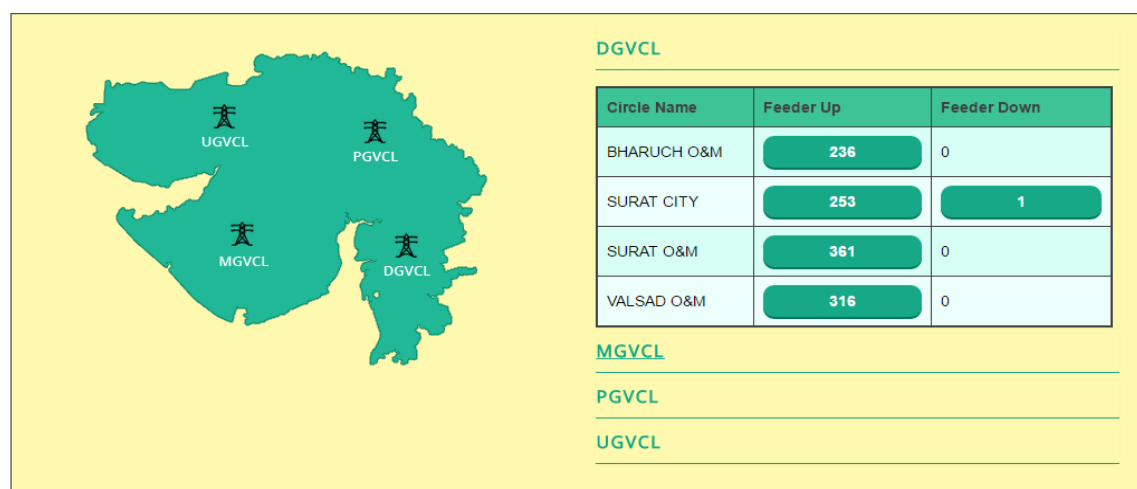
- Logo of the Government of India and Ministry of Power.
- Section: 'KNOW POWER OUTAGE STATUS' with a sub-note: '(Select all or any field to know the power outage status)'. Below this are dropdown menus for 'STATE', 'DISCOM', and 'CIRCLE', and two buttons: 'SCHEDULED OUTAGE' and 'ONGOING OUTAGE'.
- A 'DOWNLOAD URJA MITRA APP' section with icons for Google Play and the App Store.

At the bottom of the page, there is a footer containing a disclaimer, visitor number '3 6 7 1 1', social media icons, and copyright information: '© Copyright 2016 REC India. All Rights Reserved. Powered by RECTPCL'.

In this page, Maps of all the associated States/UT along with the concerned Discoms Name and total Consumer Numbers will be displayed.

By clicking on a particular state map, following page will open, which will show the name of Discoms of a state along with the **table** of each Discoms which will contain the information of related circle name and the total no. of feeder up and down in the related circle.

GUJARAT DISCOMS AT A GLANCE



To know the details of Up and Down status of Feeder click on the no. (pointed by arrow) of the circle. On clicking following table will be open which shows the Feeders code, Feeders name and the Area of Feeders.

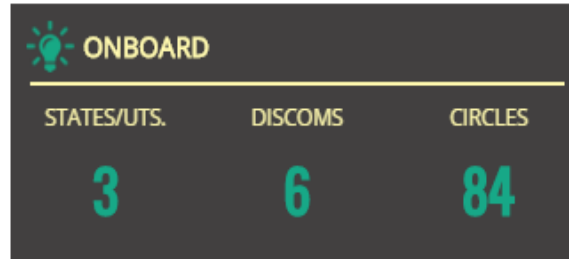
Search :

Records Per Page :

S.NO.	FEEDER CODE	FEEDER	AREA OF FEEDER
1.	104203	22 KV BIRLA CELLULOSE	
2.	171701	11KV GUJARAT AGRO	
3.	171702	11KV SANGHVI	
4.	28701	22KV HIRAN ORGANICS(FD	
5.	28702	22KV P.I. (FDR NO 02)	
6.	28703	22KV MEGHMANI (FDR NO 3)	
7.	28705	22KV DY.EX.ENG.W/W (FD	
8.	28706	22KV GHARDA CHEMICAL(F	
9.	103504	11KV AARTI	
10.	26205	22KV DINESH MILL FDR	

« < 1 2 3 4 5 6 7 ... 24 > »

- On clicking on the No. shown in Discoms Heading in Tile 1 below page will open. It will show the tables of all Discoms of all states with the no. of circles related to the Discoms.



Search :

Records Per Page : 10 ▾


S.NO.	STATE	DISCOM	TOTAL NUMBER OF CIRCLES
1.	GUJARAT	MGVCL	5
2.	GUJARAT	DGVCL	4
3.	GUJARAT	PGVCL	38
4.	GUJARAT	UGVCL	4
5.	ASSAM	APDCL	19
6.	UTTARAKHAND	UPCL	14

By clicking on the No. (Pointed by arrow) in the below page, will show the total no. of feeders with No. of feeders up and down status. Click on the no. (Pointed by arrow) will open the page as shown in Image.

Search :

Records Per Page :

10 ▼

S.NO.	STATE	DISCOM	CIRCLE	TOTAL FEEDER	TOTAL UP-FEEDER	TOTAL DOWN-FEEDER
1.	GUJARAT	DGVCL	BHARUCH O&M	236	236	0
2.	GUJARAT	DGVCL	SURAT CITY	254	253 	1
3.	GUJARAT	DGVCL	SURAT O&M	361	361	0
4.	GUJARAT	DGVCL	VALSAD O&M	316	316	0

On clicking on the No. shown in Circles Heading in Tile 1 below page will open. This page will show the table of all circles of all Discoms of all states with the no. of feeder related to the circles

ONBOARD

STATES/UTS. DISCOMS CIRCLES

3 6 84

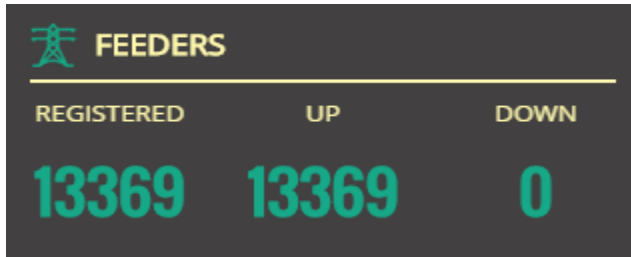
Search :

Records Per Page : 10 ▾

S.NO.	STATE	DISCOM	CIRCLE	TOTAL FEEDER	TOTAL UP-FEEDER	TOTAL DOWN-FEEDER
1.	GUJARAT	MGVCL	ANAND O&M	105	105	0
2.	GUJARAT	MGVCL	BARODA O&M	145	145	0
3.	GUJARAT	MGVCL	BARODA(CITY) O&M	248	248	0
4.	GUJARAT	MGVCL	GODHRA O&M	142	142	0
5.	GUJARAT	MGVCL	NADIAD	98	98	0
6.	GUJARAT	DGVCL	BHARUCH O&M	236	236	0
7.	GUJARAT	DGVCL	SURAT CITY	254	253	1
8.	GUJARAT	DGVCL	SURAT O&M	361	361	0
9.	GUJARAT	DGVCL	VALSAD O&M	316	316	0
10.	GUJARAT	PGVCL	AMRELI O&M	643	643	0

« < 1 2 3 4 5 6 7 8 9 > »

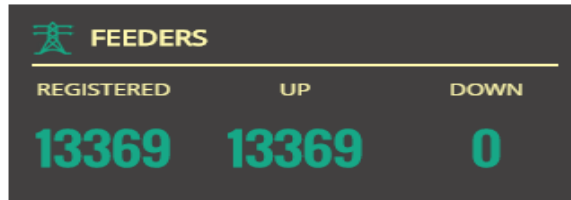
Tile 2 – Feeders:



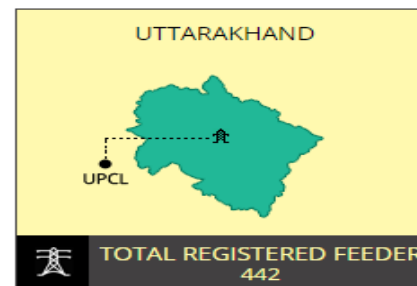
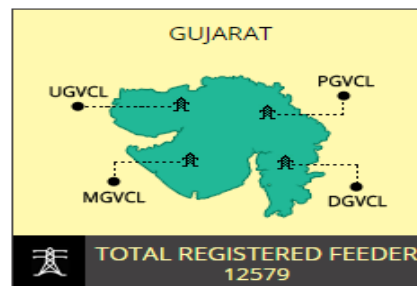
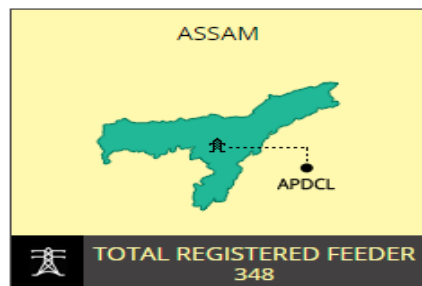
This tile shows the total No. of registered feeders, total no. of up status of feeders and total no. of down status of Feeders.

By clicking on the no. displaying in registered heading below page will be open.

[Home](#) / [Registered Feeders](#) [← Back](#)



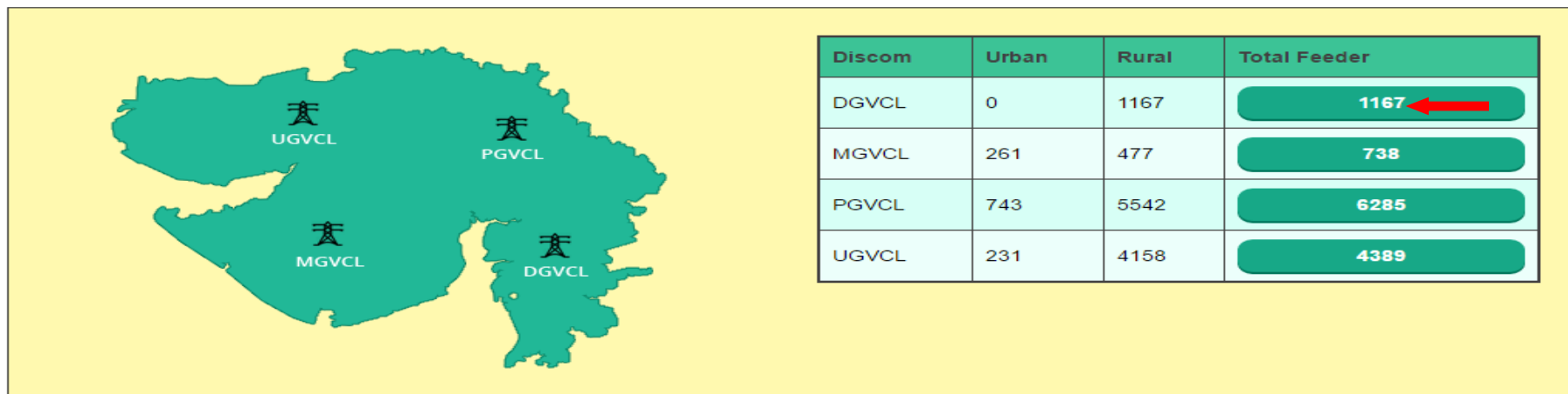
REGISTERED FEEDERS



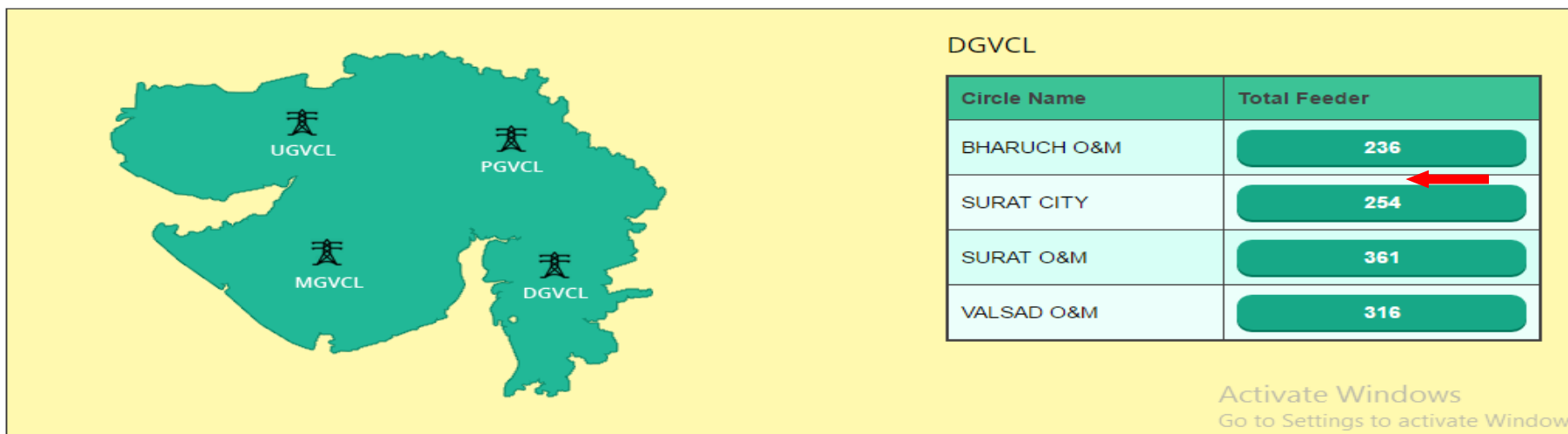
In this page all associated States/UTs' maps with the concerned Discoms name and the total consumer no. will be displayed.

By clicking on a particular state map below page will open, which show the name of the Discoms of the state along with the **Table** of each Discoms which contain the information of related circles name and the total status of no. of feeders up and down in the related circle.

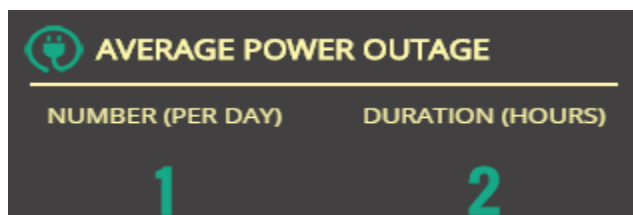
GUJARAT DISCOMS AT A GLANCE



GUJARAT DISCOMS AT A GLANCE



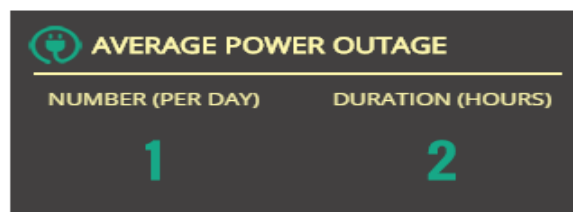
Tile 3 – Average Power Outage:



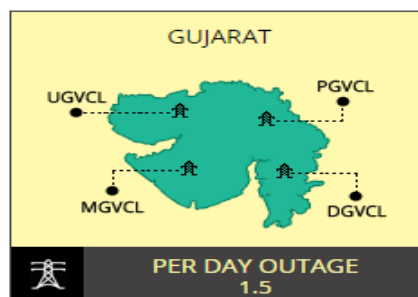
This Tile shows the Average Power Outage at Nationwide Scale.

For further scaling, click on the no. The following page will open.

[Home](#) / Avg. Power Outage Per Day [← Back](#)



AVERAGE POWER OUTAGE PER DAY

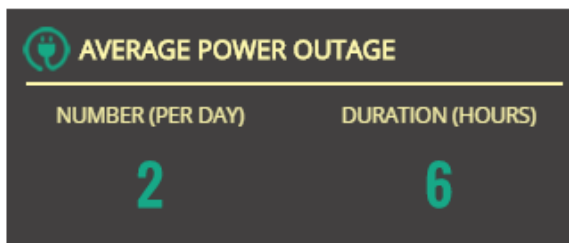


This page will show concerned state map. By further clicking on the map following pages will open :

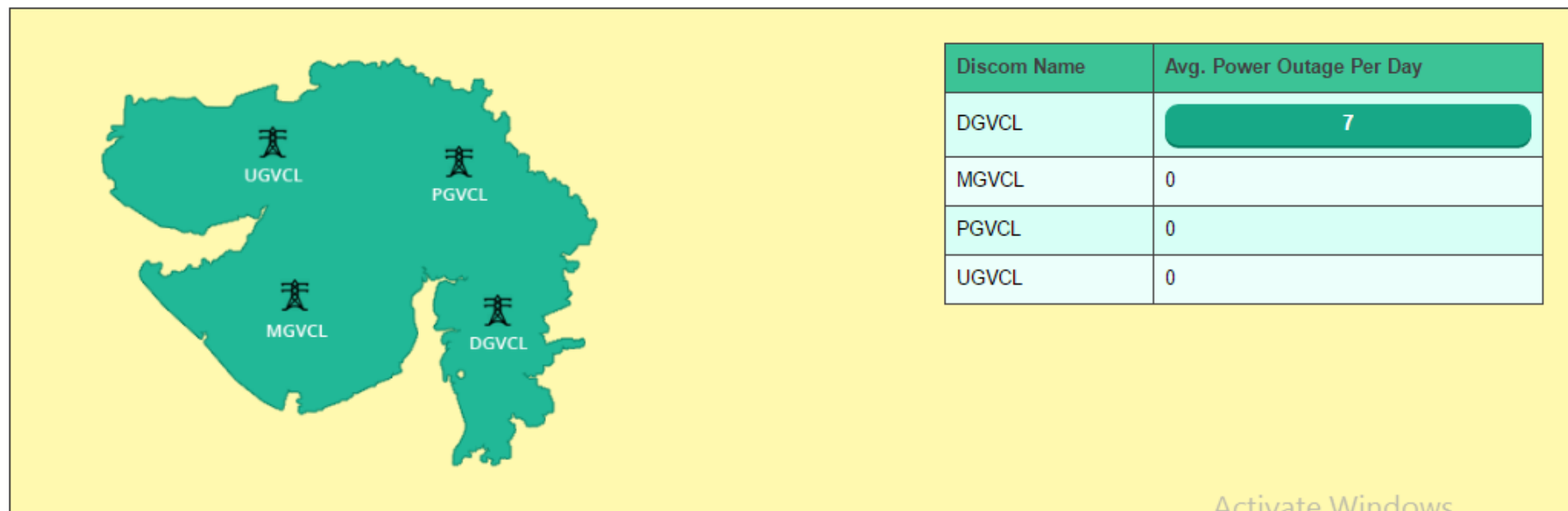
At Discoms Level:

Home / Avg. Power Outage Per Day / GUJARAT

← Back



GUJARAT DISCOMS AT A GLANCE



At Circle Level:

Home / GUJARAT

← Back

 AVERAGE POWER OUTAGE

NUMBER (PER DAY)

2

DURATION (HOURS)

6

GUJARAT DISCOMS AT A GLANCE



DGVCL

Circle Name	Avg. Power Outage Per Day
BHARUCH O&M	0
SURAT CITY	7
SURAT O&M	0
VALSAD O&M	0

Activate Windows

Tile 4 – All India Outage:



This Tile shows the Total No. of Ongoing and Scheduled Outages at the Nationwide Scale.

By clicking on the All India Outages heading below page will be open.

Home / All India Outage Status ← Back

S.NO.	STATE	TOTAL ONGOING OUTAGES	TOTAL SCHEDULED OUTAGES	TOTAL OUTAGES
1	GUJARAT	0	2	2
2	ASSAM	0	0	0
3	UTTARAKHAND	0	0	0

ONGOING OUTAGE

- ASSAM TOTAL OUTAGES (0)
- GUJARAT TOTAL OUTAGES (0)
- UTTARAKHAND TOTAL OUTAGES (0)

SCHEDULED OUTAGE

- ASSAM TOTAL OUTAGES (0)
- GUJARAT TOTAL OUTAGES (1)
- ACCIDENT (SCHEDULED)
- UTTARAKHAND TOTAL OUTAGES (0)

By Clicking on No. below page will open.


✖

ALL INDIA OUTAGES

ONGOING	SCHEDULED
0	1

SCHEDULED OUTAGES

GUJARAT



⚡

SCHEDULED OUTAGES


1

This page will show concerned state map. By further clicking on the map following pages will open:

At State Level:

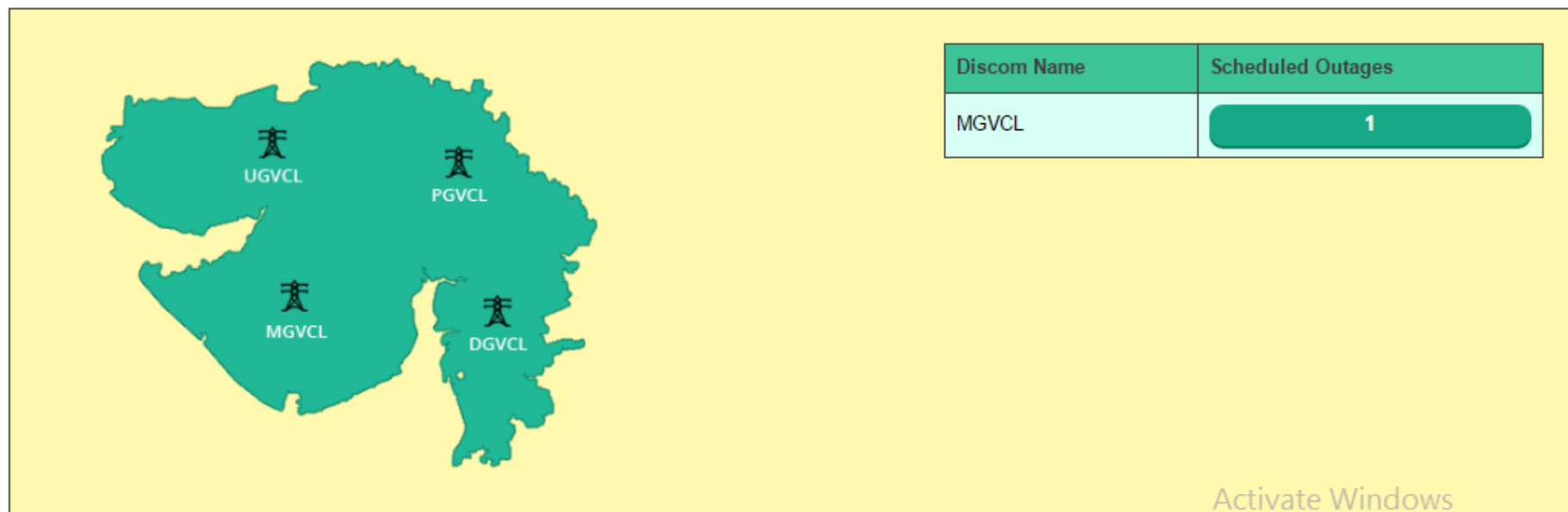
[Home](#) / [Scheduled Outages](#) / GUJARAT

[← Back](#)

 **ALL INDIA OUTAGES**

ONGOING	SCHEDULED
0	1


GUJARAT DISCOMS AT A GLANCE



At Discoms Level:

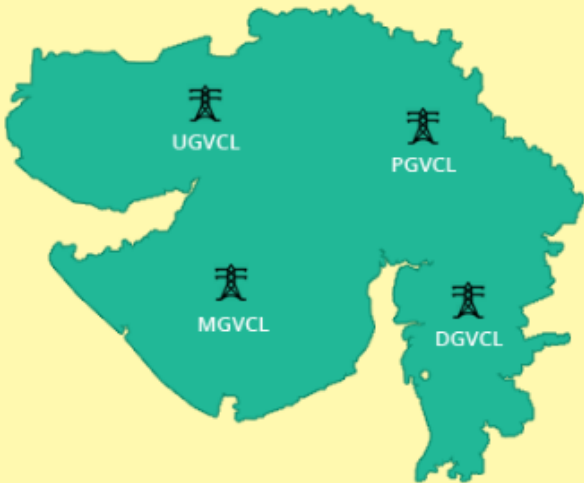
Home / Scheduled Outages / GUJARAT

← Back

 ALL INDIA OUTAGES

ONGOING	SCHEDULED
0	1

GUJARAT DISCOMS AT A GLANCE

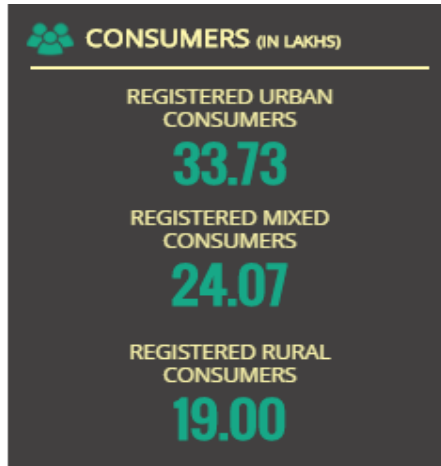


Circle Name	Scheduled Outages
ANAND O&M	1

MGVCL

Activate Windows
Go to Settings to activate Windows.

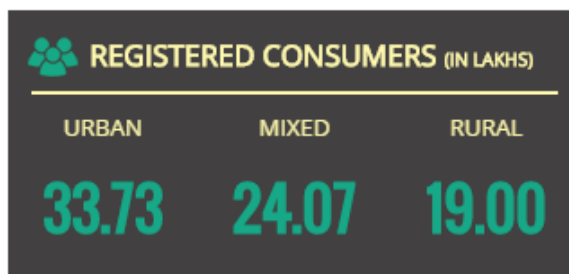
Tile 5 – Consumers:



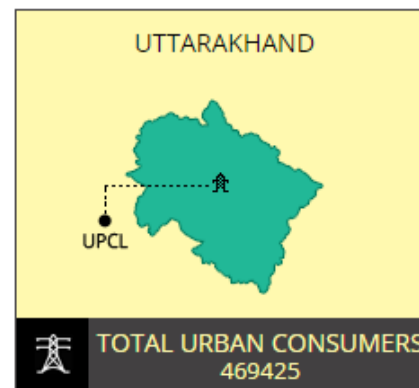
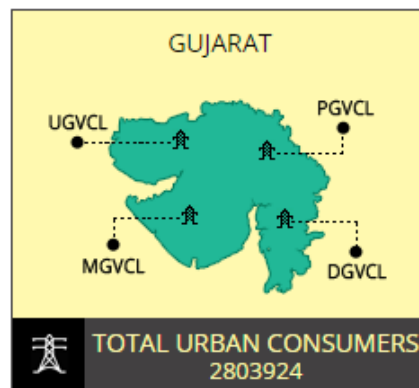
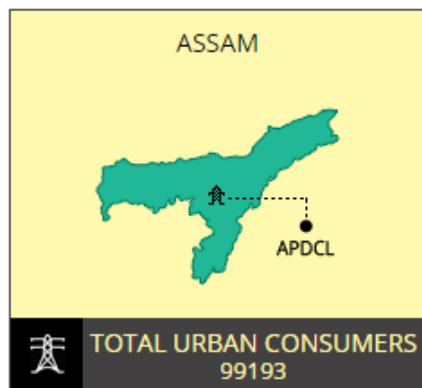
This Tile shows the Total No. of Registered Consumers in Urban, Mixed and Rural categories.

By clicking on the registered consumers link following page will be open. This will show the state wise consumer no. in all three categories.

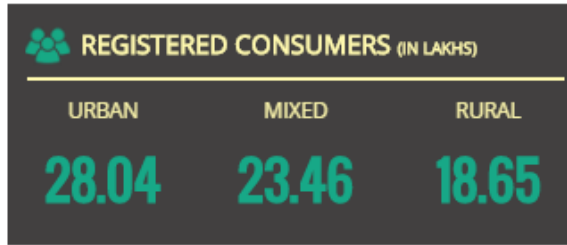
By clicking on no. in urban heading following page will open:



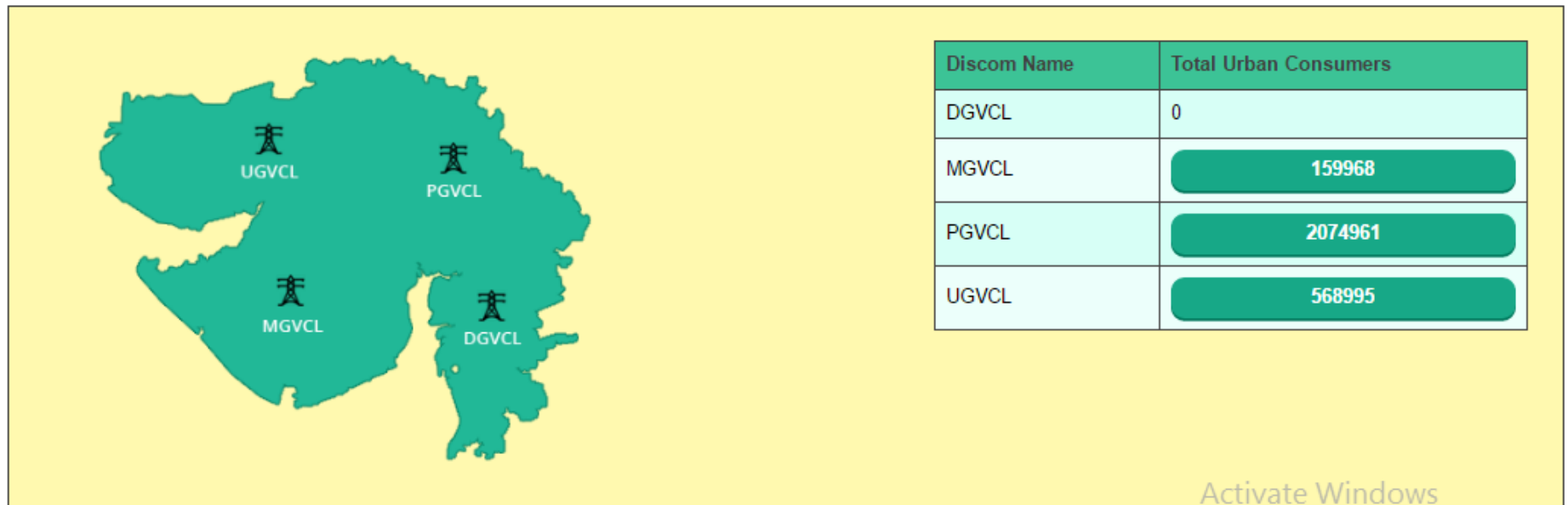
TOTAL REGISTERD URBAN CONSUMERS



Select map of the State then further consecutive drilldown pages will be open on clicking.



GUJARAT DISCOMS AT A GLANCE

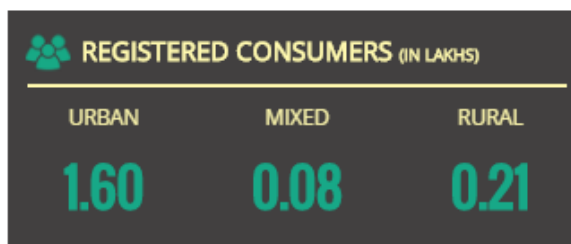


At State Level

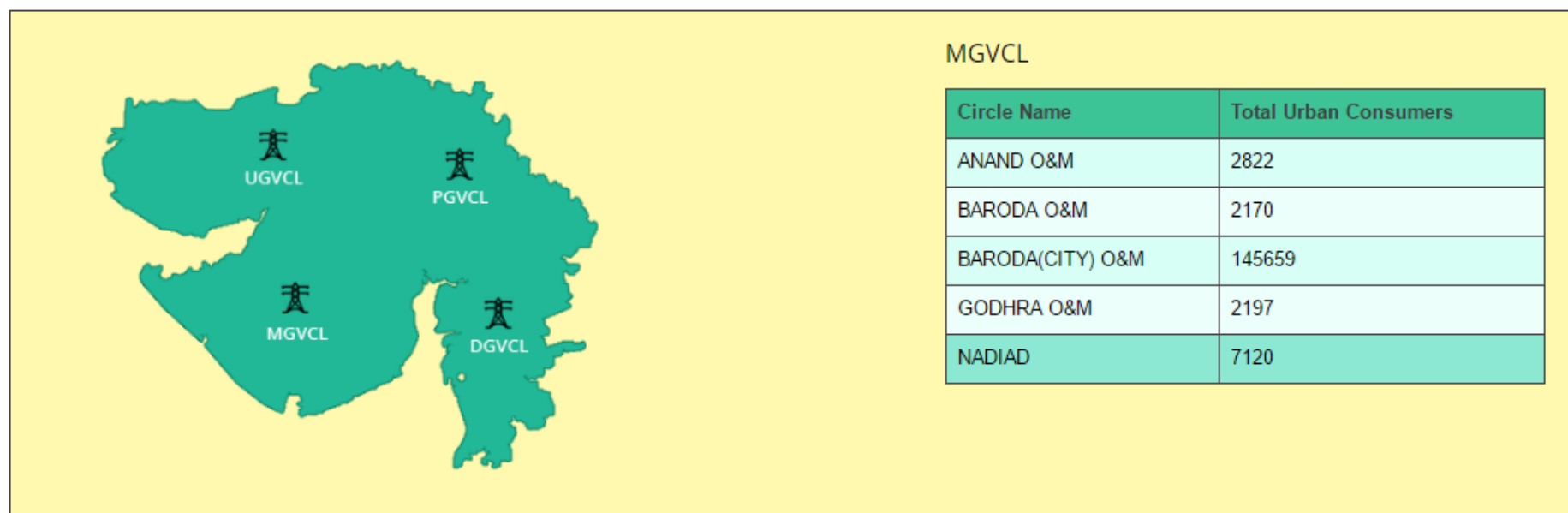
At Circle Level

[Home](#) / GUJARAT

[← Back](#)

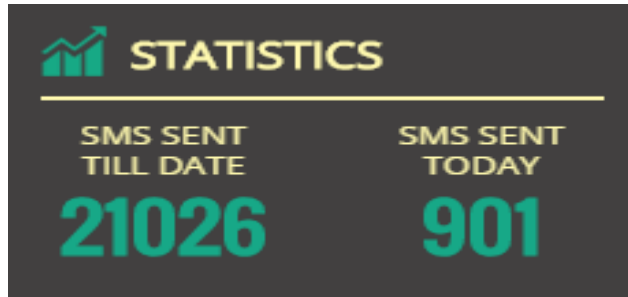


GUJARAT DISCOMS AT A GLANCE



On the same way The Data of Mixed and Rural customer can be drilled down till circle level.

Tile 6 – Statistics:

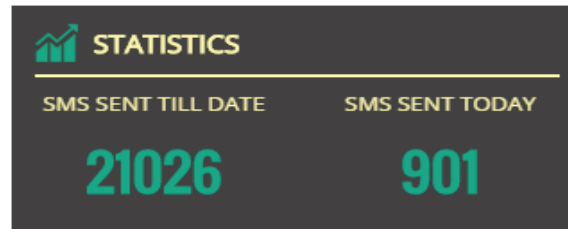


This Tile shows the Total No. of Outage Information SMS sent to consumers till date and current date at Nationwide Scale.

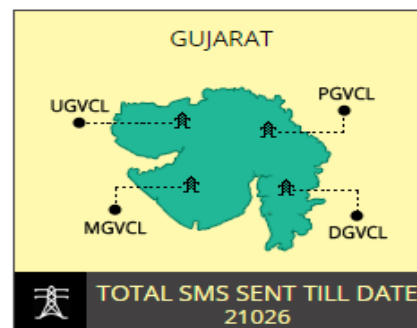
By clicking on the registered SMS sent till date heading no. following page will be opened.

In the above page states map will be shown. For further drilldown of statistics click on the maps and links.

[Home](#) / Total SMS Sent Till Date [← Back](#)



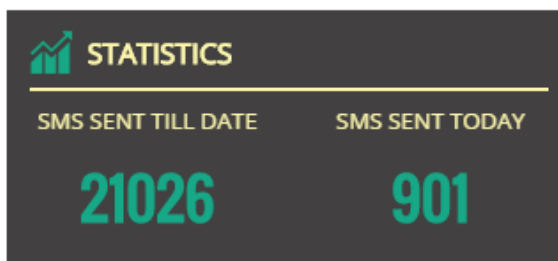
TOTAL SMS SENT TILL DATE



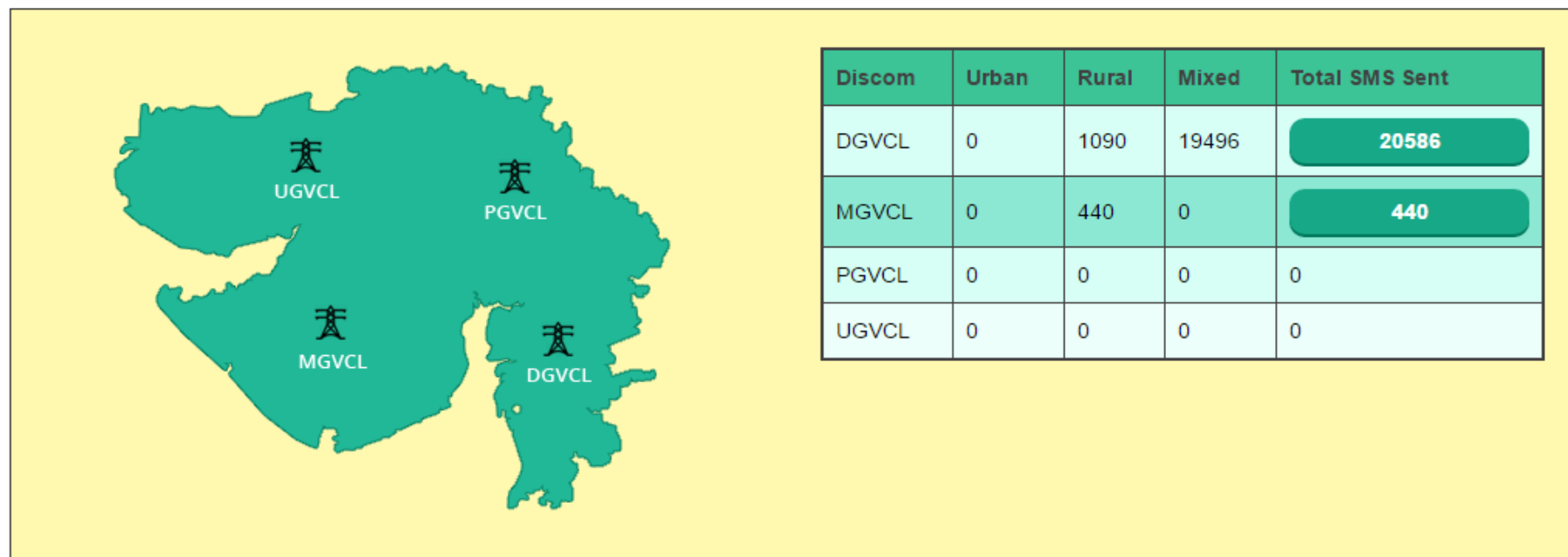
At Discoms Level Statistics

[Home](#) / [Total SMS Sent Till Date](#) / GUJARAT

[← Back](#)



GUJARAT DISCOMS AT A GLANCE



At Circle Level Statistics

[Home](#) / GUJARAT

[← Back](#)



STATISTICS

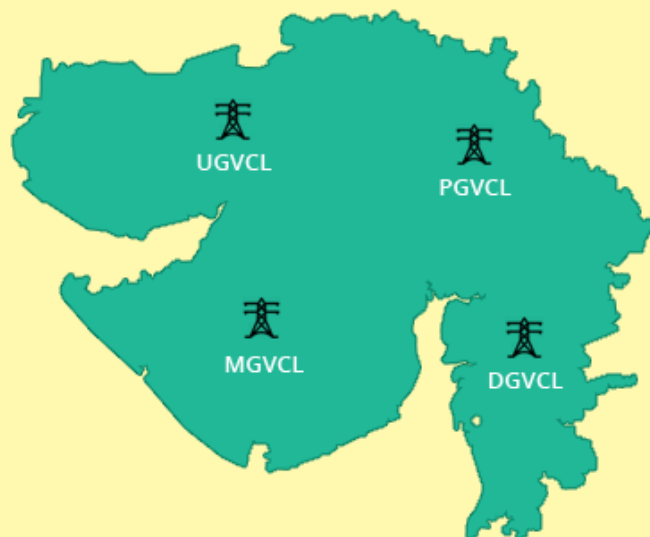
SMS SENT TILL DATE

20586

SMS SENT TODAY

901

GUJARAT DISCOMS AT A GLANCE



DGVCL

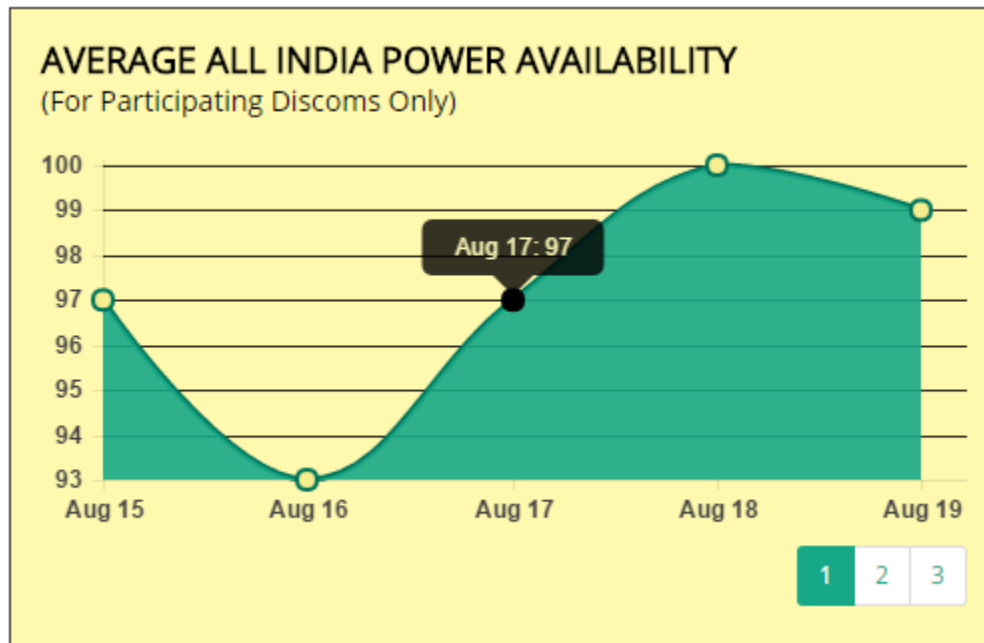
Circle Name	Urban	Rural	Mixed	Total SMS Sent Till Date
BHARUCH O&M	0	906	1744	2650
SURAT CITY	0	184	17653	17837
SURAT O&M	0	0	2	2
VALSAD O&M	0	0	97	97

Graph 1- Average All India Power Availability

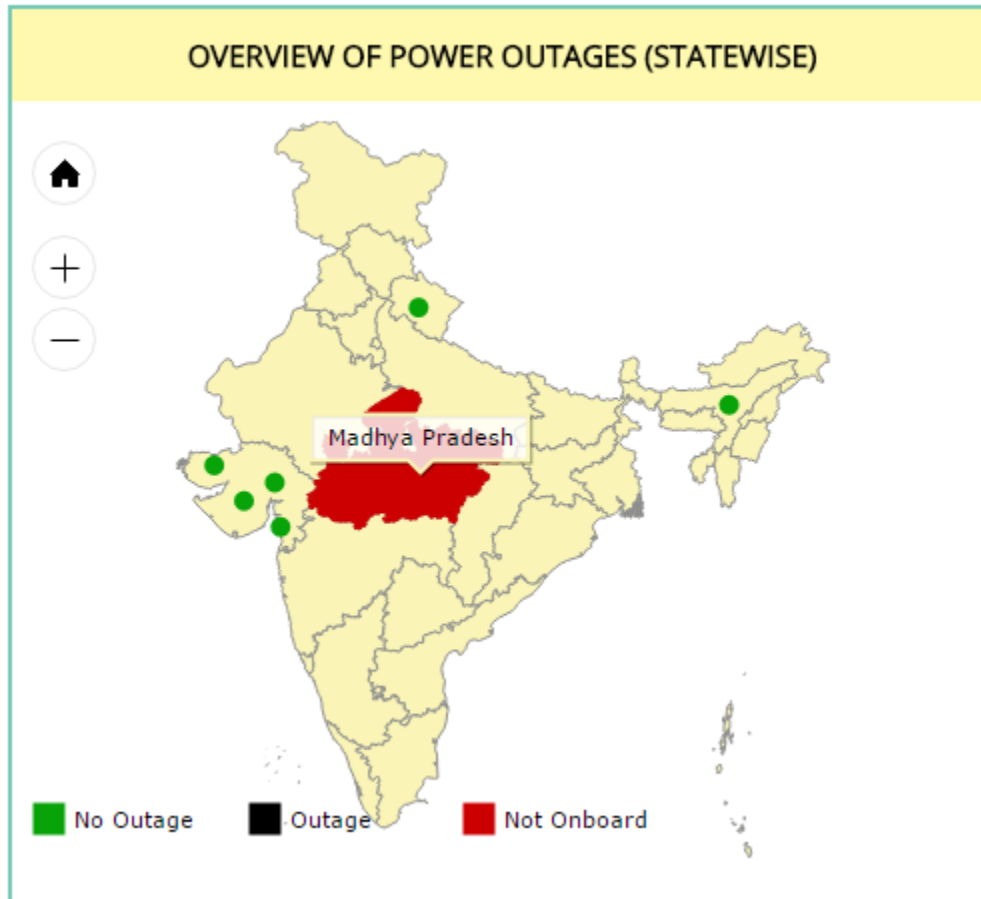
This graph shows the Power availability at any given date at nationwide scale.

By moving cursor on the any displaying points at graph it shows the date and percentage availability at National level of all associated Discoms.

In the below graph point it is showing that on August 17th there are 97% Feeders are up and 3% Feeders are down.




MAP – Overview of Power Outages (State wise)



- The MAP showing on Dashboard All Discoms are displaying as the Dot.
- By moving cursor on map that state map turn red which Discoms are not onboarded on Urja Mitra Platform.
- By moving Cursor on Dots, it displays the Discoms Name. The no. of dots represents the No. of Discoms onboarded of that state.
- Green dot means all feeders are UP of that Discoms and Black dot means a feeder is Down of that Discoms.

- By Clicking on active state map the following page will be opened which will show the Discoms wise schedule and ongoing outage details in Nos.
- On the right side of the map ongoing and scheduled outage details of the state will be display which contains the feeder name with feeder location and schedule and ongoing outage date and time.
- The detail can be filter down at circle level by choosing circle in the Filter.

Home / Gujarat Overview Of Power Outages ← Back



CIRCLE

ONGOING OUTAGE

No Record Found !

SCHEDULED OUTAGE

1. 11 KV ADAJAN TOWN - ADAJAN Accident
(Scheduled)
Aug 25, 2016 10:00:00 PM To Aug 25, 2016 11:00:00 PM

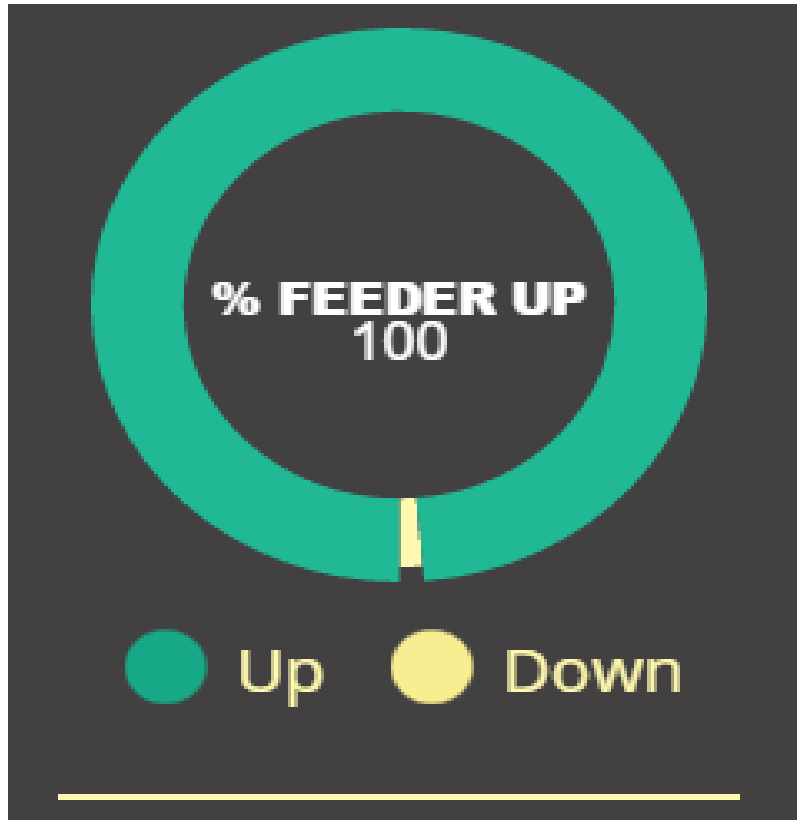
SRNO	DISCOM	TOTAL ONGOING OUTAGE	TOTAL SCHEDULED OUTAGE	TOTAL
1	MGVCL	0	1	1
2	DGVCL	0	1	1
3	PGVCL	0	0	0
4	UGVCL	0	0	0
Total	GUJARAT	0	2	2

Table – Top Performers (Power Availability)

TOP PERFORMERS : POWER AVAILABILITY (For Participating Discoms Only)			
S.NO.	DISCOMS	STATE	POWER AVAILABILITY
1	Madhya Gujarat Vij Company Limited	GUJARAT	100.00%
2	Dakshin Gujarat Vij Company Limited	GUJARAT	100.00%
3	Paschim Gujarat Vij Company Limited	GUJARAT	100.00%
4	Uttar Gujarat Vij Company Limited	GUJARAT	100.00%
5	Assam Power Distribution Company Limited	ASSAM	100.00%

This Table shows the top performer Discoms on the basis of power availability.

Graph – 2: Feeder Status



- This Chart shows the % of feeders up and down at national level of on boarded Discoms.
- By Moving the cursor at the green label of donut chart the central text shows the % of UP feeders.
- By moving the cursor at the Yellow label of donut chart the central text shows the % of Down Feeders.

Know Power Outage Status:

By using the filter of state, discom and circle then click on schedule outage button the schedule outage details will display on the right side.

- Whereby selecting from and to date and clicking on search button all scheduled outage details will be listed down.
- In search box by putting the feeder name only that feeders schedule outage details will be list down.

KNOW POWER OUTAGE STATUS

STATE
GUJARAT

DISCOM
Select Discom

CIRCLE
Select Circle

SCHEDULED OUTAGE **ONGOING OUTAGE**

Home / Schedule Outage [← Back](#)

From Date: 25-08-2016 To Date: 25-08-2016 [Search](#)

Search: Records Per Page: 10

[Print](#)

S.NO.	FEEDER	OUTAGE TYPE	OUTAGE DATE TIME	EXPECTED RESTORE DATE TIME	ACTUAL RESTORE DATE TIME	REASON	SUB STATION	DIVISION	SUB DIVISION
1.	11 KV ADAJAN TOWN	Scheduled	Aug 25, 2016 10:00:00 PM	Aug 25, 2016 11:00:00 PM	Aug 25, 2016 11:00:00 PM	Accident	66 KV PAL S/S	RANDER O&M	ADAJAN

By clicking on ongoing outage button the below page will be open, which display the ongoing outage details.

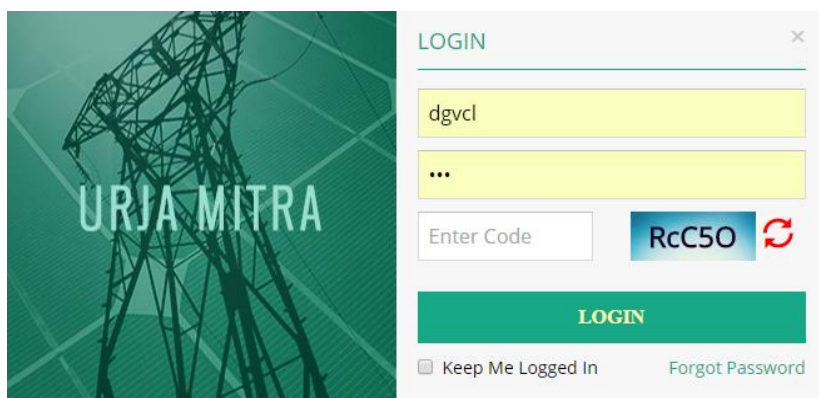
The details can be sort down by using the search box functionality.

The screenshot displays the 'KNOW POWER OUTAGE STATUS' web application. On the left is a dark sidebar with the following elements: the title 'KNOW POWER OUTAGE STATUS' in teal; a 'STATE' dropdown menu currently showing 'GUJARAT'; a 'DISCOM' dropdown menu with 'Select Discom'; a 'CIRCLE' dropdown menu with 'Select Circle'; and two yellow buttons labeled 'SCHEDULED OUTAGE' and 'ONGOING OUTAGE'. The main content area has a yellow header bar with 'Home / Ongoing Outage' and a 'Back' button. Below the header is a search section with a 'Search:' label, a text input field containing 'Search Keyword', 'Total Outages : 0', and a 'Records Per Page : 10' dropdown. A large yellow message box below the search section states 'No Record Found !'.

Discom Admin Login

By clicking on login  button the below login window will be opened.

Enter User ID, Password and Captcha Code in the respective field then click on Login button.



The screenshot shows a window titled "LOGIN" with a background image of a power tower and the text "URJA MITRA". The window contains the following fields and elements:

- A text input field containing "dgvcl".
- A password input field with masked characters "...".
- An "Enter Code" input field next to a captcha image showing "RcC50" with a refresh icon.
- A green "LOGIN" button.
- Checkboxes for "Keep Me Logged In" and a link for "Forgot Password".




The screenshot shows a window titled "FORGOT PASSWORD" with a background image of a power tower and the text "URJA MITRA". The window contains the following fields and elements:


- A "Username" input field.
- A "Registered Mobile No" input field.
- An "Enter Code" input field next to a captcha image showing "RcC50" with a refresh icon.
- A green "SUBMIT" button.
- A "LOGIN" link at the bottom.

For reset password click on forgot password. You have to enter the User ID, Registered mobile no. and Captcha in the respective field and then click on submit button.

Dashboard : Below is the dashboard of Discom Admin.



GOVERNMENT OF INDIA
MINISTRY OF POWER



URJA MITRA

(AN INITIATIVE BY MINISTRY OF POWER, GOVT. OF INDIA)

DGVCL [Mr. R.J. Desai - [Discom Admin](#)] | [Logout](#)
[Change Password](#)

- [ADMIN DASHBOARD](#)
- [BROADCAST OUTAGE](#)
- [EXTEND ONGOING OUTAGE](#)
- [UPLOAD CONSUMER DATA](#)
- [RESTORE / CANCEL OUTAGE](#)
- [CREATE USER](#)
- [MANAGE USER](#)
- [ACTIVE / INACTIVE USER](#)
- [CREATE ROLE](#)
- [MANAGE ROLE](#)
- [ACTIVE / INACTIVE ROLE](#)
- [NEW REGISTRATION REQUEST](#)
- [CREATE / EDIT FEEDER](#)
- [CONSUMER COMPLAINTS](#)
- [SMS LANGUAGE SETTING](#)
- [GRAPHICAL REPORTS](#)
- [REPORTS](#)
- [UPDATE CONSUMER DATA](#)

ONBOARD

STATES/UTS.	DISCOMS	CIRCLES
1	1	4

FEEDERS

REGISTERED	UP	DOWN
1168	1168	0

AVERAGE POWER OUTAGE

NUMBER (PER DAY)	DURATION (HOURS)
0	2

OUTAGES

ONGOING	SCHEDULED
0	0

REGISTERED CONSUMERS (IN LAKHS)

URBAN	MIXED	RURAL
0	0.50	0.27

STATISTICS

SMS SENT TILL DATE	SMS SENT TODAY
0	0

CURRENT STATUS OF DISCOM

Extended Outage	Outage From MDAS
0	0

EXTENDED OUTAGE

Search: Records Per Page: 10 ▾

No extended outages

OUTAGE FROM MDAS

Search: Records Per Page: 10 ▾

No outage from MDAS

Right panel of the dashboard shows the 06 Information tiles just like universal dashboard and the functionality of each tiles behave just like the common dashboard tiles as illustrated earlier in this document. Difference in both the dashboards tiles are as follows:

- The common dashboard tiles shows the data nationwide and Discom admin dashboard tiles shows the data related to that Discom only.
- The common dashboard tiles can be drilled down till the feeders only but Discom admin dashboard tiles can be drilled 1 more step at Consumer level like below table.

S.NO.	FEEDER CODE	FEEDER	AREA OF FEEDER	TOTAL CONSUMERS
1.	26508	11 KV JAVLI AG		1
2.	26601	11 KV AMBOS FEEDER		16
3.	26601	11 KV AMBOS FEEDER		2
4.	124603	11 KV AMOD IND		2
5.	124601	11 KV AMOD TOWN		40
6.	27204	11 KV DEDIAPADA (TOWN)		1
7.	124602	11 KV DENVA		24
8.	26505	11 KV DEVMOGRA		32
9.	26309	11 KV DHOLI		2
10.	26307	11 KV DUNDHA(PANETHA)		4

« < 1 2 3 4 5 6 7 ... 24 > »

- On clicking on consumer no. display another table which shows the basic information of the consumer of related feeders like below table
- Use search box functionality (Pointed by Arrow) for searching the particular consumer details.

Home / GUJARAT / DGVCL / BHARUCH O / 11 KV AMBOS FEEDER ← Back

Search : Records Per Page : 10 ▾

S.NO.	CONSUMER NO	CONSUMER NAME	MOBILE NO
1.	40737002778	GOVINDBHAI TRIKAMBHAI PATEL	9979892596
2.	40734000871	PATEL ROSHANBHAI HIMATBHAI	9979514809
3.	40734000901	PATEL NAVINBHAI ZINABHAI	9537728093
4.	40737002514	MAGANBHAI PRABHUBHAI PATEL	8347589130
5.	40734001045	MOHANBHAI CHHAGANBHAI PATEL	9537065252
6.	40744104483	BHALCHANDRA JAMANADAS PATEL	9428443779
7.	40735007110	JADAVBHAI NAGJIBHAI PATEL	9825528059
8.	40734000944	DINESHBHAI BHAGWANBHAI PATEL	9879462178
9.	40735007233	VINODBHAI RAMSANGBHAI PATEL	9428550539
10.	40734000766	MOHANBHAI PRABHUBHAI PATEL	9879393714

« < 1 2 > »

Each of 6 tiles information can be drilled down in same way till respective feeder level.

Broadcast Outage :

Through this page Discom admin can broadcast the scheduled or unscheduled outage message.

Broadcast Outage [← Back](#)

State	Discom	Circle
GUJARAT	DGVCL	All
Division	Sub Station	Feeder
All	All	Select
Outage Type	Date (DD-MM-YYYY)	
Scheduled	25-08-2016	
From (Time)	To (Time)	
Reason		
Select		

For broadcast the outage message follow the below process

- **Select the Circle → Select Division → Select Substation → Select Feeder → Select Outage type**
Click Save Button ← Select Reason ← Select To Time ← Select from Time ← Select Date

Extend Ongoing Outage:

By clicking this link, below page will open in which all the ongoing outages will be displayed.

Extend Ongoing Outage ← Back

Search : Records Per Page : 10 ▼

[Print](#)

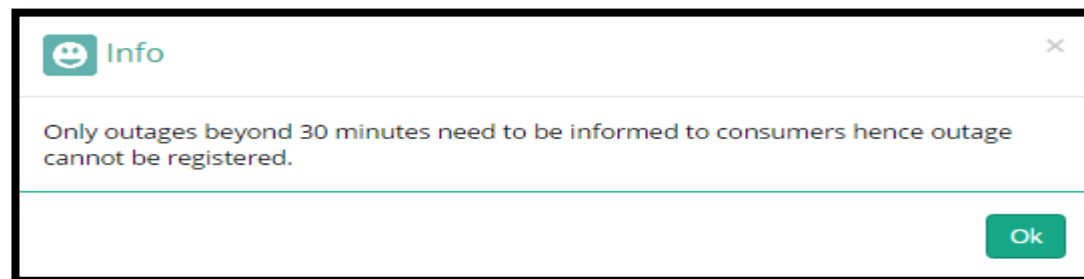
S.No.	Employee	Feeder	Feeder Area	Outage Type	Outage Date & Time	Expected Restore Time	Reason	Action
1.	V.R.PATEL	11 KV ADAJAN TOWN		Scheduled	25-08-2016 10:00 PM	25-08-2016 11:00 PM	Accident	Extend

Click on [Extend](#) button of that ongoing outage, then following page will be displayed in which all the fields will be automatically filled, only the “To time” and “Reason” has to be filled in the page.

Broadcast Outage ← Back

State	Discom	Circle
GUJARAT	DGVCL	SURAT CITY
Division	Sub Station	Feeder
RANDER O&M	66 KV PAL S/S	11 KV ADAJAN TOWN
Outage Type	Date (DD-MM-YYYY)	
Scheduled	25-08-2016	
From (Time)	To (Time)	
11:00 PM		
Reason		
Accident		

1. Ongoing Outage can be extended if it will be extended by more then 30 minutes. By selecting 30 minutes it will not extend the outage and display the following message in the pop up window.



Restore/ Cancel Outage

The outage will be restored at current server time.

Restore / Cancel Outage ← Back

Search : Records Per Page : 10 ▾

S.No.	Employee	Feeder	Feeder Area	Outage Type	Outage Date & Time	Expected Restore Time	Reason	Action	Action
1.	V.R.PATEL	11 KV ADAJAN TOWN		Scheduled	25-08-2016 10:00 PM	25-08-2016 11:00 PM	Accident	<input type="button" value="Restore"/>	<input type="button" value="Cancel"/>

Auto Restore: If the JEE /Discom Admin doesnt restore or extend the ongoing outage ; All the outage status will be automatically change to restored status immediately, when the restoration period mentioned by the Discom representative has been passed considering the expected end time of the scheduled/unscheduled outage. For example, if the restoration time was mentioned 11:00 PM and if the JEE/AEE has not restored the outage status by 11:00 PM, then the system will automatically set the status to restored at 11:00 PM.

Upload Consumer Data:

Through this page Discom admin enter the data of consumer in the Urja Mitra portal.

1. For this download the Consumer data format excel from the link given in the page.
2. Fill up the all required fields of the excel sheets.
3. Upload the Consumer data format excel sheet through browse button shows in the page then click on Upload button.

Please note that, the existing consumers database can be edited with revised details (at later stages) as & when required & also will facilitate addition of new consumers.

The list will be displayed as shown in the below page.

Upload Consumer Data

Click here To Download Upload Consumer Data Format

Upload Consumer Data

Choose File No file chosen

Upload

Search : Search Keyword

Records Per Page : 10

S.No.	Consumer No	Consumer Name	Mobile No	Email	Circle Name	Division Name	SubDivision Name	SubStation Name	Feeder Name	Feeder Code	Feeder Type
1.	C001	Awinash khare	2147483647	avi@gmail.com	Bhopal	Bhopal	bhopal	MPnagar	Mpnagar	Mpnagar	1
2.	C002	Demo d	2147483647	demo@gmail.com	Bhopal	Barigharh	vidisha	Bina	MP	MP	2
3.	C003	Test c	2147483647	test@gmail.com	Bhopal	Sihore	sihore	Shadole	MP	MP	3
4.	C004	Test c	2147483647	aks@gmail.com	Jaipur	Jaiupr	Jaipur	Jaipur	Jaipur	Jaipur	4
5.	C001	Awinash khare	2147483647	avi@gmail.com	Bhopal	Bhopal	bhopal	MPnagar	Mpnagar	Mpnagar	1
6.	C002	Demo d	2147483647	demo@gmail.com	Bhopal	Barigharh	vidisha	Bina	MP	MP	2
7.	C003	Test c	2147483647	test@gmail.com	Bhopal	Sihore	sihore	Shadole	MP	MP	3
8.	C004	Test c	2147483647	test@gmail.com	Bhopal	Sihore	sihore	Shadole	MP	MP	3
9.	C005	Test c	2147483647	test@gmail.com	Bhopal	Sihore	sihore	Shadole	MP	MP	4
10.	C006	Test c	2147483647	test@gmail.com	Bhopal	Sihore	sihore	Shadole	MP	MP	5

« < 1 2 > »

User Registration:

Discom admin can create the User profile through this page

- For this fill up the all required field display in the page and then click on save button.

Edit consumer

- The Discom admin can download the list of consumers and can also edit the details(mobile numbe & email id) of the consumer and can then update the changes being made. This functionality will help Discom to alter their consumer database online.

Screen will look like as follows:

Update Consumer Data [←Back](#)

Search : Records Per Page :

Edit	S.No.	Consumer No	Consumer Name	Consumer Details	Mobile No	Email	State Name
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	1.	17332007878	RAMANBHAI SHANKARBHAI PARMAR	ANAND	<input type="text" value="9687663843"/>	<input type="text"/>	GUJARAT
	2.	17334061810	VINODBHAI CHOTABHAI PATEL	ANAND	9727753118		GUJARAT

- A **Discom Admin** can create the user for JEE, AEE, ESE and for Operators Role.

User Registration ← Back

State	Discom	Circle
GUJARAT	DGVCL	All
Division	Sub Station	Employee Code
All	All	
Employee	Mobile No	Email
Designation	Employee Address	
User Name	Password	Confirm Password
Role	Dual-Auth (<input type="checkbox"/>)	
Select		

Manage User:

After creating the user from Create User Page, all users' details will be displayed in this page as per the following image.

The information of any user can be edited by clicking the edit button in the last column and the page will be open as per the image (Create user Page) with auto filled data of that user.

MANAGE USER[← Back](#)

Search : Records Per Page : 10 ▾

S.No.	User Name	Employee	Employee Code	Password	Mobile No	Email	Designation	Feeder Mapping	Edit
1.	9727793941	A.B.ATARA	7167	123	9727793941	arvindbhai.atara@dgvc.com	DEPUTY ENGINEER	Click	
2.	9879200981	A.G.PATEL	7701	123	9879200981	ajaykumar.patel@dgvc.com	DEPUTY ENGINEER	Click	
3.	9879201212	A.S.CHAUDHARY	9349	123	9879201212	ashish.chaudhary@dgvc.co.in	DEPUTY ENGINEER	Click	
4.	9879201006	A.V.PATEL	9238	123	9879201006	amitkumar.patel@dgvc.com	DEPUTY ENGINEER	Click	
5.	9925213763	Arunkumar V. Gamit	9227	123	9925213763	arun.gamit@dgvc.com	Deputy Engineer	Click	
6.	9099082324	B D PATEL	11010	123	9099082324	bhaves.patel@dgvc.com	JE	Click	
7.	9879201131	B L VIROLIYA	10604	123	9879201131	bhimjibhai.viroliya@dgvc.com	Deputy Engineer	Click	
8.	9925211391	B N PATEL	10989	123	9925211391	bhaves.patel1@dgvc.com	JE	Click	
9.	9879201001	B.A.PANCHAL	5725	123	9879201001	bharat.patel@dgvc.co.in	DEPUTY ENGINEER	Click	
10.	7567876044	B.K.PATEL	7157	123	7567876044	bhupendra.patel1@dgvc.co.in	DEPUTY ENGINEER	Click	

« < 1 2 3 4 5 6 7 ... 14 > »

To map the feeder with the user, kindly follow the process:

Feeder Mapping ← Back

State: Discom: Circle:

Division: Sub Station:

Search: Records Per Page:

S.No.	Map Status	Feeder Name	Feeder Code
1.	<input type="checkbox"/>	22 KV BIRLA CELLULOSE	
2.	<input type="checkbox"/>	11KV GUJARAT AGRO	
3.	<input type="checkbox"/>	11KV SANGHVI	
4.	<input type="checkbox"/>	22KV HIRAN ORGANICS(FD)	
5.	<input type="checkbox"/>	22KV P.I. (FDR NO 02)	
6.	<input type="checkbox"/>	22KV MEGHMANI (FDR NO 3)	
7.	<input type="checkbox"/>	22KV DY.EX.ENG.W/W (FD)	
8.	<input type="checkbox"/>	22KV GHARDA CHEMICAL(F	
9.	<input type="checkbox"/>	11KV AARTI	
10.	<input type="checkbox"/>	22KV DINESH MILL FDR	

« < 1 2 3 4 5 6 7 ... 117 > »

- Click on The Feeder Mapping Button in the second last column.
- After clicking the column following page (Image) will be open.
- In this page Discom admin map the Feeder with the user by using the “Circle”, “Division” and substation filter or by using the search box functionality.
- Click on the check box in (Map Status) column to map the Feeder with the User.

Active/Inactive User:

To activate or inactivate a user has to opt the following process.

- Select Active or Inactive status from the drop down list (See Arrow).
- Click on Update Button then “Record Updated Successfully” message will be shown in the popup window.

Active / Inactive User Details ← Back

Search : Total No. Of Records: 133 Records Per Page : 10 ▾

S.No.	Employee	Employee Code	User Name	Role	Designation	Mobile No	Active / Inactive	Remark	Edit
1.	A.B.ATARA	7167	9727793941	JE	DEPUTY ENGINEER	9727793941	Inactive ▾	<input type="text"/>	<input type="button" value="Update"/>
2.	A.G.PATEL	7701	9879200981	JE	DEPUTY ENGINEER	9879200981	Active ▾	<input type="text"/>	<input type="button" value="Update"/>
3.	A.S.CHAUDHARY	9349	9879201212	JE	DEPUTY ENGINEER	9879201212	Inactive ▾	<input type="text"/>	<input type="button" value="Update"/>
4.	A.V.PATEL	9238	9879201006	JE	DEPUTY ENGINEER	9879201006	Active ▾	<input type="text"/>	<input type="button" value="Update"/>
5.	Arunkumar V. Gamit	9227	9925213763	JE	Deputy Engineer	9925213763	Active ▾	<input type="text"/>	<input type="button" value="Update"/>
6.	B D PATEL	11010	9099082324	JE	JE	9099082324	Active ▾	<input type="text"/>	<input type="button" value="Update"/>
7.	B L VIROLIYA	10604	9879201131	JE	Deputy Engineer	9879201131	Active ▾	<input type="text"/>	<input type="button" value="Update"/>
8.	B N PATEL	10989	9925211391	JE	JE	9925211391	Active ▾	<input type="text"/>	<input type="button" value="Update"/>
9.	B.A.PANCHAL	5725	9879201001	JE	DEPUTY ENGINEER	9879201001	Active ▾	<input type="text"/>	<input type="button" value="Update"/>
10.	B.K.PATEL	7157	7567876044	JE	DEPUTY ENGINEER	7567876044	Active ▾	<input type="text"/>	<input type="button" value="Update"/>

« < 1 2 3 4 5 6 7 ... 14 > »

Role Master:






Through this page Role Can be create for the User.

- Write the name of the Role which need to create by typing it in the Text Box (Arrow) and then click save button.
- All saved role will be display in the list as shown in following image.
- To edit the name of the role click on the edit button of that role.

Role Master ← Back

Role Master

Search : Records Per Page : 10

S.No.	Role Master	Edit
1.	JEE	
2.	Operator	
3.	AEE	
4.	ESE	
5.	CE	

Manage Role :

Created role can be Managed by this page.

Active / Inactive Role ← Back

Search :

Records Per Page : 10 ▾

S.No.	Role	Active / Inactive	Edit
1.	JEE	Inactive ▾	<input type="button" value="Update"/>
2.	Operator	Active ▴ Inactive ▾	<input type="button" value="Update"/>
3.	AEE	Inactive ▾	<input type="button" value="Update"/>
4.	ESE	Inactive ▾	<input type="button" value="Update"/>
5.	CE	Active ▾	<input type="button" value="Update"/>

Active / Inactive Role:

- Any Role Status can be changed from Active to Inactive or vis-a-vis through this page.
- Choose Active or Inactive status from the drop down list and then click on “Submit ” Button.

Manage Role ← Back

Role:

Search: Records Per Page:


S.No.	Name of Form	Show Page	Show In Link
1.	JE Dashboard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Admin Dashboard	<input type="checkbox"/>	<input type="checkbox"/>
3.	Broadcast Outage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Extend Ongoing Outage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5.	Upload Consumer Data	<input type="checkbox"/>	<input type="checkbox"/>
6.	Restore / Cancel Outage	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7.	Create User	<input type="checkbox"/>	<input type="checkbox"/>
8.	Manage User	<input type="checkbox"/>	<input type="checkbox"/>
9.	Active / Inactive User	<input type="checkbox"/>	<input type="checkbox"/>
10.	Create Role	<input type="checkbox"/>	<input type="checkbox"/>
11.	Manage Role	<input type="checkbox"/>	<input type="checkbox"/>
12.	Active / Inactive Role	<input type="checkbox"/>	<input type="checkbox"/>
13.	Reports	<input type="checkbox"/>	<input type="checkbox"/>
14.	Consumer Complaints	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
15.	SMS Language Setting	<input type="checkbox"/>	<input type="checkbox"/>
16.	Graphical Reports	<input type="checkbox"/>	<input type="checkbox"/>
17.	UPLOAD SCHEDULE OUTAGE	<input type="checkbox"/>	<input type="checkbox"/>

New Registration Request:

Discom Admin can select the link to view new registration requests sent from Urja Mitra mobile application from consumers whose details needs to be verified and approved /rejected so that the consumer can get registered on Urja Mitra application.

New Registration Request ←Back

Search : Filter Request : Records Per Page :

S.No.	Consumer No	Name	Mobile No	Email	Consumer Address	Action
1.	5479763806332		9558617102	0		

Consumer Profile Update ← Back

State: Discom: Circle:

Division: Sub Station: Feeder:

Consumer Number: Consumer Name:

Email: Address:

Mobile No: Status:

Create/Edit Feeder: Discom Admin is facilitated with the following functionalities:

(A). Create New Feeder: In case of addition of New Feeder, select the link Create/Edit Feeder from the left panel. This directly will take to the page for selection of the Create New Feeder where in the respective options relevant to new feeder addition are to be duly filled in & after pressing the save option, the new feeder will be displayed on the Feeder Menu Bar of Particular Discom & inside JEE Login.

(B). Edit Existing Feeder: In case of edit / change to the existing feeder details wrt new developments made, the relevant details can be modified as & when required on the Create / Edit Feeder menu, which shall be immediately displayed upon completion & saving of the necessary changes.

With below image displayed, the Discom admin can add various types of feeder in their area. If any number of feeder in the discom region then Discom will be able to add those feeders in their database. Similarly, Discom admin can edit the information of the feeder if there is any change in the feeder related information, like name, type or the entire information fields of any feeder. The screen will contain the following fields and look as follows:

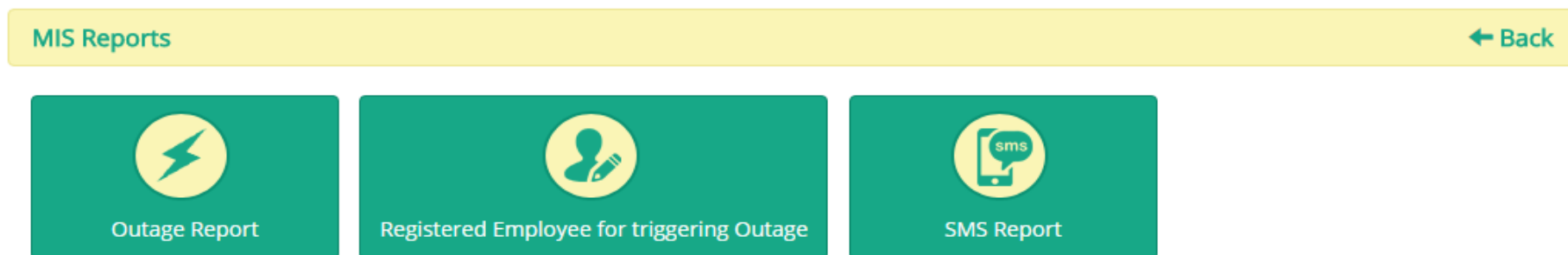
State: GUJARAT, Discom: DGVCL, Circle: BHARUCH O&M, Division: BHARUCH CITY, Sub Station: 132KV BHARUCH S/S

Search: Search Keyword, Records Per Page: 10

S.No.	Feeder Name	Feeder Code	Edit
1.	22KV GNFC	28106	Update Cancel

Reports:

There are three types of reports available as displayed in the screen below.



Outage Report

Admin can select the circle and outage type(ongoing/scheduled/unscheduled or All) to get the report of specified time period by clicking search button.

MIS Report ← Back

State: GUJARAT Discom: DGVCL Circle: All Outage Type: All From Date: 01-09-2016 To Date: 18-09-2016

Search Keyword: **Search** Records Per Page: 10

No Outages

Registered Employee for triggering outage

No. of All Registered Users of that Discom will be display in this report as shown in the image as follows.

Registered Employee for triggering Outage ← Back

CIRCLE	JEE	AEE	OPERATOR	TOTAL REGISTERED USERS
4	0	0	1	1

SMS report

This SMS report can be used to analyze the information like who triggered the outage, the mode of triggering the outage and total SMS count. The screen will look like as follows and it will contain the following advanced search option. This report section can also be used to download or print reports in the available format.

SMS Report
←Back

State
GUJARAT

Discom
DGVCL

Circle
All

Feeder
All

From Date
14-09-2016

To Date
14-09-2016

Records Per Page : 10

SMS COUNT REPORT								OUTAGE TRIGGERED				
S.NO.	STATE	DISCOM	CIRCLE	FEEDER	DIVISION	SUB DIVISION	SUB STATION	USER	THROUGH WEB	THROUGH MOBILE	THROUGH MESSAGE	TOTAL SMS COUNT
1.	Gujarat	MGVCL	Gujarat Rajkot	Feeder 2	Division Name 3	Division Name 3	Sub Division 2	Kapil Mishra (Discom Admin)	150	100	150	400
								O.P. Tiwari (JEE)	150	100	150	400
2.	Gujarat	MGVCL	Gujarat Rajkot	Feeder 2	Division Name 3	Division Name 3	Sub Division 2	Kapil Mishra (Discom Admin)	150	100	150	400
								O.P. Tiwari (JEE)	150	100	150	400
Total SMS :								600	400	600	1600	

Consumer Complaints:

Consumer complaints are received on the regularly basis and these complains can be seen over the web portal. These consumer complaints act as outage information if there is a distinct pattern in the arrival of the complaints. The pattern is recorded at the customer care level and is then routed to the concerning Discom. The Discom can then take action for the message that is to be broadcasted or not for an outage. The call center will forward the report of Discom related complaints to the coressponding Discom to further take the action to decide if the complaints are relating to the occurance of any category of arriving outage.

The broadcast is generally done in the language chosen by the Discom admin. These languages can be standard or vernacular. In this page all consumer complaints will be display as per the following format

Consumer Complaints ← Back												
Search : <input type="text" value="Search Keyword"/>		As on date : 30-08-2016 12:08 AM						Records Per Page : 10				
Print												
Edit	S.No.	Consumer No.	Consumer	Complaint Date & Time	Mobile No.	Feeder	Feeder Code	State	Discom	Circle	Employee	JE Mobile No.
	1.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 22, 2016 4:59:12 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	2.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 15, 2016 11:33:06 AM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	3.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 27, 2016 4:13:23 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	4.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 24, 2016 1:21:43 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	5.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 21, 2016 6:50:24 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	6.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 25, 2016 8:30:38 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	7.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 23, 2016 1:15:45 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	8.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 15, 2016 11:45:25 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	9.	18308088007	JATIN BHOGILAL BURKHAWALA	Aug 27, 2016 10:47:01 PM	9909965344	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391
	10.	18303115340	SOBHABEN JAGDISHBHAI PATEL	Aug 24, 2016 1:22:56 PM	7096265521	11 KV ADAJAN TOWN	102101	GUJARAT	DGVCL	SURAT CITY	B N PATEL	9925211391

SMS Language Setting:

Through this page the language of SMS can be set for each category of consumer.

Message language can be Hindi, English or Regional language.

Select the language of Message for any Category for consumer and then click on Save button (Arrow).

Language Setting ← Back

S.No.	Total Consumer Count	Total Feeder Count	Feeder Type	Sms Language
1.	27496	414	RURAL	English
2.	49891	753	MIXED	English English Hindi Regional

Save Reset



User Helpline number:

In case of any queries, please feel free to contact us on the following numbers:

Help Line Number: 0755-4096915 (*Monday-Friday 10:00 am to 6:00 pm*)

Ankit Kumar, RECTPCL: 9891128569.

Amit Chatterjee, RECTPCL: 7091689715 / 7091689716.

Santosh Rao, C-Net Infotech: 8827244990.

Nishant Mishra, C-Net Infotech:7049080250.