



URJA MITRA

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

User Manual for Mobile Application

REC Transmission Projects Company Limited

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

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1. Getting started with Urja Mitra

Urja Mitra mobile application is available in Google Play Store and Apple Store. The App can be downloaded and installed on Android/iOS platform based smart phones.

For Electricity Consumers the App will act as the single platform for getting the nationwide power outage status and will also enable them to get the power outage status for their registered electricity accounts.

The same Mobile App, after logging in, will be used by the registered employees of the Power Distribution Companies/Utilities/Discom(s) for performing functions specific to them.

Upon successful installation, clicking on the application icon the following screen in **Image 1** will appear in your smart phone.

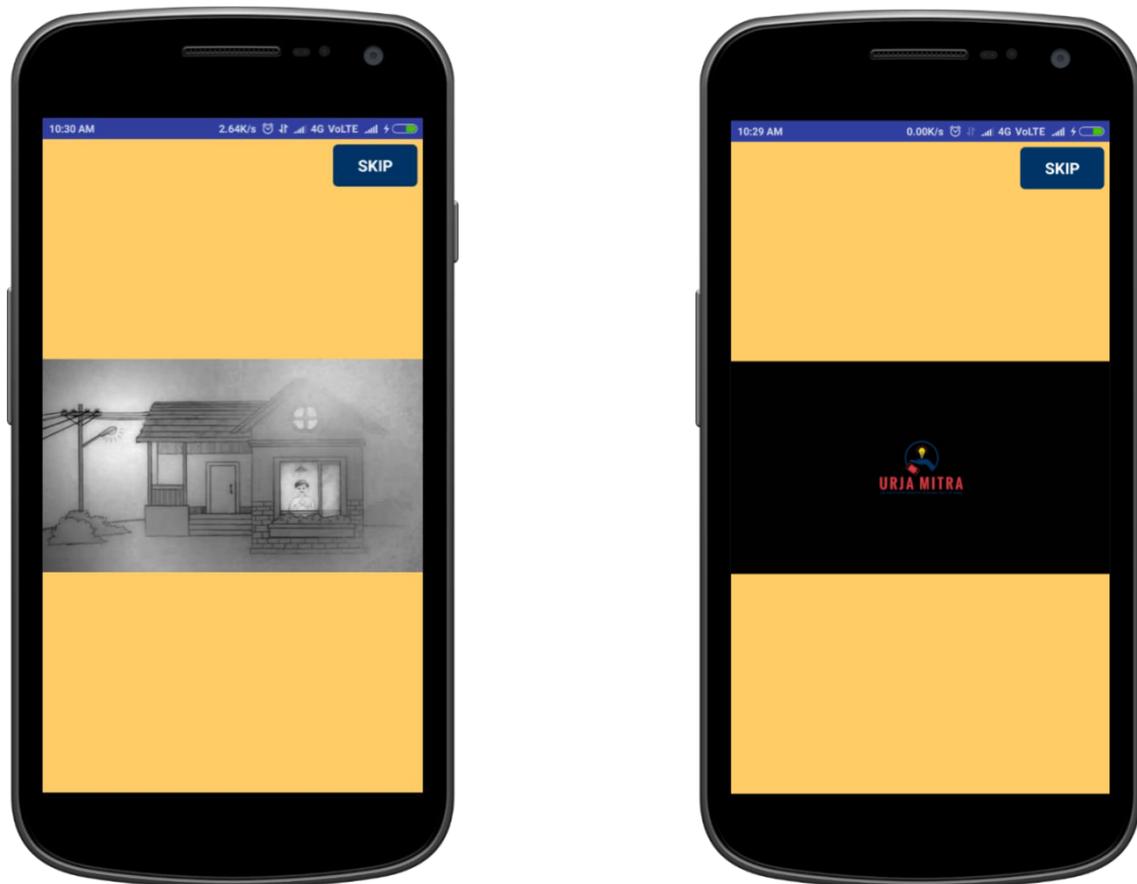


Image 1.

2. Getting into the Consumer Dashboard/Main functional screen

The following screen in **Image 2** is called the **Consumer Dashboard/Main Functional Screen** which gets automatically opened after the successful run of the opening application or after pressing in the “**SKIP**” option.

The Consumer Dashboard (**1st screen of the Image 2**) displays the four vital information heads capturing/sharing icons i.e. namely,

- **REGISTER YOUR ELECTRICITY ACCOUNT:** This functionality will help the electricity consumers (of the participating Discom(s)) from the entire nation to get registered with the Urja Mitra application.
- **POWER OUTAGE IN YOUR AREA:** This functionality will help the consumers/visitors to know about various power outage statistics at their respective locations/anywhere within the country (**PAN-INDIA**).
- **INTIMATE OUTAGE INFORMATION:** This functionality will help the registered consumers to intimate the uninformed power cut's in their premises/locality to their respective power distribution company.
- **NATIONAL DASHBOARD:** This functionality will show various information on the participating States/Discom throughout the country along with their performance comparisons on maximum power availability factors and information on power outages.

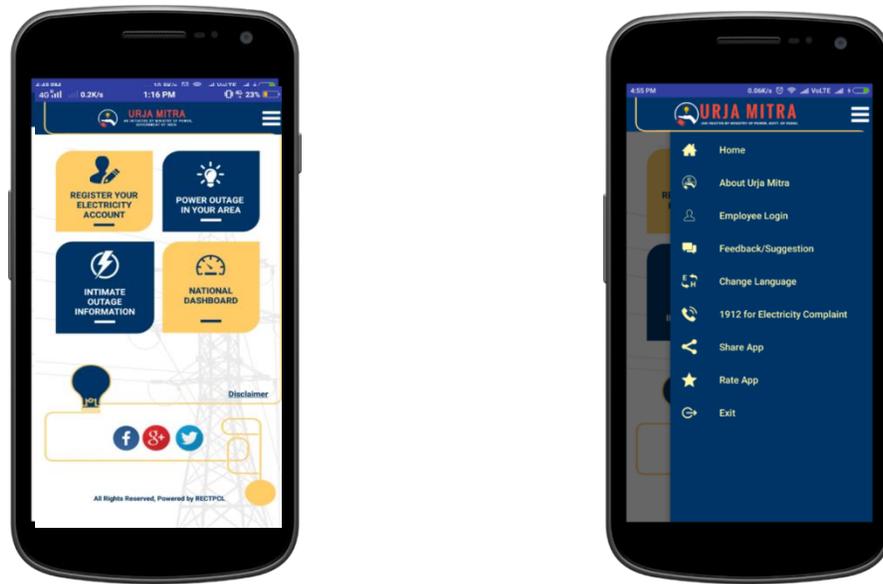


Image 2.

The 2nd screen of the Image 2, is the “Menu” bar having important links such as Employee Login, Change Language, Feedback/Suggestion Box, etc.

The 04 facilities in the Consumer Dashboard are detailed as follows:

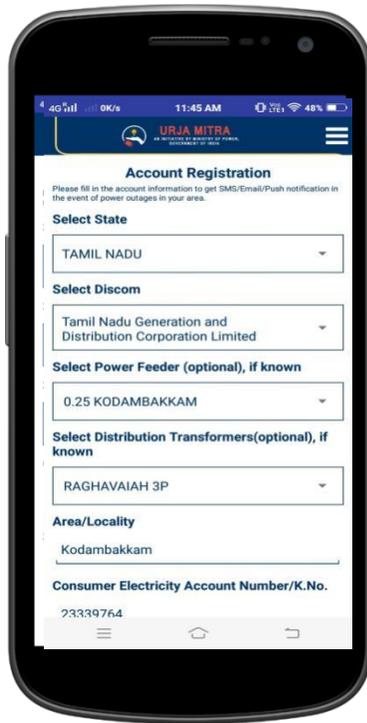
2.1 Register your Electricity Account

The consumer can choose the option to register himself/herself using the **Register New Electricity Account** and can also view the status of the registration requests being sent for verification & approval to the respective Power Distribution Company. One consumer can register maximum up to four electricity accounts. However, these accounts must be of the participating Discom(s) only, registered on this App.

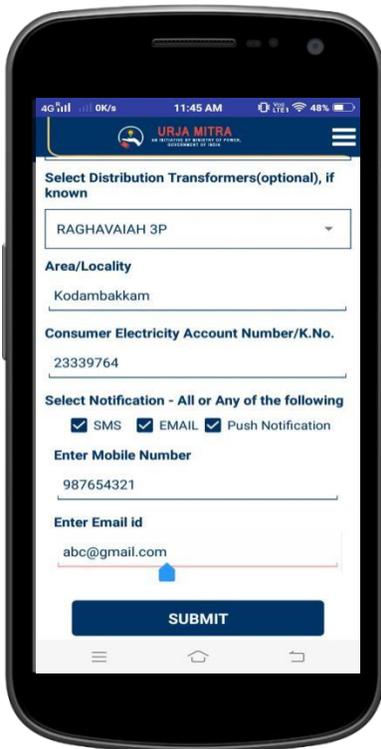


Image 3.

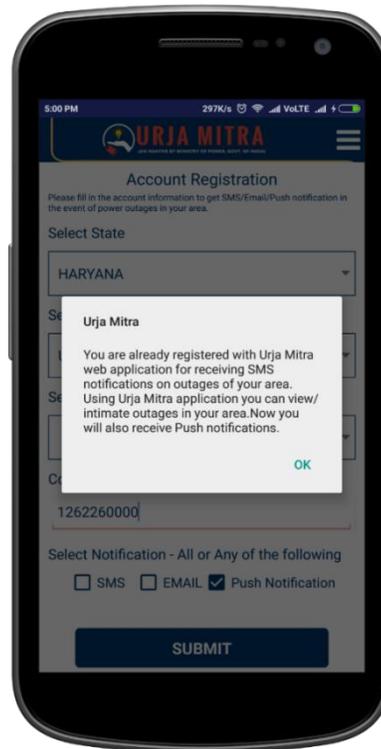
Getting into this functionality, will require the electricity consumer to fill up the form (as shown in Image 3) to generate request for registering **Consumer Electricity Account** on the Urja Mitra Portal. Select **State, Power Distribution Company (Discom), respective Feeder (optional) & Distribution Transformer (optional) of your area along with your Consumer Number, Mobile Number, Email Id & Area/Locality** to get yourself registered on the Urja Mitra application. Upon successful registration, the registered consumer will start to receive various updates on power outages, occurring at his/her premises / locality via SMS, Email id and Push notifications based on the options chosen.



Registration form



(Cont.)



Confirmation upon successful registration

Image 4.

During the registration process one may find either of the three different conditions after completing the registration process & getting registered:

1. If consumer details provided, already exists in the Urja Mitra Consumer Database; the consumer detail gets automatically verified & registered in Urja Mitra application.
2. If consumer details provided (with Feeder/Distribution Transformer detail) does not exist in the Urja Mitra Consumer Database; still the consumer will get automatically registered in Urja Mitra application.
3. If consumer details provided (without feeder/ Distribution Transformer detail) does not exist in the Urja Mitra Consumer Database; a request will be sent to the respective Discom Admin/Empowered Discom Official for verifying the details and upon successful verification, the consumer will get registered on the Urja Mitra application. In case of incorrect / insufficient details submitted by the consumer, the Discom Admin/Empowered Discom Official shall reject the registration request.

Note: In case of rejection of registration request, the electricity consumer needs to re-register with correct information or visit the nearest Discom office for get successfully registered.

2.1.1 Register account list

The registered accounts & the registrations pending for approval can be viewed in the same screen placed in the **Image 5** of the “**Register New Electricity Account**”.

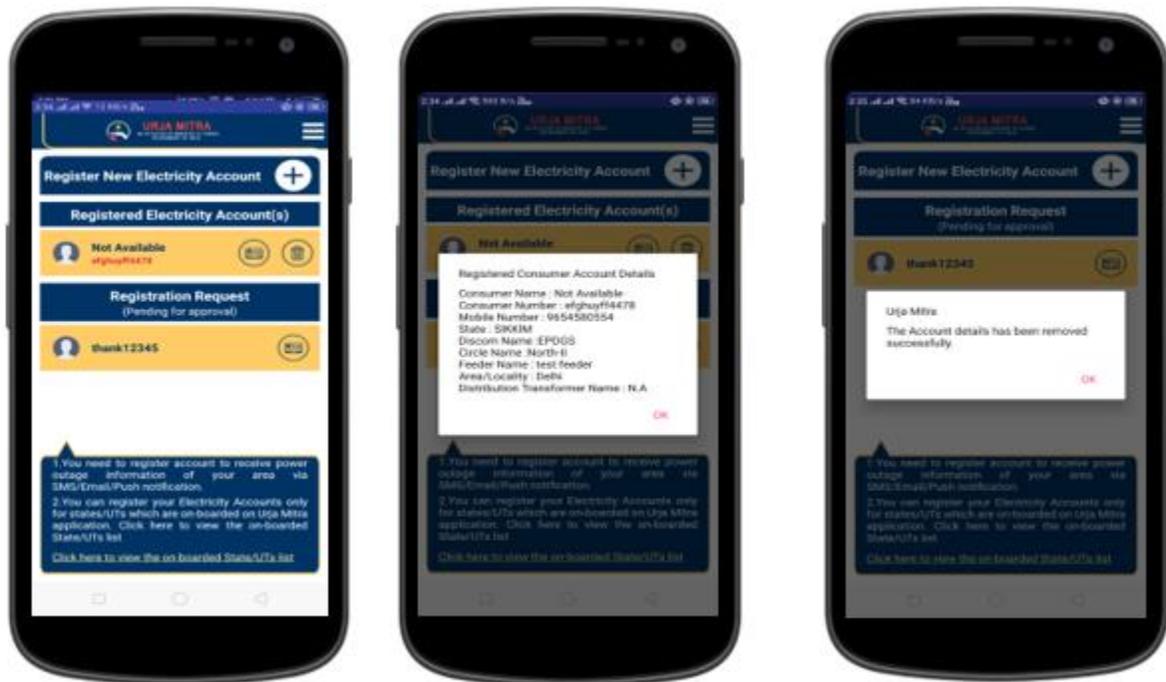


Image 5.

After the consumer registration is approved, the account details will appear under the **Registered Electricity Accounts** head and the consumer details will be updated in the Urja Mitra Database.

2.2 Power outage in your area

This functionality will show the list of the scheduled & ongoing outages for respective registered electricity accounts. The electricity consumer can select any of the registered accounts to get account specific scheduled & ongoing outage information. Upon clicking, the details will be automatically shown for the account selected.

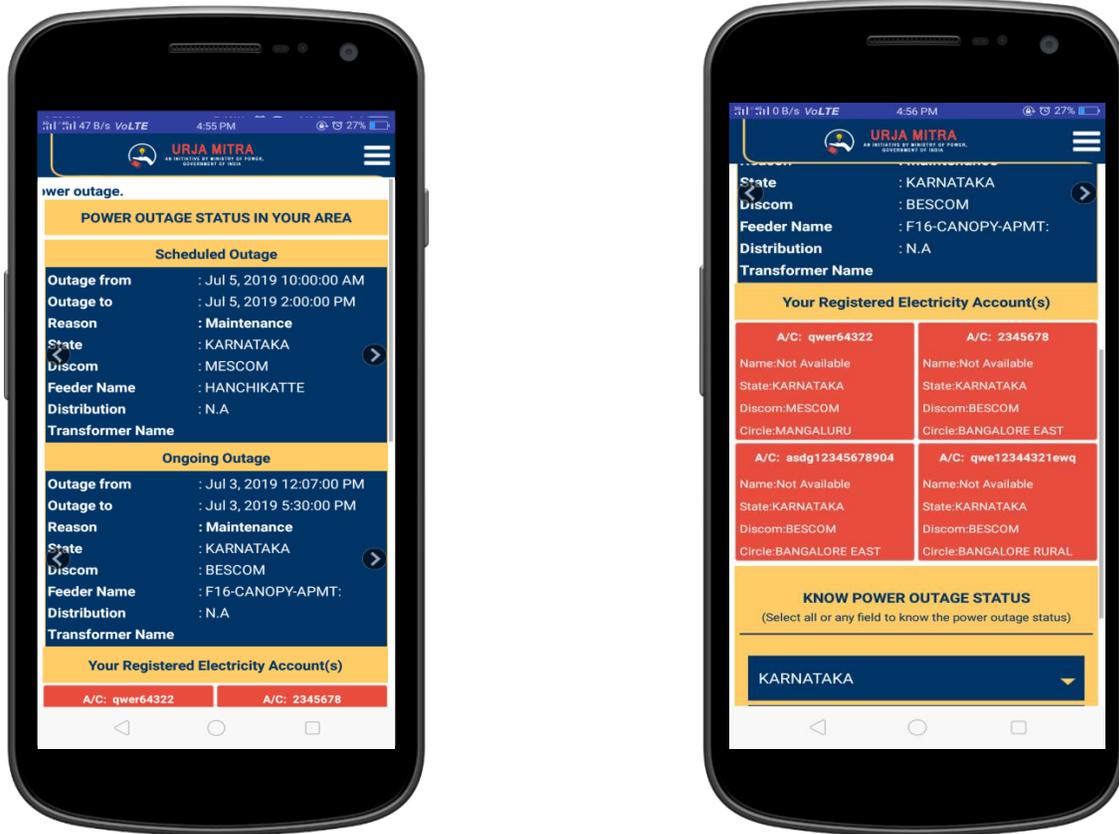


Image 6.

2.2.1 Know Power Outage Status (For Knowing the Feeder / Area / Location Based Outages)

Consumer/Visitors can get outage information of any area also by selecting respective State/Discom/Circle to get scheduled & ongoing outage information.

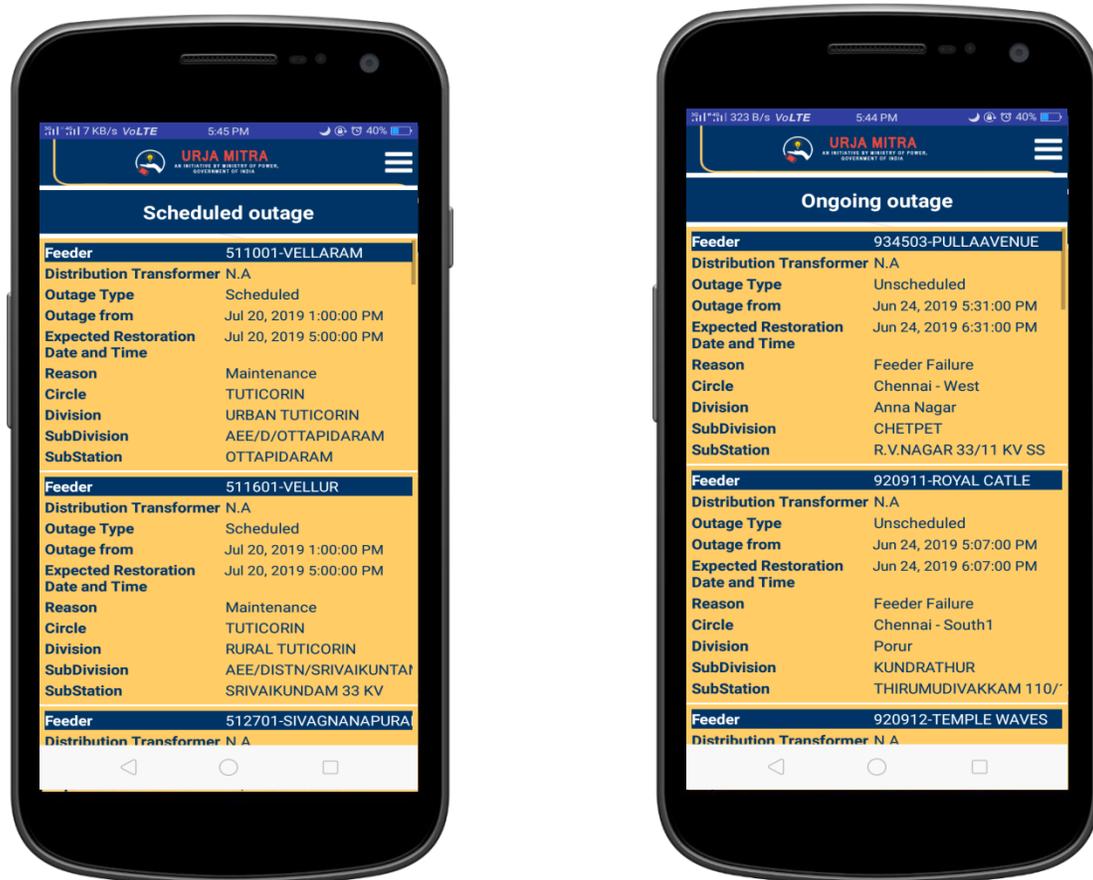


Image 7.

2.3 Intimate Power Outage in your area

The registered electricity consumers can intimate the uninformed power cut's in their premises/locality to their respective Power Distribution Company.

Here, the consumer has two (02) options available to intimate the uninformed power cut's in his/her premises/locality i.e. by clicking **Phone Icon** / by clicking on the **Bell Icon** (1st screen of the Image 8).

Upon clicking on the "Phone Icon", the **Electricity Helpline Number** of the respective Discom(s) in which account is located will come on the dialler and then the consumer can dial the number and intimate the consumer helpline about the outage in his/ her area.

Secondly, upon clicking on the "Bell Icon" the outage intimation is sent to the Discom Admin/Empowered Field Official of the Power Distribution Company .

Note: In case the consumer is not registered with the Urja Mitra portal / application with his electricity account number, the consumer will not be able to use this feature. In such a case, the consumer then needs to first get himself/herself registered and same can be done upon selection of the icon" + " which will directly display the account registration form (2nd screen of the page)

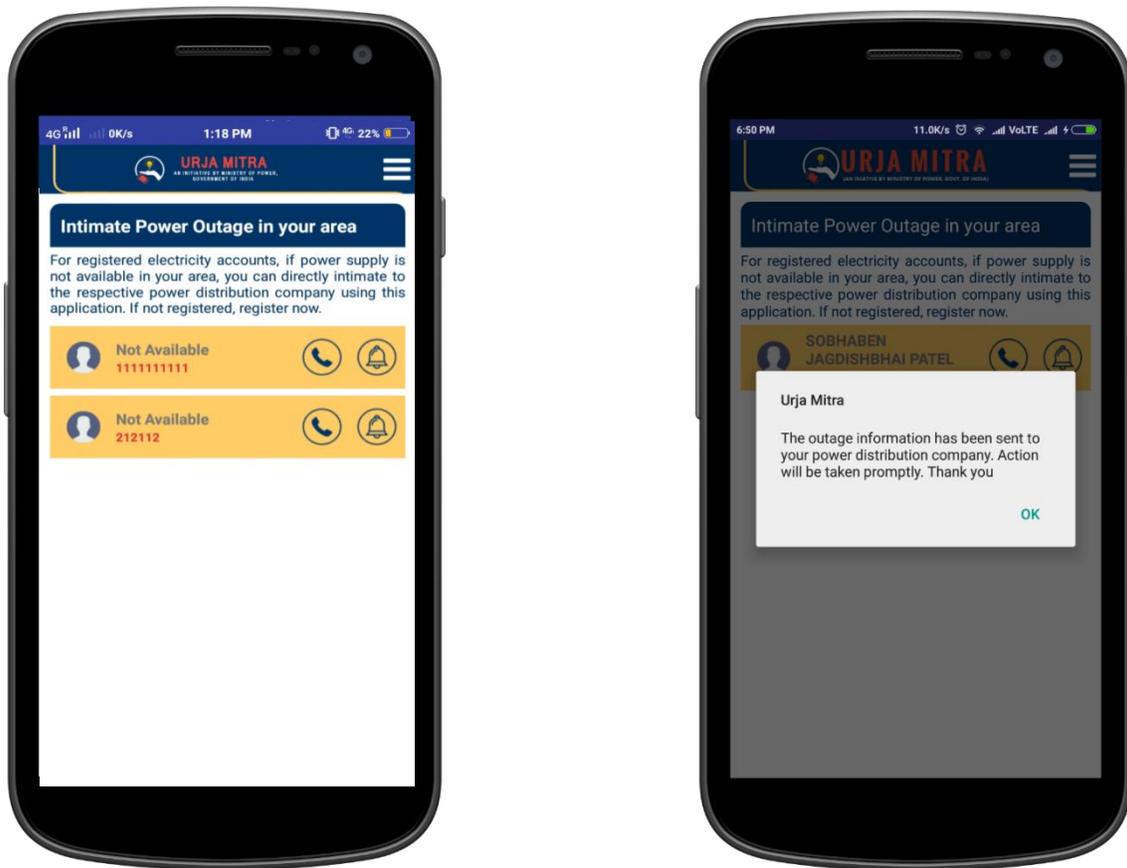


Image 8.

2.4 Consumer Complaints

Once the complaint is closed by the respective (empowered) field staff, the consumer shall get a SMS intimation of the complaint closure & the “YES & NO” key in the consumer Mobile app section shall get activated as placed in **Image 9**.

1. Consumer **if satisfied**, with the complaint redressal will click “YES “which will close the complaint from the consumer end also.
2. Consumer **if not satisfied**, with complaint redressal will click “NO” which shall open the complaint with the same complaint no.
3. If the consumer not changing any of the option from “YES” & “NO” in the same date in which the complaint has been closed by the employee, the complaint will be automatically closed, considering a satisfactory closure.

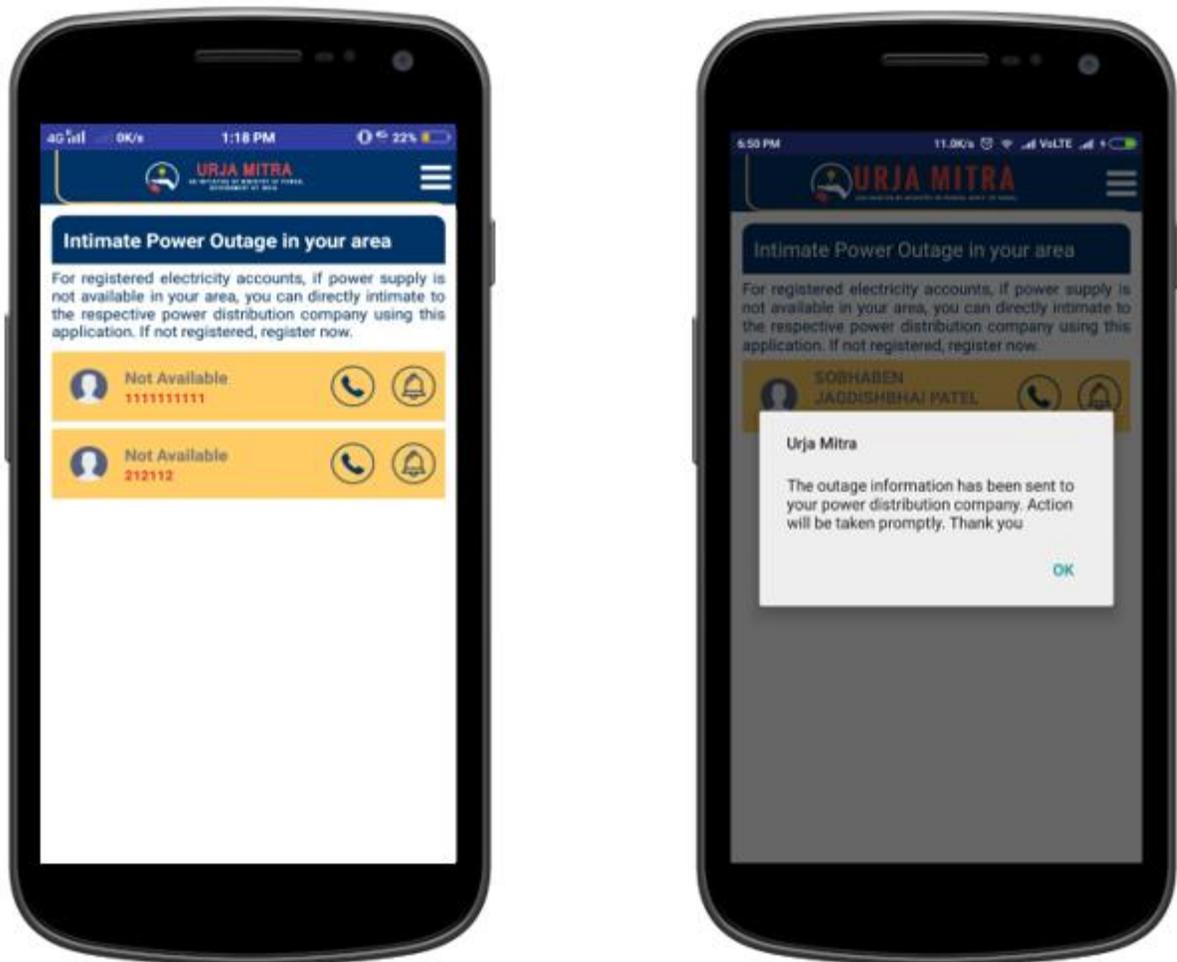


Image 9.

3.National Dashboard

National Dashboard can be used to get more information on nationwide outages & statistics of Power Distribution Companies.



Image 10.

There are 10 display tiles/functionality namely:

ONBOARD (States / Discoms / Circles): This tile/functionality shows the No. of States, Discom and Circle associated with the Urja Mitra Platform. When clicked on numbers all associated States/UTs map with the concerned Discom name and the total consumer numbers will be displayed. By clicking on a particular state map it will show the name of Discom of a state along with the table of each Discom which contains the information of related circle name and the total No. of feeder up and down in the circle.

Further drilling down will show the Feeder Code, Feeder Name and the Area covered by the Feeder.

ALL INDIA OUTAGES (FEEDER & DTR): This tile/display shows updates on current status of the ongoing and scheduled outages across the country. When you select the heading “All India Outages”, it will show the nationwide summary of the ongoing & scheduled outages in tabular form and also outage details in scrolling pattern.

Further drilling down from the tile will show the respective state maps with scheduled or ongoing outages which can be drilled down till affected feeder details with time slot of outages.

AVERAGE ALL INDIA POWER AVAILABILITY (GRAPHICAL REPRESENTATION): This graph shows the power availability at any given date at nationwide scale. By moving cursor on the any displayed points at graph it shows the average percentage of power availability at National level of all associated Discoms.

CONSUMERS: This tile/ display shows the total number of registered consumers in urban, mixed and rural categories whose data has been migrated into the Urja Mitra System. When you select the heading “Consumers”, it will show the nationwide summary (state wise) of total registered urban, rural & mixed consumers across the country.

Further drilling down from the tile will show the respective state maps with registered urban, rural & mixed consumers which can be drilled down till circle level.

FEEDERS: This tile / display shows the total registered feeders, total feeders with up status (Up feeders means where there is no power outage) and total feeders with down status (Down feeders means where there is a power outage). Further drilling down from the tile will show the respective state maps with registered feeders. Selecting a particular state map will show the Discom wise details of urban & rural feeder which can be further drilled down to related circle wise status of the total feeders with up status and total feeders with down status and further to particular feeder area details.



Image 11.

DISTRIBUTION TRANSFORMER (DTR): This tile / display shows the total registered DTR, total DTR with up status (Up DTR means where there is no power outage) and total DTR with down status (Down DTR means where there is a power outage). Further drilling down from the tile will show the respective state maps with registered DTR. Selecting a particular state map will show the Discom wise details of urban & rural DTR

which can be further drilled down to related circle wise status of the total feeders with up status and total DTR with down status and further to particular DTR area details.

OVERVIEW OF POWER OUTAGE (STATE WISE): The National Map displays all on boarded Discoms as a dot in their corresponding states.

Selecting the state on map will turn red where discoms are not on boarded on Urja Mitra Platform. The number of dots represents the number of discom on boarded of that state. Green dot means all feeders are UP of that discom and black dot means one or more feeders are DOWN in corresponding discom. By clicking on a particular state also, the ongoing/scheduled outage information related to that state can be seen. This information can also be drilled down to the last level i.e. feeder.

KNOW POWER OUTAGE STATUS: Consumer can get outage information of any area by selecting any state discom & circle to get scheduled & ongoing outage information of selected area.

TOP PERFORMERS: POWER AVAILABILITY (for participating discoms only): The table shows the top five performer discoms on the basis of power availability.

AVERAGE POWER OUTAGE: This tile shows the average power outage at nationwide scale. Further drill down from the tile will show the respective state maps with average power outage per day which can be drilled down till circle level to know the respective average power outage per day.

STATISTICS: This tile shows the total number of Outage information SMS sent to registered urban, rural & mixed consumers till date (since Go-live of Urja Mitra Portal) and SMS sent on current date at nationwide scale which further drilled down till feeder level to get the total SMS sent against each feeder.



Image 12

Menu Options (Where is 1, 2 & 3 points)

The **“Menu”** option is available on the top right corner of the dashboard screen with options as displayed:

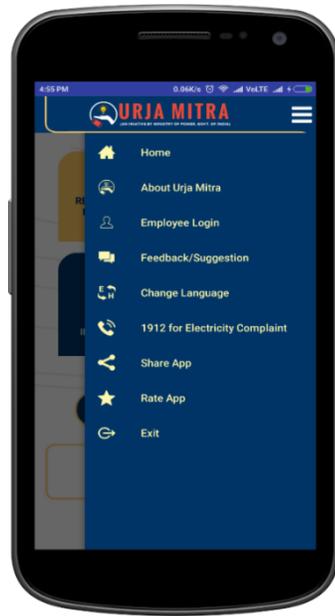


Image 13.

4. Disclaimer & About Urja Mitra

“Disclaimer” is available at the bottom of dashboard screen. “About Urja Mitra” can be viewed from the menu option.

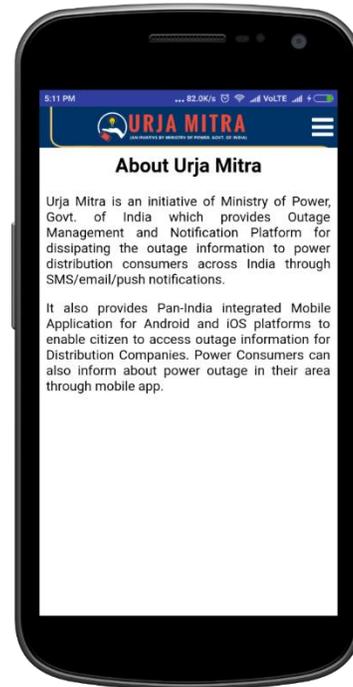
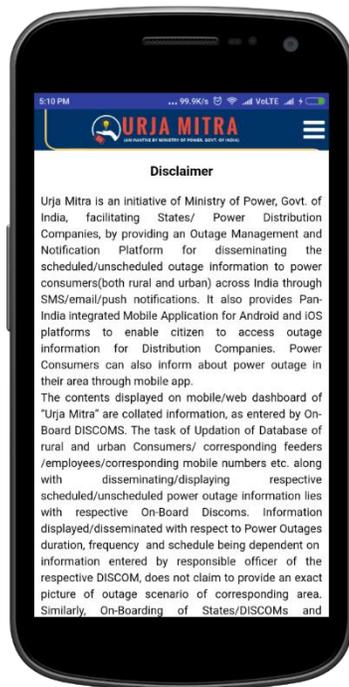


Image 14.

5. Feedback/Suggestion

Consumer/Visitor can submit his feedback and suggestion from this menu option (1st screen):

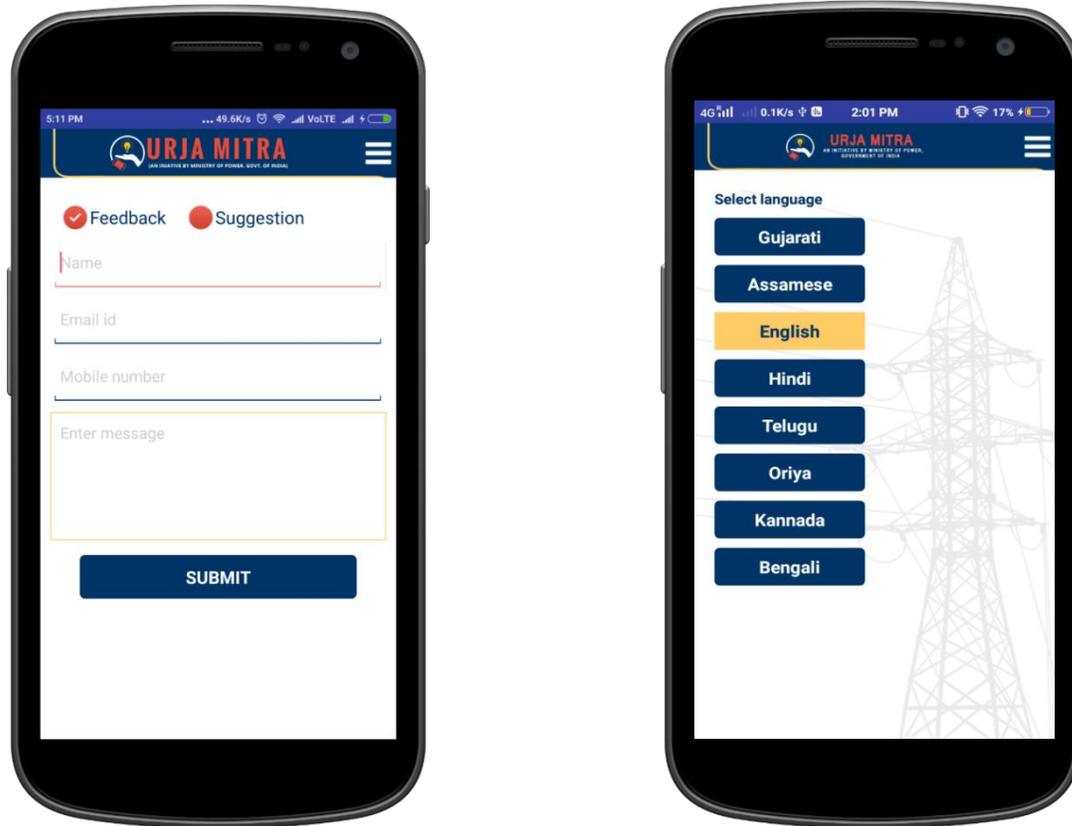


Image 15.

6. Change language

User can select language options from this menu option (2nd screen of Image 15).

7. 1912 for Electricity Complaint

Registered Consumers / Visitors also have an option to call 1912 (Central helpline number) for intimating or registering complaint to their Power Distribution Companies, related to power Cut's.

**Employee login user
manual**

8.1 Employee login

Once the user has selected the skip option on the splash screen he will be redirected to the consumer dashboard (1st screen of Image 16). From user menu (2nd screen of Image 16) the employee can choose to login by selecting “**Employee Login**” (3rd from top) option.

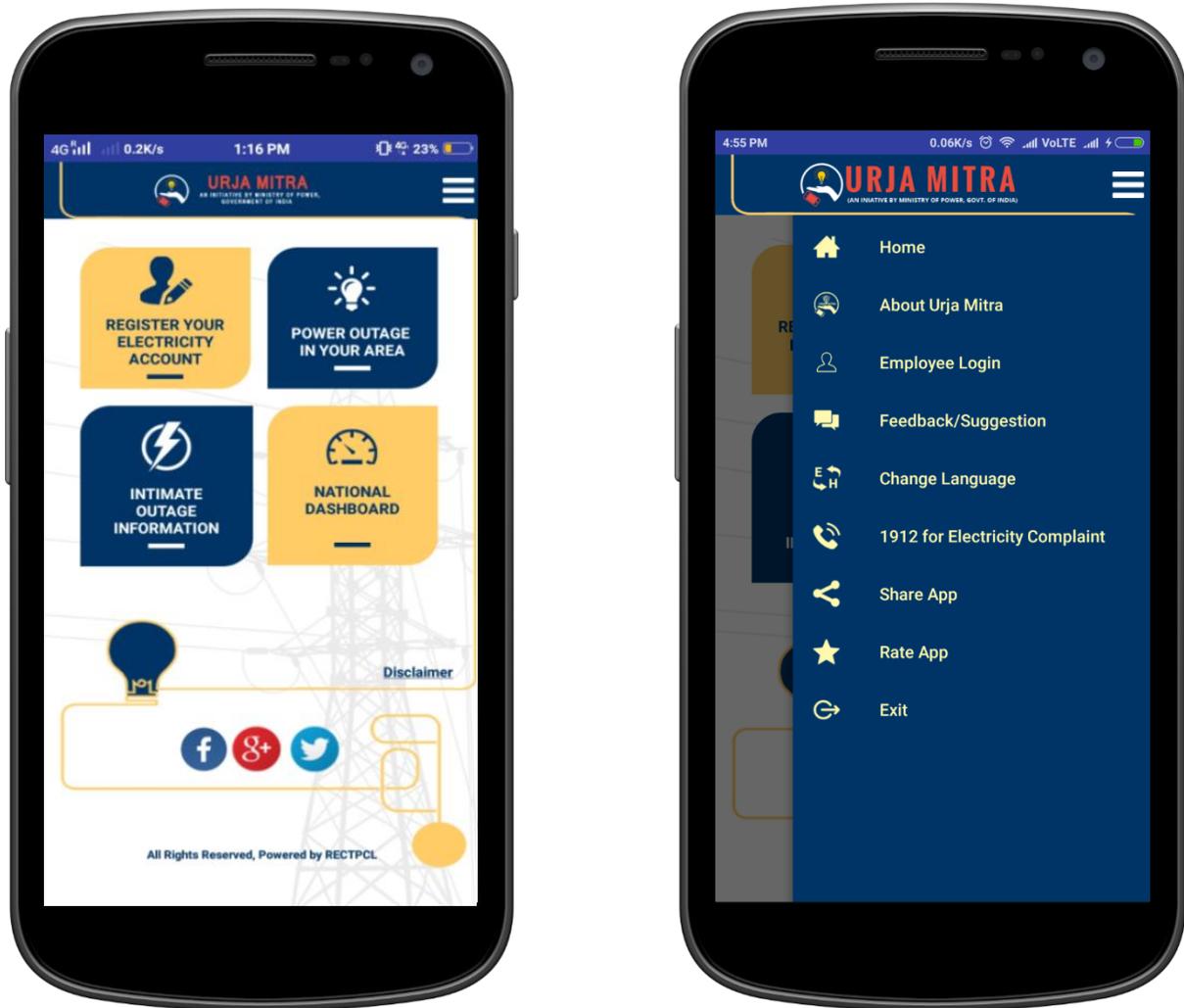


Image 16.

Employee (Empowered employees from Discoms) can login into the App for performing the functions specific to them such as Broadcast/ Extend/ Restore/ Cancel Outage etc. Employee can enter their registered mobile number (as username) and pin (as password) to login. **Please note that the officials from Discoms are requested to change their Password after first login.** In case the user has forgotten their password credentials, the user may choose the “**Forgot Password**” option.



Image 17.

8.2 Employee forgot password screen

Selecting the **“Forgot Password”** option, a form will appear (2nd screen of Image 17). If the employee has forgotten the password, the employee can retrieve the password by providing the following mandatory information, like registered user name and mobile number. The password code will be sent to the registered mobile number (after OTP verification) of the respective employee.

9. Employee dashboard

After successful employee login, the employee will be redirected to the following dashboard. The dashboard will have the options as mentioned in 1st screen of Image 18.



Image 18.

Employee dashboard has eight functionality(s) / tiles namely:

9.1 Broadcast Outage: The Empowered Field Officials from respective Discom can choose to broadcast the scheduled and unscheduled outage by selecting the affected Substation/Feeder/Distribution Transformer; Outage Date & Time and Reason of Outage. After pressing the submit button the message will be broadcasted to the consumers whose mobile numbers are tagged with that feeder. For unscheduled outages, the SMS will be triggered immediately. However, in the case of scheduled outage, the SMS will be sent to consumers 24 hours prior to outage start time. If the time is less than 24 hours, the SMS for triggered scheduled outage(s) will be triggered immediately, however takes 4 -5 hours to get delivered .

In case of no mobile data network connectivity, an additional feature to broadcast the message in the absence of data connectivity is available. In such case, the App will convert the broadcast request into a SMS and will send it to centralized number 14401 (Short-code). The server will automatically read the contents of the SMS and upon verification will broadcast the outage to the registered consumers.

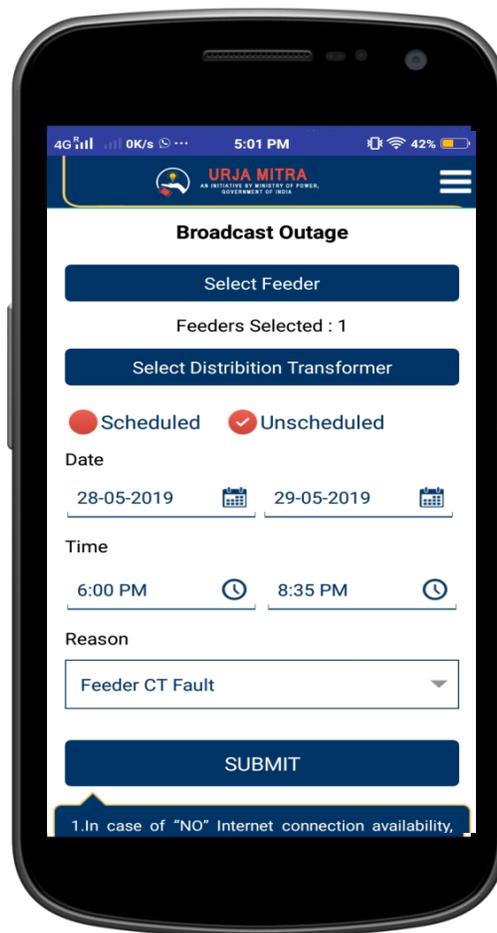


Image 19.

9.2 Extend Ongoing Outage: Empowered Field Officials from respective Discom can select this functionality to extend any ongoing outage by selecting the extended time (Image 20) and selecting submit option in the confirmation pop-up.

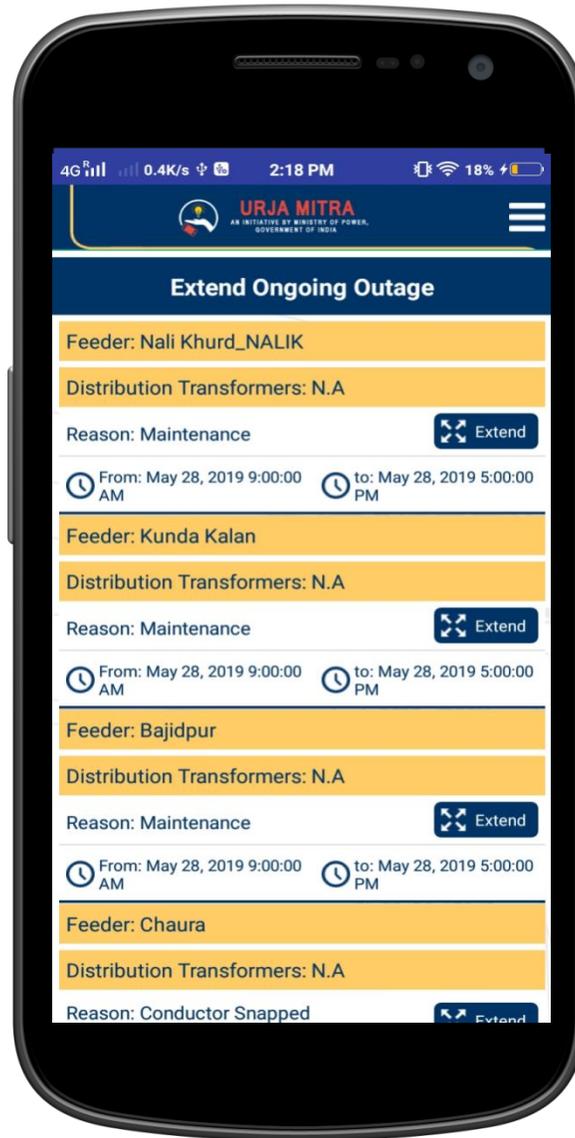


Image 20.

9.3 Restore Outage: Empowered Field Officials from respective Discom can select this functionality to restore any ongoing outage (Image 21) between the start time and end time. If the restore icon is pressed during this time, the outage will be restored at current server time. The outage status will automatically change to

restore status, when the restoration period mentioned by the Discom representative has passed.

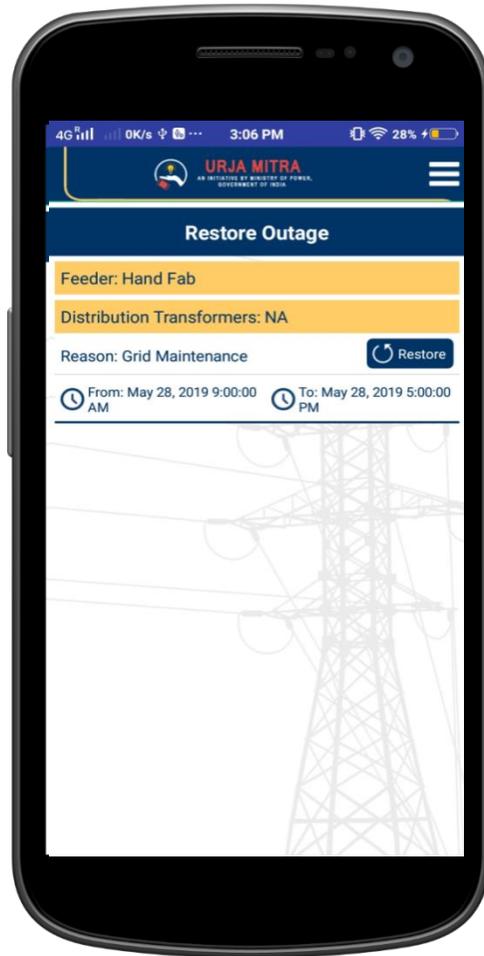


Image 21.

9.4 Cancel/Reschedule Outage: Empowered Field Officials from respective Discom can select this functionality to cancel any scheduled outages or reschedule the outage at a different time (functionality to be launched shortly). In case of reschedule, the new dates along with the start time and expected restore time has to be fed into the system and on click of save the outage will be rescheduled. If the status of the scheduled outage has been changed to Cancel/Reschedule within 24 Hrs time period from the scheduled outage occurrence, the SMS will be sent to the consumers for cancellation/ rescheduling of the outage.

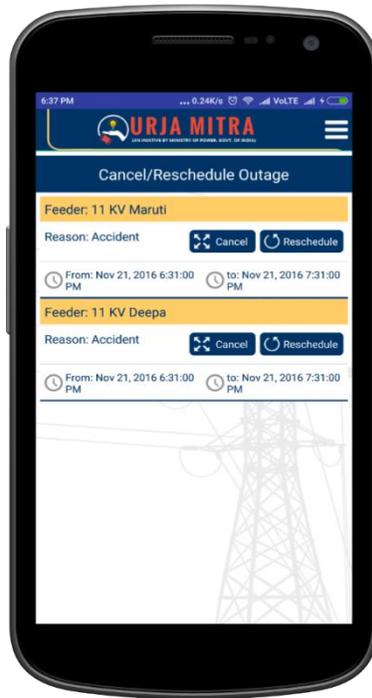


Image 22.

9.5 Ongoing/Scheduled Outage: Empowered Field Officials from respective Discom can select this functionality to see the list of ongoing & scheduled outages with respect to his allocated feeders.

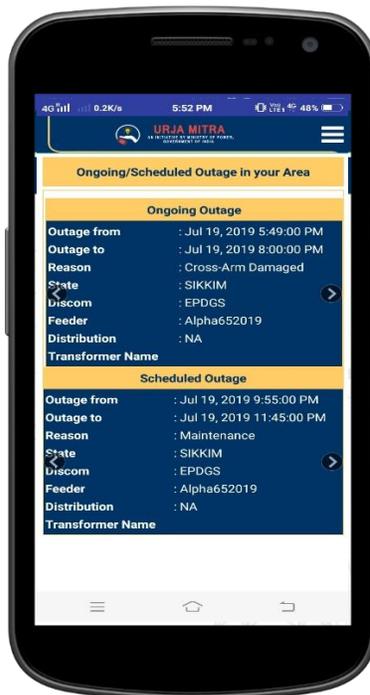


Image 23.

9.6 MDAS Outage: Once the Discom MDAS is integrated with the Urja Mitra system, Empowered Field Officials from respective Discom will be able to see the outage triggers generated by MDAS for their tagged/mapped feeders. After necessary verification/ inspection, registered employees can broadcast the outage information for that particular feeder.

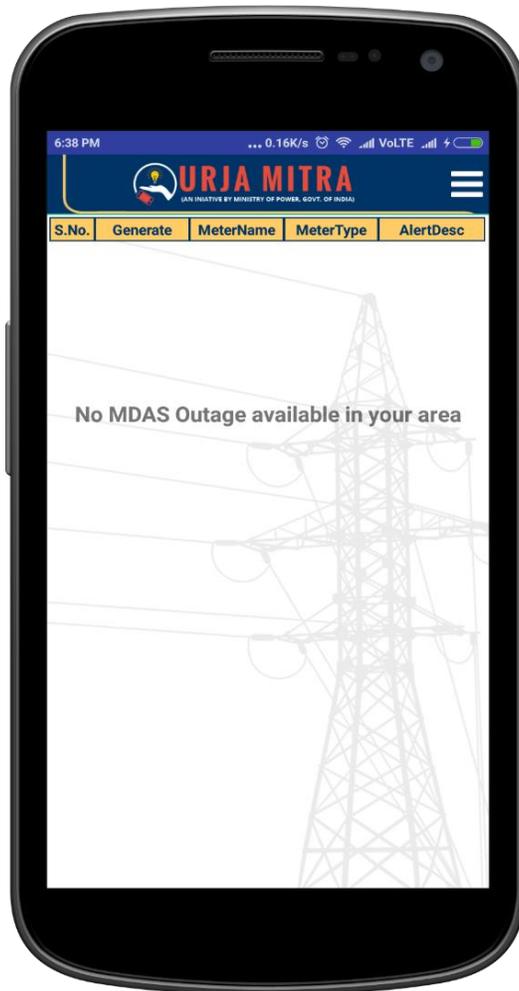


Image 24.

9.7 Consumer Complaints: All the consumer complaints/ information regarding power outage in their area triggered through the Mobile Application will be displayed here. Only the consumers who have registered their electricity accounts will be able to send such complaints to their respective Discoms. The Empowered Field Officials from respective Discom will receive consumer complaints for the particular feeder they are tagged/mapped to.

If complaints on outages are received from more than one consumer tagged on the same feeder at a particular duration, in that case, if the action has been taken on one such feeder complaint all other pending complaints pertaining to the same feeder will also be treated as attended and will disappear from pending list.

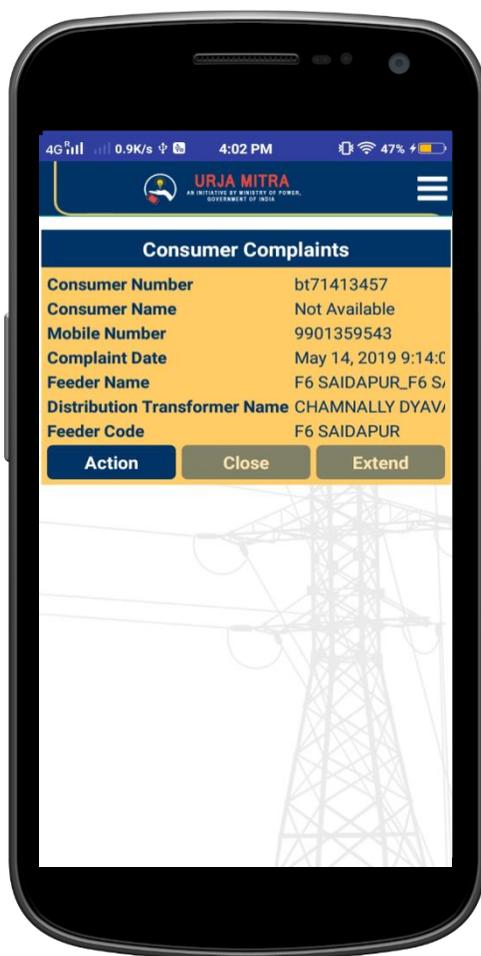


Image 25.

This facility in the Outage Management System “Urja Mitra” allows the registered electricity consumer(s) of the respective Discoms, to register their power outage complaints in case of

breakdown of the feeder/Distribution Transformer or may be a individual complaint , only in case it is not registered in Urja Mitra portal.

The electricity consumer(s) of the respective Discoms can register their complaint using the Urja Mitra Mobile App, available in Google Play Store (Android version) & Apple Play Store. Consumer Complaints registered by the electricity consumer(s) as visible to the Discom Administrator/ Empowered Field Staff/ Feeder Manager inside their respective login in the Consumer Complaint section in a specified tabular format which gives the details of the complainant with the unique complaint no, the Feeder / Distribution transformer to which the consumer is tagged/connected & the details of the Empowered Field Staff/ Feeder Manager who is empowered to attend the complaint.

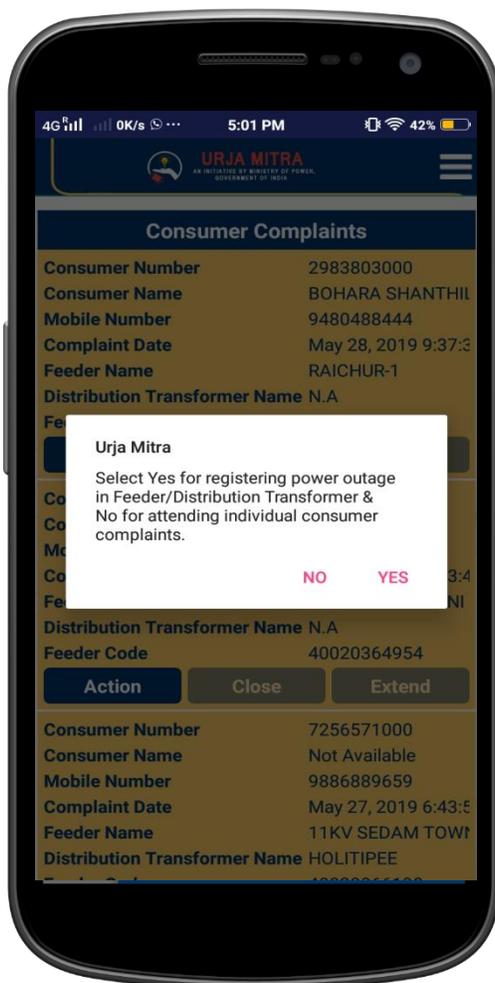


Image 26.

The Empowered Field Staff/ Feeder Manager after receipt of the complaint, shall have various facilities to intimate the status of the complaint & close the complaint, such as:

1. Intimate the Consumer of the expected redressal date & time and the reason of power outage/breakdown/failure in the respective Feeder / Distribution transformer / locality / industry/ consumer premises/ etc .
2. Intimation on extension the expected redressal date & time.
3. Close the complaint after redressal at Field level.

Section 1: Intimate the Consumer of the expected redressal date & time & the reason of power outage/breakdown/failure:

The Empowered Field Staff/ Feeder Manager after investigating the cause of the complaint & making an assessment of the power restoration time, shall use the consumer complaint section inside the login, to update the expected redressal date & time and the reason of power outage/breakdown/failure in the respective Feeder / Distribution transformer / locality / industry/ consumer premises/ etc. This can be done by Clicking the “Action Button” placed on the top left of the tabular column.

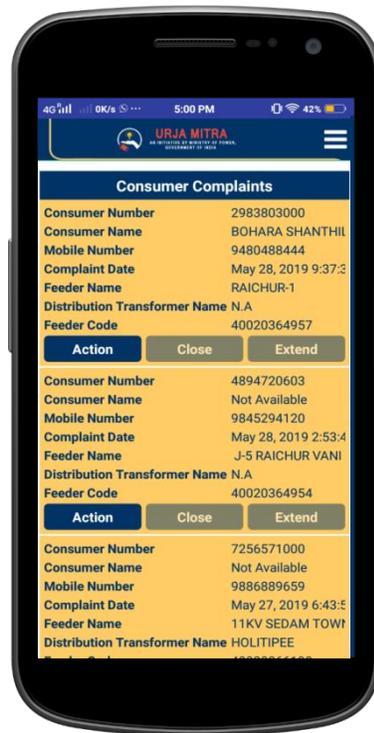


Image 27.

After, the Empowered Field Staff/ Feeder Manager clicks the “Action Button”, a confirmation Pop-Up Screen shall occur with a message **“Select “Yes” for registering power outage in Feeder/Distribution Transformer & select “No” for attending individual consumer complaints”** with Yes & No selection button.

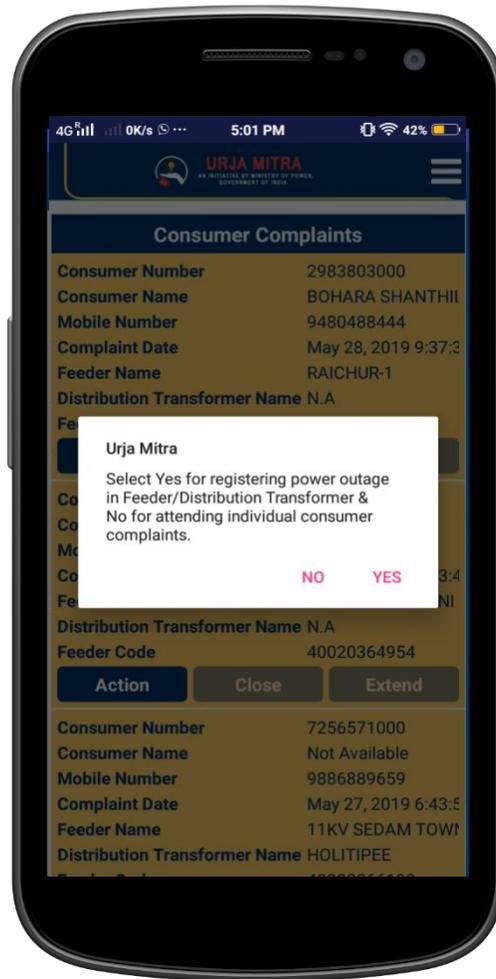


Image 28.

Clicking “Yes” will - redirect the consumer complaint page to broadcast outage facility page, wherein the Discom Administrator/ Empowered Field Staff can register the Unscheduled (Forced) Power outage(s) occurred in the respective Feeder/Distribution Transformer(s).

In this case, the Discom Administrator/ Empowered Field Staff shall directly select the **Duration of Outage (From Time & To Time) -> Reason of Outage (From the Drop Down)** and then click the Save Button to register.

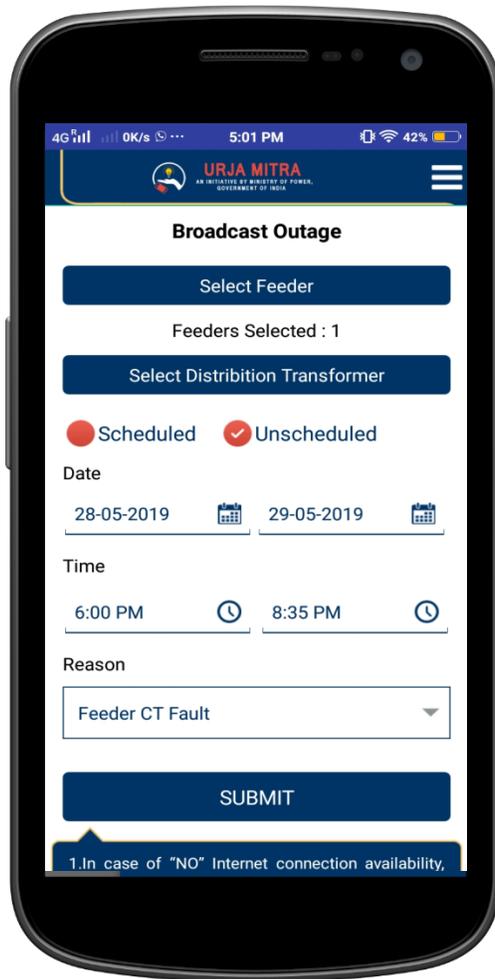


Image 29.

Note:

- ◆ The above case shall be considered as an **Unscheduled (Forced) Power outage(s)**.
- ◆ It is assumed that the **unscheduled/forced Power Outage** being registered/ broadcasted after actual occurrence of power cut/breakdown due to unforeseen circumstances, hence, the power outage intimation SMS alert shall be sent to all the respective mapped / tagged consumers immediately including the complainant (s).
- ◆ **In this case, if more than one registered electricity consumer from the same Feeder/Distribution Transformer(s) have complained, then all the complaint(s) shall be attended & removed from the consumer complaint tabulation. The power outage complaint being at the Feeder/Distribution Transformer(s) level, will not form a part of the report section.**

- ◆ If a registered electricity consumer intimates about a power outage in his/her mapped feeder, which may be due to power outage / break down in the same feeder/Distribution Transformer in which a power outage has been already registered by the Discom & is presently under “Ongoing” stage, then a auto generated SMS shall be sent to the respective consumer automatically & the registered consumer complaints will not appear in the Urja Mitra Portal.
- ◆ A registered electricity consumer can register only one complaint at a time & further can register a new/next complaint only after the previous complaint is successfully attended & closed.

Clicking “No” will - the Discom Administrator/ Empowered Field Staff to attend individual complaints, which might have occurred in their locality / industry/ consumer premises/ etc. A Pop-Up Screen shall display with the following section & selection button, such as :

In Section A “**Select Reason with Restoration Date-Time**” : The Discom Administrator/ Empowered Field Staff has to select the expected restoration date & time along with the reason of power outage/breakdown/failure.

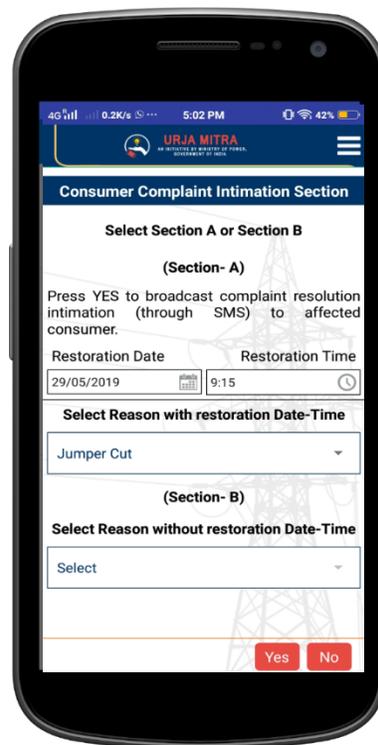


Image 30.

In Section B “**Select Reason without Restoration Date-Time**” : If it is assessed that the complaint registered by the electricity consumer is a “**due to disconnection**” / “**False Complaint**” / “**already attended & power supply has been restored**” the Discom Administrator/ Empowered Field Staff has to select either of the reasons. No date & time is required to be selected in this case.

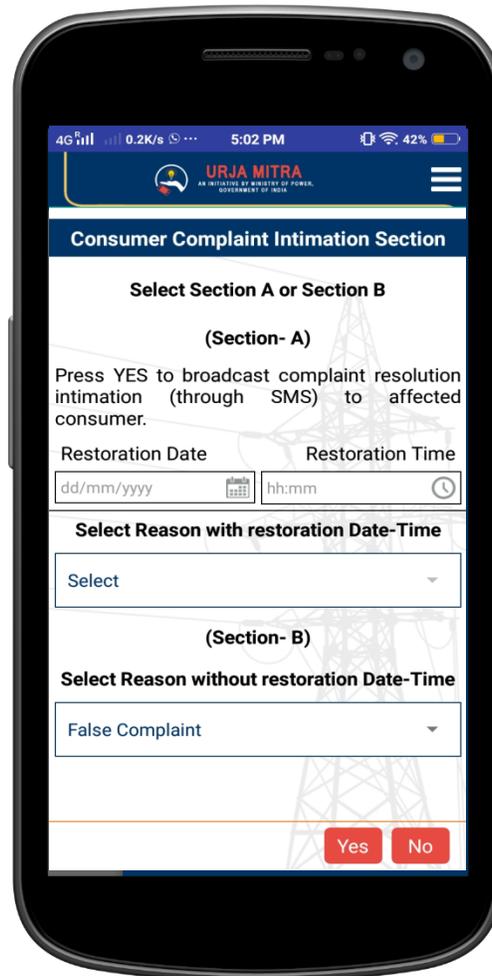


Image 31.

Note:

- ◆ The Discom Administrator/ Empowered Field Staff has to select either of the section A or Section B & the click the “Yes” or “No” selection button.
- ◆ **Clicking “Yes” after selecting Section A will** - register **Complaint redressal date & time with reason** in Urja Mitra Application & send the SMS intimation to the mapped/tagged Complainant.

- ◆ **Clicking “No” after selecting Section A will** - only register the **Complaint redressal date & time with reason** in Urja Mitra Application. However, the SMS intimation to the Complainant will not be sent.
- ◆ **Clicking “Yes”/ ”No” after selecting Section A will:** activate the “Extend” & “Close” Button & deactivate the “Action” Button.
- ◆ **Clicking “Yes” after selecting Section B will** - close the complaint with a specific reason in Urja Mitra Application & send the SMS intimation to the mapped/tagged Complainant.
- ◆ **Clicking “No” after selecting Section B will** - close the complaint with a specific reason in Urja Mitra Application. However, the SMS intimation to the Complainant will not be sent.
- ◆ **Delivery of SMS Alerts:**
 - A. The Empowered Field Staff/ Feeder Manager shall receive SMS notification every one hour until the Empowered Field Staff/ Feeder Manager completes the complaint intimation process. The SMS notification shall be send to the Empowered Field Staff/ Feeder Manager to the maximum of 5 hours (i.e 5 follow up SMS alerts) after which the complaint shall be escalated to the Discom Administrator.
 - B. The Discom Administrator shall receive SMS notification every one hour until the Discom Administrator/Empowered Field Staff/ Feeder Manager completes the complaint intimation process. The SMS notification shall be send to the Discom Administrator to the maximum of 5 hours (i.e 5 follow up SMS alerts) after which the complaint shall be considered as unattended by the Discom.
 - C. All the SMS for the above cases shall be sent to the Complainant real time basis.
- ◆ The unattended complaint will be marked in “RED” colour & shall be in records. The participating discoms shall ensure to attend the consumer complaints as & when received.

Extend Complaint Facility

Using this facility the Discom Administrator/ Empowered Field Staff can extend the duration of ongoing complaint redressal.

The Discom Administrator / Empowered Field Staff has to select only the extended **Duration of Outage (To Time) -> Reason of Outage (Changes from the Drop Down, if**

any newly occurred reason resulting to the extended duration of the complaint redressal) and then press the Save Button to extend.

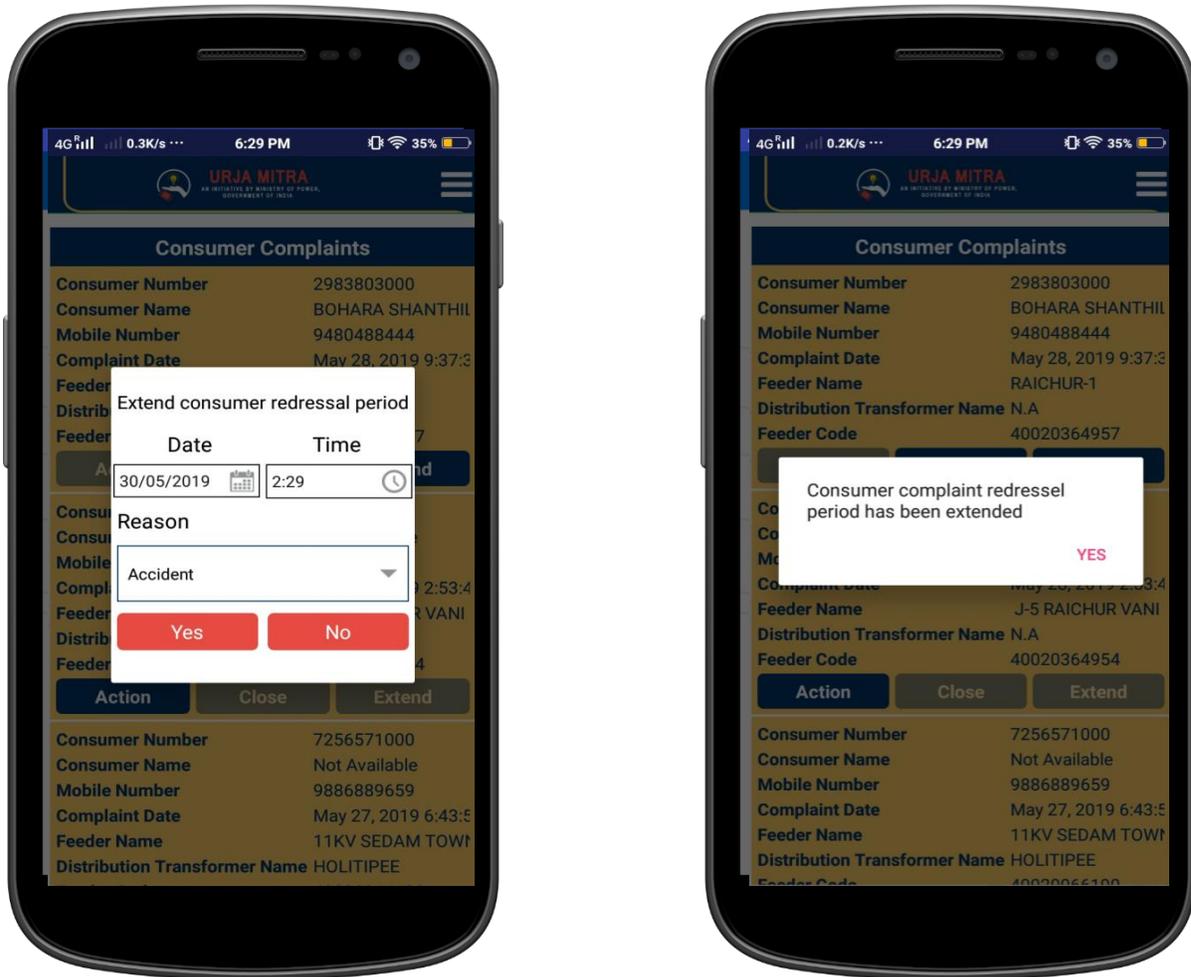


Image 32.

The SMS Notifications in case of extend complaint redressal facility shall be sent immediately to the Complainant.

Close Complaint Facility

Using this facility the Discom Administrator/ Empowered Field Staff can close the ongoing complaint after power is successfully restored.

The Discom Administrator / Empowered Field Staff has to select only the Save Button to close. In such cases, the actual restoration time will be saved in record/report(s).

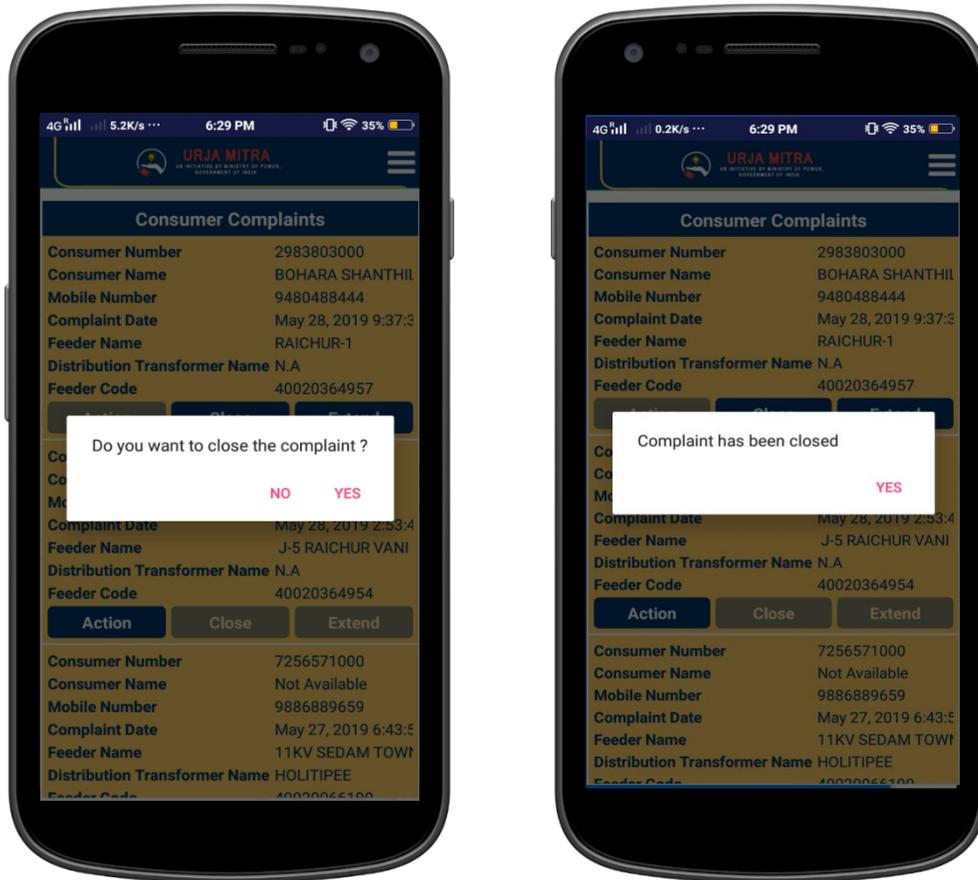


Image 33.

The SMS Notifications in case of close complaint redressal facility shall be sent immediately to the Complainant for closure.

9.8 National dashboard: National Dashboard can be used to get more information on nationwide outages & statistics on Power Distribution Companies.

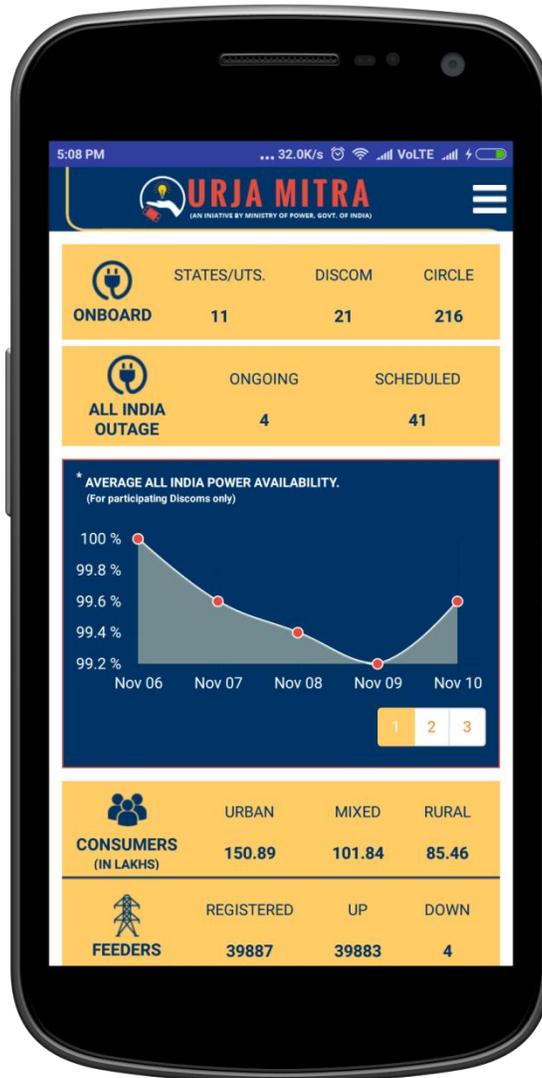


Image 34.

There are 10 tiles/ functionalities namely: (Details of the particular Discom of the respective Discom Admin mapped feeders of respective AEE / AEE will be displayed within the login).

ONBOARD: This tile shows the No. of states, Discom and the circle associated with the Urja Mitra Platform. When clicked on numbers all associated States/UTs map with the concerned Discom name and the total consumer numbers will be displayed. By clicking on a particular state map it will show the name of Discom of a state along with the table of each Discom which contains the information of related circle name and the total No. of feeder up and down in the circle. Further drilling down will show the Feeder code, Feeder name and the Area of Feeder.

ALL INDIA OUTAGES(FEEDER & DTR): This tile shows updates on current status on the ongoing and scheduled outages across the country. When you select the heading “All India Outages”, it will show the nationwide summary of ongoing & scheduled outages in tabular form and also outage details in scrolling pattern.

Further drill down from the tile will show the respective state maps with scheduled or ongoing outages which can be drilled down till affected feeder details with time slot of outages

AVERAGE ALL INDIA POWER AVAILABILITY (GRAPHICAL REPRESENTATION): This graph shows the Power availability at any given date at nationwide scale. By moving cursor on the any displayed points at graph it shows the date and percentage availability at National level of all associated Discoms.

CONSUMERS: This tile shows the total number of registered consumers in urban, mixed and rural categories. When you select the heading “Consumers”, it will show the nationwide summary (state wise) of total registered urban, rural & mixed consumers across the country.

Further drill down from the tile will show the respective state maps with registered urban, rural & mixed consumers which can be drilled down till circle level.

FEEDERS: This tile shows the total registered feeders, total feeders with up status (Up feeders means where there is no power outage) and total feeders with down status (Down feeders means where there is a power outage). Further drill down from the tile will show the respective state maps with registered feeders. Selecting a particular state map will show the Discom wise details of urban & rural feeder which can be further drilled down to related circle wise status of the total feeders with up status and total feeders with down status and further to particular feeder area details.

DISTRIBUTION TRANSFORMER: This tile shows the total registered DTR, total DTR with up status (Up DTR means where there is no power outage) and total DTR with down status (Down DTR means where there is a power outage). Further drill down from the tile will show the respective state maps with registered DTR. Selecting a particular state map will show the Discom wise details of urban & rural DTR which can be further drilled down to related circle wise status of the total DTR with up status and total DTR with down status and further to particular DTR area details.

OVERVIEW OF POWER OUTAGE (STATE WISE): The National Map displays all on boarded discoms as a dot in their corresponding states.

Selecting the state on map will turn red where discoms are not on boarded on Urja Mitra Platform. The number of dots represents the number of discom on boarded of that state. Green dot means all feeders are UP of that discom and black dot means one or more feeders are DOWN in corresponding discom.

KNOW POWER OUTAGE STATUS: Consumer can get outage information of any area by selecting any state discom & circle to get scheduled & ongoing outage information of selected area.

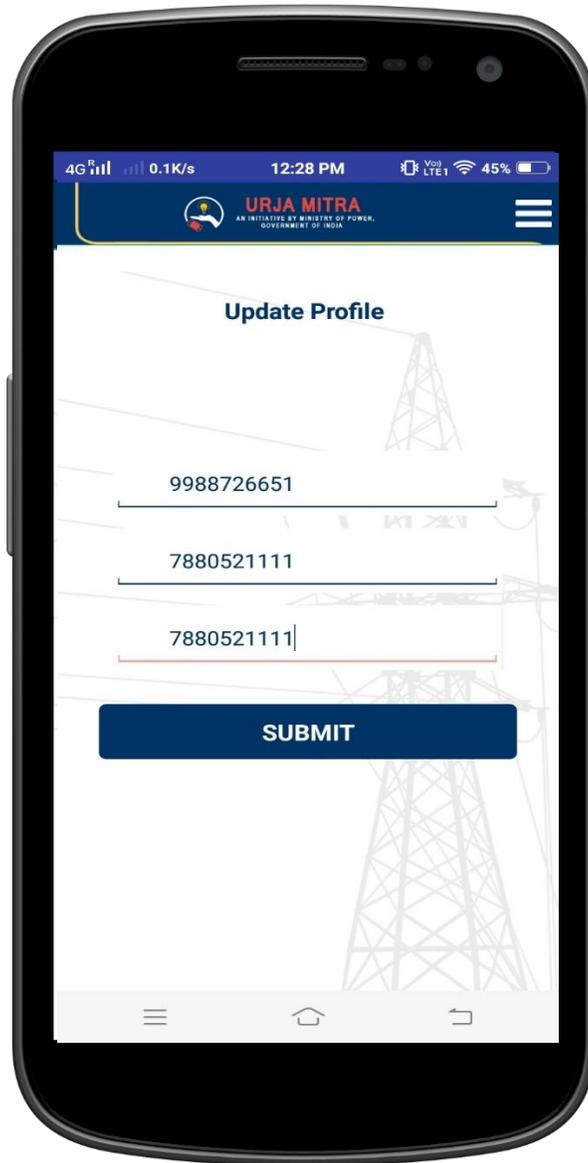
TOP PERFORMERS: POWER AVAILABILITY (for participating discoms only): The table shows the top five performer discoms on the basis of power availability.

AVERAGE POWER OUTAGE: This tile shows the average power outage at nationwide scale. Further drill down from the tile will show the respective state maps with average power outage per day which can be drilled down till circle level to know the respective average power outage per day.

STATISTICS: This tile shows the total number of Outage information SMS sent to registered urban, rural & mixed consumers till date (since Go-live of Urja Mitra Portal) and SMS sent on current date at nationwide scale which can be further drilled down till feeder level to get the total SMS sent against each feeder.

10. Employee update profile request

If employee wants to update his mobile number, the employee can select Update profile option from the employee login menu (7th from top) where he can fill the details of current mobile number and mobile number to update.



The image shows a smartphone screen displaying the 'Update Profile' form within the URJA MITRA application. The app's header is dark blue with the URJA MITRA logo and text: 'URJA MITRA AN INITIATIVE BY MINISTRY OF POWER, GOVERNMENT OF INDIA'. The status bar at the top shows 4G LTE, 0.1K/s, 12:28 PM, VoLTE, and 45% battery. The form has a white background with a faint power line tower watermark. It contains three input fields: the first contains '9988726651', the second contains '7880521111', and the third contains '7880521111|'. A blue 'SUBMIT' button is positioned below the fields. The bottom of the screen shows the Android navigation bar with icons for home, back, and recent apps.

Image 35.

11. Employee SMS status

The employee (logged in) can also check the status of all the SMS that were broadcasted earlier from the web portal and mobile application.

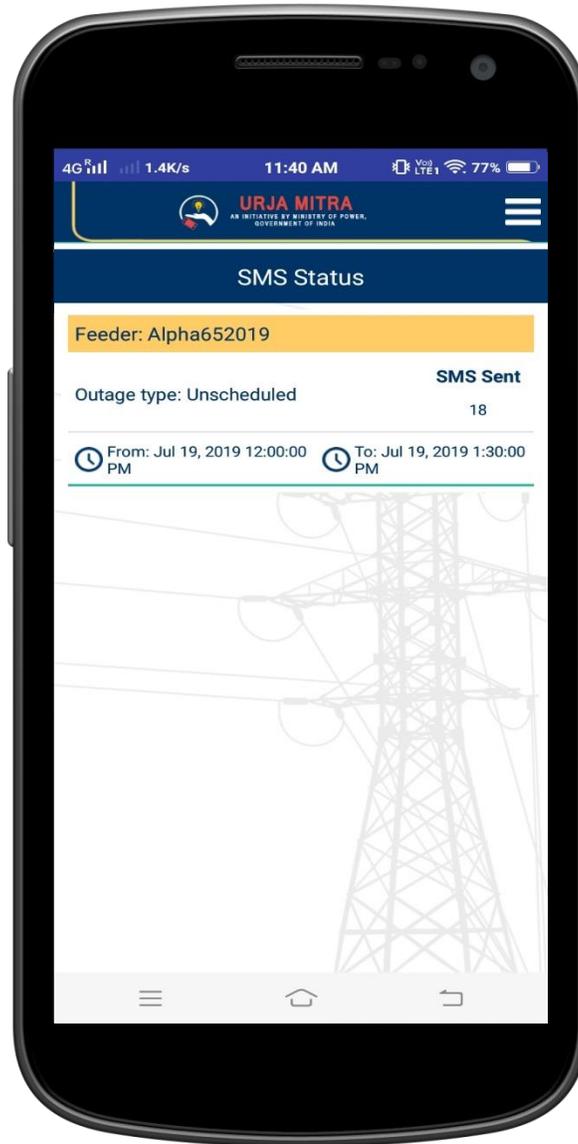
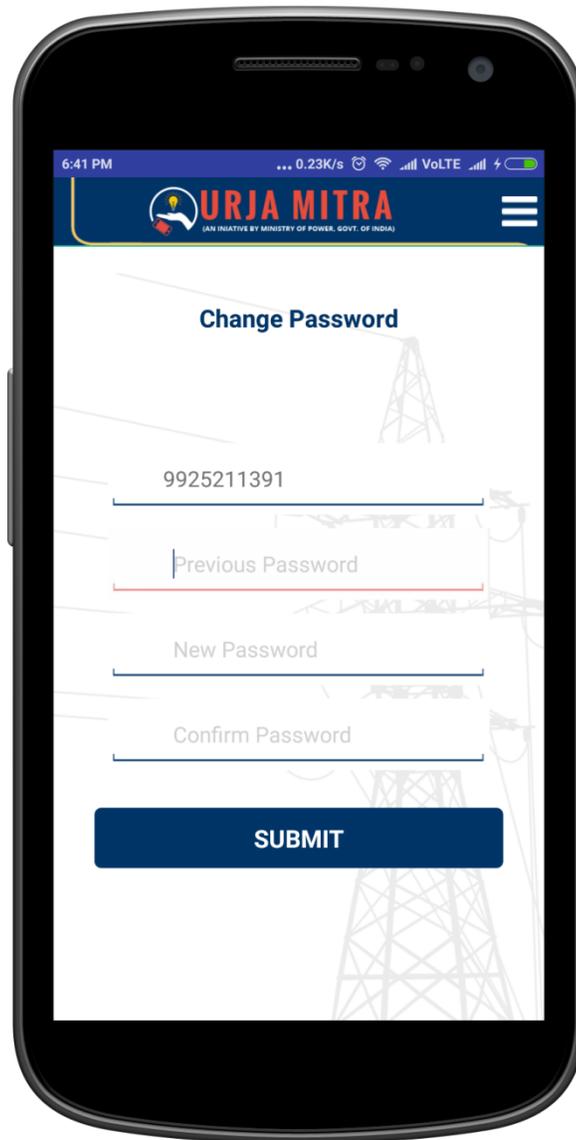


Image 36.

12. Change Password

Employee can change his existing password from this screen by input of existing password and the desired new password.



The image shows a smartphone screen displaying the 'Change Password' interface of the URJA MITRA application. The app's header includes the logo and the text 'URJA MITRA (AN INITIATIVE BY MINISTRY OF POWER, GOVT. OF INDIA)'. The screen features a title 'Change Password' and a background image of a power transmission tower. The form contains the following elements:

- A text input field with the value '9925211391'.
- A text input field labeled 'Previous Password'.
- A text input field labeled 'New Password'.
- A text input field labeled 'Confirm Password'.
- A blue 'SUBMIT' button at the bottom.

Image 37.

13. Employee logout screen

Employee logout confirmation screen will look like as follows, which will also prompt to confirm the logout:

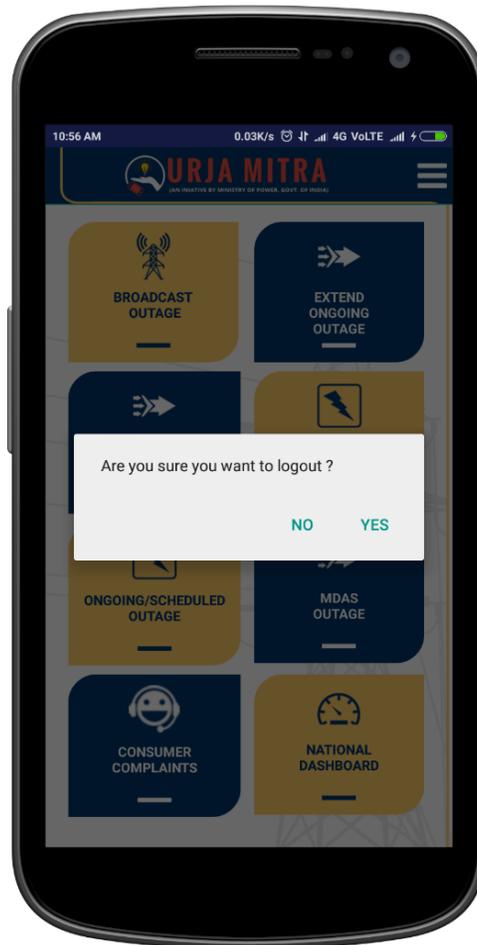


Image 38.

14. User Helpline number:

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

Help Line Number: 011-47964729/47964751/47964719

(Monday-Friday 10:00 am to 6:00 pm)