

CUSTOMER BILL CORRECTIONS

User Manual



PREPARED BY: MUAHMMAD AKRAM, MANAGER IT NADEEM SIDDIQUI, DEPUTY MANAGER IT AFSHAN BILAL, DEPUTY MANAGER IT AMNA EJAZ, ASSISTANT MANAGER IT NASIR MAHMOOD, DATA CODER

POWER INFORMATION TECHNOLOGY COMPANY

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Admin Area

• User will enter details and select "Login as Admin" to for User Management.



Figure 1

• After Logging in user will select "User Administration" from left menu.





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• On this page user could see two sections, on top section a Form is shown to register a new user and all relevant users (which are already registered) are shown below.

	Register Oser								C) SAVE	
User Administration	User ID *			Username *			Email *			
SM OSEI AUROIZAUON	Enter a userid			Enter a use	rname		Your valid email			
	Password *			Foramtion Co	ode *	Computer Center Code *				
	Choose a safe one	Choose a safe one Enter Div Code CC Code								
	Office *									
	Choose one			 Is Active 	e					
		# ^	Userid 0	Name ¢	Email ¢	Is Active \$	Formation Code \$	CC Code ©	Action 0	
			Filter	Filter	Filter	Filter	Filter	Filter		
		1	1312	1312	test@gmail.com	Active	1312	1301	1	
		2	pitc	pitc	pitc@pitc.com.pk	Active	13	13	1	
		3	1324eca	1324_eca	ejaz.amna@yahoo.com	Active	1324	1301	1	
		4	1324cps	Shaista Jabeen	nill@nil.com	Active	1324	1301	1	
		5	mimran	M. Imran Javed	dymanager@yahoo.com	Active	13	1301	1	
		6	pc13244	PC Subdiv	test@mail.com	Active	13244	1301	1	
		7	abduljabbarccc	Abdul Jabbar	dymanagercsc@yahoo.com	Active	13	1301	-	
		8	1324bca2	Naveed Hayat	nil@nil.com	Active	1324	1301	1	
		9	13244sdo	Wajid u Rehman	nil@nil.com	Active	13244	1301	1	
		10	shumaila	Shumaila Asim	dymanagercsc@yahoo.com	Active	13	1301	1	

Figure 3

	1000 C										
😤 Home	Register Use	r					() SAVE				
Le User Administration	User ID *		Username *		Email *						
User Authorization	testuser		testuser		test@test.	com		Entor Usor			
	Password *		Foramtion Code *	Foramtion Code * Compute				Linter 03e			
	Rest@		Enter Div Code		CC Code			Details and			
	Must contain at leas	Must contain at least one number and one uppercase and lowercase letter, and at least 8 or more characters									
	Office *							Click here t			
	Choose one	Choose one Choose one									
	# ~ Userid \$	Name ≑	Email ¢	Is Active \$	Formation Code \$	CC Code \$	Action \$				
	Filter	Filter	Filter	Filter	Filter	Filter					
	1	1312 1312	test@gmail.com	Active	1312	1301					
	2	pitc pitc	pitc@pitc.com.pk	Active	13	13	Z				
wadllcare	3 13	24eca 1324_eca	ejaz.amna@yahoo.com	Active	1324	1301	Z				
iveu Users	4 13	24cps Shaista Jabeen	nill@nil.com	Active	1324	1301	1				
Nill Show	5 m	imran M. Imran Javed	dymanager@yahoo.com	Active	13	1301	Z				
	6 pc	13244 PC Subdiv	test@mail.com	Active	13244	1301	Z				
	7 abdul	jabbarccc Abdul Jabbar	dymanagercsc@yahoo.com	Active	13	1301	2				
	8 132	24bca2 Naveed Hayat	nil@nil.com	Active	1324	1301	1				
	9 132	244sdo Wajid u Rehman	nil@nil.com	Active	13244	1301	Z				
	10 sh	umaila Shumaila Asim	dymanagercsc@yahoo.com	Active	13	1301	1				

Figure 4

- On Same page user could see a search bar, where he/she could search using User ID, Name, Email etc.
- On right side of each user's row, a Edit Button is shown, on clicking this button, this record will open in edit mode.

Customer Bill Correction	FAISALABAD ELECTR	IC SUPPLY COMPANY				Format	ion Code: 13 ituser	
😚 Home	Register User						() SAVE	
User Administration	User ID *		Username *		Email *			
User Authorization	Enter a userid.,		Enter a username		Your valid e	mail		
	Password *		Foramtion Code *		Computer Ce	Computer Center Code *		
	 Choose a safe one. 		Enter Div Code		CC Code			
	Office *							
	Choose one		- 🚺 Is Active					
	# ∽ Userid ≎	Name 🕆	Email 0	Is Active 🕆	Formation Code 🗘	CC Code ‡	Action ©	
	ituser	Filter	Filter	Filter	Filter	Filter		
	19 ituser	ituser	it@abc.com	Active	13	1301		
Search I Name,	by User ID, Email etc.					Click H to Fd	ere it	
s://localhost/wproject/trun	k/admin/registeruser.php						Copyrights Powered B	

Figure 5

• Admin could edit Username, Email and Password of a user, or enable/disable that user temporarily.



• On User Authorization Menu, admin have to assign role to newly register user, in order for a user to login and use this application.



Figure 7

• Select Role and drag it to Assigned roles.

Customer Bill Correction	FAISALABAD ELECTRIC SUPPLY COMPANY	Formation Code: 13 ituser 👻
User Authorization		Formation Code: 13 ituser 👻
	CCC TWINDOW Select Role and Drag and drop to assigned roles	
		Conjules © 2021 Powers By - RTC

Figure 8

Note: A user could be assigned multiple roles, while One Window users could not be assigned multiple roles.

• Click Save Button to save the assigned roles.

Customer Bill Correction	FAISALABAD ELECTRIC SUPPLY COMPANY			Formation Code: 13	ituser 🛩
Home	Authorise User				
User Authorization	User *				
	Roles		Assigned Roles		
	cc		ADMIN		
	CCC IWINDOW		DEO		
		\checkmark			
		Success! Changes Applied Successfully			
b	Click Apply utton to save	CX.			
				C	Copyrights @ 2021 Powered By - PITC

Figure 9

Customer Service Center/One Window

Bill Adjustments (Wrong Reading/Due Date Case)

Customer Bill (Correction		
ituser	Login As Admin	Do not select it	
	ibi		3

• Login as User (do not select Login as Admin checkbox).

Figure 10

• After logging in, go to respective menu, to register complaint of either bill adjustments or cash adjustments.

	FAISALABAD ELECT	RIC SUPPLY COMPANY					Forma	tion Code: 13	mbilal
Home	Register Complaint				()	Save	Add New /	Amend Bill	
Bill Adjustments	Tracking ID		Application No.		**	Rilling M	opth		
Register Complaint	indoking ib		1131928838			01- IAN	1-2022		
Pending Cases	Consumer Name		Address			Tarrif Co	de		
Cash Adjustments 🛛 🗸	Shoukat Ali		ST 02 USMAN E GH	ANI TOWN		01			
All Complaints	Adjustment Type *		Reference No *			Approve	d By		
Track Complaints	Wrong Reading	~	20132241997301			Select	Approving Autho	rity	~
	Due Date		Extend Days			Extende	d Due Date		
	08-FEB-2022		Select No of Days		~				
	Remarks								
				4					
	Meter Information	n		Reading					
	Set No Meter	Serial No MF	Previous	As Charged	To Be 0	harged	Units Adjusted	Units Charge	1
	1 KWH	2085820	1 1665	1796		1700	-96		131

Correction	FAISALABAD ELECTRIC SUPPLY COM		Formation Code: 13 m					
Home	Register Complaint			() Update	Add New A	mend Bill		
Bill Adjustments ^ Register Complaint	Tracking ID	Application No	Application No			Billing Month		
Pending Cases	Consumer Name	Address	Tarrif Co	Tarrif Code				
All Complaints	Shoukat Ali Adjustment Type *	ST 02 USMAN E GHA	ST 02 USMAN E GHANI TOWN			01 Approved By		
	Wrong Reading	\bigcirc	Select	Select Approving Authority				
	08-FEB-2022	Registered		Extende	d Due Date			
	Remarks	Complaint is Registered Successfully						
	Meter Information							
			Reading					
	Set No Meter Serial No	MF Previous	As Charged	To Be Charged	Units Adjusted	Units Charged		
		20 1 1005	1700	1700			-	

• Click save button to register complaint.



- On same page, click on Amend Bill button to view CP-52 and all components.
- After carefully reviewing CP-52, click on Print Bill button to generate corrected/amended bill.

Customer Bill Correction	6	CP 52						Formation Code: 13	mbilal ~
	Registe	Reference No	20132241997301	Adjustment Type	A	Tracking ID	266	Add New Amend Bill	
	Trac	RO Adjustment No	266	Due Date	08022022	Billing Month	012022		
	26	Tariff	01						
	Con			Compa	any Charges				
	sh	Veriable Charges	-976.24	Meter Rent		Service Rent			
All Complaints	Adju	Fixed/Min Charges		TR Sur	0	FC Sur	-41.28		
	w	EQ Surchargo	0	NJ Surcharge	0	LPF Penalty		v .	
	Due	Seasonal Charges	0	LP Surcharge		ATDA	9.17		
	08	AQTA2	0	AQTA3	0	ADMC	0		
	Rem			Gov	t Charges				
		Addl Stax	0	Domestic Itax	0	Electricity Duty	-14.5		
	Mart	Extra Tax	0	Further Tax	0	G.S.T	-174		
	- ALCO	ITS Tax	0	Ret Stax	0	Sales Tax	0		
	Set No	WH Income Tax	0					Units Charged	
					Total			-96	
		No of Months		Total Adjustment	-1196.85				
		A CONTRACTOR							
		Meter Info							
		Meter ID Set No Me	ter Serial No Pres	ent Read As Charged	Present Read Be Cha	arged MF U	nits Adjusted Units Cl	harged	
		1 1	2085820	1796	1700	1	-96 13	1	
							Jpdate Print Bill Forwar	rd for Post	
				Fi	gure 13		C	lick on Print Bill Button	

- Amended/Corrected bill will be displayed in a new window.
- On clicking Print Bill button here, user could print the bill, review it carefully and hand it over to consumer.



Figure 14

• On same page, click on Post to IBS button to forward it to respective person and post it to IBS (Master File).

 Home Bill Adjustments Register Complaint Pending Cases Cash Adjustments All Complaints Track Complaints Due Date 	Inplaint ID Ir Name mad Irfan Int Type * te Extension	Application No 1131929078 Address 511 GB Reference No * 15132551525834	¢	Update Add New Billing Month 01-JAN-2022 Tarrif Code 01 Approved By	Amend Bill Post To		
Bill Adjustments Tracking Register Complaint 268 Pending Cases Consume Cash Adjustments ~ All Complaints Muham All Complaints Due Date	ID nad Irfan nt Type * te Extension	Application No 1131929078 Address 511 GB Reference No * 15132551525834		Billing Month 01-JAN-2022 Tarrif Code 01 Approved By			
Register Complaint 268 Pending Cases 208 Cash Adjustments Muham All Complaints Adjustme Q Track Complaints Due Date	r Name mad Irfan nt Type * te Extension	1131929078 Address 511 GB Reference No *		01-JAN-2022 Tarrif Code 01 Approved By			
Consume Cash Adjustments Consume All Complaints Adjustme Consume Muham Adjustme Due Date	r Name mad Irfan int Type * te Extension	Address 511 GB Reference No * 15132551525834		Tarrif Code 01 Approved By			
Cash Adjustments All Complaints Adjustme Adjustme Carrack Complaints Due Date	mad Irfan nt Type * te Extension	511 GB Reference No *		01 Approved By			
All Complaints Adjustme Q Track Complaints Due Da Due Date	nt Type * te Extension	Reference No *		Approved By			
Q Track Complaints Due Date	te Extension	× 15132551525834					
Due Date				CEO	~		
		Extend Days		Extended Due Date			
01-FEB·	2022	8 Days	8 Days		~ 09-FEB-2022		
Remarks							
Bill print	red						
Meter In Set No	nformation	MF Previous	Reading As Charged To B	Be Charged Units Adjuste	d Units Charged		
1	KWH 1520979	1 981	1004		23		

Figure 15

When user click on Register User, the following screen will appear.
 Home x M Change saved passwords found x @ Bill Corrections x + v - n x

Correction	Register Complaint	Save Add New Amend Bill	
l Adjuctmente 🗸 🗸	Tracking ID	Application No	Consumer Name
ish Adjustmenta 🛛 🗠			
igister Complaint	Address	Tarrif Code	Due Date
Pending Cases			dd-mm-vv
All Complaints	Adjustment Type *	Reference No *	Approved By
Track Complaints	Celect Adjustment	🗢 Enter Reference No	Eclect Approving Authority
	No of Installments *	Closing Balance *	Down Payment *
	1 installments	*	
	Total Installment Amount	Single Installment Amount	Un Paid Dobts
	Pending Payments	Set-Aside	LPS Amount
	Due Date Extension	Duo Bill	Arroar
	dri-mm-vy		
	Remarks		

Fic	uiri	o 1	6
r iy	jui	- 1	0

• On this registration screen, User will select Adjustment type. Currently there is only one option: Installments. User will select it. It will enter reference No. system will return current closing balance of the customer.

Home	🗙 📔 M Change saved passwords four	d < x 🛞 Bill Corrections x +		~	- n	×
← → C ① localhost	t:84/wproject/trunk/onewindowc.php		e		Paused) :
🗿 Getting Started 🛛 📙 Import	ted From Fire 📙 Online Admission J 🕻	🖲 convert2mp3.net 🕼 Learning Managem 🚱 http	s://www.search 🤨 WhatsApp 🔗 em 🚱 DOWNLOAD The	N	» 📰 Read	ling list
Customer Bill Correction	FAISALABAD ELECTRIC SUPPL	COMPANY	Formati	on Code: 13	nasir753 🔻	
🛞 Home	Register Complaint	Save Add New Amen	0 KM			
🖹 Rill Adjuetmente 🗸 🗸	Tracking ID		Consumer Name			
💣 - Cosh Adjustments 🛛 🗠	indoking ib		our our run o			
Register Complaint	Addrees	Clicketo	Due Date			
Pending Cases			dd-mm-vv			
All Complaints	Adjustment Type *	Selectron	Approved By			
Q Track Complaints	Celest Adjustment.	🗸 Enter Reference No	Calast Approving Authority		~	
	No of Installments *	adjustment	Down Payment *			
	1 instalments		Un Dald Dalate			
	Total Installment Amount		on Faid Dobts			
	Pending Payments	Set-Aside	LPS Amount			
	Due Date Extension	Due Bill	Arroar			
	nu-ww					
	Remarks					
			di di			
ア Type here to sea	arch 🗮	👌 📦 🕋 🕋 🧔 🐞 📕	ѐ 🖾 📓 🖪 🚾 🐗 🚷 ^	영 부 타	NG 3:21 PM 2/21/2022	-

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• Installment have same flow, only go to respective Installment menu on screen.

Customer Bill Correction	FAISALABAD ELECTRIC SUPPLY C	OMPANY	Formation Code: 13 siddique
Mome	Register Complaint	Update Add New	V Amend Bill Post to IBS
Bill Adjustments 🗸 🗸	Tracking ID	Application No	Consumer Name
Cash Adjustments	267	1131928845	MUHAMMAD SALEEM
Register Complaint	Address	Tarrif Code	Due Date
Pending Cases	ST 01 CHIRAGH TOWN	01	03-02-22
All Complaints	Adjustment Type *	Reference No *	Approved By
Track Complaints	Installments	 17132241779206 	DIR_COM V
naun oonpionto	No of Installments *	Closing Balance *	Down Payment *
	2 Installments	✓ 896	448
	Total Installment Amount	Single Installment Amount	Remaining Installment:
	448	448	
	LPS Amount	Due Date Extension	Due Bill
	8	dd-mm-yy	888
	Arrear	Remarks	
	896	Bill printed	
			Salast Approval
	Select number o installments	f	Select Approval

Figure 17

• The user will select approved by from drop down. The approval may correspond to approval given to the customer on the Bill. The number of installments may be chosen then.

Cu C	istomer Bill Correction	ISLAMABAD ELECTRIC SUPPLY COMPANY		Formation Code: 14 iuser 🗸
🔺 Hom	ne	Register Complaint	Save Add New Amend	віі
Bill A	Adjustments v	Tracking ID	Application No	Consumer Name
Regi	ister Complaint	Address	1143070306 Tarrif Code	SONI MAI Due Date
Pend	ding Cases	HOUSE 102 ST 81 Adjustment Type *	01 Reference No *	07-02-22 Approved By
Q Trac	ck Complaints	Installments	08141261979401 Closing Balance *	1WINDOW V Down Payment *
		2 Installments	350 Single Installment Amount	175 Un-Paid Debts
		175 Pending Payments	175 Set-Aside	LPS Amount
		8611 Due Date Extension	o Due Bill	350 Arrear
		dd-mm-yy Remarks	8611	Shange Down
		Case is registered.		payment if
			Figure 18	

• The system will divide the bill by no. of installments. One installment is placed in down payment. User may change down payment. System will divide the remaining amount by No. of installment to be recovered thru billing subsequently.

SDO/RO User

• Login with respective SDO/RO user.

	Customer Bill Corr	rection
但自主	13121	
	$\hfill\square$ Le $\hfill B$ This connection is not secure. Logins er $\hfill B$ here could be compromised. Learn Mo	ogin As Admin untered
NONE BA	Cooperights @ 2021 At Rights Reserved Prevented By -1	

Figure 19

- Select respective menu item from left, Bill Adjustment in this case and register complaint.
- Fill form and register a complaint.

Customer Bill Correction	FAISALABAD EL	ECTRIC SUPPLY CO	MPANY				Formation	n Code: 13121 13121
A Home	Register Compla	int Pending (Cases	() Save	Add New Forw	ard Print Com	plaint	
Bill Adjustments	Tracking ID			Application No		Billing	Month	
Wrong Reading				1131936408		01-J <i>A</i>	N-2022	
Due Date Extension	Consumer Name			Address		Wapda	Employee	
	M. Saleem Shahzad			P-7 ST NO.01 SAM	AT PURA	NO		
Cash Adjustments	Adjustment Type	e *		Reference No *		Tarrif C	Code	
Complaint 🗸	Wrong Reading	3		14131210801910		01		
	Due Date			Extend Days Extended			led Due Date	
/ L	28-JAN-2022			Select No of Day	S	~		
	Remarks							
Select Register	please verify th	e reading			1.			
Complaint Menu	Meter Informa	ation						
					Reading			
	Set No Meter	Serial No	MF	Previous	As Charged	Claimed	Units Adjusted	Units Charged
		01C100E	1	1507	1040	1000		FF

- After registration, a Tracking ID is generated.
- In case complaint is registered from SDO office, Click on Forward button to forward it to SDO.

			D ELECTRIC SUPPLY COMPAN							Formation Code: 13121	
Home		Register Comp	laint Pending Cases	(\mathfrak{I})	Update Add New	Forward Print Complain	•				
Bill Adjustments	^	Tracking ID			Application No			Billing Mo	nth		
Register Complain	its	212			1131435137			01-JAN-	2022		
Wrong Reading	in v	Consumer Nar	me		Address			Wapda En	nployee		
Cost Advetores		Khawar Sale	em		ST. NO. 06 ANARKALI	BAZAR		NO			
Cash Adjustment	ta di	Adjustment Ty	/pe *		Reference No *			Tarrif Coo	le		
Complaints	~	Due Date Ex	tension	~	16131210598210			01			
		Due Date			Extend Days			Extended	Due Date		
		02-FEB-2023	2		3 Day		~	07-FEB-	2022		
		Remarks									
		sdsdf				1.					
		Meter Inform	mation								
						Reading					
		Set No Met	ter Serial No	MF	Previous	As Charged	Cla	imed	Units Adjusted	Units Charged	
		1 KW	H 0007320516	1	6894	6962				68	

Figure 21

• SDO will view the complaint.

Customer Bill Correction	h.	•	AISALABAD ELE	CTRIC SUPPLY COM	PANY			Formation (Code: 13121 13121
🖌 Home		Cons	umer Compla	aints					
Bill Adjustments	v u	C+ # +	Tracking ID &	Deference No. 6	Nama A	Tariff	A disease and th	Chatura di	A stinu A
Complaints	~	51.# ~	Filter	Filter	Filter	Filter	Filter	Filter	Action +
	1	1017	14131210801910	M. Saleem Shahzad	01	Wrong Reading	New		

Figure 22

• SDO will mark complaint to Meter Inspector.

Correction	Wrong Reading					×	
 Home Bill Adjustments Cash Adjustments Complaints 	M. Saleem Shahzad Tracking ID: 1017 Application No: 1131936408 Reference No: 14131210801910 Tariff: 01 Due Date: 28-JAN-22 Extended Days: Extended Due Date: APPROVED BY:	Remarks Hist: • TCC	-SDO: please verify the r	reading		Action 5	
	Action Taken Forward to MI +	Remarks please verify the site	GO				
			Reading			-	
	Meter ID Set No Meter Seria	al No As Charged	User Claimed	Be Charged	Units Ur MF Adjusted Ch	Jnits Charged	
	1 1 21	61205 1642	1600		1	55	
						Converse to 2021 Reserved by - PTC	

Figure 23

• Meter Inspector will login, view complaint, enter verified reading and click on Update button to save it.

		IC SUPPLY COMPANY				Formation	n Code: 13121	1312
😤 Home	Register Complaint	Pending Cases		Reset/Clear	Forward	-		
 Bill Adjustments v Cash Adjustments v Cash Indjustments v Complaints v 	Adjustment Type Wrong Reading Reference No 14131210801910 Consumer Name M. Saleem Shahzad		Tracking ID 1017 Billing Month 010122 Wapda Employee NO		Applicat 113193 Tarrif Cc 01 SDO Rer please	ion No 16408 ode marks verify the site		
	Remarks site verified Meter Information				4			4
	Set No Meter S 1 KWH	Serial No MF 2161205 1	Previous Reading 1587	As Charged 1642	Verified Reading	Units Adjusted	Units Charged	

• MI will click on Forward button to forward it to SDO.

• SDO will review MI remarks and verified reading, and forward complaint to RO.

Customer Bill						ie: 13121 13121 👻
Correction	Wrong Reading					
 Home Bill Adjustments Cash Adjustments Complaints 	M. Saleem Shahzad Tracking ID: 1017 Application No: 1131210801910 Tariff: 01 Due Date: 28-JAN-22 Extended Days: Extended Due Date: APPROVED BY:	Remarks Hist: • T • S • M	CC-SDO: please verify the DO: please verify the site I: site verified	reading		Action : © < 1 >
	Action Taken	Remarks	Approved By			
	Forward to RO \$	Please amend the bill	" SDO	~ GO 🧲		
			Reading			
	Meter ID Set No Meter Seria	I No As Charged	User Claimed	Be Charged	Units Units MF Adjusted Charged	
	1 1 216	1205 1642	1600	1600	1 -42 55	
						Copyrights © 2021 Powered By - PTTC

Figure 25

- In case complaint is registered from RO Office.
- User will click on Amend Bill button, to generate amended bill after complaint registration.

Home Home Bill Adjustments Register Complaints Woong Reading Due Date Extended Due Complaints Complaints Complaints Complaints Reference No. Due Date Extend Days Select Adjustment Due Date Extend Days Select No of Days	Home Bill Adjustments Register Complaints Wong Reading Oue Date Statemants Complaints Complaints Complaints Complaints Complaints Meter Information Set No Meter Serial No	Customer Bill Correction		FAISALABAD ELECT	RIC SUPPLY COMPANY			Formation Code: 1312	1312 👻
Bill Adjustments Application No Billing Month Register Complaints Consumer Name Address Wapda Employee Cash Adjustments Complaints Complaints Complaints Complaints Cash Adjustment Type * Reference No Tarrif Code Select Adjustment Enter Reference No Due Date Due Date Select Adjustment Select No of Days Remarks Complaints	Image: Image	Home		Register Complaint	Pending Cases	Save Add New F	orward Amend Bill	lint	
Residing Wrong Reading Due Date Extension Cash Adjustment Type * Adjustment Type * Reference No * Tarrif Code Select Adjustment Due Date Extend Days Select No of Days Remarks Meter Information	Register Complaints Wrong Reading Due Date Extension Cash Adjustments Cash Adjustment Type* Reference No* Select Adjustment Due Date Extend Days Select No f Days Remarks Remarks Remarks Remarks Remarks Meter Information Set No Meter Serial No Meter Serial No Meter Previous Address Wapda Employee Select Adjustment Wapda Employee Select Adjustment Wapda Employee Select Adjustment Wapda Employee Select Adjustment Wapda Employee Select No of Days Wapda Employee Wapda Employee Wapda Employee Select No of Days Wapda Employee Wapda Employee Wapda Employee Wapda Employee Wapda Employee Select Adjustment Wapda Employee <td>Bill Adjustments</td> <td>^</td> <td>Tracking ID</td> <td></td> <td>Application No</td> <td>Billing Month</td> <td></td> <td></td>	Bill Adjustments	^	Tracking ID		Application No	Billing Month		
Wrong Reading Due Date Extension Cash Adjustments Complaints Adjustment Type * Reference No. Due Date Extend Days Extended Due Date Select No of Days Meter Information	Wrong Reading Consumer Name Address Wapda Employee Cosh Adjustments Adjustment Type * Reference No.* Tarrif Code Complaints Select Adjustment Enter Reference No Image: Complaints Due Date Extend Days Extended Due Date Remarks Remarks Image: Complaints Image: Complaints Select Information Image: Complaints Image: Complaints Image: Complaints Set No Meter Serial No MF Previous As Charged Units Adjusted Units Charged	Register Complaints							
Complaints Adjustment Type Reference No. Select Adjustment Complaints Adjustment Type Reference No. Due Date Extend Days Extended Due Date Select No of Days Remarks Meter Information Reading	Cash Adjustment Type * Adjustment Type * Reference No. Select Adjustment Type * Reference No. Due Date Extend Days Extended Due Date Remarks Meter Information Set No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Meter Serial No Set No Meter Serial No Set No Meter Serial No Meter Serial No Meter Serial No Meter Serial No </td <td>Wrong Reading Due Date Extension</td> <td>~</td> <td>Consumer Name</td> <td></td> <td>Address</td> <td>Wapda Employee</td> <td></td> <td></td>	Wrong Reading Due Date Extension	~	Consumer Name		Address	Wapda Employee		
Complaints	Complaints Adjustment Inter Reference No Select Adjustment Extend Days Extended Due Date Due Date Extend Days Extended Due Date Select No of Days Inter Reference No Inter Reference No Meter Information Inter Reference No Inter Reference No Set No Meter Serial No MF Previous As Charged Claimed Units Adjusted Units Charged	Cash Adjustments	v	Adjustment Type *		Peference No *	Tarrif Code		
Due Date Extend Days Extended Due Date Select No of Days Remarks ////////////////////////////////////	Due Date Extended Days Extended Due Date Select No of Days Remarks	Complaints	~	Select Adjustment		Enter Reference No			
Select No of Days v Remarks Meter Information Reading	Select No of Days ~ Remarks ////////////////////////////////////			Due Date		Extend Days	Extended Due Date	9	
Remarks Meter Information Reading	Remarks Meter Information Set No Meter Serial No MF Previous As Charged Claimed Units Adjusted Units Charged					Select No of Days	~		
Meter Information Reading	///. Meter Information Reading Set No Meter Serial No MF Previous As Charged Claimed Units Adjusted Units Charged			Remarks					
Meter Information Reading	Meter Information Reading Set No Meter Serial No MF Previous As Charged Claimed Units Adjusted Units Charged					11.			
Reading	Reading Set No Meter Serial No MF Previous As Charged Claimed Units Adjusted Units Charged			Meter Information	r.				
	Set No Meter Senial No MF Previous As Charged Claimed Unit's Adjusted Unit's Charged					Reading			

• Click on Print Bill button to print the bill and hand it over to consumer (RO Office).



Figure 27

• Click on Forward button to forward it to RO for approval.

Home F Bill Adjustments A Register Complaints	Register Complaint	Pending Cases	()	Update	Add New	Forward	Amend Bill	Print Complaint	
Bill Adjustments	Tracking ID								
	750		App	lication No			Billin	g Month	
🗗 Cash Adjustments 🛛 👻	Consumer Name		Add	Iress			Wap	da Employee	
Complaints 👻	Waris Ali		н	AMMAYUN NA	AGAR		NO		
	Adjustment Type *		Refe	erence No *			Tarri	f Code	
	Due Date Extension		-	****	-		01		
	Due Date			\checkmark			Exte	nded Due Date	
	17-FEB-2022						v 21-	FEB-2022	
	Remarks		1	Success					
	approve		Complaint i	s Forwarded Suci	cessfully				
	Meter Information		×	OK	-				
	Set No Meter	Serial No N	۰- ۸F	Previous	Re As (ading Charged	Claimed	 Units Adjusted	Units Charged
	1 KWH	0000633350	1	25703	25780				77

•	RO will	review	the c	omplai	int and	forward	it to	BCS.
---	---------	--------	-------	--------	---------	---------	-------	------

Customer Bill Correction	Wrong Reading					×	ode: 1312 1312 🗸
 Home Bill Adjustments Cash Adjustments Complaints 	M. Saleem Shahzad Tracking ID: 1017 Application No: 1131936408 Reference No: 14131210801 Tariff: 01 Due Date: 28-JAN-22 Extended Days: Extended Due Date: APPROVED BY: SDO	9 9910	Remarks Hist: • TCC • SDO: • MI: s • SDO:	SDO: please verify the r please verify the site ite verified Please amend the bill	reading		Action : C
	Action Taken	Remarks					
	Forward to BCS	Prepare C	:P52	GO			
				Reading		-	
	Meter ID Set No N	Meter Serial No	As Charged	User Claimed	Be Charged	Units Units MF Adjusted Charged	
	1 1	2161205	1642	1600	1600	1 -42 55	
							Copyrights © 2021 Powered By - PITC

Figure 29

• BCS will view complaint and click button forward it to BCA.

Correction	1	•	AISALABAD ELECTI	RIC SUPPLY COMPANY			Formation Co	de: 1312 1312
🐕 Home		Cons	umer Complain	ts				
Bill Adjustments	Ň							
Cash Adjustments	~	Sr.# ^	Tracking ID 🗘	Reference No ≑	Name 🗘	Tariff 🗢	Adjustment ≑	Action 🗘
Complaints	~		Filter	Filter	Filter	Filter	Filter	
		1	1017	14131210801910	M. Saleem Shahzad	01	Wrong Reading	⇔
		Page 1	of 1					< 1 >

Correction	CP 52 Subsidy						×	formation Code	
	Reference No	14131210801910	Adjustment Type	A	Tracking ID	1017			
eme	RO Adjustment No	1017	Due Date	28012022	Billing Month	012022			
I Adjustments ~	Tariff	01							
sh Adjustments. 🗸 🗸			Compa	ny Charges				itatus ‡	
nplaints 👻	Veriable Charges	-395.64	Meter Rent		Service Rent			Filter	
	Fixed/Min Charges		TR Sur	0	FC Sur	-18	1.06	NAME 1	+
	EQ Surcharge	0	NJ Surcharge	0	LPF Penalty				
	Seasonal Charges	0	LP Surcharge		ATDA		7.7		5 1
	AQTA2	0	AQTA3	0	ADMC		0		
			Govt	Charges					
	Addl Stax	0	Domestic Itax	0	Electricity Duty	-5	i.82		
	Extra Tax	0	Further Tax	0	G.S.T		-70		
	ITS Tax	0	Ret Stax	0	Sales Tax		0		
	WH Income Tax	0							
			Su	bsidies					
	GST Subsidy		ISP2 Rel.Amount 1	0	ISP2 Rel.Amount 2		0		
	ISP2 Rel.Amount 3	0							
				Total					
	No of Months		Total Adjustment	-481.82					
	Meter Info								
	Meter ID Set No Meter	er Serial No Prese	ent Read As Charged	Present Read Be Ch	arged MF	Units Adjusted	Units Charged		
	1 1 2	161205	1642	1600	1	-42	55		
							Indate Forward		Capyright

• BCA will generate CP-52 and forward to CS.

Figure 31

• BCS will forward CP to CS.

	CP 52 Subsidy						×	formation Code: 13	12 1312 🗸
	Reference No	14131210801910	Adjustment Type	A	Tracking ID	1017			
	RO Adjustment No	1017	Due Date	28012022	Billing Month	012022			
	Tariff	01							
			Compa	ny Charges				¥	Action =
🖀 Complaints 🔗	Veriable Charges	-395.64	Meter Rent		Service Rent			Filter	
	Fixed/Min Charges		TR Sur	0	FC Sur	-18.06			+
	EQ Surcharge	0	NJ Surcharge	0	LPF Penalty				
	Seasonal Charges	0	LP Surcharge		AQTA	7.7			< 1 >
	AQTA2	0	AQTA3	0	ADMC	0			
			Govt	t Charges					
	Addl Stax	0	Domestic Itax	0	Electricity Duty	-5.82			
	Extra Tax	0	Further Tax	0	G.S.T	-70			
	ITS Tax	0	Ret Stax	0	Sales Tax	0			
	WH Income Tax	0							
			Su	bsidies					
	GST Subsidy		ISP2 Rel.Amount 1	0	ISP2 Rel.Amount 2	0			
	ISP2 Rel_Amount 3	0	No of Months		Total Adjustment	-481.82			
	Meter Info								
	Meter ID Set No Meter	er Serial No Prese	ent Read As Charged	Present Read Be Ch	narged MF U	nits Adjusted Unit	s Charged		
	1 1 2	161205	1642	1600	1	-42	55		
	Action Taken		Remarks						
	Forward to CS		Eleasse verify the CF	-52	GO				
									Powered By - FITC

• CS will review complaint and forward it to RO to prepare CP-52.

Customer Bill Correction	CP 52 Subsidy						×	ormation Code	: 1312 1312 🗸
	Reference No RO Adjustment No	14131210801910 1017	Adjustment Type Due Date	A 28012022	Tracking ID Billing Month	1017 012022			
	Tariff	01							
			Compa	ny Charges					Action =
	Veriable Charges	-395.64	Meter Rent		Service Rent			Filter	
	Fixed/Min Charges		TR Sur	0	FC Sur	-18.06			+
	EQ Surcharge	0	NJ Surcharge	0	LPF Penalty				2 1 1
	Seasonal Charges	0	LP Surcharge		ATQA	7.7			
	AQTA2	0	AQTA3	0	ADMC	0			
			Govt	Charges					
	Addl Stax	0	Domestic Itax	0	Electricity Duty	-5.82			
	Extra Tax	0	Further Tax	0	G.S.T	-70			
	ITS Tax	0	Ret Stax	0	Sales Tax	0			
	WH Income Tax	0							
			Su	bsidies					
	GST Subsidy		ISP2 Rel.Amount 1	0	ISP2 Rel.Amount 2	0			
	ISP2 Rel.Amount 3	0	No of Months		Total Adjustment	-481.82			
	Meter Info								
	Meter ID Set No Met	er Serial No Preser	t Read As Charged	Present Read Be Ch	arged MF Ur	nits Adjusted Unit	s Charged		
	1 1 :	2161205	1642	1600	1	-42	55		
	Action Taken		Remarks						
	Forward to RO	٥	CP52 is ok		go 🥻				Cocyclytes © 2021 Powered By - FITO

Figure 33

Customer Bill Correction	CP 52 Subsidy						×	ormation Code:	1312 1312 🗸
	Reference No	14131210801910	Adjustment Type	A	Tracking ID	1017			
	RO Adjustment No	1017	Due Date	28012022	Billing Month	012022			
	Tariff	01							
			Compa	ny Charges					Action =
🛗 Complaints 🔍	Veriable Charges	-395.64	Meter Rent		Service Rent			Filter	
	Fixed/Min Charges		TR Sur	0	FC Sur	-18.06			+
	EQ Surcharge	0	NJ Surcharge	0	LPF Penalty				
	Seasonal Charges	0	LP Surcharge		ATDA	7.7			S 1 2
	AQTA2	0	AQTA3	0	ADMC	0			
			Govt	Charges					
	Addl Stax	0	Domestic Itax	0	Electricity Duty	-5.82			
	Extra Tax	0	Further Tax	0	G.S.T	-70			
	ITS Tax	0	Ret Stax	0	Sales Tax	0			
	WH Income Tax	0							
			Su	bsidies					
	GST Subsidy		ISP2 Rel.Amount 1	0	ISP2 Rel.Amount 2	0			
	ISP2 Rel.Amount 3	0	No of Months		Total Adjustment	-481.82			
	Meter Info								
	Meter ID Set No Meter	r Serial No Prese	nt Read As Charged	Present Read Be Cl	narged MF U	nits Adjusted Uni	its Charged		
	1 1 21	161205	1642	1600	1	-42	55		
	Action Taken		Remarks						
	Forward to BCA		print the bill		GO				
									Powered By - Price

• RO will review and forward it to BCA to print bill.

- BCA will review and Print Bill.
- BCA will forward bill to BCS.



Figure 35



Figure 36

• BCS will post the CP.

Customer Bil Correction	I	\odot	FAISALABAD ELECTI	RIC SUPPLY COMPANY			Formation Co	de: 1312 1312
Home		Post	t to IBS					
Bill Adjustments	~							
Cash Adjustments	~	Sr.#		Reference No 🗘	Name ¢	Tariff \$	Adjustment \$	Action \$
Complaints	~		Filter	Filter	Filter	Filter	Filter	
		1	206	14131210768106	Khuram Shahzad	01	Wrong Reading	◎ + ₩
		2	914	21131217100280	Muhammad Hussain	07	Wrong Reading	● + ₩
		3	1017	14131210801910	M. Saleem Shahzad	01	Wrong Reading	
								Copyrights f

Figure 37

• All users could view their respective complaints status.

orrection	۳ 🕑	AISALABAD ELECTRIC SUPPLY COMPANY			Formation Code: 1312 13
ne internet interne	Track	Complaints			
Adjustments ~			Tracking ID *		
Adjustments			1017	TRACK	
laints ^					
Il Complaints /osted Complaints				Name:M. Saleem Shahzad Reference No: 14131210801910	
		REGISTER MARK VERIFY FORWARD N COMPLAINT READING TO RO	AARK FORWARD PREPARE F TO CP 52	ORWARD VERIFY CP APPROVE AMEND POST TO CLOSED TO CS 52 ADJUSTMENT BILL ISS	
	Compl	aint History	CP 52		
	Sr.No	Task	User	Start Time	End Time
	1	Register Complaint	13121	21-02-2022 15:20:44	21-02-2022 15:21:51
	2	Mark	13121	21-02-2022 15:21:51	21-02-2022 15:24:01
	3	Verify Reading	13121	21-02-2022 15:24:01	21-02-2022 15:25:12
	3 4	Verify Reading Forward To RO	13121 13121	21-02-2022 15:24:01 21-02-2022 15:25:12	21-02-2022 15:25:12 21-02-2022 15:27:32
	3 4 5	Verify Reading Forward To RO Mark	13121 13121 1312	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32	21-02-2022 15:28:12 21-02-2022 15:27:32 21-02-2022 15:28:49
	3 4 5 6	Verify Reading Forward To RO Mark Forward To Prepare CP 52	13121 13121 1312 1312 1312	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:27:32	21-02-2022 15:28:12 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:31:57
	3 4 5 6 7	Verlfy Reading Forward To RO Mark Forward To Prepare CP 52 Prepare CP 52	13121 13121 1312 1312 1312 1312	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:28:24 21-02-2022 15:28:24 21-02-2022 15:29:22	21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:31:57
	3 4 5 6 7 8	Verify Reading Forward To RO Mark Forward To Prepare CP 52 Prepare CP 52 Prepare CP 52	13121 13121 1312 1312 1312 1312 1312	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:39:22 21-02-2022 15:31:57	21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:27:32 21-02-2022 15:31:57 21-02-2022 15:33:06
	3 4 5 6 7 8 9	Verify Reading Forward To RO Mark Forward To Prepare CP 52 Prepare CP 52 Prepare CP 52 Forward To CS	13121 13121 1312 1312 1312 1312 1312 13	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:28:22 21-02-2022 15:31:57 21-02-2022 15:33:06	21-02-2022 15-25-12 21-02-2022 15-27-32 21-02-2022 15-27-32 21-02-2022 15-28-49 21-02-2022 15-3157 21-02-2022 15-33-06 21-02-2022 15-33-06 21-02-2022 15-33-06
	3 4 5 6 7 8 9 10	Verify Reading Forward To RO Mark Prepare CP 52 Prepare CP 52 Prepare CP 52 Verify CP 52 Verify CP 52	13121 13121 1312 1312 1312 1312 1312 13	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:28:49 21-02-2022 15:28:42 21-02-2022 15:31:57 21-02-2022 15:33:06 21-02-2022 15:33:45	21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:28:49 21-02-2022 15:31:67 21-02-2022 15:33:06 21-02-2022 15:38:45 21-02-2022 15:38:45
	3 4 5 6 7 8 9 10 11	Verify Reading Forward To RO Mark Propare CP 52 Propare CP 52 Forward To CS Verify CP 52 Approve Adjustment	13121 13121 1312 1312 1312 1312 1312 13	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:28:49 21-02-2022 15:29:22 21-02-2022 15:31:57 21-02-2022 15:31:57 21-02-2022 15:34:54 21-02-2022 15:34:54	21-02-2022 15:25:12 21-02-2022 15:23:32 21-02-2022 15:28:49 21-02-2022 15:31:57 21-02-2022 15:31:57 21-02-2022 15:34:54 21-02-2022 15:34:54 21-02-2022 15:34:54 21-02-2022 15:34:54
	3 4 5 6 7 8 9 10 11 11	Verify Reading Forward To RO Mark Forward To Prepare CP 52 Prepare CP 52 Forward To CS Verify CP 52 Approve Adjustment Amend Bill	13121 13121 1312 1312 1312 1312 1312 13	21-02-2022 15:24:01 21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:29:32 21-02-2022 15:29:42 21-02-2022 15:31:57 21-02-2022 15:34:54 21-02-2022 15:34:54 21-02-2022 15:34:54 21-02-2022 15:34:54	21-02-2022 15:25:12 21-02-2022 15:27:32 21-02-2022 15:28:49 21-02-2022 15:31:57 21-02-2022 15:33:06 21-02-2022 15:33:06 21-02-2022 15:36:46 21-02-2022 15:37:43 21-02-2022 15:37:43

CASH ADJUSTMENTS

INSTALLMENTS CASES

Customer Service Center/One Window

This mode of operation is based on users: Every actor will perform his designated task and pass on data to the next actor. Every actor has rights and privileges. At any stage, he/she can see pending applications on his part and resolve accordingly. Every transaction has been time stamped when any action is performed on this case. A summary may be produced at any stage to evaluate and fix delays.

Registration responsibility lies with enquiry clerk. He will take application and related document from the customer and issue a receipt.



User allowed to enquiry clerk.

Figure 39

After Logging in user will select "Cash Adjustment" from left menu.



• After Clicking on "Cash Adjustment", user will see 2 options in the drop down. They are: Register Complaint, Pending cases



Figure 41

When user click on **Register complaint**, the following screen will appear.

Customer Bill Correction	FAISALABAD ELECTRIC SUPPLY COM	PANY	Formation Code: 13	nasir753
Home	Register Complaint	Save Add New Americ Bill		
Rill Adjustments v	Tracking ID	Application No	Consumer Name	
Register Complaint Pending Cases	Address	Tarrif Code	Due Date de-mm-w	
All Complaints	Adjustment Type *	Reference No *	Approved By	
Track Complaints	No of Installments *	Closing Balance *	Down Payment *	~
	1 Installments Total Installment Amount	Single Installment Amount	Un Paid Dobts	
	Pending Payments	Set-Aside	LPS Amount	
	Due Date Extension	Due Bill	Arroar	
	di-mm-vy Remarks			
			<i>h</i>	

Figure 42

On this registration screen, User will select Adjustment type. Currently there is only one option: Installments. User will select it. It will enter reference No. system will return current closing balance of the customer.

Home Rill Adjustments — ~	Register Complaint		
Hill Adjustments		Save Add New Amend Bill	
Oosh Adjuatmenta 💦 🗠	Tracking ID	Application No	Consumer Name
Register Complaint Pending Cases	Addrees	Tarrif Code	Due Date
All Complaints	Adjustment Type *	Reference No *	Approved By
Track Complaints	Celect Adjustment.	Chter Reference No	Coloct Approving Authority 😽
	No of Installments *	Closing Balance *	Down Payment *
	1 Installments	Y	
	Total Installment Amount	Single Installment Amount	Un Paid Dobts
	Pending Payments	Set-Aside	LPS Amount
	Due Date Extension	Duo Bill	Arroar
	riri-mm-yy		
	Remarks		

Figure 43

The user will select approved by from drop down. The approval may correspond to approval given to the customer on the Bill. The number of installments may be chosen then.

Customer Bill Correction	ISLAMABAD ELECTRIC SUPPLY	COMPANY	Fo	rmation Code: 14 iuser 🗸
A Home	Register Complaint	Save Add New	Amend Bill	
 Bill Adjustments Cash Adjustments 	Tracking ID	Application No	Consumer Name	
Register Complaint Pending Cases	Address	Tarrif Code	Due Date 07-02-22	
All Complaints	Adjustment Type *	Reference No *	Approved By	~
	No of Installments * 2 Installments	Closing Balance *	Down Payment *	
	Total Installment Amount	Single Installment Amount	Un-Paid Debts	Select
	Pending Payments	Select No.	LPS Amount	approva
	Due Date Extension	installments	Arrear 350	
	Remarks Case is registered			
			A	



The system will divide the bill by no. of installments. One installment is placed in down payment. User may change down payment. System will divide the remaining amount by No. of installment to be recovered thru billing subsequently.

Customer Bill Correction	ISLAMABAD ELECTRIC SUPPLY CO	OMPANY	Fo	ormation Code: 14 iuser 👻
Home	Register Complaint	Save Add New	Amend Bill	
Cash Adjustments	Tracking ID	Application No 1143070306	Consumer Name	
Register Complaint Pending Cases	Address HOUSE 102 ST 81	Tarrif Code	Due Date 07-02-22	
 All Complaints Track Complaints 	Adjustment Type *	Reference No * ✓ 08141261979401	Approved By 1WINDOW	~
	No of Installments * 2 Installments	Closing Balance *	Down Payment *	
	Total Installment Amount	Single Installment Amount 175	Un-Paid Debts	Change
	Pending Payments 8611	Set-Aside 0	LPS Amount 350	down pavment if
	Due Date Extension	Due Bill 8611	Arrear 350	required.
	Remarks Case is registered			

Figure 45

After satisfaction with data, please save the registration.

Customer Bill Correction	ISLAMABAD ELECTRIC SUPPLY COMPANY		Formation Code: 14 iuser 🗸
A Home	Register Complaint	Save Add New Amend	BIII
 Bill Adjustments Cash Adjustments 	Tracking ID	Application No Press S	Consumer Name
Register Complaint Pending Cases	Address HOUSE 102 ST 81	Tarrif Code	07-02-22
All Complaints Track Complaints	Adjustment Type *	Reference No * 08141261979401	Approved By IWINDOW
	No of Installments * 2 Installments	Closing Balance * 350	Down Payment * 175
	Total Installment Amount	Single Installment Amount	Un-Paid Debts
	Pending Payments 8611	Set-Aside	LPS Amount 350
	Due Date Extension dd-mm-yy	Due Bill 8611	Arrear 350
	Remarks Case is registered	l.	

Figure 46

The saved cases may appear in pending cases.

3 Getting Started	Imported From Fire	I Online Admission	S convert2mp3.net	🕼 Learning Managem	S https://www.search	WhatsApp	🕄 em	OWNLOAD The W	*	E Reading	g list
-------------------	--------------------	--------------------	-------------------	--------------------	----------------------	----------	------	---------------	---	-----------	--------

Customer Bill Correction	FA	ISALABAD ELE	CTRIC SUPPLY CO	MPANY				Forma	ation Code: 13 nasir
A Home	Pending	g Cases							
😫 Bill Adjustments 🗸 🗸			B-1						
Cash Adjustments ^	Sr.# ^	Tracking ID ÷	Reference No =	Application No =	Name ÷	Adjustment ÷	User ÷	Registered Date 👳	Action =
Register Complaint		Filter	Filter	Filter	Filter	Filter	Filter	Filter	
Pending Cases	1 9	68	27131256503109	2130114806	Muhammad Amin	Installments	nasir753	21-FEB-22	🕼 Edit
Q Track Complaints									

Figure 47

The pending entry can be edited here.

Customer Bill Correction	0	FAISALABAD ELE	ECTRIC SUPPLY CO	MPANY					Forma	ation Code: 13 nasir753
Home	Pend	ling Cases								
Sill Adjustments	Sr.# -	Tracking ID 0	Reference No 🌣	Application No 0	Name 0	Adjust	tment 0	User 0	Registered Date =	Action 0
Register Complaint		Filter	Filter	Filter	Filt	er	Filter	Filter	Filter	
ending Cases	1	968	27131256503109	2130114806	Muhammad Amin	Installments	5	nasir753	21-FEB-22	🕼 Edit
									Clicl to ec regis	c here dit the tration

Figure 48

Now the user can press "forward" to forward the case to RO for marking.

ome	Register Complaint Pending Cases	Update Add New Forward	Print Complaint	User Options
ill Adjustments ~				🗄 Change Passv
ash Adjustments 🔷 🔨	Adjustment Type *	Tracking ID	Applicatio No	Sian Out
egister Complaints	Installments	✓ 1028	Press to 1130969 51	0 1
stallments	Reference No *	Consumer Name	Address	
	11131241079000	BUSHARAT JAVID	TORWARD ST 9 TAP ABAD	
Complaints ~	Tarrif Code	Closing Balance *	Approved by	
	01	8790	DIR_COM	~
	No of Installments *	Down Payment *	Total Installment Amount	
	3 Installments	▶ 2930	5860	
	Single Installment Amount	Un-Paid Debts	Pending Payments	
	2930			
	Set-Aside	LPS Amount	Due Date Extension	
	0		dd-mm-yy	
	Due Date	Due Bill	Arrear	
	25-02-22	8783	8790	
	Remarks			
			1	
			le le	

Figure 49



FAI:	SALABAD ELECTRIC SU ADJUSTMENT COMPLAINT	JPPLY COMPANY
No. of Street,		Print Date: 21-Feb-22
Tracking ID: 1028	Application No: 1130989751	Reference No: 11131241079000
Name: BUSHARAT JAVID	Address: ST 9 TARIQ ABAD	
Tariff: 01		Registered From: Revenue Office
Nature of Complaint: Installment		
		Provisional Complaint Tracking Slip
		Errors and Omissions are acceptable

Figure 50

As forward button is pressed the following screen may appear.

Customer Bill Correction			Formation Code: 1312 1312 ¥
A Home	Register Complaint Pending Cases	() Update Add New Forward Print Complaint	
🖺 Bill Adjustments 🗸	Adjustment Type *	Tracking ID	Application No
Cash Adjustments 🔨	Installments	✓ 1028	1130969751
Register Complaints	Reference No *	Consumer Name	Address
Installments ~	11131241079000	BUSHARAT JAVID	ST 9 TARIQ ABAD
🗂 Complaints 🗸 🗸	Tarrif Code	Closing Balance *	Approved By
	01	8790	DIR_COM 🗸
	No of Installments *		Total Installment Amount
	3 Installments	✓	5860
	Single Installment Amount	1	Pending Payments
	2930	Success Complaint is Forwarded Successfully	
	Set-Aside		Due Date Extension
	0		dd-mm-yy
	Due Date	Due Bill	Arrear
	25-02-22	8783	8790
	Remarks		

Figure 51

SDO/RO User

 $\ensuremath{\mathsf{SDO}}$ may also receive installments for processing.

His SDC/TCC may register as do ECA of RO. The SDC will forward it to SDO. SDO will forward the case to RO for further processing and posting.

When RO logs in, he sees pending cases for marking.

Index Bit Adjustments Consumer Cases Strike - Ret No * Consumer * Triff* Tocking ID * Nature of Complaint * Action * IPiter Page 1 of **********************************	Customer Bill Correction		FAISALABAD ELECTRIC SU	PPLY COMPANY				Formation Code: 1312	1312
© complainerS © complainerS © complainerS © complainerS © complainerS © complainerS © complainerS © Consumer C Filter F	Home	Cons	umer Cases						
Complexes ▼ I Filter I 11131241079000 BUSHARAT_JAVID 01 Organization Image: State	Cash Adjustments	Sr.No	∽ Ref No ≑	Consumer 0	Tariff ‡	Tracking I	ID Nature of Complaint	¢ Action ≎	
1 1131241079000 BUSHARAT JAVID 01 102 Interest of Constant of Cons	Complaints ~		Filter	Filter	Filter	Filter	Filter		
Page 1 of 1 Press to forward		1	11131241079000	BUSHARAT JAVID	01	1028	Installments		0
								Forward	

Figure 52

He may check the data accompanied and press "GO" to forward it to DCS for preparation. He may enter some remarks optionally.

Installments		×
BUSHARAT JAVID		
Tracking ID: 1028 Reference No: 11131241079000 Tariff: 01 CLosing Balance: 8790 No of installments: 3 Down Payment: 2930	Remarks Hist:	
Action Taken	Remarks	
Forward to DCS \$	Remarks	

Figure 53

When DCS sees this case in his login. He is to prepare cp-139.



Figure 54

When pressed "+", the following screen will appear.

1130969751	Application No	11131241079000	Reference No	21022022	Main Date
1028	Tracking ID	21	Adjustment Type ID	Installments	Adjustment Type
	Tariff Old	21022022	RO Adj Date	1028	RO Adjustment No
2	No of Installment		Markup Flag	01	Tariff New
	Electricity Duty	2930	Down Payment		Amount excl. Down Pay
	PTV Fee		G.S.T		LP Surcharge
	Further Tax		Extra Tax		WH Income Tax
	Sales Tax	5860	Variable Charges		ITS Tax
	TR Sur		FC Sur		NJ Surcharge
	Pay Bank Code	11131241079000	Identified RefNo.		EQ Surcharge
	Addl Stax		Ret Stax	ddmmyyyy	Pay Date
103	Markup	5860	Total Adjustment		Domestic Itax



When This above screen appears, save the data. Now DCS may Print cp-139 performa, and forward it to RO for approval.



Figure 56

Now RO will approve the adjustment.

Customer Bill Correction	FAISALABAD ELECTRIC SUPPI	Y COMPANY			Formatio	on Code: 1312 1312 🗸
Home	Consumer Cases					
Ball Adjustments ~ Cash Adjustments ~ Cash Cash ~ Complaints ~	Sr.No ~ Ref No 0 7884 1 11131241079000 Page 1 of 1	Consumer © new DUSHARAT JAVID	Tartiff 0 Filter 01	Tracking ID 2 78w 1028	Nature of Complaint ©	Action :
						Copyrights © 2021 Powered By - PITC

Figure 57

RO may Press "+" sign to see the complete data. And forward to DCS for posting. He may add remarks if any.

Customer Bill Correction		CP 139						×		Formation	1 Code: 1312
😭 Home	Consumer Cases	Main Date	21022022	Reference No	11131241079000	Application No	1130969751				
📑 Bill Adjustments 👘	1	Adjustment Type	Installments	Adjustment Type ID	21	Tracking ID	1028				
🔗 Cash Adjustments 👒	Sr.No ~ Ref No =	RO Adjustment No	1028	RO Adj Date	21022022	Tariff Old			plaint a		Action :
Complaints		Tariff New	01	No of Installment	2	Amount excl. Down Pay					
		Down Payment	2930	Electricity Duty		LP Surcharge					
	1 111312	G.S.T		PTV Fee		WH Income Tax					+
	Page 1 of 1	Extra Tax		Further Tax		ITS Tax					· 4
		Variable Charges	5860	Sales Tax		NJ Surcharge					
		FC Sur		TR Sur		EQ Surcharge					
		Identified RefNo.	11131241079000	Pay Bank Code		Pay Date	ddmmyyyy				
		Ret Stax		Addl Stax		Domestic Itax					
		Total Adjustment	5860								
		Markup	103								
		Action Taken			R	emarks					
		Forward to DCS	•	Remarks		Go Print	CP-139 Performa				
						//					

Figure 58

When DCS logs in, he notice pending posting data. "+" sign will print amended bill, >> will prepare data for posting.

Customer Bill Correction		FAISALABAD ELECTRIC	SUPPLY COMPANY						Formation	Code: 1312 1312
Home Bill Adjustments		Consumer Cases								
Cash Adjustments	~	Sr.No 🗠 Ref No 🌣	Consumer 0		Tariff 0	Tracking I	D ¢	Nature of Complaint 0		Action \$
Complaints	~	Filter		Filter	Filter		Filter		Filter	
		1 1113124107900	BUSHARAT JAVID		01	1028		Installments		+ 🗈
		Page 1 of 1								< 1 >
										~
										Copyrights @ 21 Powered By - P

Figure 59

When he presses >> on the next screen

Customer Bill Correction	0	FAISALABAD ELECTRIC SUPP	LY COMPANY				Form	ation Code: 1312	1312 🛩
🐐 Home	Post	to IBS							
📑 Cash Adjustments 🗸	Sr.# ^	Tracking ID 0	Reference No 🗘	Name 0		Tariff ‡	Adjustment \$	Action ©	
🗯 Complaints 🗸 🗸		Filter	Filter	File	ler	Filter	Filter		
	1	1028	11131241079000	Busharat Javid		01	Installments		н
	Page 1	of 1						Post Adju	stment to IBS
								e	Copyrights @ 2021 Powered By - PITC

Figure 60

The data will be posted on Live IBS.

Appendix A

OFFICES	
OFFICE_NAME	OFFICE_SHORTCODE
Sub Division Office	SDO
Revenue Office	RO
Executive Engineer	XEN
Senior Engineer	SE
Chief Engineer Office	CEO
Computer Center	CC
Director Commercial	DC
Customer Services Director	CSD
Customer Care Center(Head Off)	СССН
Customer Care Center	ССС

ROLES	
-------	--

				Short	Ctotus
				Code	Status
					Disabled
				600	Disabled
SUB DIVISION		SDU		SDO	Disablad
		DC		SDO	Disabled
		CK	Sub Division Office	SDO	Disabled
	SUPERVISOR	SUP	Sub Division Office	SDO	Disabled
	DATA ENTRY OPERATOR	DEO	Sub Division Office	SDO	Disabled
	METER INSPECTOR	MI	Sub Division Office	SDO	
	TELEPHONE CONTROL CLERK	TCC-SDO	Sub Division Office	SDO	
	REVENUE OFFICER	RO	Revenue Office	RO	
	TELEPHONE CONTROL CLERK	ТСС	Revenue Office	RO	
	BILLING CONTROL SUPERVISOR	BCS	Revenue Office	RO	
	BILLING CONTROL ASSISTANT	BCA	Revenue Office	RO	
	COMMERCIAL SUPERINTENDENT	CS	Revenue Office	RO	
	DATA CONTROL ASSISTANT	DCA	Revenue Office	RO	Disabled
	DEBTOR CONTROL SUPERVISOR	DCS	Revenue Office	RO	
	DIVISIONAL ACCOUNTANT	DA	Revenue Office	RO	Disabled
	LEGAL CLERK	LC	Revenue Office	RO	Disabled
	EXECUTIVE ENGINEER	XEN	Executive Engineer	XEN	
	SENIOR ENGINEER	SE	Senior Engineer	SE	
	CHEIF ENGINEER OFFICER	CEO	Chief Engineer Office	CEO	
	COMPUTER CENTER	СС	Computer Center	СС	
	COMPUTER CENTER CLERK	ССС	Computer Center	СС	
	DATA ENTRY OPERATOR	DEO	Computer Center	СС	Disabled
	1WIDNOW ASSISTANT DIRECTOR	1WINDOW(AD)	Customer Care Center(Head Off)	СССН	
	1WINDOW DEPUTY DIRECTOR	1WINDOW(DD)	Customer Care Center(Head Off)	СССН	
	1WINDOW OPERATOR	1WINDOW(OP)	Customer Care Center(Head Off)	СССН	
	DIRECTOR COMMERCIAL	DIR_COM	Director Commercial	DC	
	CUSTOMER SERVICES DIRECTOR	CSD	Customer Services Director	CSD	
	1WINDOW OPERATOR	1WINDOW(OP)	Customer Care Center	CCC	
	1WINDOW AD	1WINDOW(AD)	Customer Care Center	CCC	
l	1WINDOW DD	1WINDOW(DD)	Customer Care Center	ССС	





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