



CUSTOMER BILL CORRECTIONS

User Manual



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POWER INFORMATION TECHNOLOGY COMPANY

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Admin Area

- User will enter details and select “Login as Admin” to for User Management.

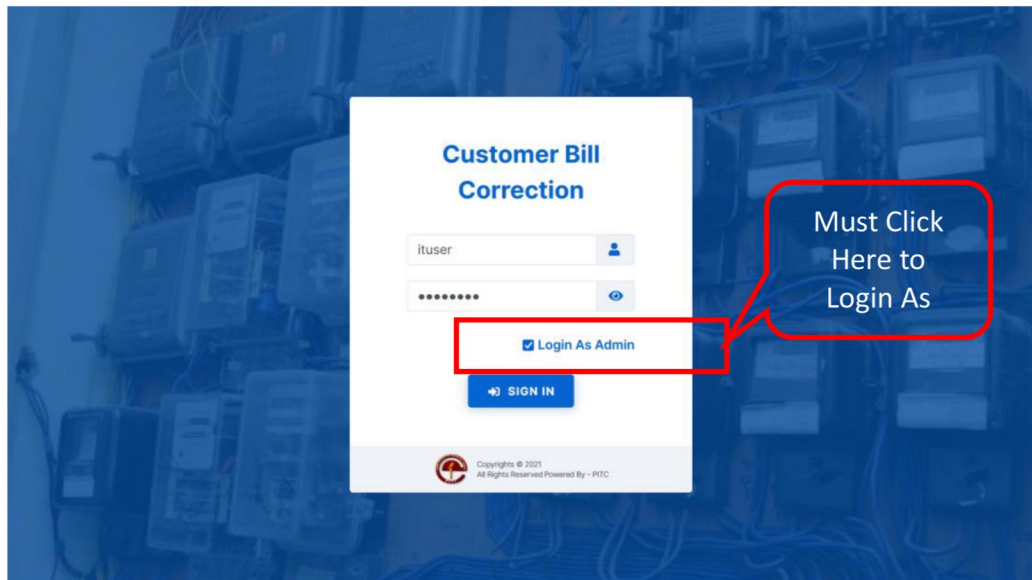


Figure 1

- After Logging in user will select “User Administration” from left menu.

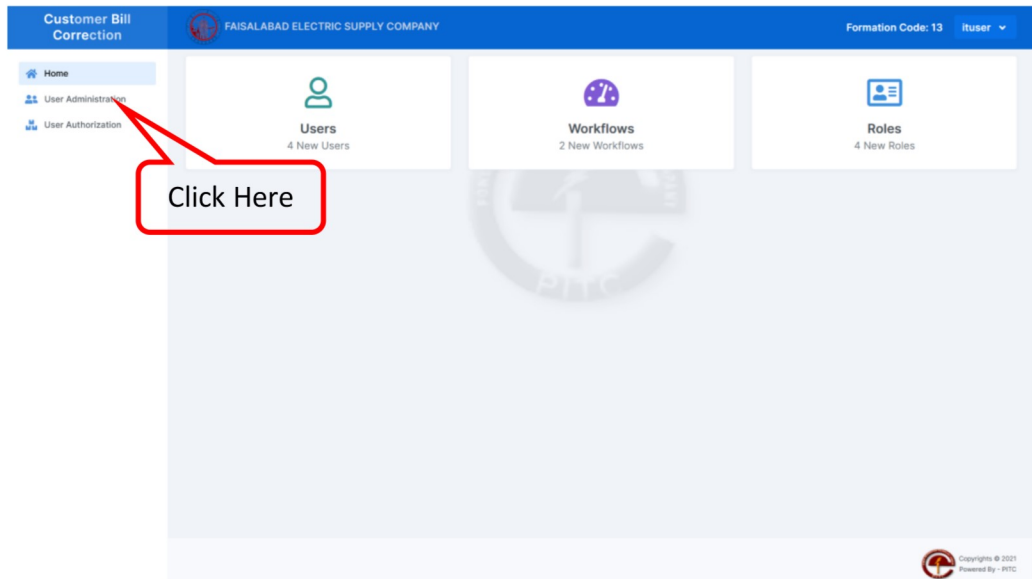


Figure 2

- 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.

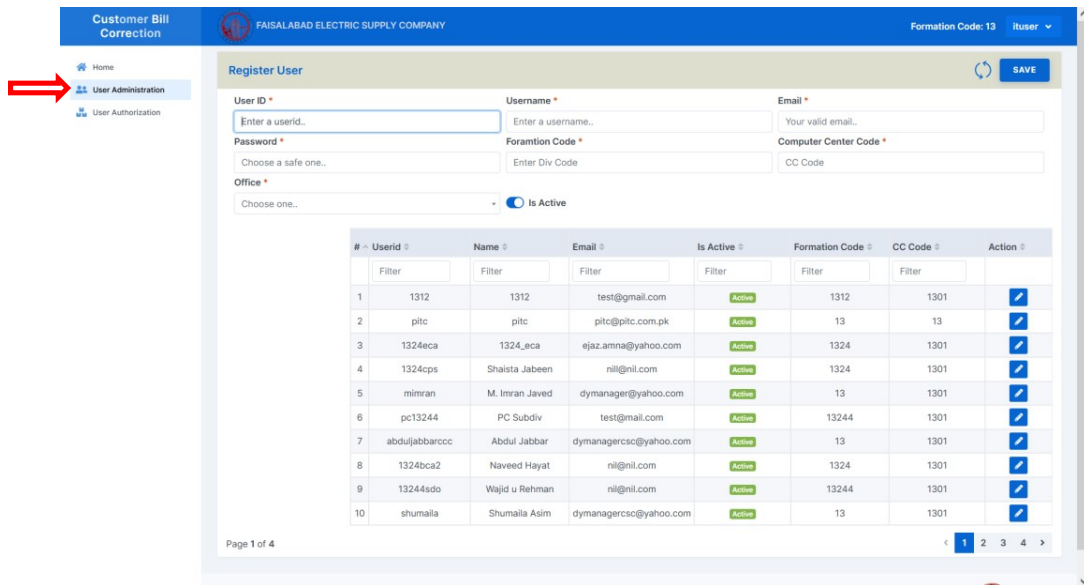


Figure 3

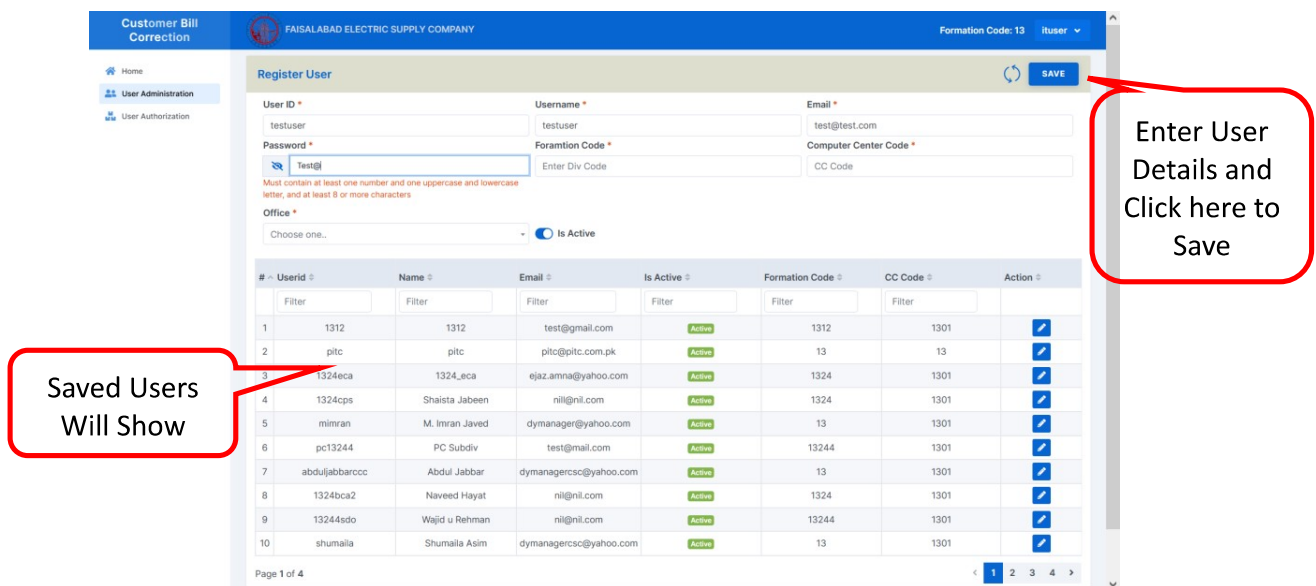


Figure 4

- 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.

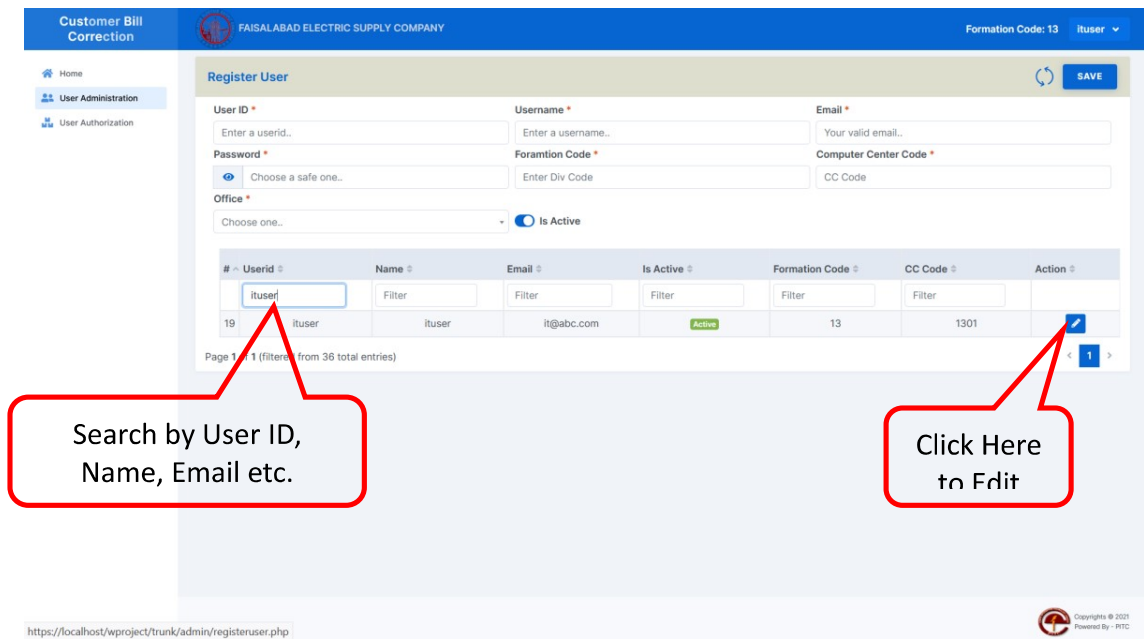


Figure 5

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

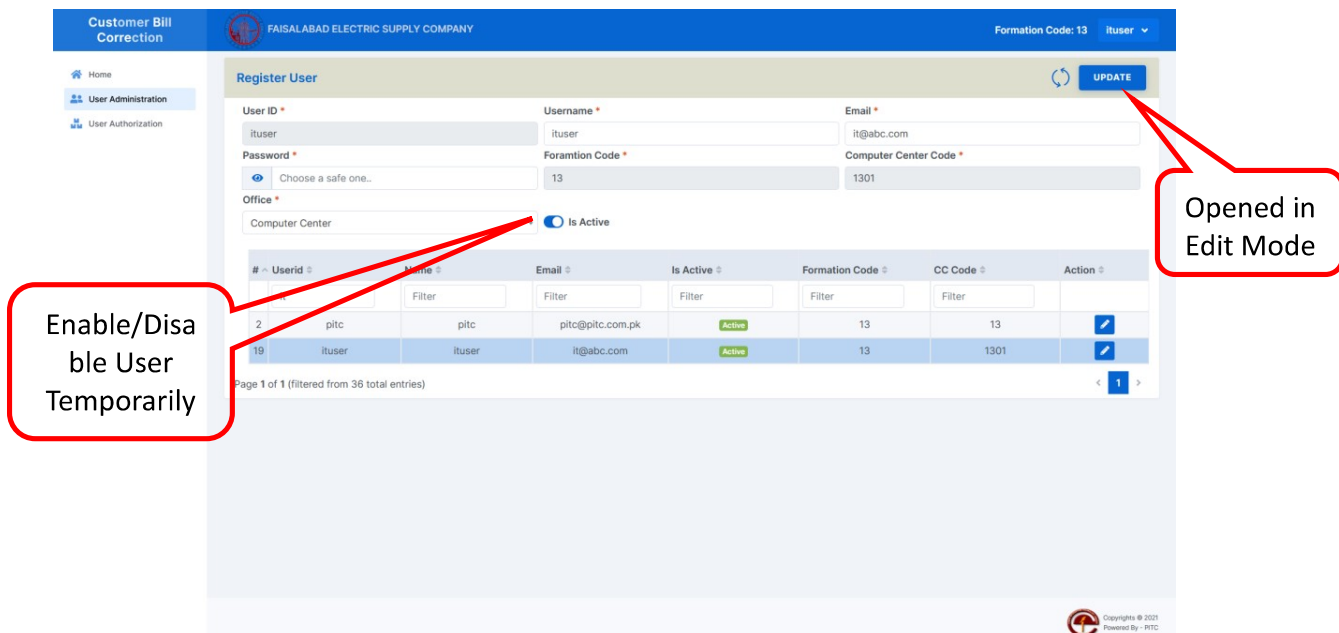


Figure 6

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

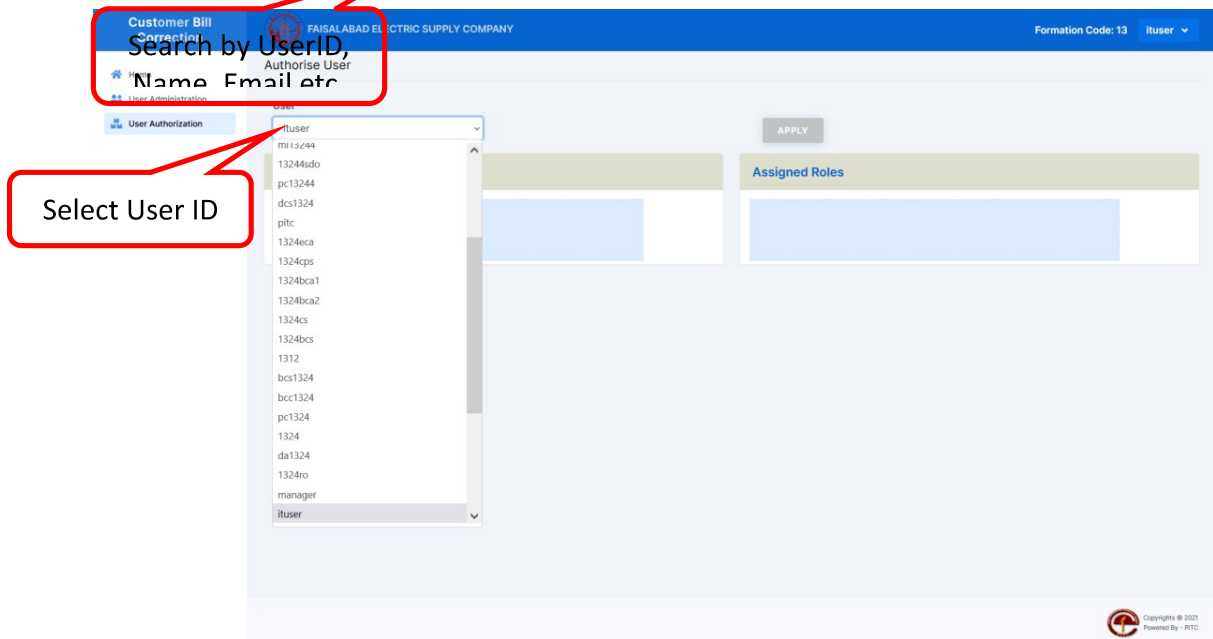


Figure 7

- Select Role and drag it to Assigned roles.

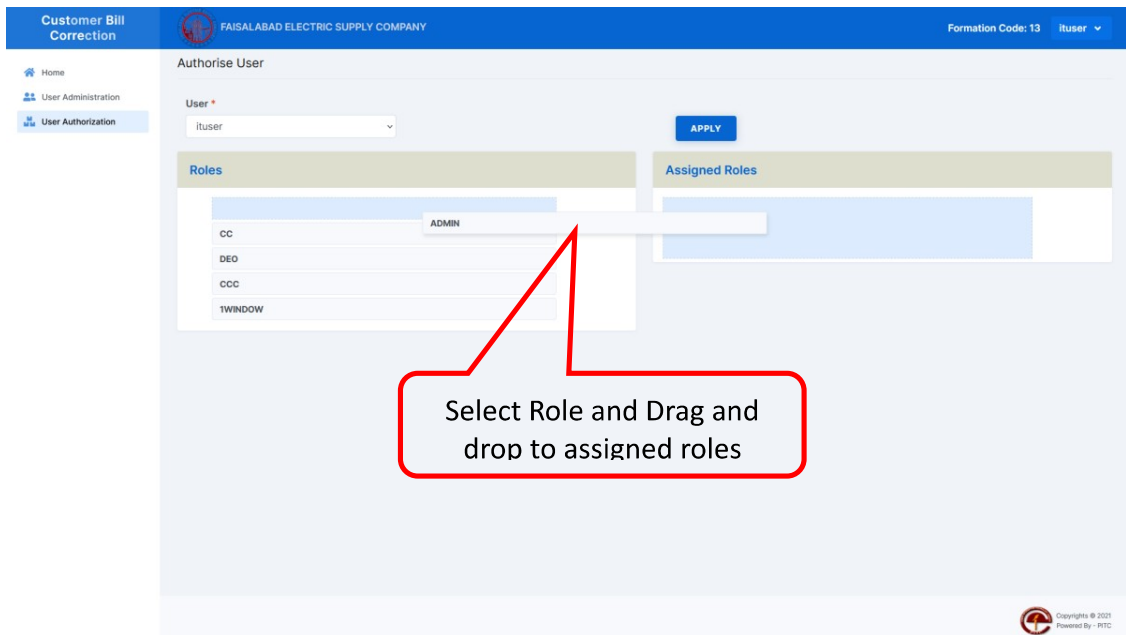


Figure 8

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.

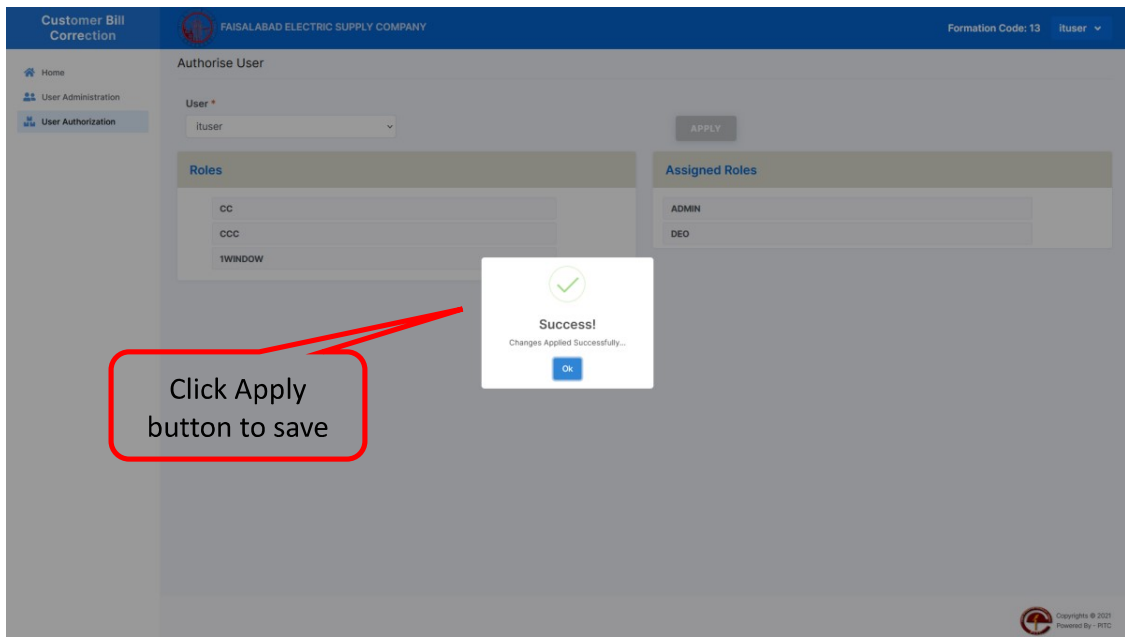


Figure 9

Customer Service Center/One Window

Bill Adjustments (Wrong Reading/Due Date Case)

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

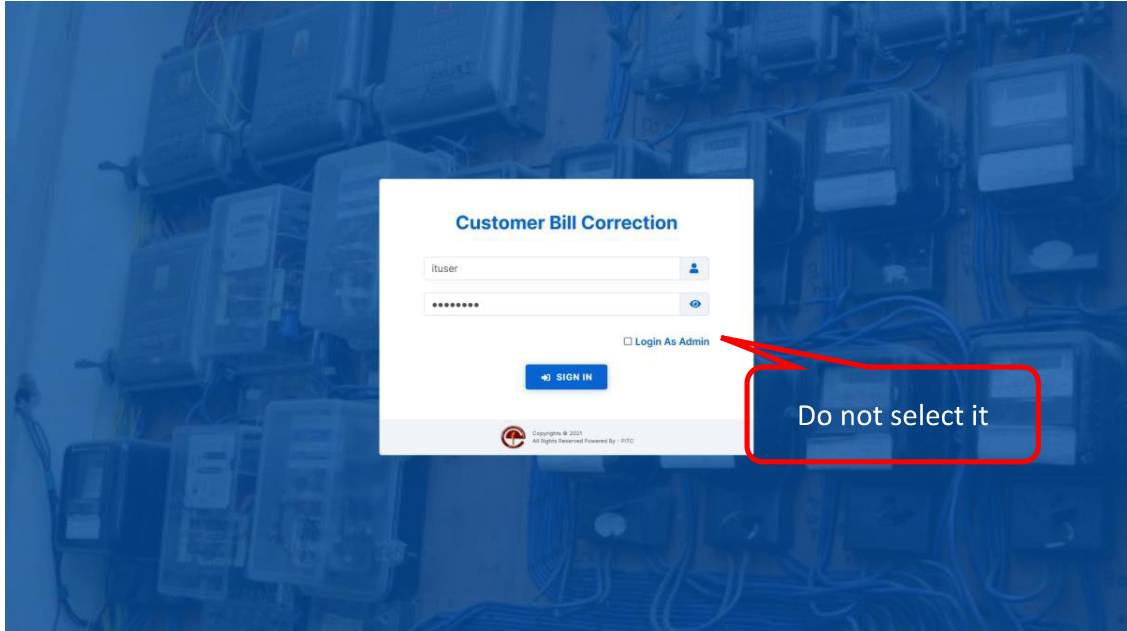


Figure 10

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

Set No	Meter	Serial No	MF	Reading			Units Adjusted	Units Charged
				Previous	As Charged	To Be Charged		
1	KWH	2085820	1	1665	1796	1700	-96	131

Figure 11

- Click save button to register complaint.

Set No	Meter	Serial No	MF	Previous	As Charged	To Be Charged	Units Adjusted	Units Charged
1	KWH	2085820	1	1665	1796	1700	-96	131

Figure 12

- 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.

Meter ID	Set No	Meter Serial No	Present Read As Charged	Present Read Be Charged	MF	Units Adjusted	Units Charged
1	1	2085820	1796	1700	1	-96	131

Figure 13

Click 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.

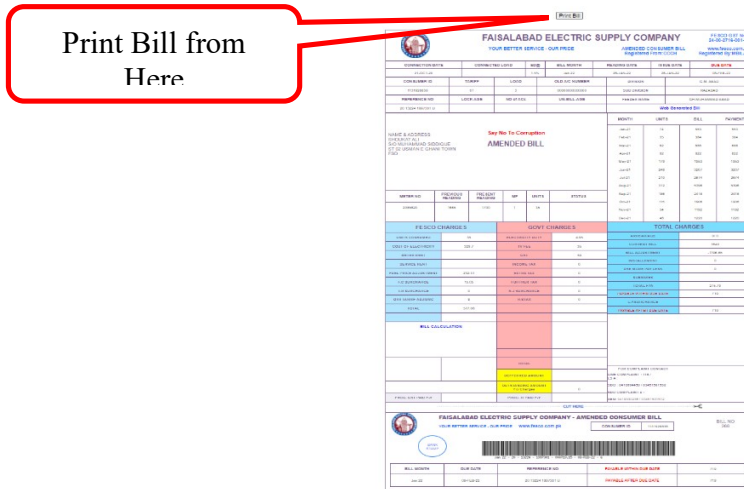


Figure 14

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

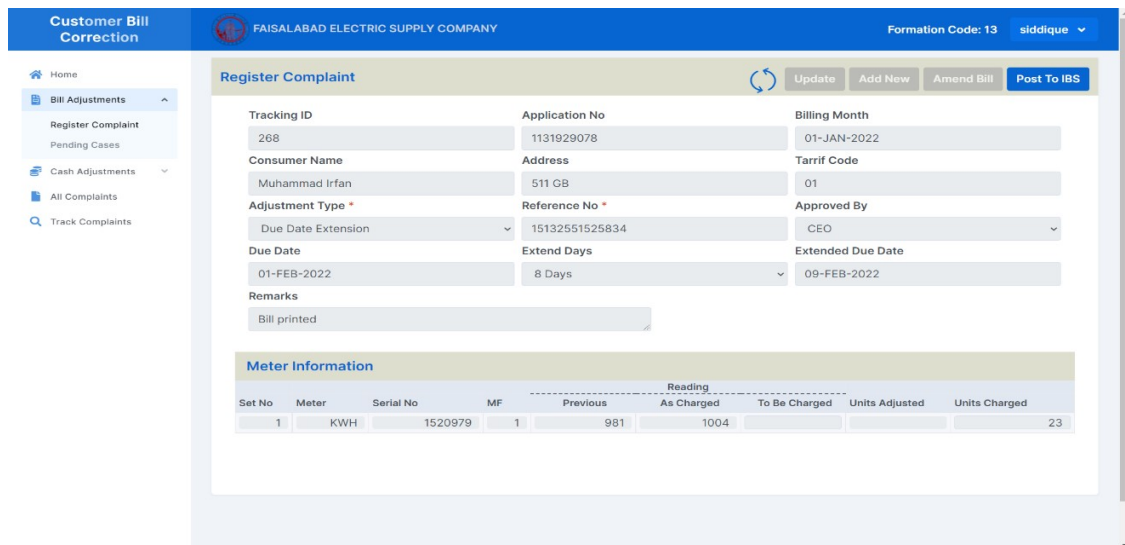


Figure 15

Cash Adjustments (Installments Case)

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

The screenshot shows a web browser window displaying the 'Register Complaint' form for the FAISALABAD ELECTRIC SUPPLY COMPANY. The form is titled 'Register Complaint' and has buttons for 'Save', 'ADD NEW', and 'AMEND BILL'. The form fields are organized into a grid:

Tracking ID	Application No	Consumer Name
Address	Tarrif Code	Due Date
Adjustment Type *	Reference No *	Approved By
No of Installments *	Closing Balance *	Down Payment *
Total Installment Amount	Single Installment Amount	Un Paid Debts
Pending Payments	Set-Aside	LPG Amount
Due Date Extension	Due Bill	Arrear
Remarks		

Figure 16

- 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.

This screenshot is identical to Figure 16, but with a red circle highlighting the 'Adjustment Type' dropdown menu. A red arrow points to the dropdown, and text inside the circle reads 'Click to select adjustment type'.

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

Customer Bill Correction | FAISALABAD ELECTRIC SUPPLY COMPANY | Formation Code: 13 | siddique

Register Complaint | Update | Add New | Amend Bill | Post to IBS

Tracking ID	Application No	Consumer Name
267	1131928845	MUHAMMAD SALEEM
Address	Tarrif Code	Due Date
ST 01 CHIRAGH TOWN	01	03-02-22
Adjustment Type *	Reference No *	Approved By
Installments	17132241779206	DIR.COM
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	

Select number of installments

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.

Customer Bill Correction | ISLAMABAD ELECTRIC SUPPLY COMPANY | Formation Code: 14 | luser

Register Complaint | Save | Add New | Amend Bill

Tracking ID	Application No	Consumer Name
	1143070306	SONI MAI
Address	Tarrif Code	Due Date
HOUSE 102 ST 81	01	07-02-22
Adjustment Type *	Reference No *	Approved By
Installments	08141261979401	1WINDOW
No of Installments *	Closing Balance *	Down Payment *
2 Installments	350	175
Total Installment Amount	Single Installment Amount	Un-Paid Debts
175	175	
Pending Payments	Set-Aside	LPS Amount
8611	0	350
Due Date Extension	Due Bill	Arrear
dd-mm-yy	8611	350
Remarks		
Case is registered		

Change Down 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.

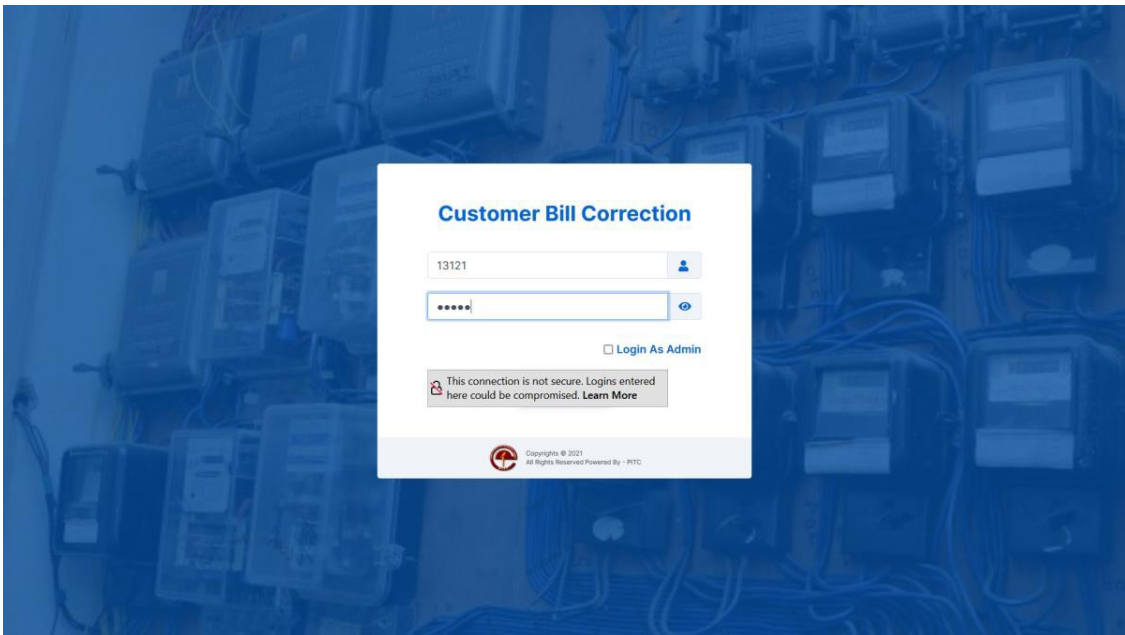


Figure 19

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

Set No	Meter	Serial No	MF	Reading			Units Adjusted	Units Charged
				Previous	As Charged	Claimed		
1	KWH	2161205	1	1587	1642	1600		55

Figure 20

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

Set No	Meter	Serial No	MF	Reading		Claimed	Units Adjusted	Units Charged
				Previous	As Charged			
1	KWH	0007320516	1	6894	6962			68

Figure 21

- SDO will view the complaint.

Sr.#	Tracking ID	Reference No	Name	Tariff	Adjustment	Status	Action
1	1017	14131210801910	M. Saleem Shahzad	01	Wrong Reading	New	

Figure 22

- SDO will mark complaint to Meter Inspector.

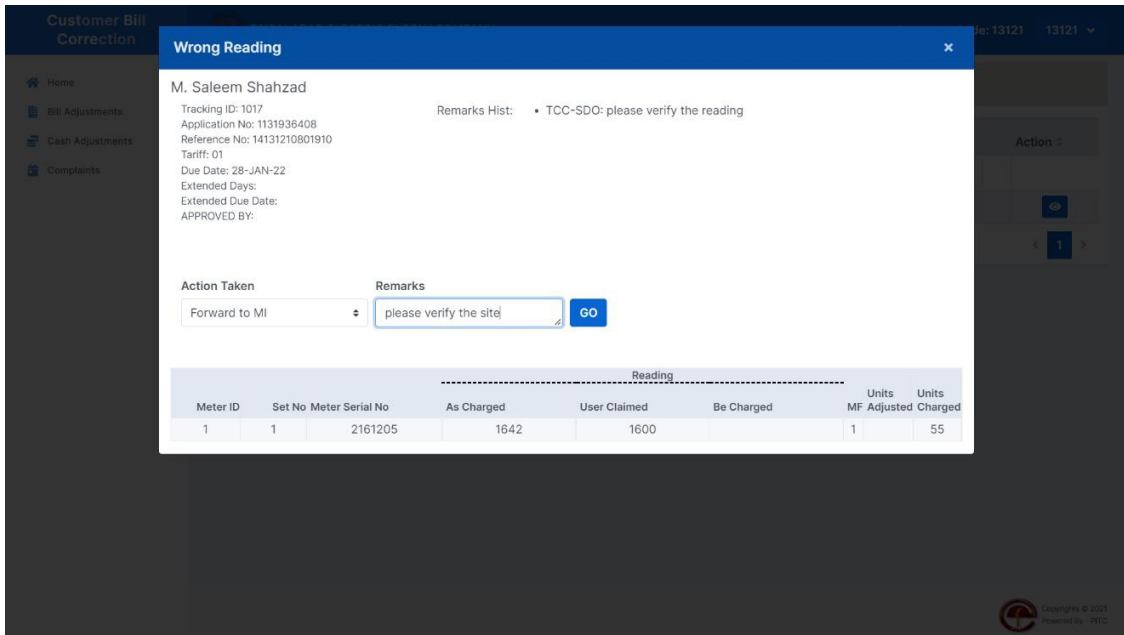


Figure 23

- Meter Inspector will login, view complaint, enter verified reading and click on Update button to save it.
- MI will click on Forward button to forward it to SDO.

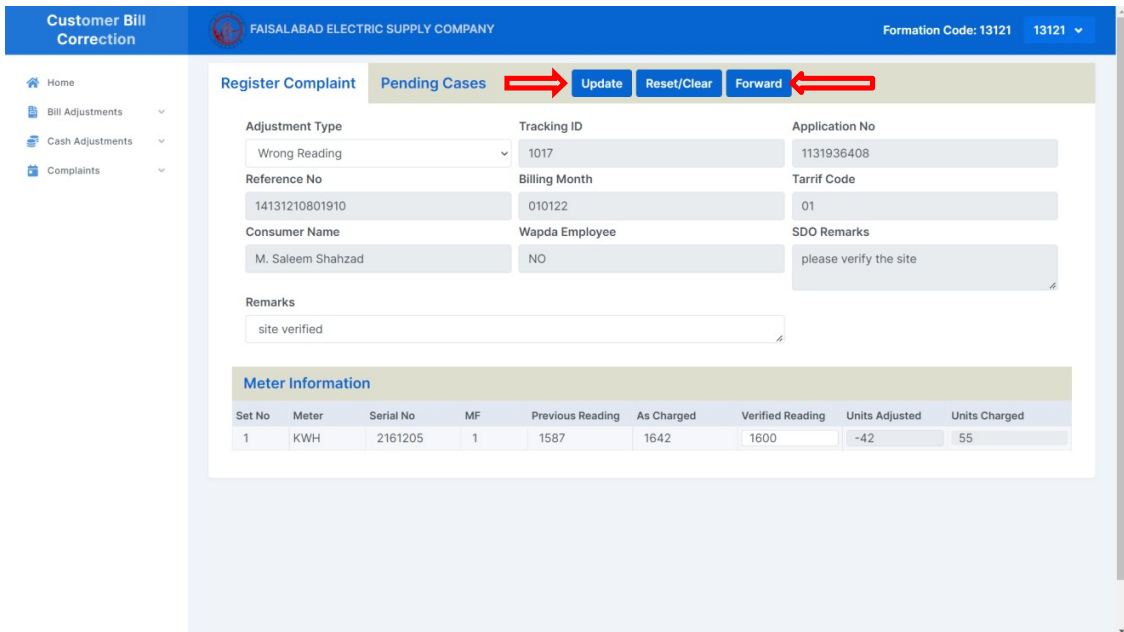


Figure 24

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

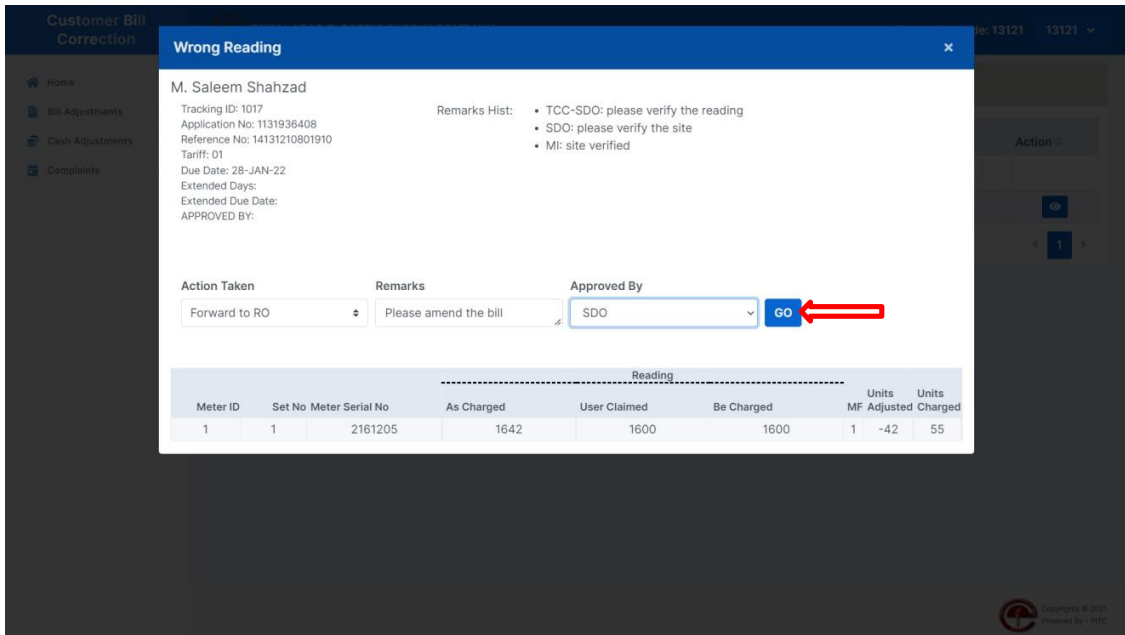


Figure 25

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

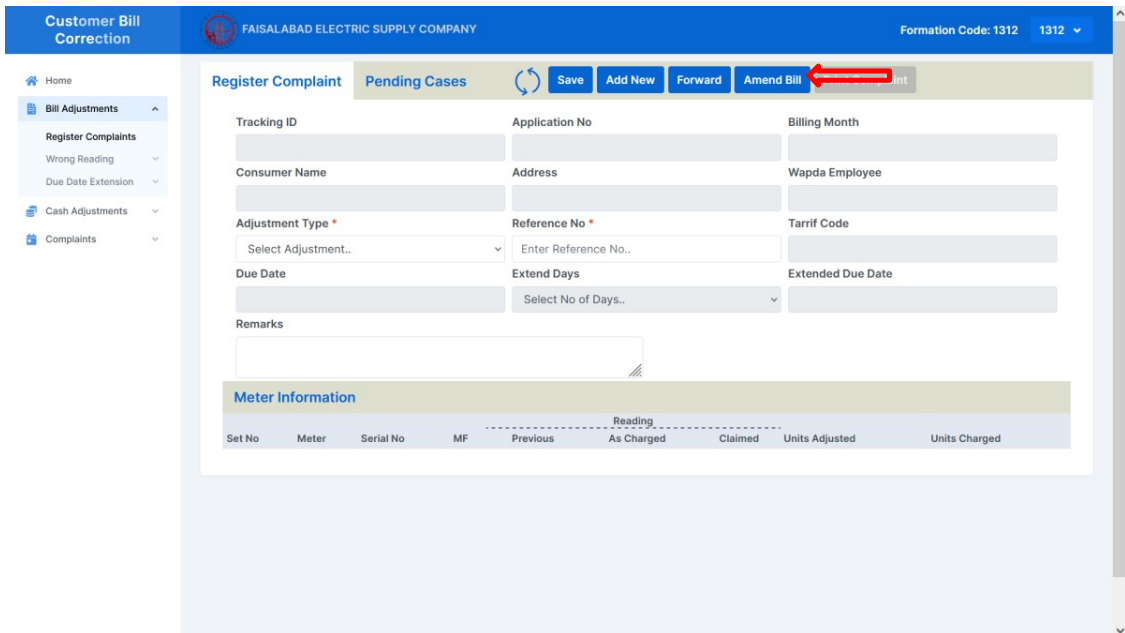


Figure 26

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

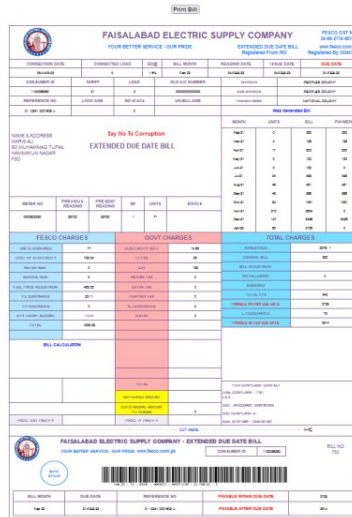


Figure 27

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

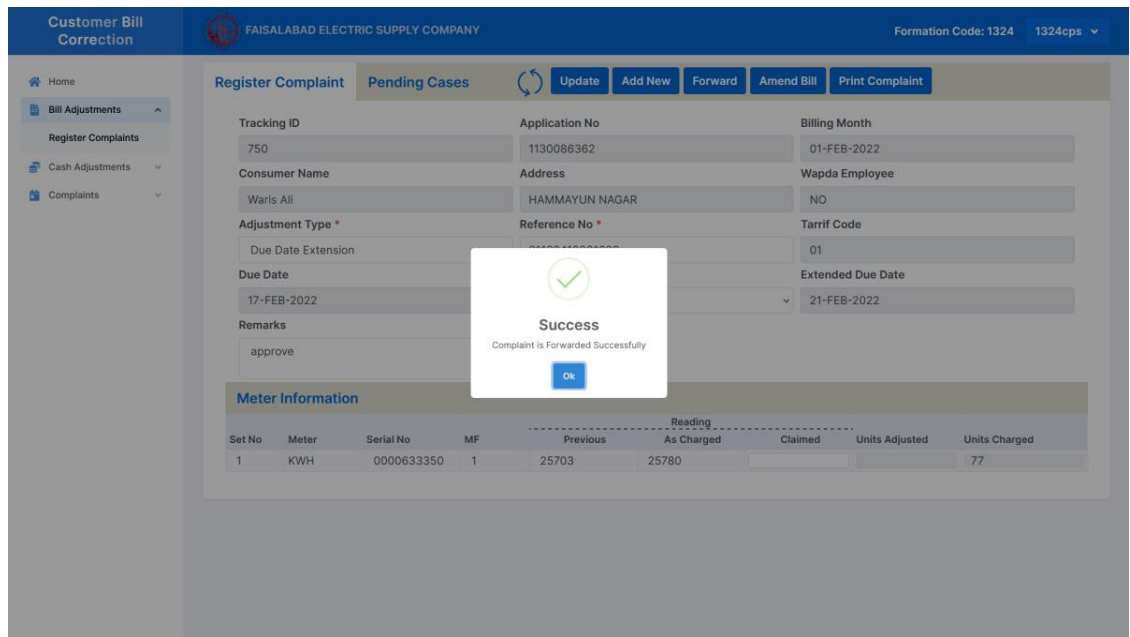


Figure 28

- RO will review the complaint and forward it to BCS.

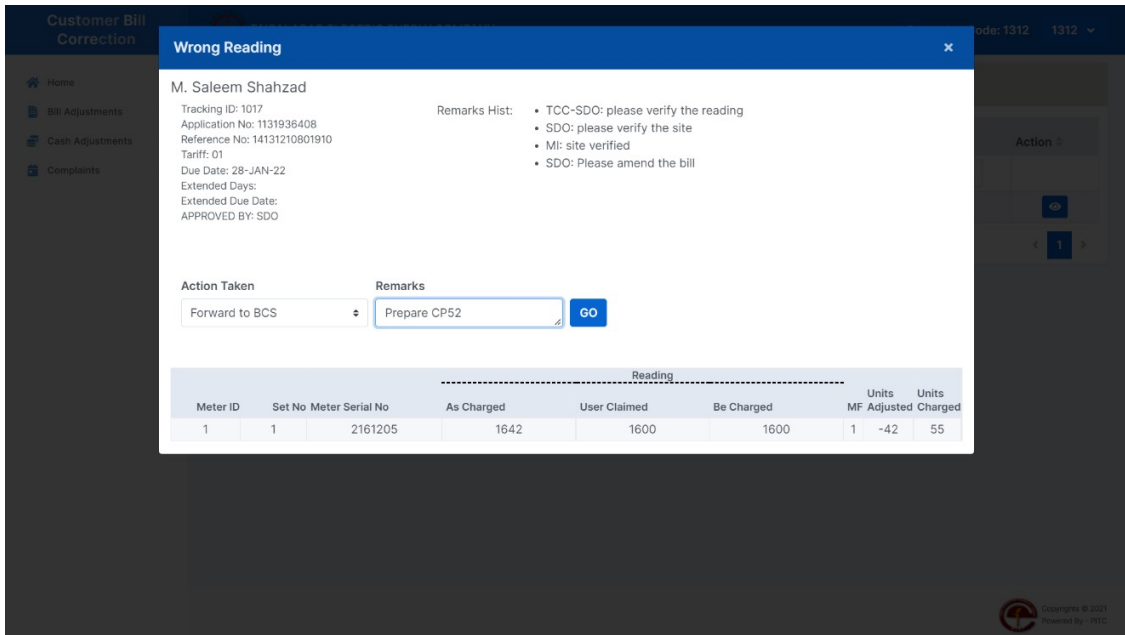


Figure 29

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

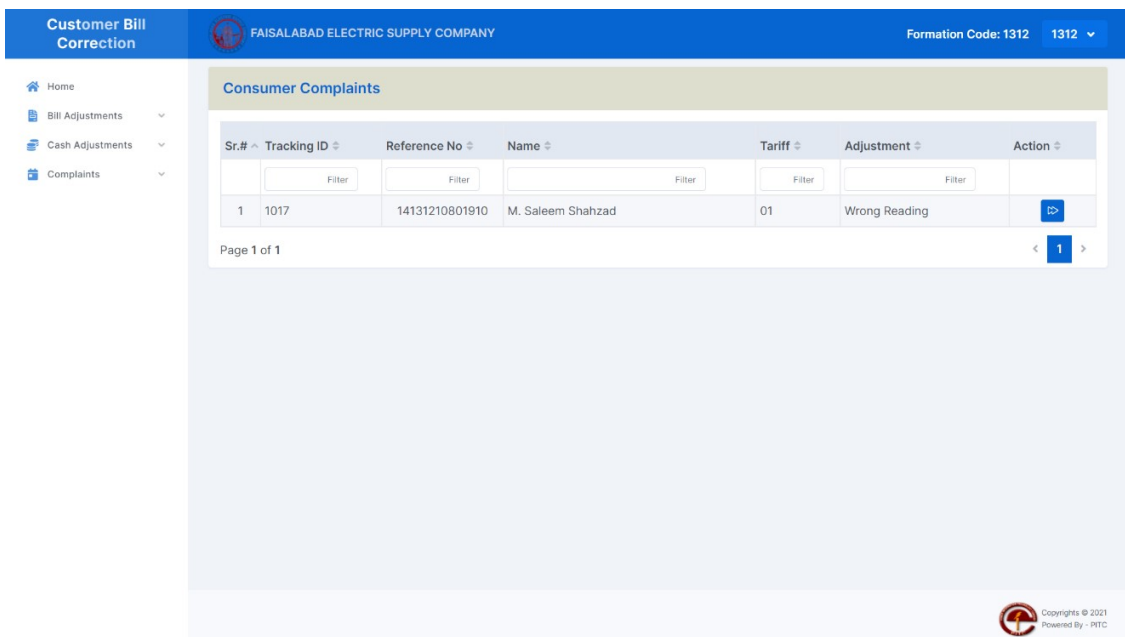


Figure 30

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

CP 52 Subsidy

Reference No: 14131210801910 | Adjustment Type: A | Tracking ID: 1017
 RO Adjustment No: 1017 | Due Date: 28012022 | Billing Month: 012022
 Tariff: 01

Company Charges

Variable Charges	-385.64	Meter Rent		Service Rent	
Fixed/Min Charges		TR Sur	0	FC Sur	-18.06
EQ Surcharge	0	NJ Surcharge	0	LPF Penalty	
Seasonal Charges	0	LP Surcharge		AGTA	7.7
AGTA2	0	AGTA3	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				

Subsidies

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 Serial No	Present Read As Charged	Present Read Be Charged	MF	Units Adjusted	Units Charged
1	1	2161205	1642	1600	1	-42	55

Update Forward

Figure 31

- BCS will forward CP to CS.

CP 52 Subsidy

Reference No: 14131210801910 | Adjustment Type: A | Tracking ID: 1017
 RO Adjustment No: 1017 | Due Date: 28012022 | Billing Month: 012022
 Tariff: 01

Company Charges

Variable Charges	-385.64	Meter Rent		Service Rent	
Fixed/Min Charges		TR Sur	0	FC Sur	-18.06
EQ Surcharge	0	NJ Surcharge	0	LPF Penalty	
Seasonal Charges	0	LP Surcharge		AGTA	7.7
AGTA2	0	AGTA3	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				

Subsidies

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 Serial No	Present Read As Charged	Present Read Be Charged	MF	Units Adjusted	Units Charged
1	1	2161205	1642	1600	1	-42	55

Action Taken: Forward to CS | **Remarks**: Please verify the CP52 | **GO**

Figure 32

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

Customer Bill Correction

CP 52 Subsidy

Reference No: 14131210801910 | Adjustment Type: A | Tracking ID: 1017
 RO Adjustment No: 1017 | Due Date: 28012022 | Billing Month: 012022
 Tariff: 01

Company Charges

Variable Charges	-395.64	Meter Rent		Service Rent	
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
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				

Subsidies

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 Serial No	Present Read As Charged	Present Read Be Charged	MF	Units Adjusted	Units Charged
1	1	2161205	1642	1600	1	-42	55

Action Taken: Forward to RO | Remarks: CP52 is ok | GO

Figure 33

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

Customer Bill Correction

CP 52 Subsidy

Reference No: 14131210801910 | Adjustment Type: A | Tracking ID: 1017
 RO Adjustment No: 1017 | Due Date: 28012022 | Billing Month: 012022
 Tariff: 01

Company Charges

Variable Charges	-395.64	Meter Rent		Service Rent	
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
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				

Subsidies

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 Serial No	Present Read As Charged	Present Read Be Charged	MF	Units Adjusted	Units Charged
1	1	2161205	1642	1600	1	-42	55

Action Taken: Forward to BCA | Remarks: print the bill | GO

Figure 34

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

Customer Bill Correction **FAISALABAD ELECTRIC SUPPLY COMPANY** Formation Code: 1312 1312

Consumer Complaints

Sr.#	Tracking ID	Reference No	Name	Tariff	Adjustment	Action
1	1017	14131210801910	M. Saleem Shahzad	01	Wrong Reading	+ ID

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Figure 35

FAISALABAD ELECTRIC SUPPLY COMPANY
 YOUR BETTER SERVICE - YOUR PRIDE **AMENDED CONSUMER BILL**
 Registered Firm (2017)

AMENDED BILL

PERCO CHARGES

DESCRIPTION	AMOUNT	UNIT	REMARKS
...

GOVT CHARGES

DESCRIPTION	AMOUNT	UNIT	REMARKS
...

TOTAL CHARGES

DESCRIPTION	AMOUNT	UNIT	REMARKS
...

BILL CALCULATOR

...

FAISALABAD ELECTRIC SUPPLY COMPANY - AMENDED CONSUMER BILL

...

...

Figure 36

- BCS will post the CP.

Customer Bill Correction FAISALABAD ELECTRIC SUPPLY COMPANY Formation Code: 1312 1312

Post to IBS

Sr.#	Tracking ID	Reference No	Name	Tariff	Adjustment	Action
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	🔍 + 🔄

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Figure 37

- All users could view their respective complaints status.

Customer Bill Correction FAISALABAD ELECTRIC SUPPLY COMPANY Formation Code: 1312 1312

Track Complaints

Tracking ID * 1017 **TRACK**

Name: M. Saleem Shahzad
Reference No: 14131210801910

1 2 3 4 5 6 7 8 9 10 11 12 13
REGISTER COMPLAINT MARK VERIFY READING FORWARD TO RO MARK FORWARD TO PREPARE CP 52 PREPARE CP 52 FORWARD TO CS VERIFY CP 52 APPROVE ADJUSTMENT AMEND POST TO IBS CLOSED

Complaint History

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
4	Forward To RO	13121	21-02-2022 15:25:12	21-02-2022 15:27:32
5	Mark	1312	21-02-2022 15:27:32	21-02-2022 15:28:49
6	Forward To Prepare CP 52	1312	21-02-2022 15:28:49	21-02-2022 15:31:57
7	Prepare CP 52	1312	21-02-2022 15:29:22	
8	Prepare CP 52	1312	21-02-2022 15:31:57	21-02-2022 15:33:06
9	Forward To CS	1312	21-02-2022 15:33:06	21-02-2022 15:34:54
10	Verify CP 52	1312	21-02-2022 15:34:54	21-02-2022 15:36:46
11	Approve Adjustment	1312	21-02-2022 15:36:46	21-02-2022 15:37:43
12	Amend Bill	1312	21-02-2022 15:37:43	21-02-2022 15:40:22
13	Post to IBS	1312	21-02-2022 15:40:22	

Figure 38

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.

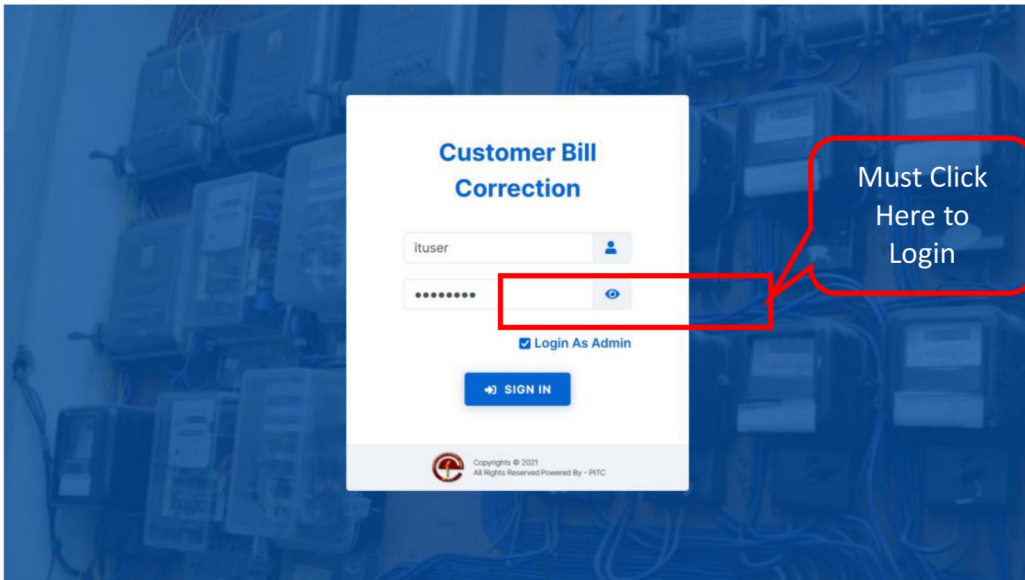


Figure 39

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

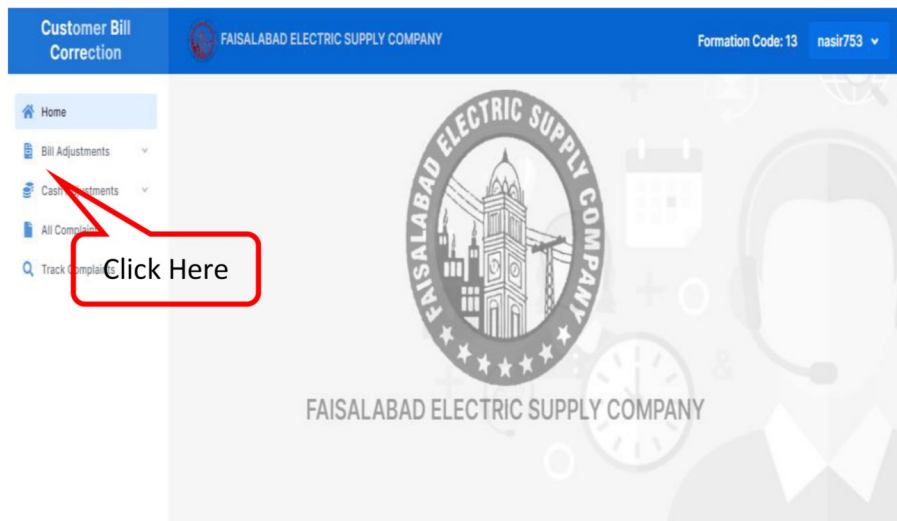


Figure 40

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

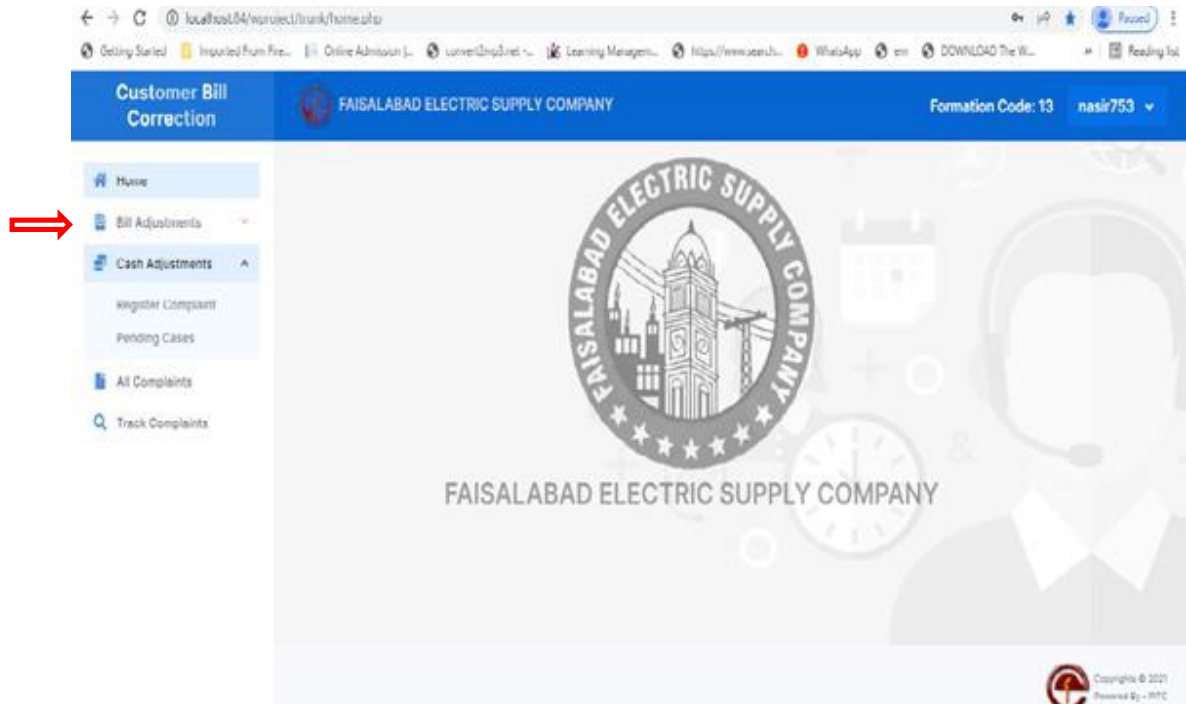


Figure 41

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

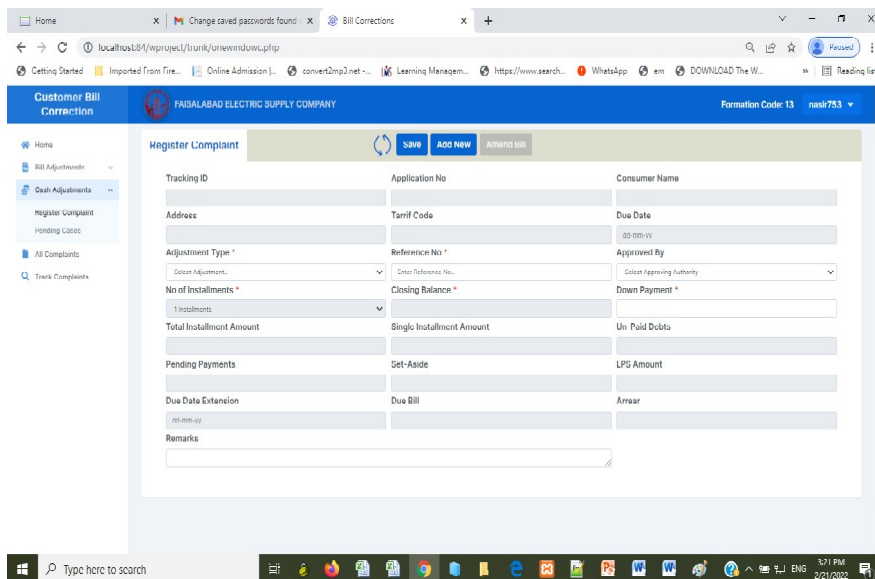


Figure 42

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.

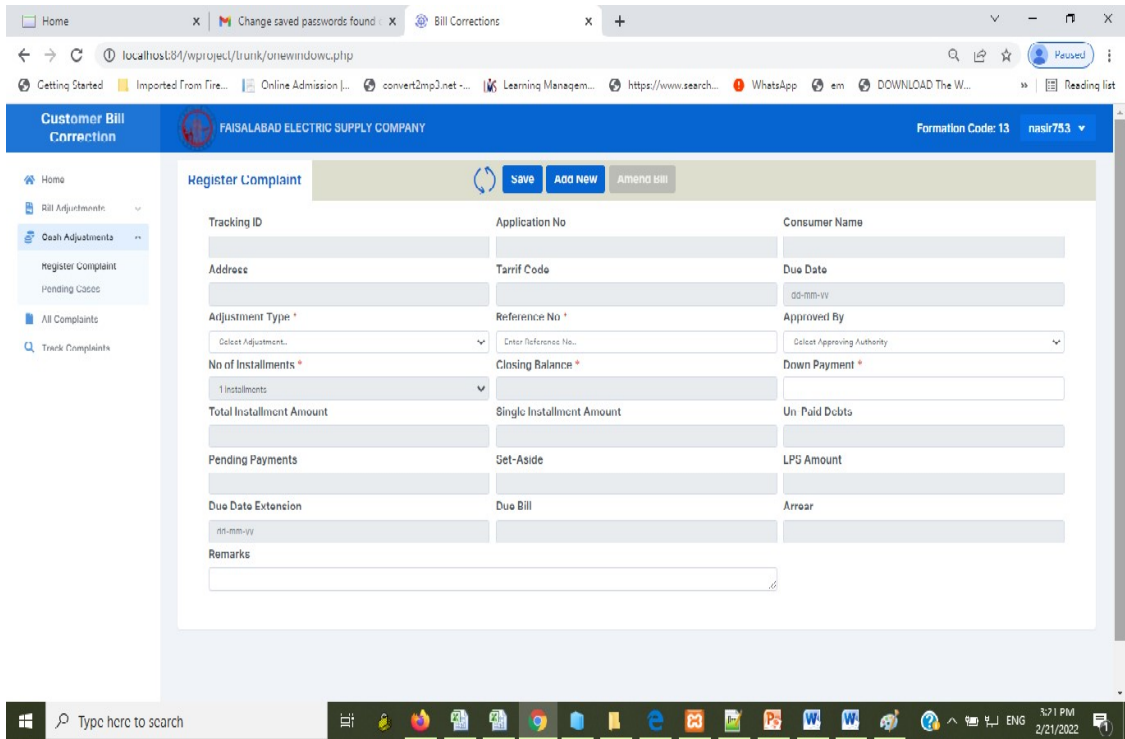


Figure 43

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.

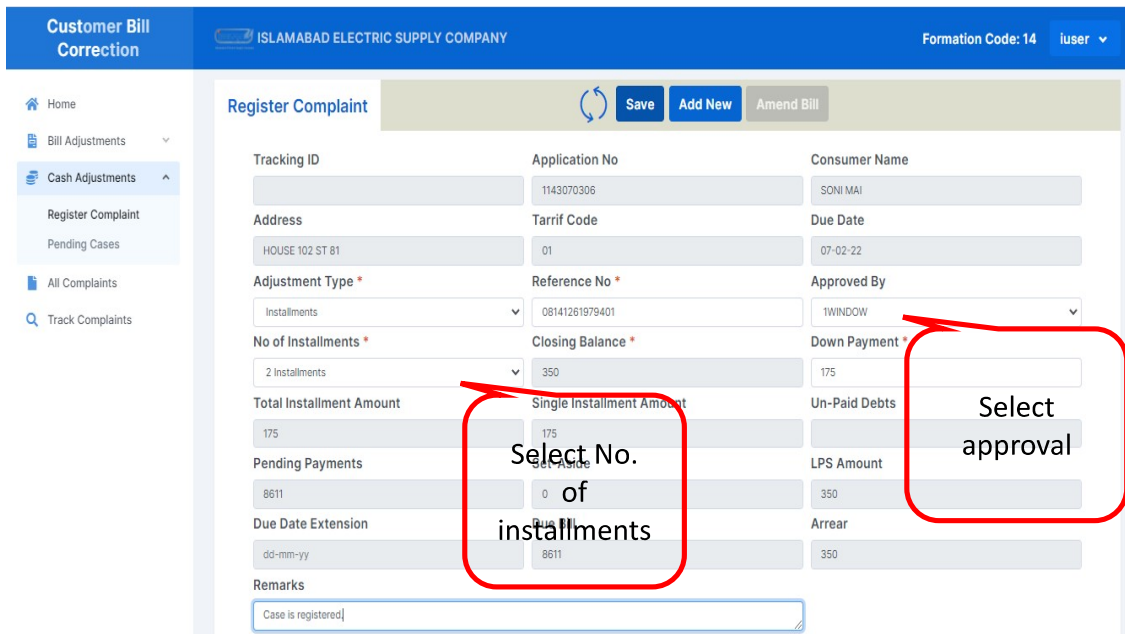


Figure 44

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 COMPANY Formation Code: 14 user

Register Complaint Save Add New Amend Bill

Tracking ID	Application No	Consumer Name
	1143070306	SONI MAI
Address	Tarrif Code	Due Date
HOUSE 102 ST 81	01	07-02-22
Adjustment Type *	Reference No *	Approved By
Installments	08141261979401	1WINDOW
No of Installments *	Closing Balance *	Down Payment *
2 Installments	350	175
Total Installment Amount	Single Installment Amount	Un-Paid Debts
175	175	
Pending Payments	Set-Aside	LPS Amount
8611	0	350
Due Date Extension	Due Bill	Arrear
dd-mm-yy	8611	350

Remarks
Case is registered

Change down payment if required.

Figure 45

After satisfaction with data, please save the registration.

Customer Bill Correction ISLAMABAD ELECTRIC SUPPLY COMPANY Formation Code: 14 user

Register Complaint Save Add New Amend Bill

Tracking ID	Application No	Consumer Name
	1143070306	SONI MAI
Address	Tarrif Code	Due Date
HOUSE 102 ST 81	01	07-02-22
Adjustment Type *	Reference No *	Approved By
Installments	08141261979401	1WINDOW
No of Installments *	Closing Balance *	Down Payment *
2 Installments	350	175
Total Installment Amount	Single Installment Amount	Un-Paid Debts
175	175	
Pending Payments	Set-Aside	LPS Amount
8611	0	350
Due Date Extension	Due Bill	Arrear
dd-mm-yy	8611	350

Remarks
Case is registered

Press Save

Figure 46

The saved cases may appear in pending cases.

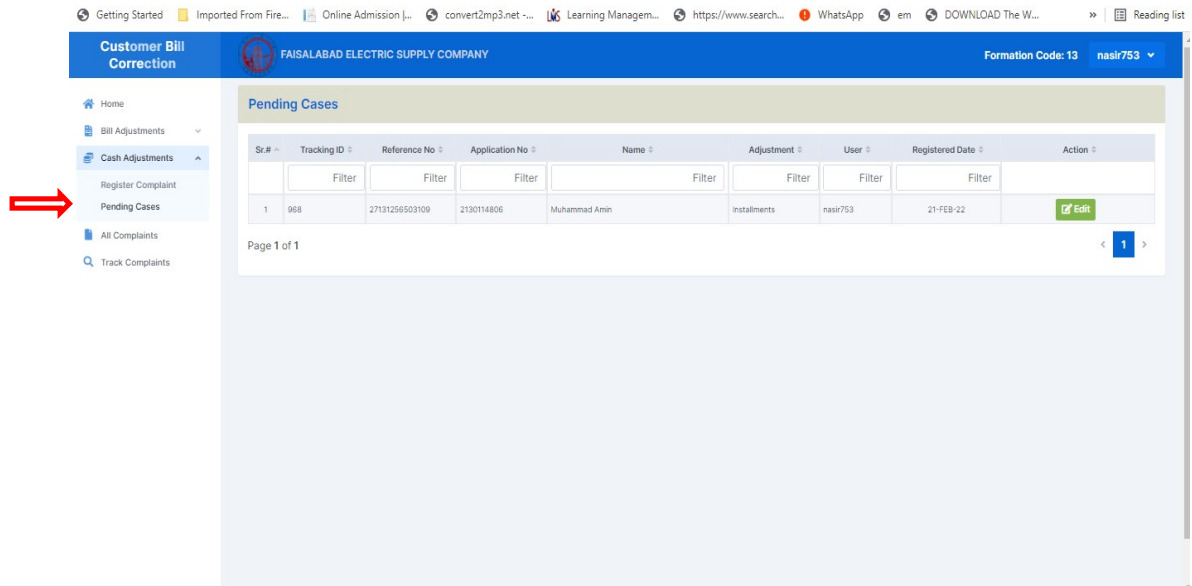


Figure 47

The pending entry can be edited here.

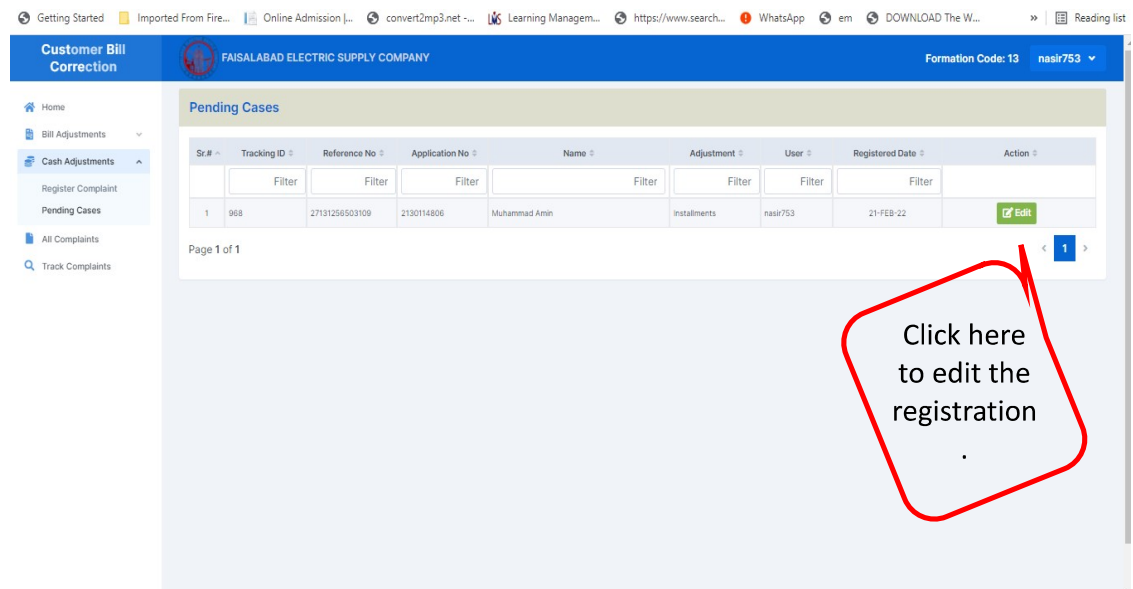


Figure 48

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

Customer Bill Correction | FAISALABAD ELECTRIC SUPPLY COMPANY | Formation Code: 1312 | 1312

Register Complaint | Pending Cases | Update | Add New | Forward | Print Complaint

User Options: Change Password, Sign Out

Adjustment Type *	Tracking ID	Application No
Installments	1028	1130969751
Reference No *	Consumer Name	Address
11131241079000	BUSHARAT JAVID	ST 9 TARIQ ABAD
Tariff Code	Closing Balance *	Approved by
01	8790	DIR,COM
No of Installments *	Down Payment *	Total Installment Amount
3 Installments	2930	5960
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		

Figure 49

The ECA may print a receipt

FAISALABAD ELECTRIC SUPPLY COMPANY
ADJUSTMENT COMPLAINT TRACKING

Print Date: 21-Feb-22

Tracking ID: 1028 Application No: 1130969751 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.

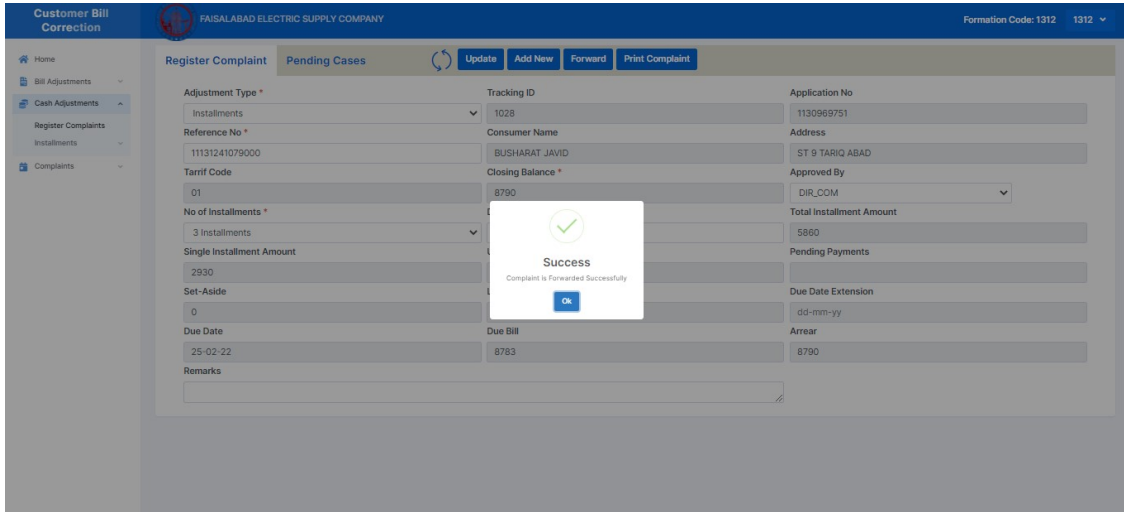


Figure 51

SDO/RO User

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.

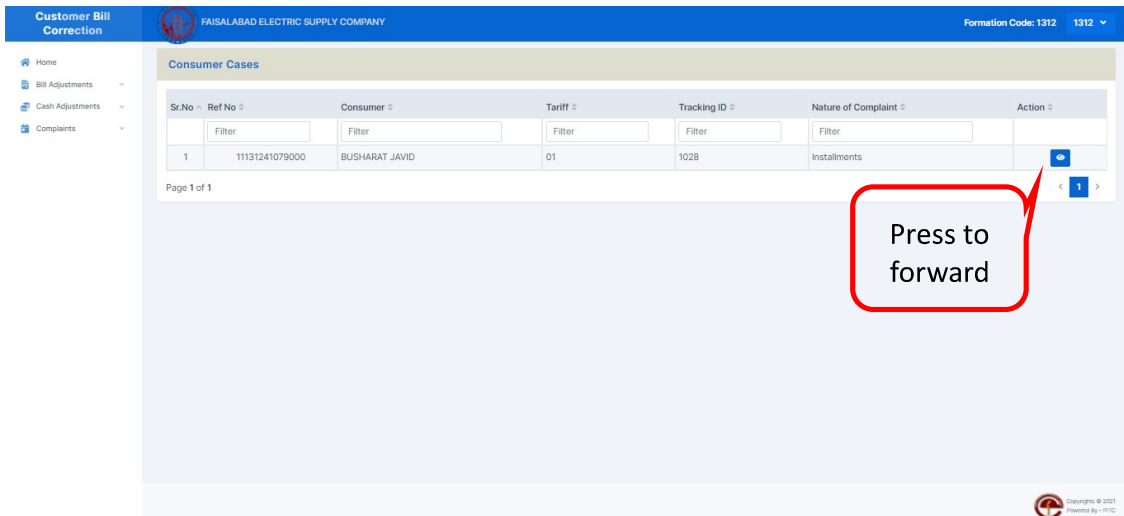


Figure 52

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

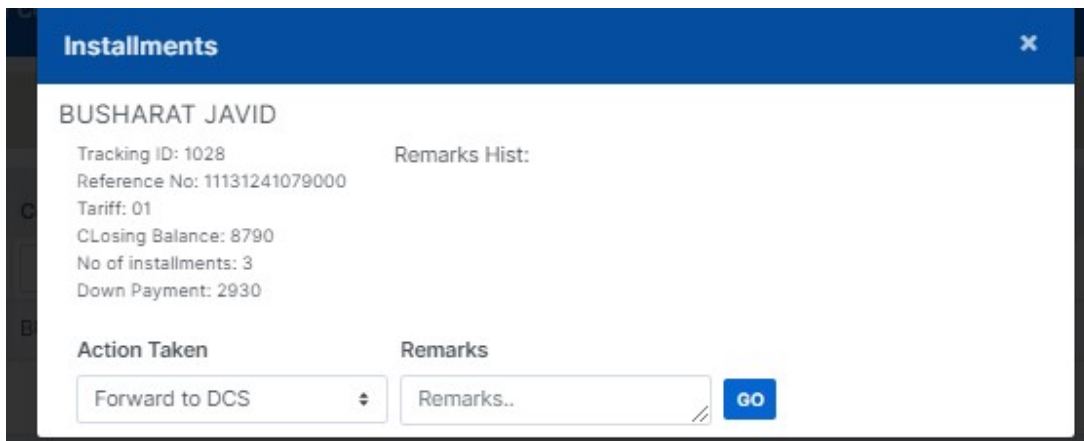


Figure 53

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

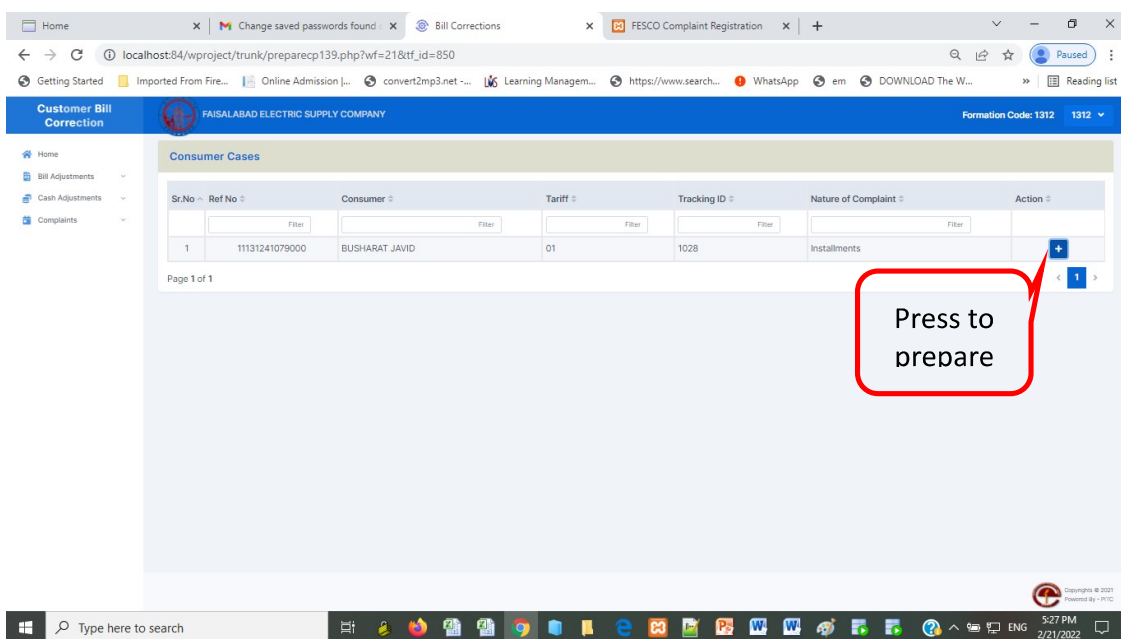


Figure 54

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

CP 139: Installments

Main Date	21022022	Reference No	11131241079000	Application No	1130969751
Adjustment Type	Installments	Adjustment Type ID	21	Tracking ID	1028
RO Adjustment No	1028	RO Adj Date	21022022	Tariff Old	
Tariff New	01	Markup Flag		No of Installment	2
Amount excl. Down Pay		Down Payment	2930	Electricity Duty	
LP Surcharge		G.S.T		PTV Fee	
WH Income Tax		Extra Tax		Further Tax	
ITS Tax		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

Figure 55

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

WAPDA POWER DISTRIBUTION BRANCH
Un-identified cash /debtors' adjustment form

Cp form-139 of 156
Version 2.0
Revision on 12.02.2000

Type of Transaction

1- Un-identified-Cash-Posting	7- I.Q.T-Posting
2- Un-identified-Deletion	8- Reversal-Of-I.Q.T
3- Journal-Adjustment	9- Installment
4- Security-Adjustment	10- Withdrawal-Of-Installment
5- Security-Repayments	11- Advice-Of-Debt/Court-Order
6- Bad-Debit-&-Written-Off	12- Withdrawal-Of-Debt/Court-Order

Enq No. _____
Date _____
Name & Address BUSHARAT JAVID
of Consumer ST 9 TARIQ ABAD
FSD

Account Number				Adj.No/Ref./O.T/Voucher /Court Order		Tariff	
Batch#	Sub Division	Consumer No	Ck	Number	Date	Old	New
11	13124	1079000		21	21-FEB-22		

No. of instlments	Down payment	Amount of bill excl. Down payment
2	2930	5860

Electricity Duty	Late payment	Hydel Surcharge	F.A.S	Additional Surcharge	GST	With Holding Income Tax	Other Wapda Charges	Grand Total
							5860	5860

Identified Reference Number				Bank code	Payment Date
Batch#	Sub Division	Consumer No	Ck		

Net amount to be adjustment (in word) _____

Signature of CSO/SDORO _____

Reason _____ Date _____
Authority _____ (Stamp)

Figure 56

Now RO will approve the adjustment.

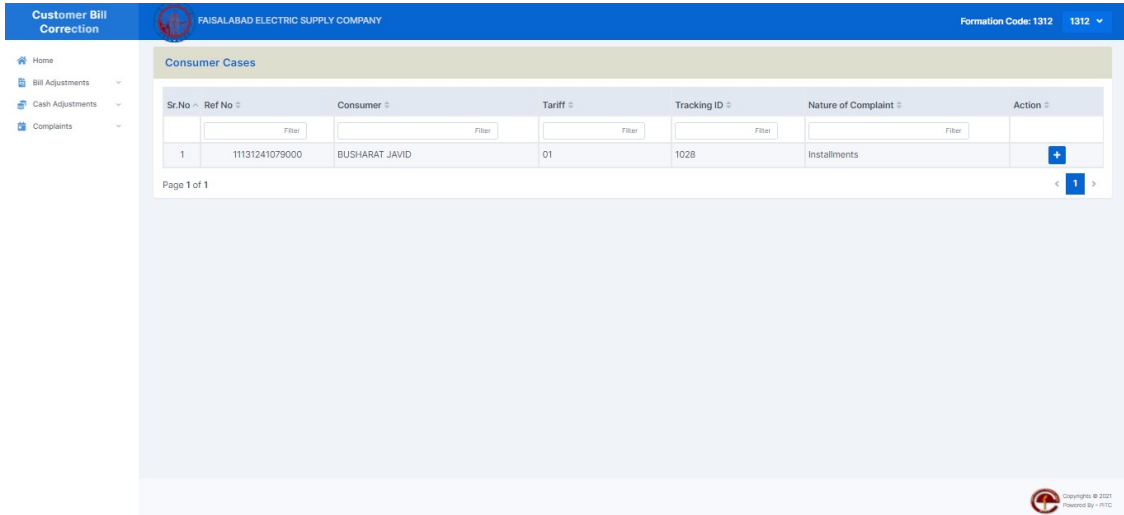


Figure 57

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

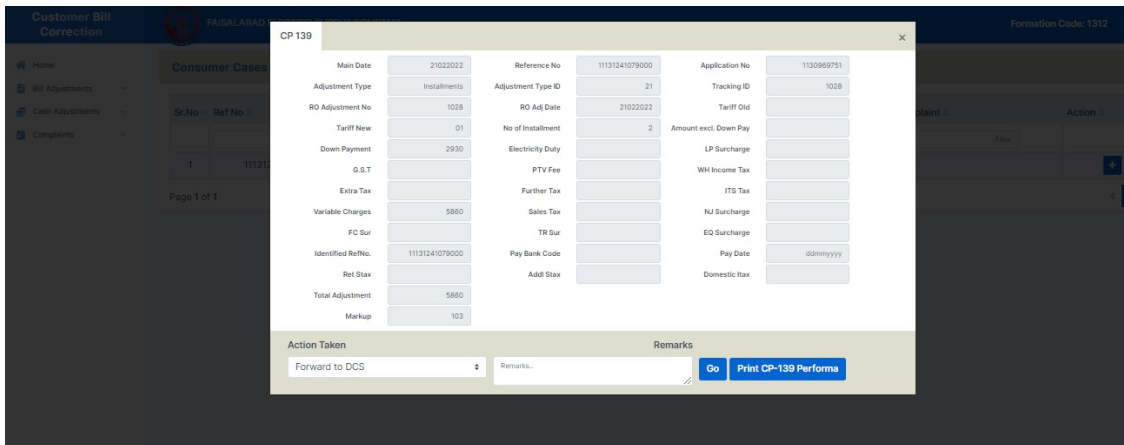


Figure 58

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

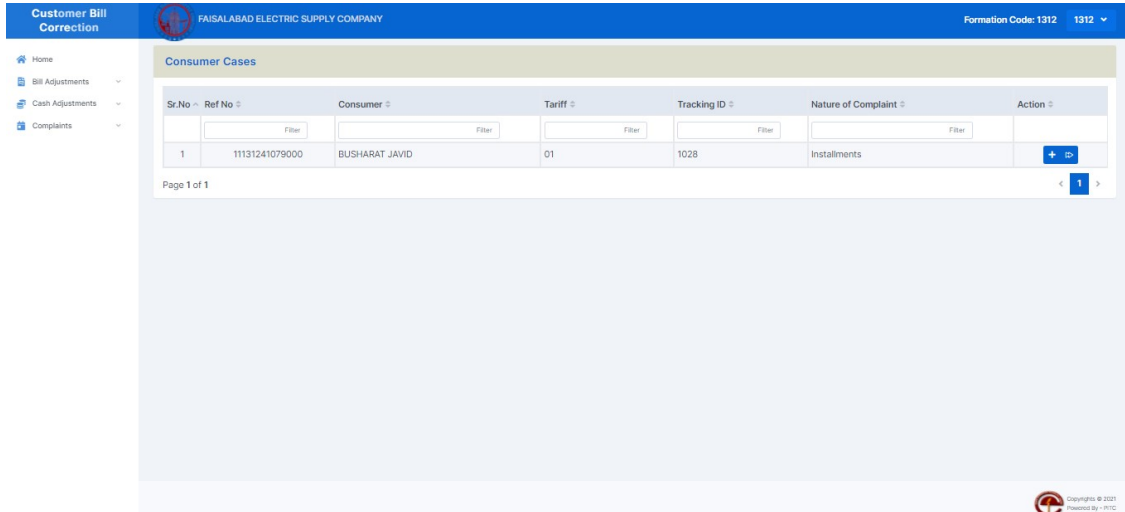


Figure 59

When he presses >> on the next screen

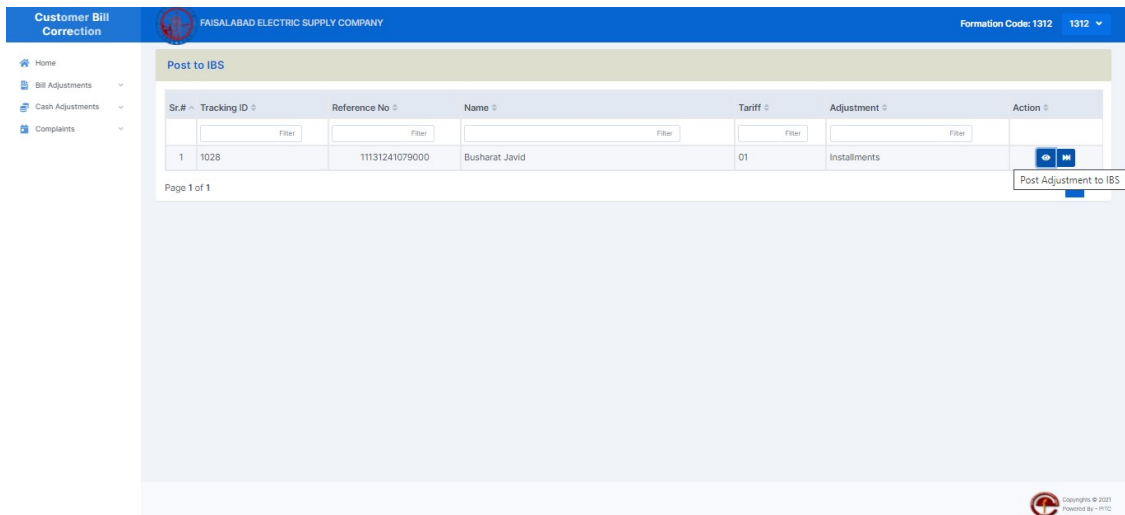


Figure 60

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)	CCCH
Customer Care Center	CCC

ROLES

ROLE_DESCRIPTION	ROLE_NAME	OFFICE_NAME	Short Code	Status
ADMIN	ADMIN			
1WINDOW	1WINDOW			Disabled
SUB DIVISION	SDO	Sub Division Office	SDO	
DIARY CLERK	DC	Sub Division Office	SDO	Disabled
CLERK	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	TCC	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	CC	Computer Center	CC	
COMPUTER CENTER CLERK	CCC	Computer Center	CC	
DATA ENTRY OPERATOR	DEO	Computer Center	CC	Disabled
1WIDNOW ASSISTANT DIRECTOR	1WINDOW(AD)	Customer Care Center(Head Off)	CCCH	
1WINDOW DEPUTY DIRECTOR	1WINDOW(DD)	Customer Care Center(Head Off)	CCCH	
1WINDOW OPERATOR	1WINDOW(OP)	Customer Care Center(Head Off)	CCCH	
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	
1WINDOW DD	1WINDOW(DD)	Customer Care Center	CCC	

Appendix B

