




Gas MBC

Gas-Metering billing and collection

“Forget the hassles of metering, billing and collection, and focus on your core business objectives.”

 Goal setting	 Research	 Engineering	 Design
<ul style="list-style-type: none"> • Business goal • Stakeholders interview • Module setting • Team allocation 	<ul style="list-style-type: none"> • Insights • Epic and user stories • User personas 	<ul style="list-style-type: none"> • Information architecture • Lo-fi flow maps • Hi-fi wireframes 	<ul style="list-style-type: none"> • Design research • Design concept • Usability testing

Program Vision

- PNG gas distribution is the future of our country, and a big leap towards ensuring 24×7 uninterrupted gas supply to domestic and commercial consumers. We help CGDs in expanding gas connectivity in their area and maximizing the number of connections, while the customers enjoy hassle-free supply and services using our developed Gas MBC solution.
- City Gas distribution (CGDs) presently are using services from multiple vendors to acquire and serve PNG customers. Recovering payment from customers, operational inefficiency, high cost-to-serve, converting customers from LPG to PNG, and inefficiency handling customer grievances are the key pain areas for CGDs. Assigning all the customer-facing services to a single entity can allow CGDs to operate more efficiently and cost-effectively.
- Our Gas metering, billing and collection (MBC) services is a mixture of all the customer-centric services associated with gas distribution. Being the single point of responsibility, we improve operational efficiency, enhance customer experience and reduce the cost-to-serve. In gMBC, we are providing many services to consumer like new connection, service request, complaints, payment collection, call center etc.

Target Market

- Presently, MBC services are running to Think Gas customer on different GA location -Ludhiana, Bhopal, Bhagpat, Bhegusarai,
- Targeting to different CGDs in Pan India to get more MBC business and leverage our MBC system

Range of services

Customer acquisition and new PNG connection management

Collecting new connection charges for domestic PNG connections; supplying, installing and commissioning new PNG connections. Inventory management and creating awareness in customers about gas usage.

PNG connection maintenance

Handling of all field related customer complaints and modifications like shifting of line, hose pipe change, meter replacement, disconnection, re-connection and periodic meter reading.

Customer engagement and support

Establishment and operation of customer interface centre and 24 x 7 call centre for handling customer queries, complaints and emergencies related to domestic PNG connections, covering the scope from GI pipeline above the ground till customer appliance.

Pay-as-you-go (prepaid) gas metering

Supply of a reliable pay-as-you-go metering system with Bluetooth technology that allows customers to buy gas as and when required. Customers can budget their usage and improve cash flow by monitoring their use through a mobile app.

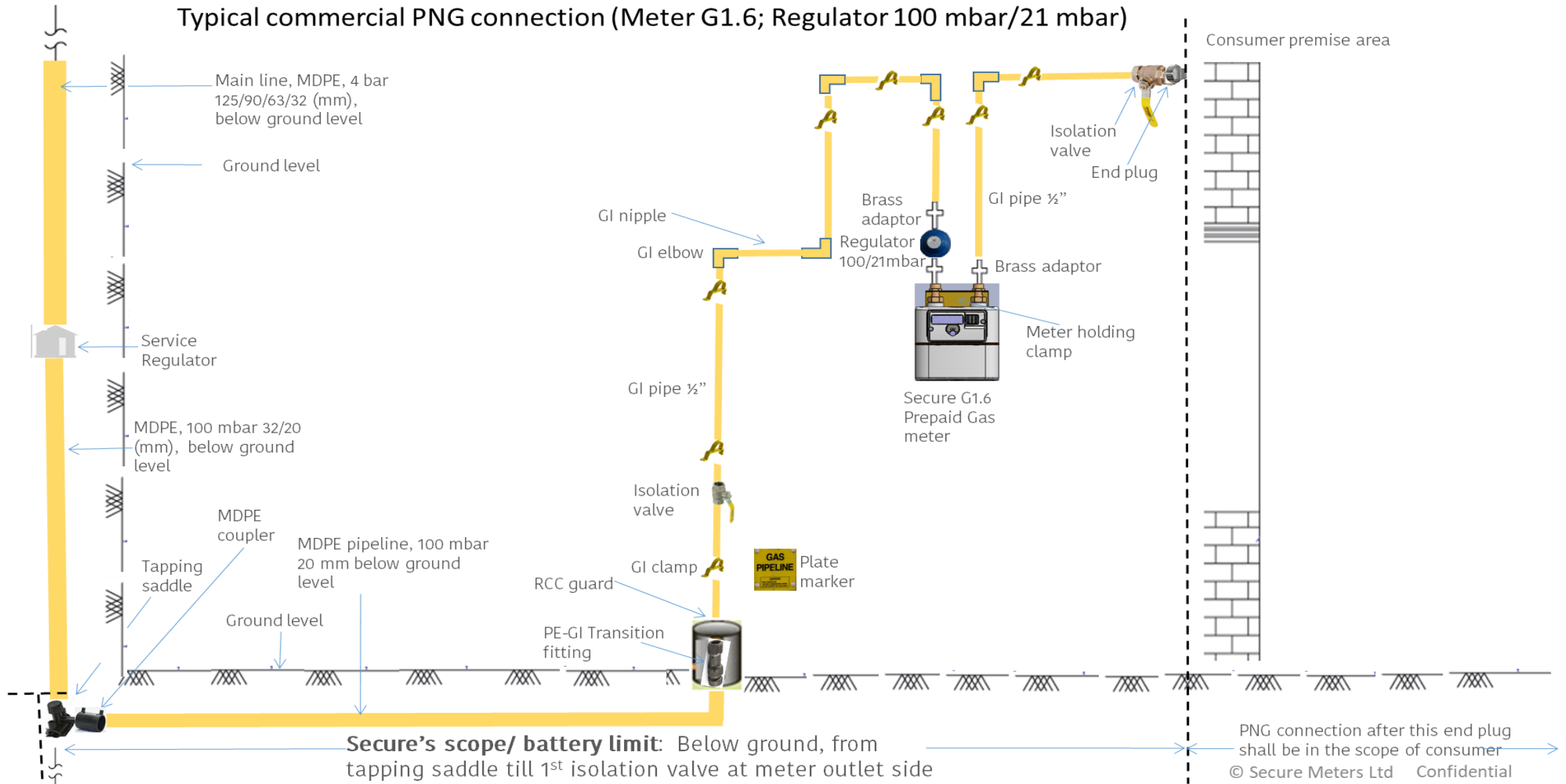
Revenue management services

Operation of front offices for vending, prepayment token recharge, payment collection for such services, cash deposit in the bank and revenue reconciliation.

IT management services

Establishment, operation and maintenance of software and IT infrastructure for prepaid vending and CRM services, including licensing and hardware / software upgrades.

Project overview



Gas MBC - Modules

Program is divided into 2 phases:

Phase 1 (Domestic) - New connection-Domestic, payment collection, Call center, complaint management

Phase 1 (commercial)- New connection, call center, complaint management, meter reading

Phase 2 - service request – meter replacement, Temporary disconnection without dismantling, meter reading, additional point



Marketing of
PNG connection



Customer conversion
and on-boarding



Installation –
pipeline and meter

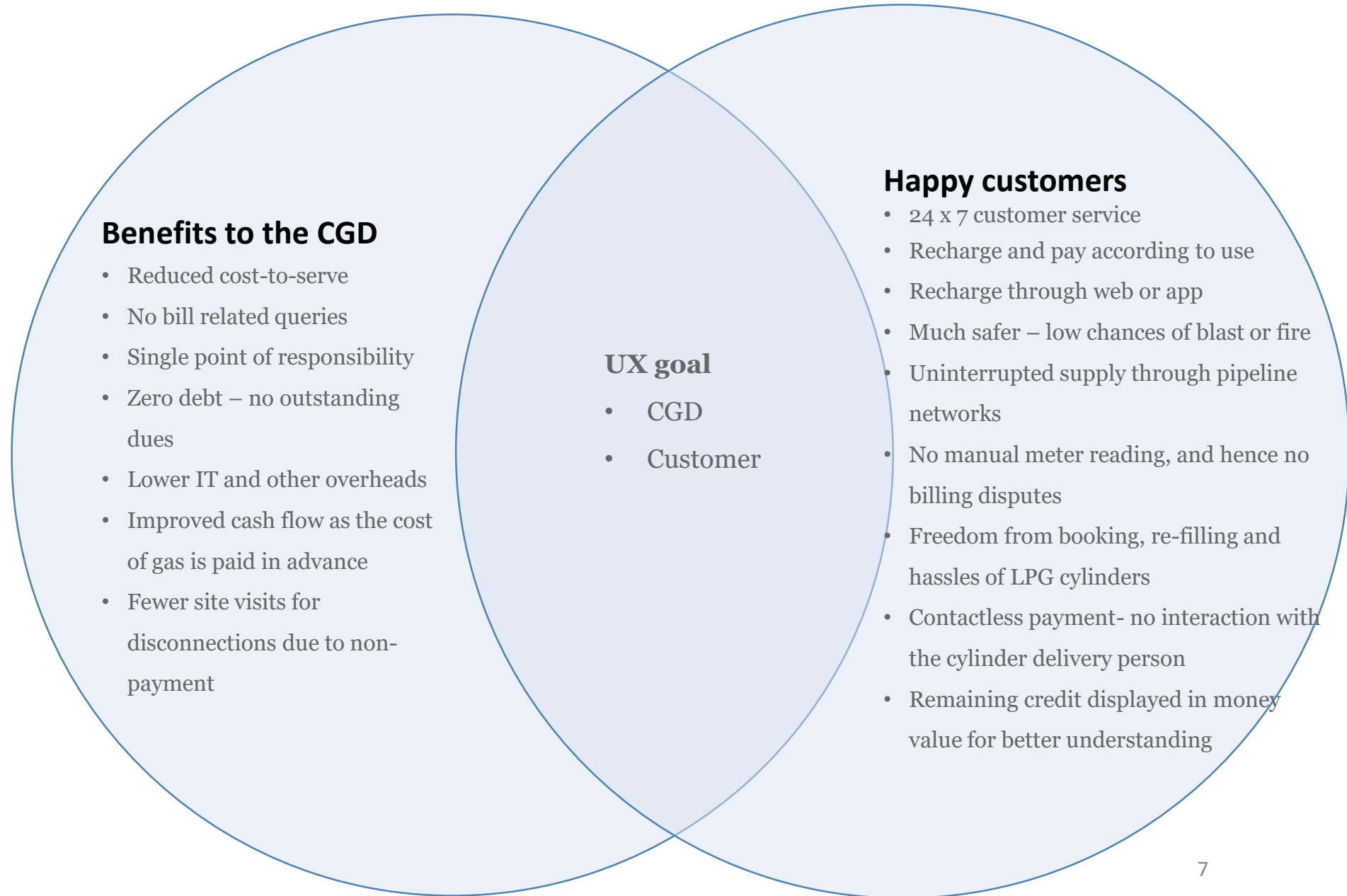


Metering ,billing
and collection

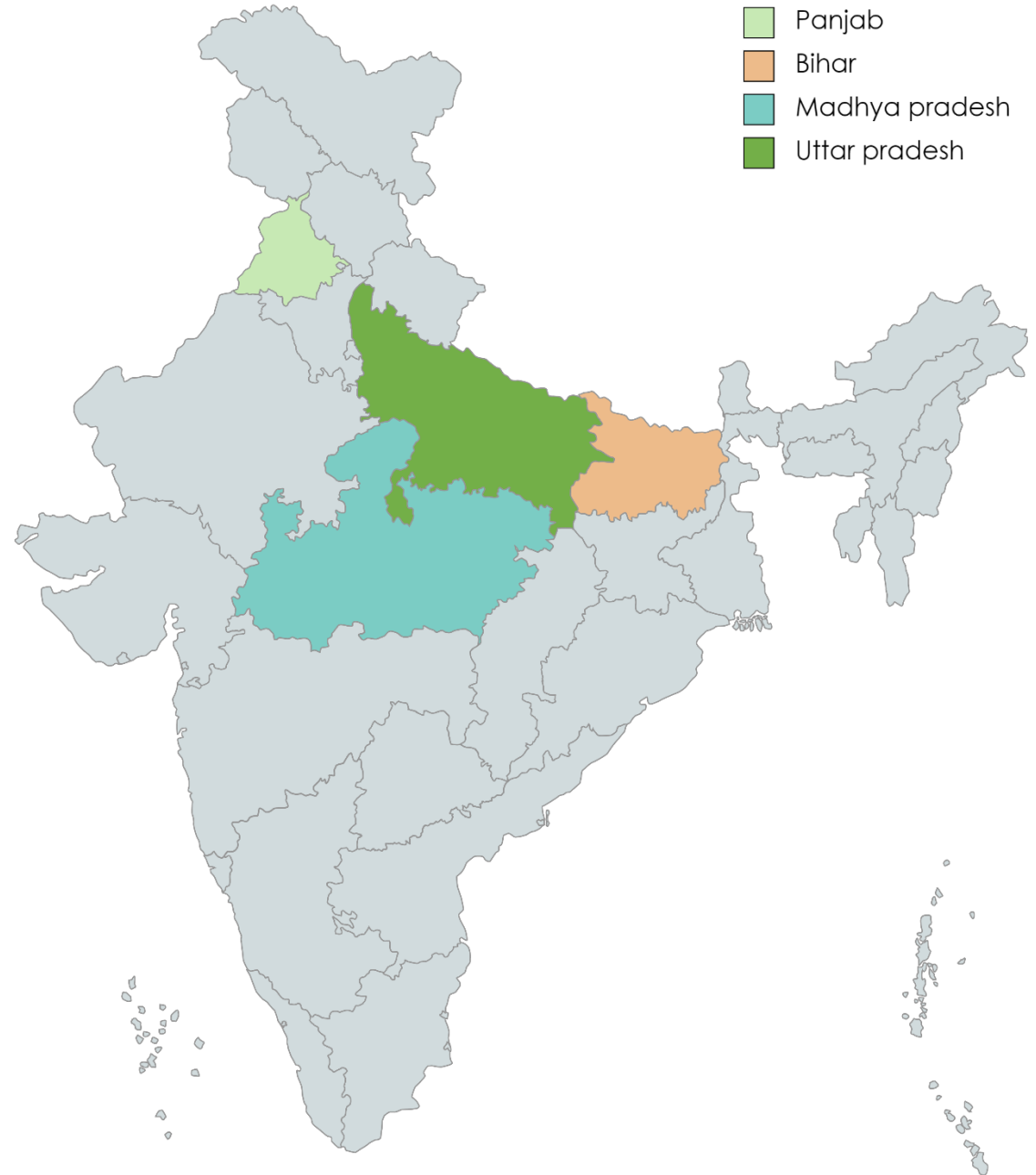


Aftersales support
27x7 customer service

The project aims to implement a robust, scalable and transparent framework of scheduling, metering, accounting and settlement of energy transactions at intra-state as well as interstate level in India.



User research : Customer visit



Team allocation

- RA/ UX team (2 persons) : User research, IA, Wireframe /prototype
- RA/ UX team (1 persons) : RA with UX on page level detailing and validation by Dev/PV team



Goal setting

- Business goal
- Stakeholders interview
- Module setting
- Team allocation



Research

- Insights
- Epic and user stories
- User personas



Engineering

- Information architecture
- Lo-fi flow maps
- Hi-fi wireframes



Design

- Design research
- Design concept
- Usability testing

Persona (Role based)

CSC Executive-Commercial

CSC Executive-Commercial



Arvind Vishnoi

Local, lives in joint family- Owns a two wheeler

Extrovert
Polite
Attentive
Customer focussed
Hard working
Good communication

BASIC INFO

Age: 32

Qualification: B. Tech

Experience:
6 Years
(6 years past
experience in finance
and purchase)

Family
Parents, wife and 1 kid

Hometown:
Ludhiana

WORK PLACE



TYPICAL DAY



Arrives at Office 09:00

09:15 Check pending task at Sugam PNG

10:00 Meets the consumer for new connection applications and service request. Verify KYC and upload into system

11:00 Issue demand note, job order, release connection, handle consumer query

Arrives at home 19:00

Attends team briefing about the status of ongoing tasks. Complete pending applications of new connection, service request

WORK RELATED NEEDS

- Seating arrangement
- Desktop with network connectivity to access system
- Gasification plan, checklist, tariff plan and schemes, pamphlets
- Display: Important information like schemes, benefits, tariff

FRUSTRATIONS

- Stringent target
- Long working hours
- Repetitive work
- Outage-Network and Power

DO'S & DON'T AT WORK

Do's: Be calm, polite, ready to work in extended working hours, multi-skilling works

Don't's: Lose patience, abusive language

TECHNOLOGY



Dell desktop to register and process consumer applications and service request



Redmi 5



Uses Vodafone and Jio connections

PROFESSIONAL GROWTH


- Office incharge

SERVICES USED



Installer/Plumber, Gas MBC

Installer/Plumber, Gas MBC



Manohar Devda

Youngster, Easygoing and customer focused

Easygoing (Mastmola)
Customer focused
Youngster
Smoker and Consume Tobacco
Hard working

BASIC INFO

Age: 25 to 40



Qualification: ITI

Experience:
3 Years
(Previous 3 years in
Plumbing)
New to Secure Meters

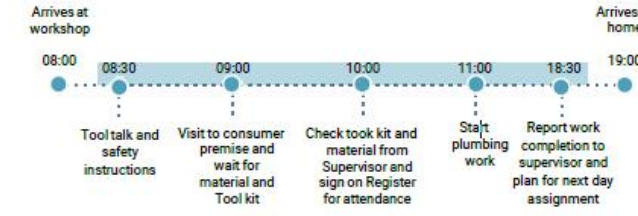
Family
Wife and 1 child

Hometown:
Ludhiana

WORK PLACE



TYPICAL DAY



Arrives at workshop 08:00

08:30 Tool talk and safety instructions

09:00 Visit to consumer premise and wait for material and Tool kit

10:00 Check tool kit and material from Supervisor and sign on Register for attendance

11:00 Start plumbing work

18:30 Report work completion to supervisor and plan for next day assignment

Arrives at home 19:00

WORK RELATED NEEDS

- Proper tools and tackles
- No hazard at work
- Cleanliness
- No change in layout & messy or confusion in work
- Safety – self, People and property
- Knowledge of Meter functions and Consumer & Installer App, Welcome Kit
- Need to learn testing & training.

FRUSTRATIONS


- Re-installation
- Consumer unnecessary query handling
- Disturbing at the time of plumbing
- Return without completion of work
- Last moment layout change

DO'S & DON'T AT WORK


Do's: Installation of Pipe and Testing, Always in Uniform

Don't's: Smoking, Use of Tobacco, Misbehave with consumer


TECHNOLOGY



Threading, Soldering, Testing, Safety precautions



Asus Gen Phone




Uses Idea and Jio connections

PROFESSIONAL GROWTH


- Job Security
- Timely payment of Salary and conveyance
- No change in Plumbing work

SERVICES USED



Meter reader - projects

Meter reader - projects



Nandlal

Rooted, family oriented

Out-spoken

Work focused

Attentive

Good in technology

Basic knowledge

BASIC INFO

Age: 32


Qualification: Graduate

Experience: 6 years (4 years in previous utilities industry & 2 years in current company)


Family: Married and 2 kids

Hometown: Batala

TECHNOLOGY





HP Pavilion desktop at office
Checks Emails
Designs layouts



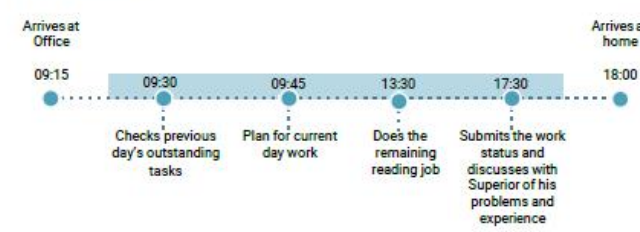
Samsung Galaxy J5

Uses Airtel and Jio connections

WORK PLACE

TYPICAL DAY



WORK RELATED NEEDS

- Mobile and reading application
- Stationary
- Mobility
- Local geographical awareness and local language acquaintance
- Road safety kit and PPE

FRUSTRATIONS

- Monotonous job
- Facing consumer's ire
- Exposed to adverse weather
- BLE flow is not working properly
- Frequently route change
- Multiple visit at consumer's place

DO'S AND DONT'S AT WORK



Do's: Punctual, Value time, Educate consumers on meter reading, Always in uniform and ID, Should be neat and clean, etiquette

Dont's: No unnecessary talks at office and at job (consumer), No smoking and chewing of tobacco, No rash driving

PROFESSIONAL GROWTH

- Aspiring to grow


SERVICES USED

Mobile brand
Time watch

Field supervisor - projects

Field supervisor - projects



Manoj Sharma

Rooted, family oriented - Owns a Honda Unicorn

Technically sound

People's person

Work focused

Practical

Hard working

BASIC INFO

Age: 26


Qualification: Diploma

Experience: 5 Years (3 years in previous utilities industry & 2 years in current company)


Family: Unmarried. Lives with friends in rented house

Hometown: Jalandhar

TECHNOLOGY





Desktop at office
Checks Emails
Assign work



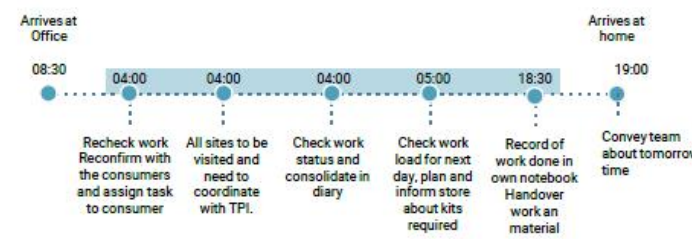
Mi phone

Uses Airtel and Jio connections

WORK PLACE

TYPICAL DAY



WORK RELATED NEEDS

- Needs to ensure safety
- Ensure the died team works effectively. Avoid idle time
- Meet TAT. Solve emergency issues/ complaint first
- Coordinate to TPI and field team
- Coordinate to consumer for appointment

FRUSTRATIONS

- Consumer not at home
- Repetitive work
- Staying late at work
- Working Sunday

DO'S & DON'T AT WORK



Do's: Meet TAT
Avoid rework, ensure quality, Follow safety, Time punctuality



Dont's: No Incidence
Avoid consumer complaints

PROFESSIONAL GROWTH

- Wants to be manager

SERVICES USED

Epics

Business process	Epic (Name of the Epic)	Context (Brief description of the Epic giving the context)
Connection management	Acquire consumer	City gas distribution company (CGD) who has the licensing authority to extend the gas network in particular locality (GA) as part of the government of India's initiatives to gasify as far as possible to come out from the dependency of LPG intensive usage to Piped natural gas (PNG) usage for residential, commercial and industrial consumers, provides us (Secure) the gasification plan where the gas network is going to spread. On getting the information, Secure marketing team who are working in tandem with our customer (e.g. Think Gas) visits the area to campaign for the acquisition of the gas consumers. They may go door to door, may distribute pamphlets as part of their marketing plan. Consumers may provide their intends to switch from LPG to PNG. Marketing executive will records the details and the consent of the consumer, if so. If they agree, executive will fill up the application form on behalf of the consumer taking all necessary supporting documents. The application fee may be taken at this point of time and acknowledgement will be handed over to consumer. There may be some cases where the consumers will not be readily agreeing, or some consumers may provide their consent afterwards by calling the call centre or visit to Secure office (CSC). In that case, marketing team will approach to consumer again. The marketing team will handover filled up application form for further processing and subsequent steps to releasing gas connection to the intended consumer.
Connection management	Register new connection request	Connection associate collects filled application form along with supporting documents and verify documents. Enter consumer and connection details including scheme into system. Handover acknowledgement receipt to consumer. Fee may be also be collected at this point of time. Scan documents and upload into system.
Connection management	Process new connection request	On receiving registration of new connection request of an intended consumer, the commercial executive will conduct commercial feasibility such as consumer or its premise having any pending dues, court case, validity of premise or any rejected application. If there is any non-compliance in part of commercial feasibility process, application shall be on hold and consumer will be intimidated. If everything goes right, application will be processed for subsequent steps. The technical feasibility will be carried out by technical executive as per defined SOP. He will verify availability of gas, proper ventilation etc. and will draw a layout plan and take consent from consumer. Technical feasibility may be carried out in mobile app (FFS). Based on technical feasibility, demand note will be generated and handed over to consumer for payment along with GSA format for review (For commercial, NDEC, Non-commercial). Consumer will make the payment through various available channels. Then GSA to be reviewed & sign off by consumer (For commercial, NDEC, Non-commercial) and upload. The connection is now ready for installation.
Connection management	Install gas metering assets	After successful GSA agreement by consumer, Installation task to be generated. Installation team collects ready material from store/workshop on the basis of layout prepared during technical feasibility by technical executive. Installer will agree on appointment with consumer and visit in scheduled time. The Installer will install pipeline, regulator, meter etc. Conduct leakage testing, measure output pressure. After completion of installation task, supervision & commissioning task to be generated. Installer will verify the inner installation which is done by consumer and witness & testing to complete the supervision task then Installer will commission the meter, do the pass test, transfer initial vend into meter to activate tariff. Also, commissioning task can be completed later on if consumer is not ready for conversion. New commissioning task to be generated after completion of supervision and commissioning task. On completion of physical installation, installer will read meter and will verify end to end connection by switching on gas burner to check whether gas is coming or not. The installer will educate to consumer about new PNG system, its advantages, operation of prepayment gas meter, it's features and functionality. He will also to consumer to download the consumer app (Liberty SAHAJ) in consumer's smart phone and he will make the consumer understand its feature and help him to do first time online recharge.
Payment collection	Collect payment for new connection	There are various channels to make payment of new connection charges i.e. application fee and demand note such as visit to Secure (CSC) office, web portal, mobile app, E-gram, paytm, billdesk etc. In case of consumer visits CSC office, cashier may collect payment of application fee and demand note in various available modes like cash, cheque, demand draft, credit card/ debit card etc. While consumer may make payment through online mode using credit/ debit card, internet banking etc. After successful payment, consumer will receive payment receipt. Cheque bounce penalty may be incurred if submitted cheque gets bounced due to any reason.

Functional requirements : User stories

Sr. No.	Business Process Area	Epic Name	System component	User Story Name	As a (Write the role, whose for the req. is)	I want to (Write the functional requirement)	So that (Write what is achieved by it; what's for the req. is)	Acceptance criteria	Remark	Phase	SDD Ref No
1	Connection management	Register new connection request	Offline	Collect filled application form	Connection associate	get filled application form from consumer or marketing team	I can enter consumer & connection details etc. with an intention of registering a new gas connection request of an intended consumer .			1	5.1-1, 5.1-2
2	Connection management	Register new connection request	FFS	New connection registration for Domestic at FFS	Marketing team	Enter intended consumer details in FFS app for registration	New consumer connection gets registered into system for further action.	1. FFS app Login to be done with specific GA 2. GA specific - CA and Gasified location to be shown 3. Provision to scan adhar card QR code and auto-filled relevant fields. 4. Validate the mandatory consumer mobile no. and send OTP 5. Fill all mandatory fields as per wireframe. 6. Provision to upload or take picture of desired documents with maximum size of 5 MB. 7. Proper file name of uploaded documents with all pages combined of one file 8. Registration data & task summary available to field user w.r.t to complete/Open etc. on FFS 9. As per registration scheme, specific prepay tariff ID to be shown 10. Registration to be done in both mode - Online and offline 11. Registration to be done for domestic	Refer Data dictionary for details	Jira support	

Non functional requirements

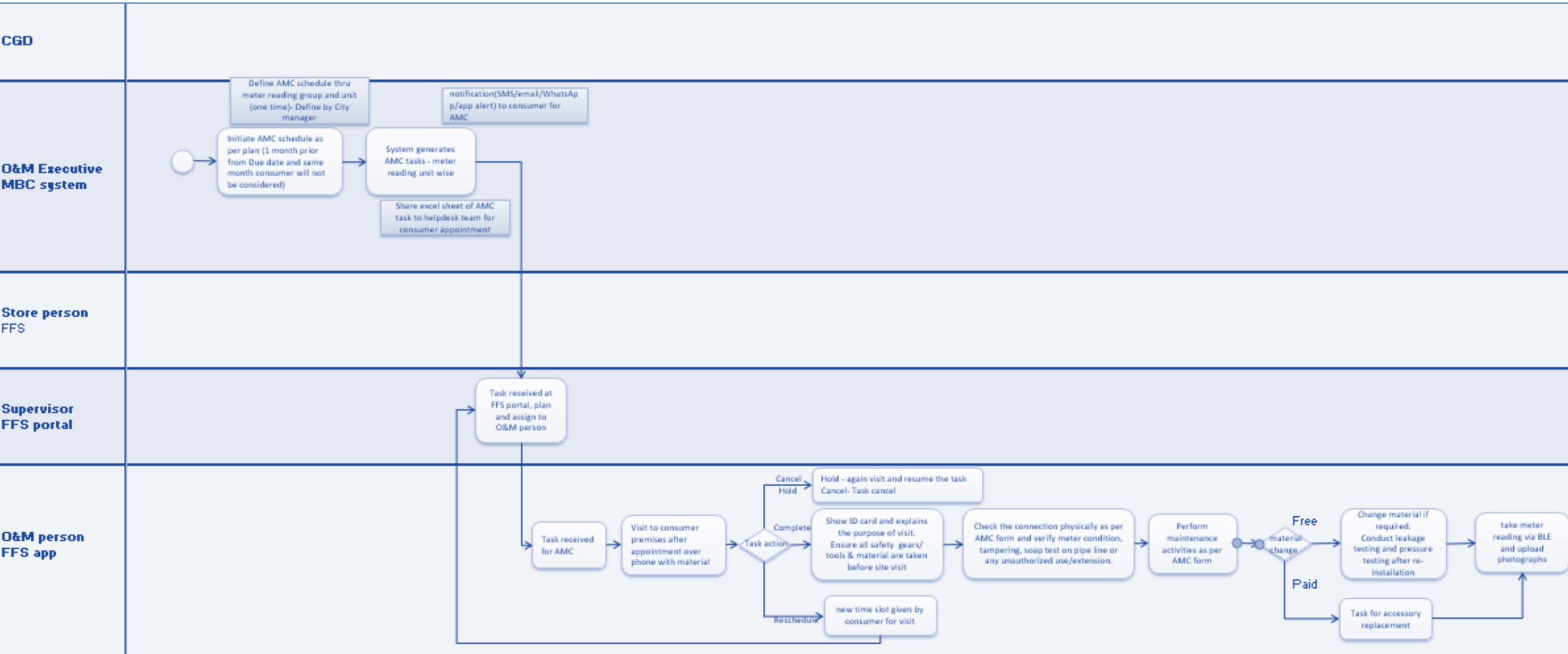
Sr. No.	Non Functional Requirements (Write all the non functional requirements of the project, i.e. performance, scalability, security, usability etc)	Category
1	Vend token generation including printing of receipt at counter < 2 min	Performance
2	Vend token generation through online channel < 2 min	Performance
3	Average meter reading time over BLE < 2 min	Performance
4	No of consumer to be served in a project upto 4 lacs to 10 lacs	Scalability
5	System shall be up and running upto 99.5% of time	Reliability
6	Any kind of report generation and its display time shall not be more than 15 sec	Performance
7	Refresh of CGD and Internal dashboard in every 5 minutes	Performance
8	SMS to bulk consumers (50k) shall be reached within 10 mins	Performance
9	Email to bulk consumers (50k) shall be reached within 1 hour	Performance
10	Dashboard response time - Less than 5 secs.	Performance
11	Average physical manual reading & pictures < 2 min	Performance

Data dictionary

Parameter Name	Units	Unique	Description	Data Type	Length	Enumerator Value
GAA hierarchy			Administrative area hierarchy			CGD/ GA/ CA/
Network hierarchy			Gas distribution network hierarchy			City gate station/ DRS/ SR SR/ TF (Optional)
Consumer number format						SPV-GA-Charged Area (CA)-Category: X-X-XX-X-XXXXX
Category		No	Category of the connection desired.			Domestic Commercial Non-Commercial NDEC Industrial
Subcategory		Yes	Sub-category of the Consumer Category			General
Aadhar No.		No	Aadhar number of the applicant.	Number	12	
First Name		No	First Name of applicant	Alpha with only dot (.) and space allowed	20	
Middle Name		No	Middle Name of applicant	Alpha with only dot (.) and space allowed	10	
Last Name		No	Last Name of applicant	Alpha with only dot (.) and space allowed	20	
Father's/ Husband's Name		No	Father name of the applicant.	Alpha with only dot (.) and space allowed	50	

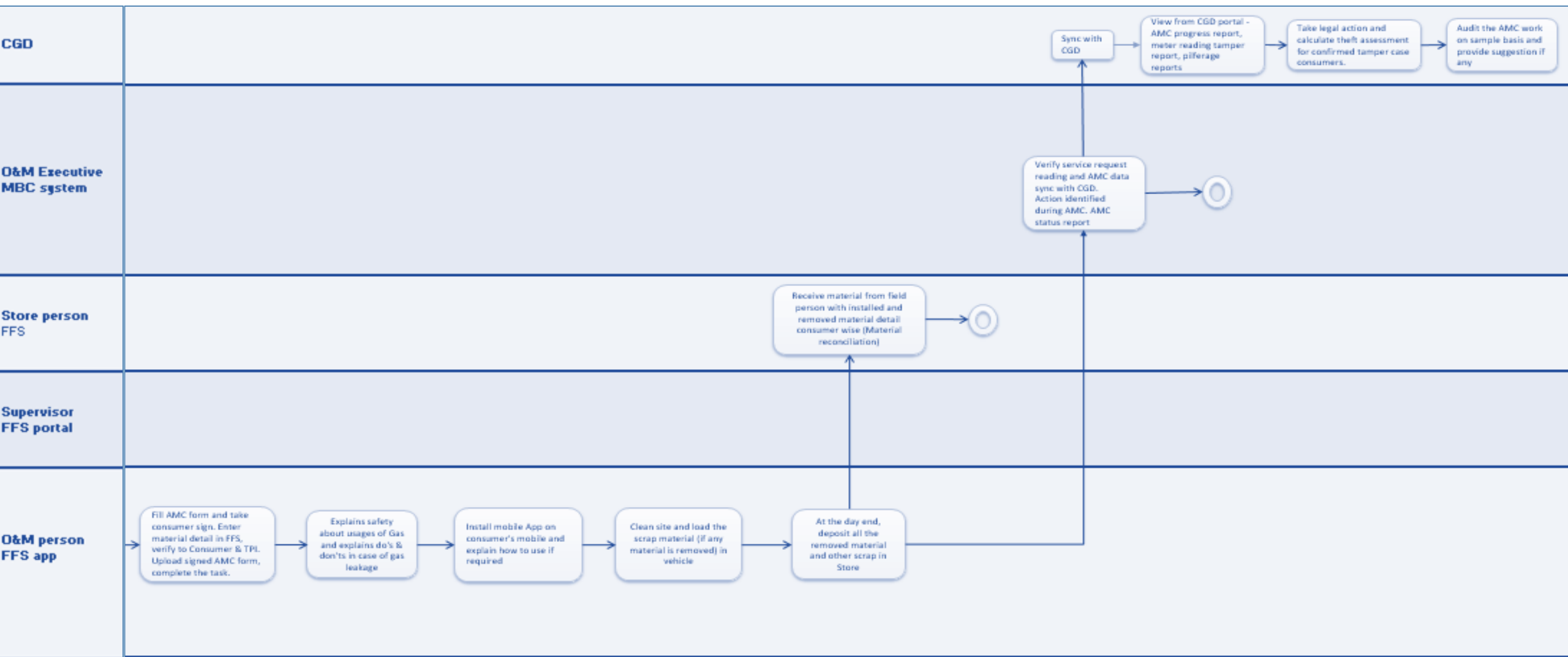
Process flow: 1a

AMC (Annual Maintenance Contract) Domestic and commercial



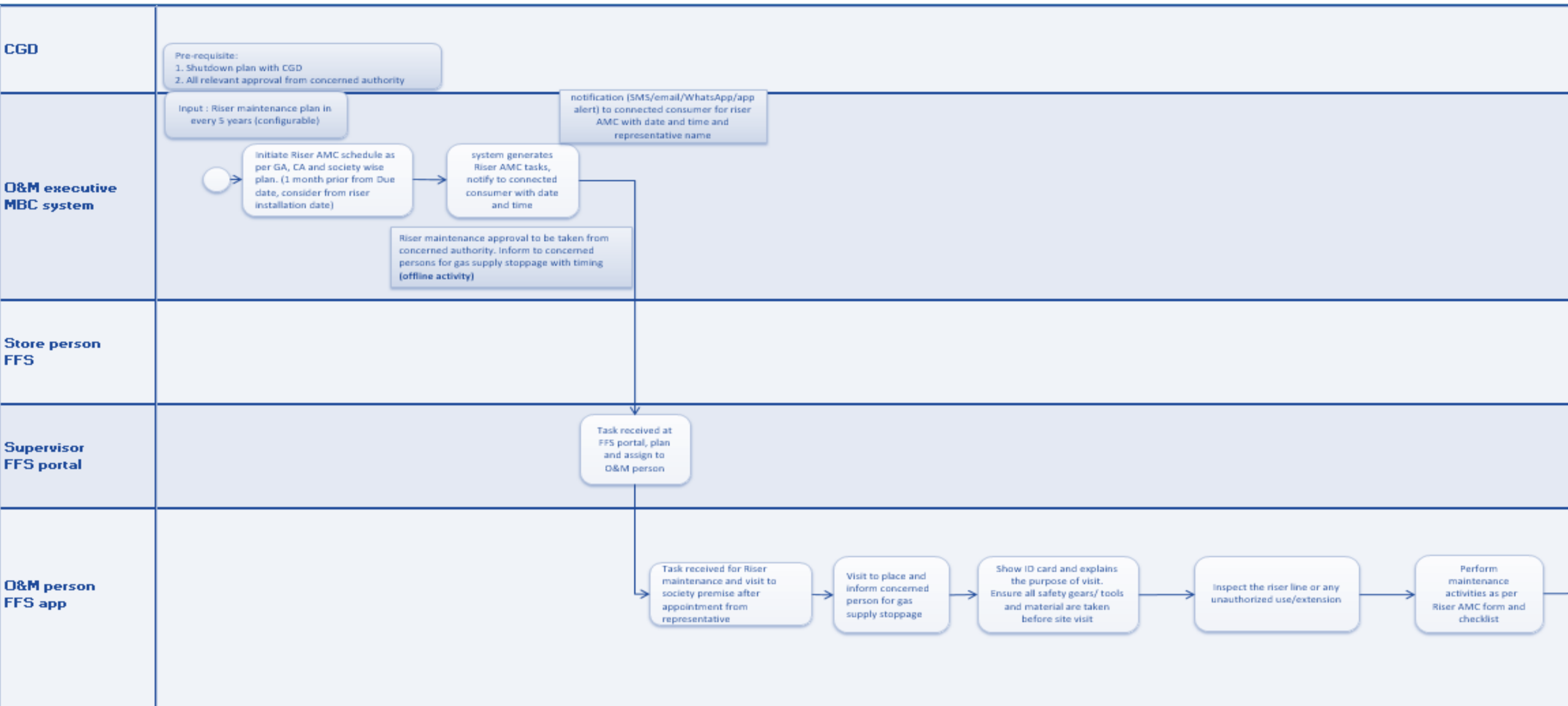
Process flow: 1b

AMC (Annual Maintenance Contract) Domestic and commercial



Process flow: 2a

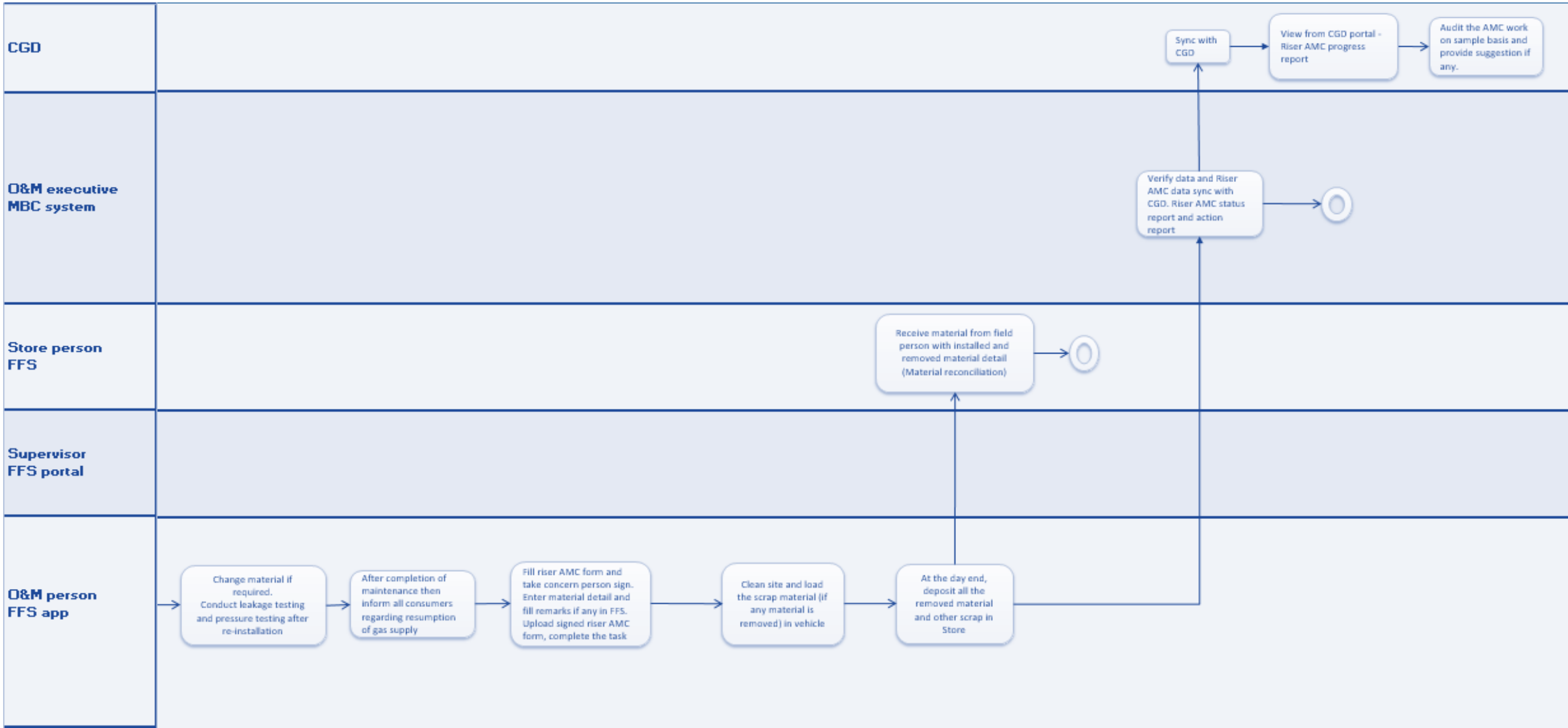
AMC (Annual Maintenance Contract) Riser management



Process flow: 2b

AMC (Annual Maintenance Contract)

Riser management





Goal setting

- Business goal
- Stakeholders interview
- Module setting
- Team allocation



Research

- Insights
- Epic and user stories
- User personas



Engineering

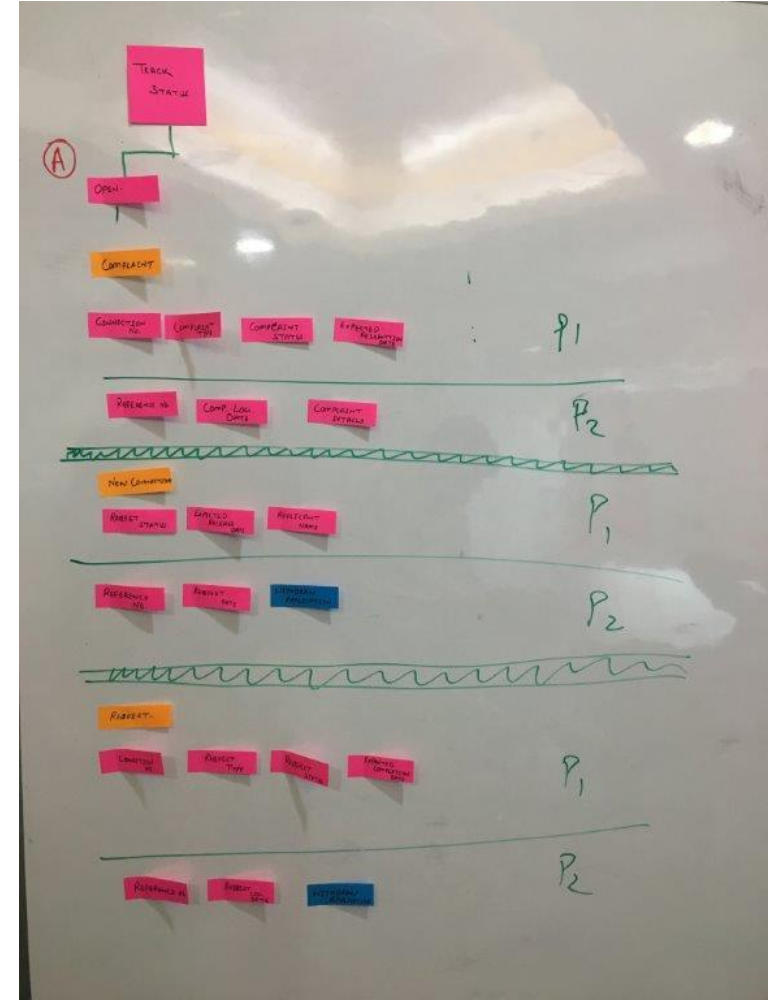
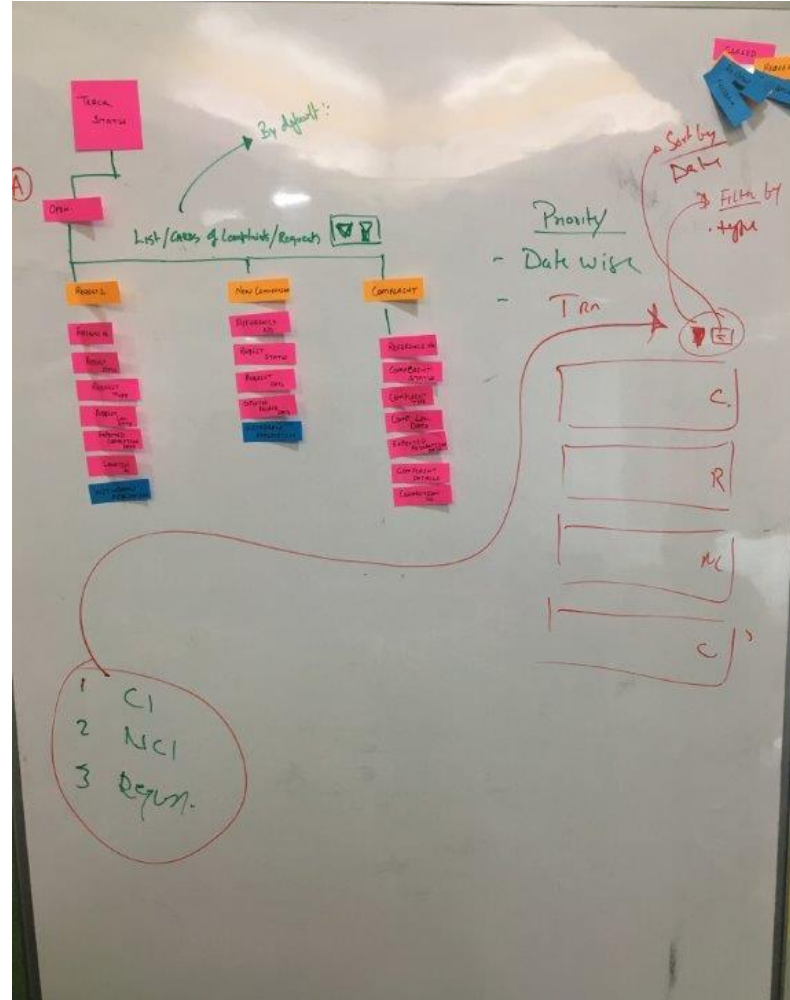
- Information architecture
- Lo-fi flow maps
- Hi-fi wireframes



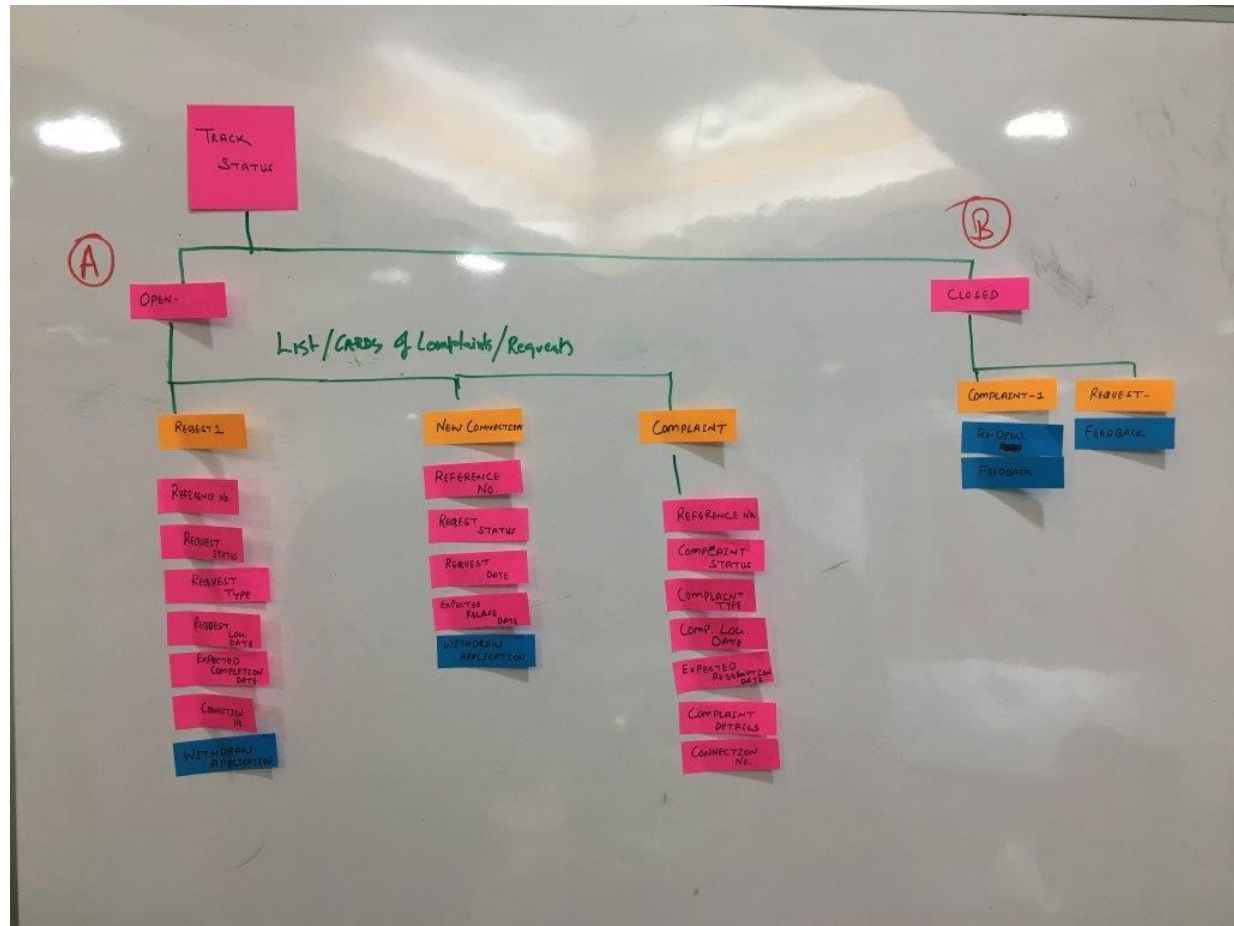
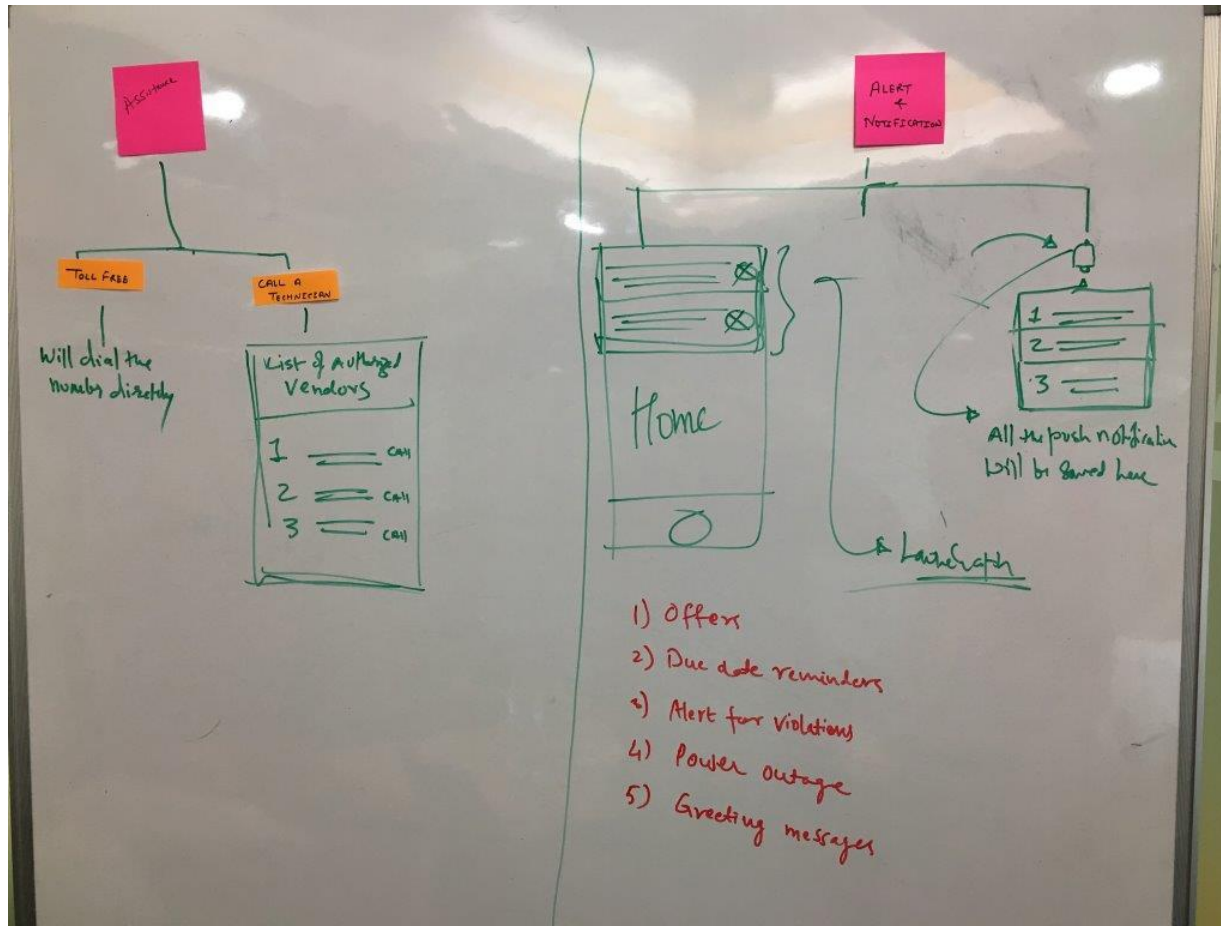
Design

- Design research
- Design concept
- Usability testing

Affinity diagram(Sketch)

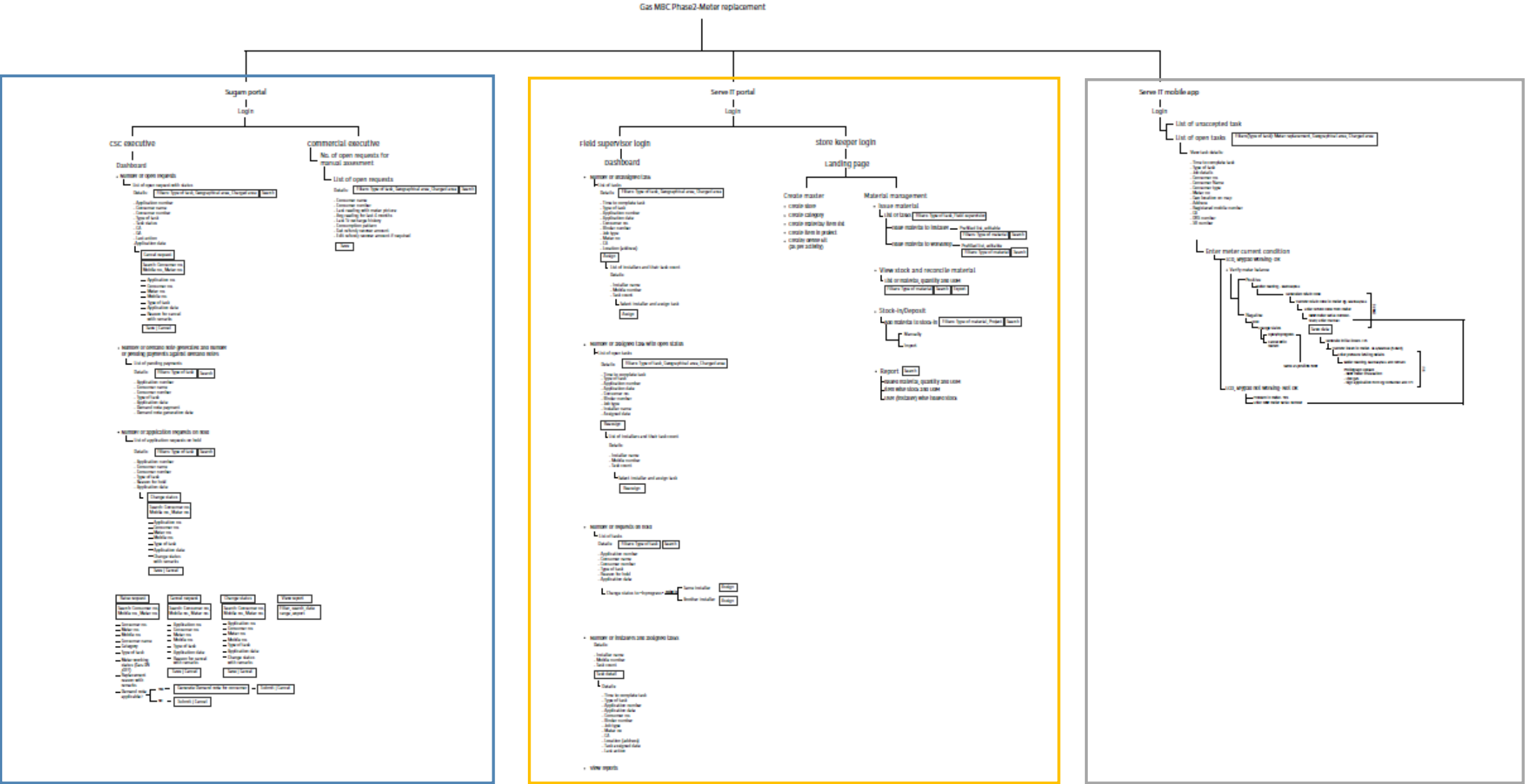


Affinity diagram(Sketch)



Information Architecture (Gas MBC Phase2-Meter replacement)

Part A



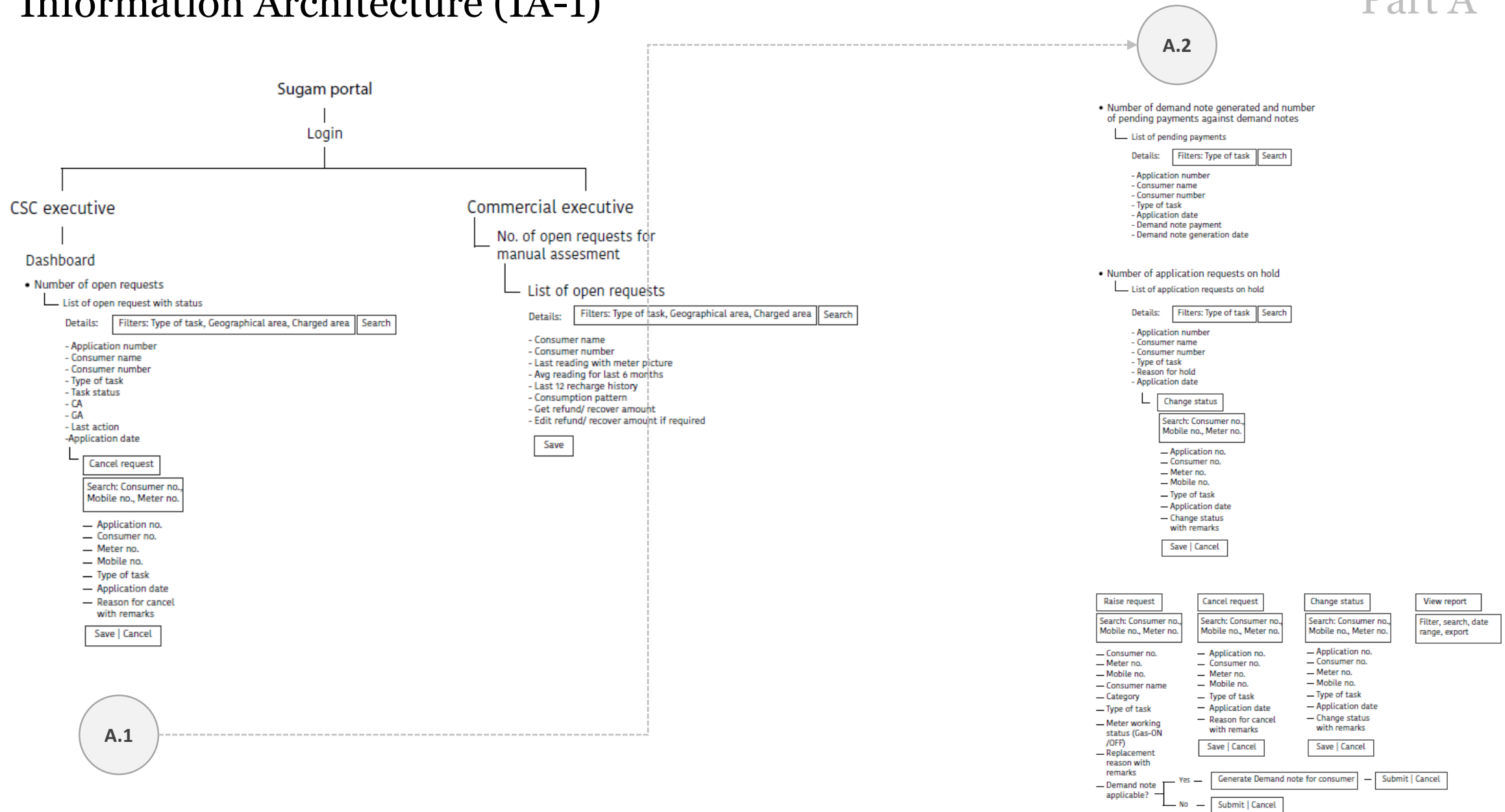
wing A.1

wing B

wing C

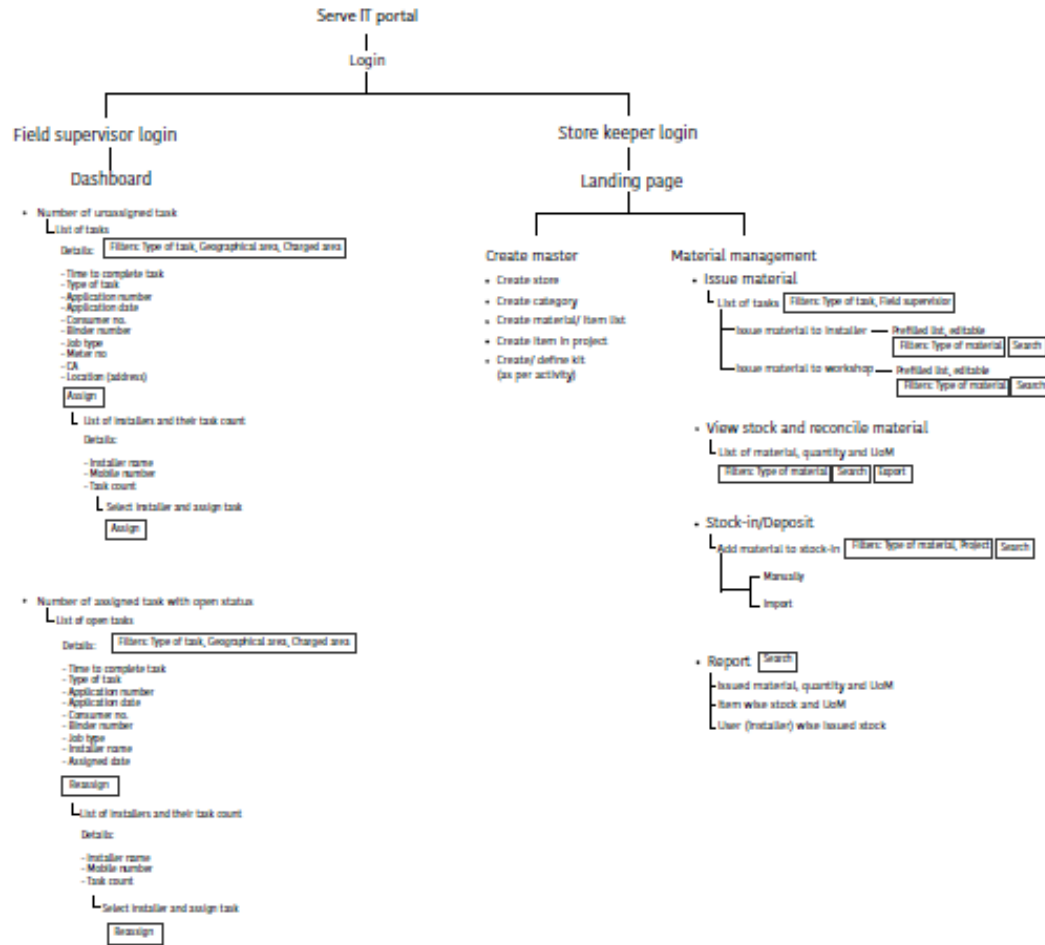
Information Architecture (IA-1)

Part A



Information Architecture (IA-2)

Part B



A.2

- Number of requests on hold
 - List of tasks
 - Details: Filters: Type of task Search
 - Application number
 - Consumer name
 - Consumer number
 - Type of task
 - Reason for hold
 - Application date
 - Change status to "Inprogress"
 - Assign to
 - Same installer Assign
 - Another installer Assign

- Number of installers and assigned tasks

Details:

- Installer name
- Mobile number
- Task count

Task detail

Details:

- Time to complete task
- Type of task
- Application number
- Application date
- Consumer no.
- Binder number
- Job type
- Meter no.
- CA
- Location (address)
- Task assigned date
- Last action

- View reports

A.1

Information Architecture (IA-3)

Part C

Serve IT mobile app

Login

List of unaccepted task

List of open tasks

Filters(Type of task): Meter replacement, Geographical area, Charged area

View task details:

- Time to complete task
- Type of task
- Job details
- Consumer no.
- Consumer Name
- Consumer type
- Meter no
- Geo location on map
- Address
- Registered mobile number
- CA
- DRS number
- SR number

Enter meter current condition

LCD, keypad working- OK

• Verify meter balance

Positive

Meter reading - Manual/BLE

Generated retain code

Transfer retain code to meter by- Manual/BLE

Enter refund code from meter

New meter serial number- Scany/ Enter manual

Negative

Hold

Change status

Open/Inprogress

Cancel with reason

Same as positive flow

Save data

Generate Initial token- FFS

Transfer token to meter- BLE/Manual (SUMO)

Enter pressure testing details

Meter reading- Manual/BLE and remark

Photograph upload:
- New meter installation
- Live gas
- Sign application form by consumer and TPI

LCD, keypad not working- Not OK

Problem in meter- Yes

Enter new meter serial number

Lo-Fi : Sketch



THINK GAS DISTRIBUTION PVT. LTD
AJMER VIDYUT VITRAN NIGAM LTD

SECURE

Office of Assistant Engineer AEN (CSD-I, Bhilwara City)

Recharge ~~Prepayment~~ token receipt GA-Ludhiana [Charged Area, Raikot]

Receipt no.: 10SML19080829842

Receipt date : 27/08/2019 11:07:36

Counter no.: SML

Meter No.: X0605021

K.No.: 110212012345

~~Binder no. / Acc. no.: 2216/110212022160090~~

Name: JAMAN DEVI

Address: W/O BHERU LAL SEN S/O PENNA DAS SHAWMI 4-G-36-H.B., C.S.A. NAGAR BHILWARA CITY

Mode of payment	Reference no	Transaction amount(₹)	Free vend(₹)	Debt deduction(₹)	Credit used(₹)	Meter credit amount(₹)
Cash	A12345	500			10	500

~~Balance debt (₹) 100~~

~~Balance credit (₹) 40~~

Amount in words (₹) : Five hundred only

Token details:

11111-22222-33333-44444

44444-33333-22222-11111

11111-22222-33333-44444

44444-33333-22222-11111



Scan to get token no.

ID: mohda
Cashier

Issued by: ~~Secure Metering & Services (Bhilwara) Pvt. Ltd.~~
Gas Services (Ludhiana)

Note: 1) If payment is made by cheque, this receipt will be considered as 'Provisional' until the cheque is encashed.

2) This is computer generated receipt and does not require any stamp.

Toll free number for ~~Bhilwara~~ effective from ~~1st March 2018~~ 1800 2000 022 | 1800 2580 101
Ludhiana



Think Gas Distribution Private Limited

GA - Ludhiana (Charged area, Raikot - 1102110)



Recharge token receipt

Receipt no.: 438
Counter no.: SML
Name: Jaman Devi
Address: W/O Bheru Lal Sen s/o Penna Das Shawmi 4-G-36:HB Bhilawara city

Receipt date: 14/08/2019 14:45
Meter no.: X0605021
Consumer no.: 1100212012345

Mode of payment	Reference no	Transaction amount	Free vend	Debt deduction	Meter credit amount
Cash	A12345	0	0	0	0

Amount in words: Five hundred only

Token details:

4444	- 4444	- 4444	- 4444	- 4444
4444	- 4444	- 4444	- 4444	- 4444
4444	- 4444	- 4444	- 4444	- 4444
4444	- 4444	- 4444	- 4444	- 4444



Scan to get token no.

Cashier ID: 3719

Issued by: Secure Meters Limited
(This is computer generated document
and does not require any stamp)

Note:

1. if payment is made by cheque , this receipt will be considered as 'Provisional' unit the cheque is encashed.

Toll free number for Ludhiana, effective from DD-MM-YYYY, 18000 2000 022, 1800 2580 101

Basic Info for Permanent New connection

Initiate permanent connection

Not secure | smid04002.sml.com/EnterprisePortal/ConsumerInfo/Index/ConnectionTypeId=1

Apps | Secure Liberty Online

Sugam
enterprise portal

Initiate permanent connection | Dashboard / New connection / Initiate permanent connection

Connection Information (Basic)

Subdivision Charged area
CSD-1 - 1102110

Applying for ☒ Individual

Connection type
Permanent

Category
Domestic Residential / Commercial / Industrial

Subcategory
General

Classified Location

Personal details

Applicant's name *
Demo Middle name Connection

Father's / Husband's name *
PAREKHAT RAM SAHAI

Aadhaar no
229714962312

Social category
General ☒

Email ID
demo@gmail.com

Mobile no. *
9999999999 M

Profession
Private ☒

House type Flat, Bungalow, Row house, other

Connection information (Detailed)

Sanctioned load *
55 ☒ 55

Supply voltage (V)
11000 ☒ 11000

Contract demand (KVA)
56 ☒ 56

Billing frequency
Monthly [Only for credit]

Billing type
[Prepayment / credit] ☒ Post Prepayment [fixed for Residential]

Meter owned by
Utility C610 [Fixed]

Area type
Urban

Ownership type
Owned ☒ Owned / Rented / Leased / Occupier

Special area type
Kachchi basti ☒

CT PT owned by
Consumer ☒

Meter box owned by
Utility ☒

Form No.

Submit Close

Extra Kitchen Point [0,1,2] [0]
Extra Grease Point [0,1,2] [0]

Demand Note Scheme

Scheme 1 - [Full Payment]
Scheme 2 - [1400 + 1000*4]
Scheme 3 - [1400 + 500*8]

SECURE

CGD portal

Username

Password



[Forgot password?](#)

TAD546



Login



Dashboard



Reports




View consumer
details



Resolve CGD
complaints



Track status

Geographical area All Charged area All Consumer category All 

Complaints

[View all](#)Search by consumer/complaint number 

Total complaints registered: Today- 115 | Average per day- 74

Status

Resolved 113 of 132



Open complaints- Secure

Emergency

08

SLA breached- 02

[View details](#)

Others

04

SLA breached- 01

[View details](#)

Open complaints- CGD

Emergency

02

SLA breached- 02

[View details](#)

Others

04

No SLA breached

[View details](#)

New connections

[View details](#)

Connections activated in last 7 days- 20

15

Open applications

SLA breached- 02

10

Activated today

New connection survey

[View details](#) Confirmations 10,000 Likely 6,000 Not interested 4,000

Service requests

[View details](#)

Total service requests: Today- 100 | Average per day- 50

Resolved 150 of 200



SLA breached- 02

Meter reading

[Domestic](#)[Commercial](#)[Non-commercial](#)

AMC service

[View details](#)

Completed 2,500 of 5,000 in April 2020



Overdue- 02

Payment collection

[View details](#)

Number of transactions

Total - 30,000

Failed- 2,000

Recharge amount

Today- ₹25,000

Average per day- ₹20,000

[Back to Dashboard](#) > Emergency

Emergency open complaints

AllEmergencyOthers

Search by consumer/complaint number

☒ Secure ☐ CGD

Total emergency complaints: 19 Domestic: 10 Commercial: 02 Non-commercial: 04 NDEC(Non-domestic exempted category): 03

Consumer category

Complaint category

Complaint type

Geographical area

Charged area

Search

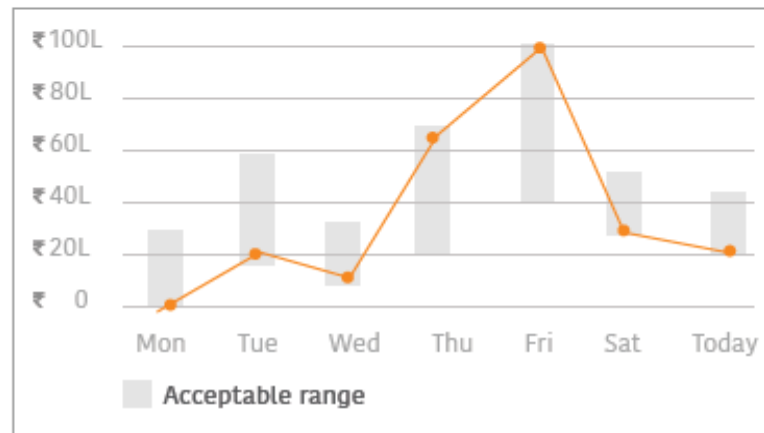
Export

Complaint number	Consumer number	Mobile number	Consumer name	Consumer category	Complaint category	Complaint type	Duration	Charged area
32457178	458713698524	9872347628	Rahul jain	Domestic	Emergency	Fire consumer premise	10:00	Ashok nagar
76496466	458713698524	9827638665	Mehul sharma	Domestic	Supply	Pipeline burst	06:00	Park centra
87686979	458713698524	8973564476	Raj jain	Domestic	Accessory	GI clamp broken	04:00	Fatehpura
42345781	458713698524	8735884655	Rahul dave	Commercial	Supply	Leakage outside premise	02:00	Sector 11
64565840	458713698524	9867856546	Joy doshi	Commercial	Accessory	Stove knob loose	01:50	Pratap nagar
87136987	458713698524	9785563354	Rahul jain	Non-Commercial	Emergency	Fire consumer premise	01:30	Sector 8
69852479	458713698524	8746545653	Kunal jain	Non-Commercial	Meter	Meter running fast	01:20	Ashok nagar
58766049	458713698524	8564644353	Jignesh jain	Domestic	Supply	Leakage outside premise	0:40	Park centra
42645464	458713698524	8957658586	Arpit jain	Domestic	Emergency	Pipeline burst	0:30	Sector 11
54764094	458713698524	8874574554	Happy singh	NDES	New connection	Improper installation	0:20	Sector 11

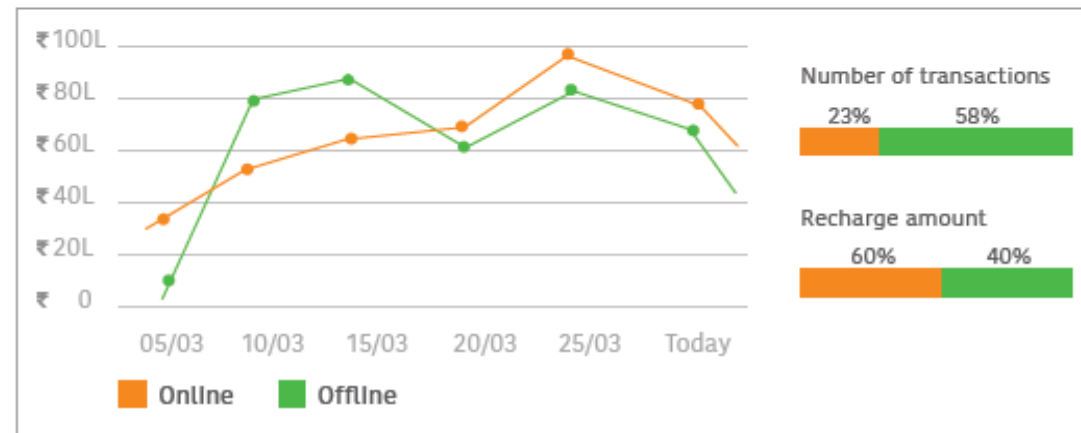
Payment collection

Geographical area AllCharged area AllCategory Domestic

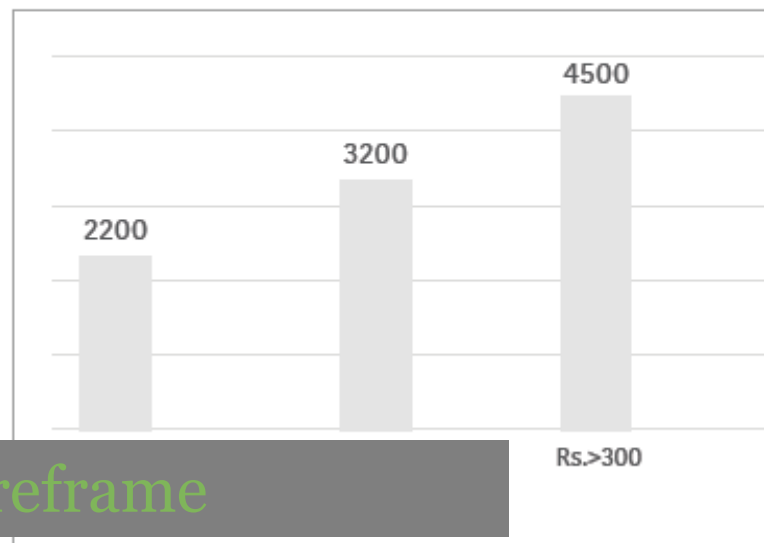
Total recharge amount per day



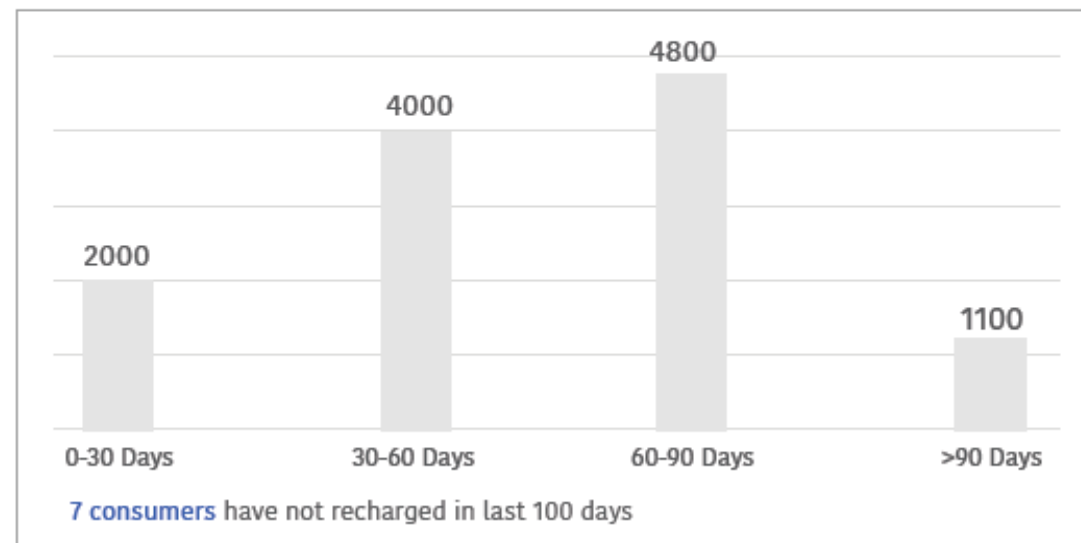
Payment mode



Token recharges



Average recharge frequency



My tasks

View tasks
View FFS tasks

New connection (permanent/temporary)

Initiate permanent connection
Initiate temporary connection
Extend temporary connection
Initiate new solar connection

Connection change request by consumer

Change connection category
Change name/ownership
Enhance load
Reduce load
Initiate reconnection
Shift connection
Shift meter
Initiate disconnection
Initiate temporary disconnection
Initiate permanent disconnection
Temporary disconnection order

Miscellaneous

Withdraw application
Issue no dues certificate
Reprint document
Print enhance security notice
Generate solar connection NOC
Track status

Service request by discom

Test meter
Replace meter
Mass meter replacement
Replace CTPT
Manage group metering
Verify meter replacement data
Accessories change

Consumer complaints

Log complaint
Add/Update complaint final remark

Consumer details

View details and history
Edit details
Edit route sequence
Enter hindi details

Payments

Collect payments
Print daily collection summary
Generate pay-in-slip
Manage payment
Enter deferred amount page
Clear deferred amount page
Update payment details
Cancel payments
Collect payment (Miscellaneous)
Cancel payment (Miscellaneous)
Initiate payment details (Miscellaneous)



Think Gas Distribution Private Limited

GA - Ludhiana (Charged area, Raikot - 1102110)

Application acknowledgment



Application no.:	201920524252386597	Application date:	14/12/2019
Name:	Demo Connection	Category:	Residential
Father / Husband name:	Prabhat Singh Rathor	Mobile no.:	9772846 161
Request type:	New connection - Permanent	Type of area:	Urban
Ownership type:	Owned		

Payment scheme option - Scheme-1 (Standard payment of Rs 5400 after technical feasibility)

Thank you for your registration. Please always quote the Application no. while interacting with us.

Issued by: Secure Meters Limited

User id: 37152

Note:-

1. This is computer generated receipt and does not require any stamp.
2. Your Demand note details corresponding to above will be communicated on mobile no. and E-mail id and through post.
3. Toll free number 1800-200-0022 | 1800-2580-101

[Back to Dashboard](#) > Initiate permanent connection

Initiate permanent connection

Connection information (Basic)

Applying for

Individual ▼

Connection category

Residential ▼

Geographical area

GA1 - Ludhiana ▼

Charged area

CA 1 - Jagraon ▼

Gasified location

Pratap nagar ▼

Survey information

Personal details

First name *

Enter first name

Middle name

Enter middle name

Last name *

Enter last name

Father's/Husband's name *

Enter father's/husband's name

Mobile number *

Enter the mobile number

Alternate mobile number

8568688856444

Email address

Enter the email address

Do not use country code or zero before the number.

Occupation

Select ▼

Aadhaar number

Enter the aadhaar number

Connection information (Detailed)

Form number

3752178531

Meter owner

CGD

Billing frequency

Monthly ▼

ServeIT
आसान

Welcome sapna

Unaccepted Open Hold Close

New installation
215469 | 0 / 1 task(s) **Pending**
27-Sep-2019 09:09
27-Sep-2019 09:09 | Binder :- | CSD-I

Modem replacement
224631 | 0 / 651 task(s) **Pending**
18-Oct-2019 12:10
18-Oct-2019 12:10 | Binder :1705 | CSD-II

Modem replacement
224631 | 0 / 651 task(s) **Pending**
18-Oct-2019 12:10
18-Oct-2019 12:10 | Binder :1705 | CSD-III

New installation

Consumer details

Consumer name
Test TF

Consumer number
Sml11000568

Application number
2478525783

Father's name
Rahul jain

Address
402, park centra , bhilwara

Landmark
Near star mall

Registered mobile number
6846478976

System details

Riser details

Select pipe diameter

☒ 1/2 inch ☒ 3/4 inch ☐ 1inch

Note: Select at least one diameter.

1/2 inch

3/4 inch

Save

←

New installation

Task status

Completed ▾

Tasks

Riser details > ✓

Consumer premise - before meter >

Consumer premise - after meter >

Standard usage >

Set location >

Next

Conversion pending

←

Consumer premise after meter

Pipe diameter - 1/2 inch

1/2 inch ▲

GI pipe length

10 meter(s)

GI pipe clamp

5

GI coupler

1

GI union

1

Cu pipe length ★

10 meter(s)

Cu pipe clamp ★

1

Cu equal TEE

1

Cu coupler

1

Elbow F/F

1

Elbow M/F

1

Select nipple (inch)

☒ 2
 ☐ 3
 ☐ 4
 ☐ 6
 ☐ 8

Number of nipples for 2 inch

1 + -

←

Capture location

Dropped pin

Pratap nagar, securemeters ltd.

Hi-Fi : Wireframe

41

Welcome to
Sugam PNG

Select language

हिन्दी

English

Sugam PNG



Office →

₹ 1250

Estimated days left: 4
Updated on 11/09/2021 ↻

Balance amount

Last recharge: ₹400 on 02/09/2021 **PREPAID**

Recharge and transfer token

Outage today 6PM to 8PM

Family home →

₹ 425

Amount due by 23rd Nov 2021
Amount due after due date: ₹450 **POSTPAID**

Pay your bill



Home



Complaint



Track status



More



Jayant Mathur
Profile



Service request



Service request



Tariff details



Locate us



Safety tips



FAQs



About us



English/हिन्दी >



Sign out

Privacy policy

Terms of use



Home



Complaint



Track status



More

Sugam PNG

Select location

Consumer/Mobile number

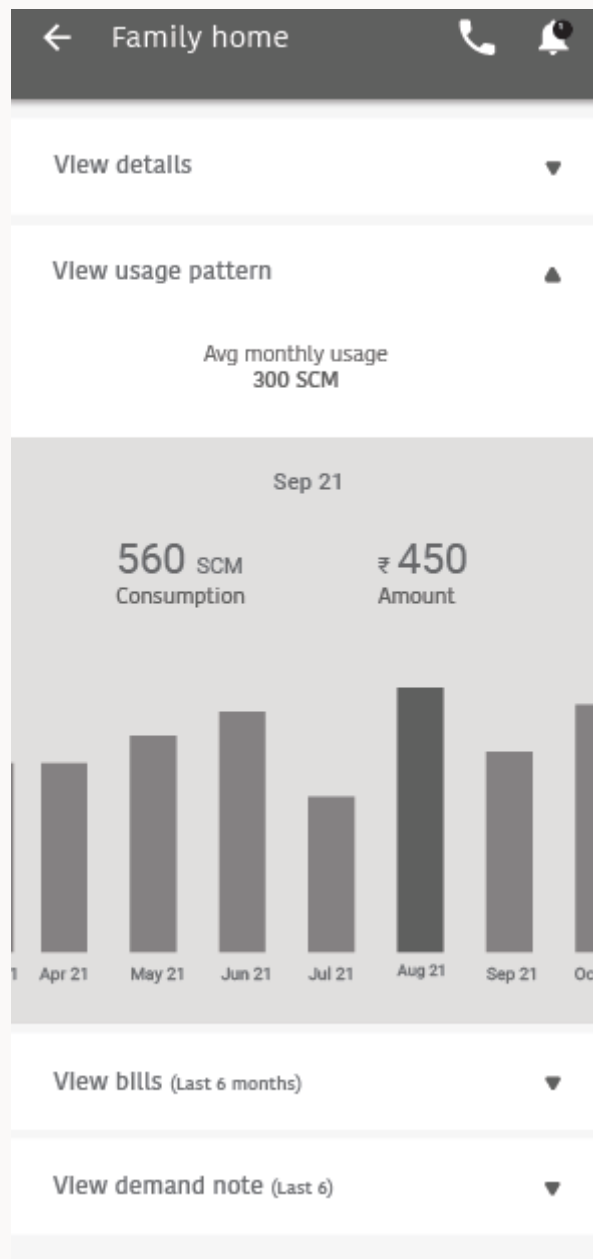
Enter password

Sign In

Forgot password?

+

New user



Family home

View details

View usage pattern

View bills (Last 6 months)

Oct 2021	₹ 455.80	Download
Pay now		
Sep 2021	₹ 455.80	Download
Aug 2021	₹ 455.80	Download
Jul 2021	₹ 455.80	Download
Jun 2021	₹ 455.80	Download
May 2021	₹ 455.80	Download

View demand note (Last 6)

GMBC WF link list | Updated on: 21 March-2022

- 01** G-MBC_Phase2a_v03
<https://xd.adobe.com/view/229feffb-5749-4d68-a3f5-bac42064abcd-77cc/?fullscreen>
Meter replacement | Meter reading | Permanent disconnection | Define tariff | Additional point | Temporary disconnection without dismantling |
Reconnection without material | Track status | Edit consumer | Name change | Consumer - Bill of Quantity (BOQ)
- 02** G-MBC_Phase2b_v03
<https://xd.adobe.com/view/82c7ec09-617e-4d32-b2b5-7f9bfe0de5a5-d794/?fullscreen>
Temporary disconnection with dismantling | Reconnection with material | Accessory replacement |
Rectification & Modification | Load extension- commercial category | Load reduction- commercial category |
- 03** G_MBC_Phase1-commercial(Final)
<https://xd.adobe.com/view/001ef255-9c99-40e0-85a5-99135dd015fe-554d/>
New connection | View consumer details
- 04** Riser management
<https://xd.adobe.com/view/3f73cbbc-58ce-40da-9f6a-a2a741e6908f-6a20/?fullscreen>
Society | tower and riser management
- 05** CGD portal V_02
<https://xd.adobe.com/view/8f1577c8-38db-487b-8b78-0a2e1d747fa2-da46/>
Consumer AMC detail page | Riser AMC detail page



Goal setting

- Business goal
- Stakeholders interview
- Module setting
- Team allocation



Research

- Insights
- Epic and user stories
- User personas



Engineering

- Information architecture
- Lo-fi flow maps
- Hi-fi wireframes



Design

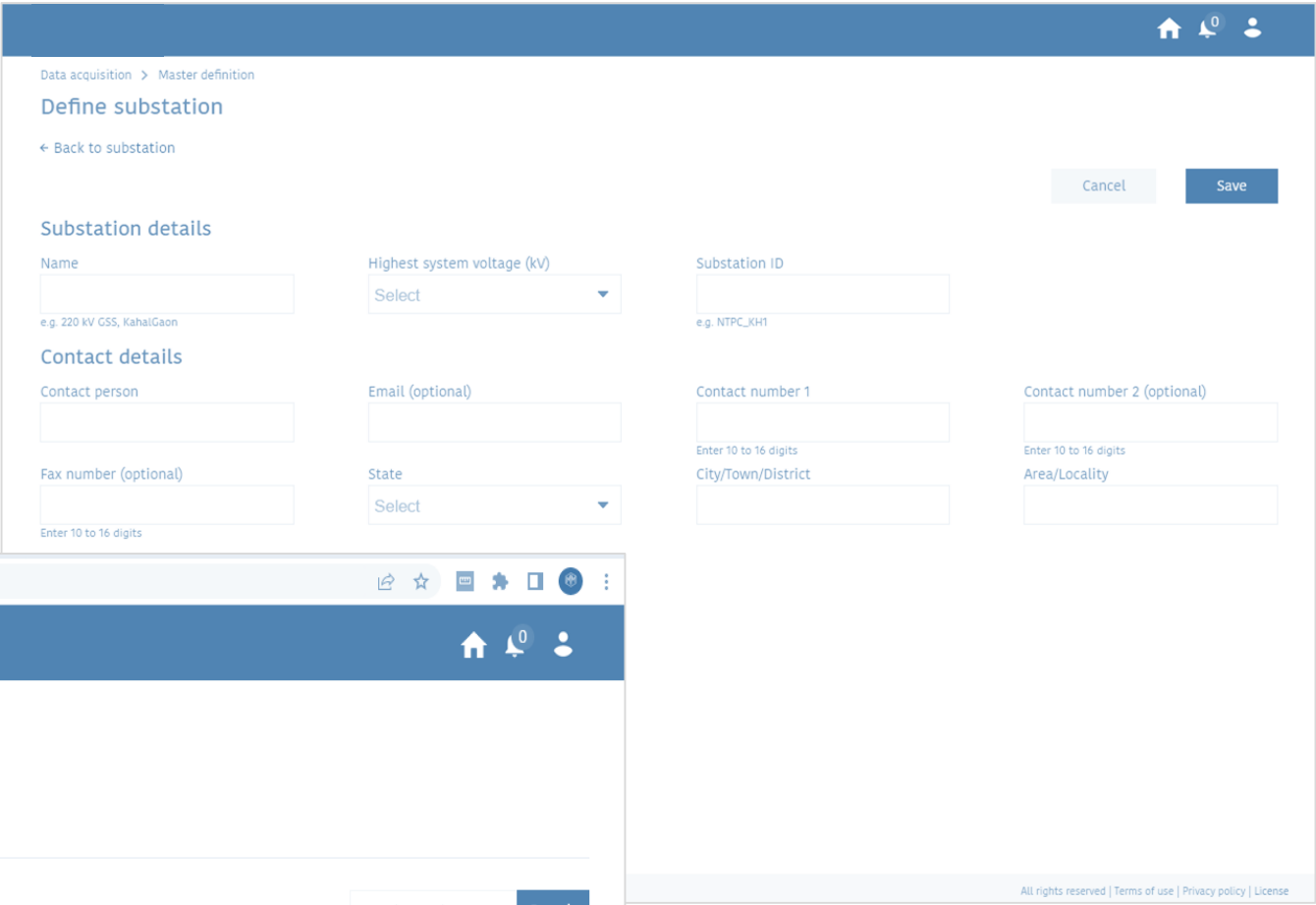
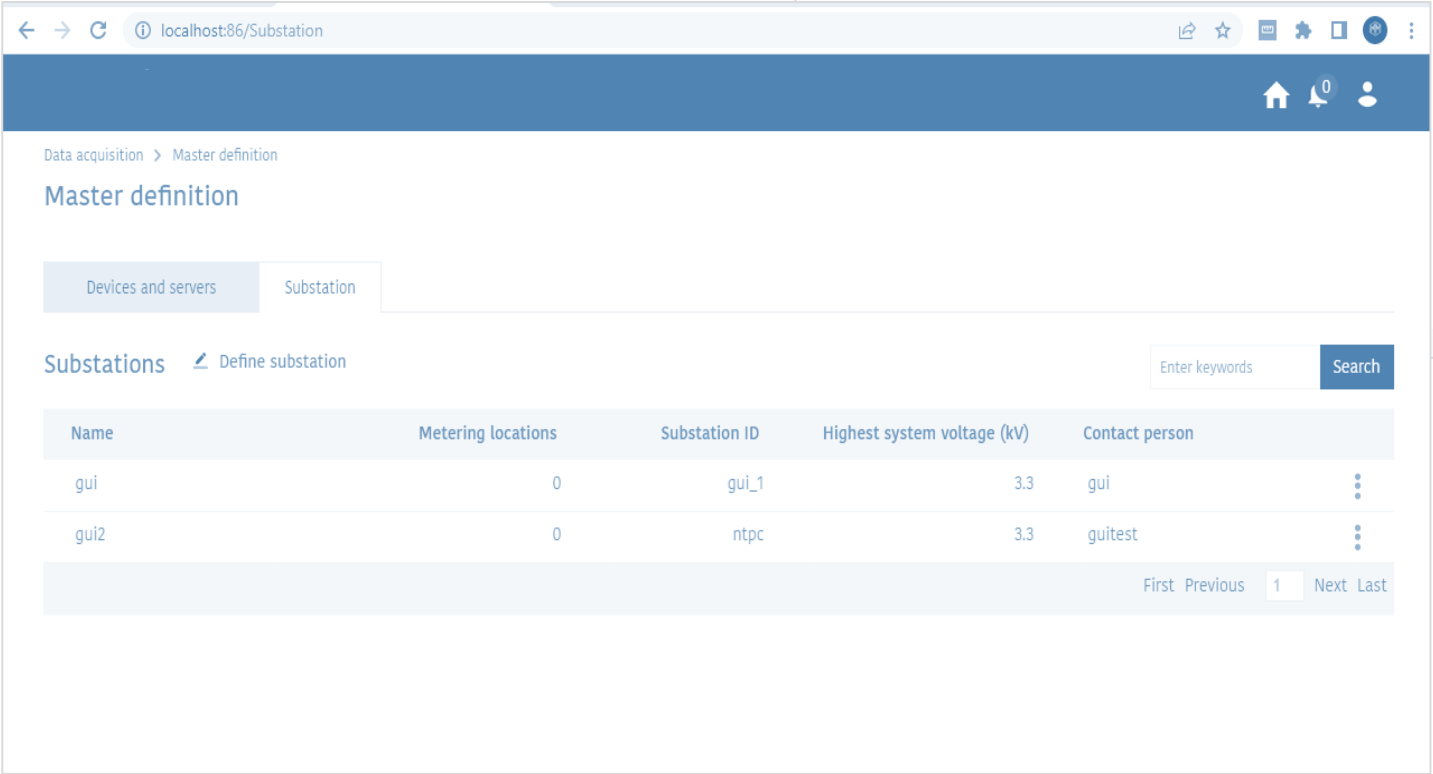
- Design research
- Design concept
- Usability testing

Visuals Design

Colors : Secure color palette

Typeface: Secure brand font (Kohinoor)

Micro-interactions : Carousal widget, Row dots context menu



Wireframes improvement discussion

	Improvement	Brief description	Status	Conclusion	Action
	Tracking 1 changes for the updated version	How to track changes in the wireframes (so that it is easy for developers to know what has changed in the new version)	In progress	Proposed to have a page (first page) in wireframes with very short description of what has changed. It need not mention why has something changed, and what / who triggered the change. The input to be syncd by excel sheet / google sheet. Template to be finalized.	Template to be finalized. Mechanism to sync Excel/google sheet and XD file
	2 Prototype and version baseline	Development and PV team expects build wise wireframes which will help them keep track of things. But this may not be always possible as the build plan is dynamic, and sometimes the build breaks a single feature/ screen in separate builds. Wireframes will continue to developed looking at complete user experience of the application and not be focused on builds. Although if need be wireframes can be exported in build-wise PDF files and baselines. Link will remain intact throughout the project. Please note that the link can get changed due to some constraints such as - designer changed in course of project, large file size, bug in software. Although the intent will be to keep the same link updated throughout the program.	Done	1. No build-wise prototypes - link for wireframes, maintain versions and baseline accordingly. 2. If required build-wise wireframes can be baselined in PDF format. 3. To have uniform file naming and version convention system	File naming and version convention to be finalized and shared amongst the team. (Refer PAL 143 (similar to SYRS))
	3 Making changes in wireframes and baseline	Changes are triggered quite frequently in the wireframes. It is cumbersome to make changes frequently and baseline the wireframes multiple times, especially when the UX designer is handling multiple projects or has moved out from the project. It would be relevant to make changes in the wireframes if at all it is adding any value to the project, otherwise just comments or writing notes in change document should suffice.	Done	1. Follow practice of peer review before base-lining so that petty errors of type, alignment, inconsistencies can be avoided. 2. In design stage : Make changes in wireframes as far as possible. If changes are not done in wireframes, they can be noted in a separate document or in comments. This is to be done only after mutual agreement with the team; and needs to be baseline as well. 3. In development stage: Use comments/ notes/ screenshot edits for any changes as far as possible. Change wireframes only if it is essential, such as when there are additional screens, change in flow. In both cases, the change has to be discussed before base-lining.	None

PR50423

PR50423
Closed

Problem Report • Alert page 1.We are not getting notification after clicking "Mark all as read" on alert dashboard Refer excel Sheet

Comment
Navigator
Actions

Cover Page
Affected Items
Related Problem Reports
Workflow
Relationships
Attachments
History

Problem Details | Problem Review

Number: PR50423
Type: Problem Report
Description: Alert page
1.We are not getting notification after clicking "Mark all as read" on alert dashboard

Refer excel Sheet
Workflow: Problem Report
Status: Closed
Originator: Mohammed Mazhar Khan
Date Originated: 22/10/2021 01:42:25 PM IST
Date Completed: 27/04/2022 04:08:13 PM IST
Impact on Customer: Trivial
Quality Analyst: Quality Analyst - ASW

Problem Details

Priority for Action: Fix Immediately to proceed– with new build/revision
Problem Fixer: Pratap Aditya
Problem Introducer:
Product Sub Family: Bulk Power Monitoring
Product: eWatch DSM
Product Component: Application Software
Classification: Feature Request
SPR/ DRN/ FFA/ CN Number: G2P00061
G2P Number: G2P00061
Originating Process: Development
EPIC/Module (Mandatory for SW system as a service alert page program_others can fill NA):
Detailed Description: 1.We are not getting notification after clicking "Mark all as read" on alert dashboard
2.Initially 104 Alert showing on bell icon when user click "mark all as read" alert showing on bell icon 100 instead of 99
Recreation Steps: 1.Generate alert and click on " Mark all as read" and check alert message .Now Click on refresh button on application and all message on grid Checked
2.Check alert on bell icon and click Mark all as read
Phase Detected: Software Validation
Critical activities (Fixed Duration Program Only): System\NA

PR17234

PR17234
Closed

Problem Report • GUI issues in search Metering location

Comment
Navigator
Actions

Cover Page
Affected Items
Related Problem Reports
Workflow
Relationships
Attachments
History

Problem Details | Problem Review

Number: PR17234
Type: Problem Report
Description: GUI issues in search Metering location
Workflow: Problem Report
Status: Closed
Originator: Sandeep Tanwar
Date Originated: 03/05/2012 11:03:45 AM IST
Date Completed: 30/08/2012 05:55:15 PM IST
Impact on Customer: Medium\Fix in Next Build / Revision
Quality Analyst: Quality Analyst - ASW (Gur)

Problem Details

Priority for Action: Fix in Next Build / Revision
Problem Fixer:
Problem Introducer:
Product Sub Family: Online Monitoring - ABT
Product: eWatch ss
Product Component: Application Software
Classification: Problem
SPR/ DRN/ FFA/ CN Number: DRN02848
G2P Number:
Originating Process: Development
EPIC/Module (Mandatory for SW system as a service Search Metering Location program_others can fill NA):
Detailed Description: GUI issues in search Metering location:
1) Alignment of column header is not proper in search results
2) Field name alignment is not proper. Refer attachment
Recreation Steps: GUI issues in search Metering location:
1) Alignment of column header is not proper in search results
2) Field name alignment is not proper. Refer attachment
Phase Detected: Software Validation
Critical activities (Fixed Duration Program Only):

PR15856

PR15856

Problem Report • GUI related errors for the Page Buttons, Field Navigations etc.; refer attachment

Comment

Navigator

Actions

Cover Page

Affected Items

Related Problem Reports

Workflow

Relationships

Attachments

History

[Problem Details](#) | [Problem Review](#)

Number: PR15856

Type: Problem Report

Description: GUI related errors for the Page Buttons, Field Navigations etc.; refer attachment

Workflow: Problem Report

Status: Closed

Originator: Nitin Maheshwari

Date Originated: 05/03/2012 06:43:41 PM IST

Date Completed: 23/10/2012 04:09:27 PM IST

Impact on Customer: Medium|Fix in Next Build / Revision

Quality Analyst: Quality Analyst - ASW (Gur)

Problem Details

Priority for Action: Fix in Next Build / Revision

Problem Fixer:

Problem Introducer:

Product Sub Family: Online Monitoring - ABT

Product: eWatch ss

Product Component: Application Software

Classification: Problem

SPR/ DRN/ FFA/ CN Number: DRN02848

G2P Number:

Originating Process: Development

EPIC/Module (Mandatory for SW system as a service program_others can fill NA):

Detailed Description: GUI related errors;
1> All buttons like, "Save""Reset""Cancel" should be at the right corner o page, but in Application it is at left corner.
2>On the validation message of mandatory fields defination the pointer or cursor locate the Meter Serial Number field inspite of mandatory field which was not filled.
3>Field Names and Messages are not according to Data Dictionary.
4>Colon is not provided with the Integration Period field.
5>Page Hedder Buttons "Save","Reset","Cancel" are not in symmetrical gap to eachother.
6>Messages are not Proper alligned.

Recreation Steps:

Phase Defected: Software Validation

Critical activities (Fixed Duration Program Only):

PR51820

PR51820

Problem Report • Offline Registration:- 1. Make non-mandatory "Distributor" and "Consumer number" fields.

Approve

Acknowledge

Reject

Comment

Next Status

Navigator

Actions

Cover Page

Affected Items

Related Problem Reports

Workflow

Relationships

Attachments

History

[Problem Details](#) | [Problem Review](#)

Number: PR51820

Type: Problem Report

Description: Offline Registration:-
1. Make non-mandatory "Distributor" and "Consumer number" fields.

Workflow: Problem Report

Status: Problem Fixing

Originator: DevNarayan Menariya

Date Originated: 01/06/2022 05:56:46 PM IST

Date Completed:

Impact on Customer: Critical

Quality Analyst: Quality Analyst - ASW (Gur)

Problem Details

Priority for Action: Fix in Next Planned Build/revision

Problem Fixer: Pratap Aditya

Problem Introducer:

Product Sub Family: Software Suite

Product: Sugam PNG

Product Component: Application Software

Classification: Problem

SPR/ DRN/ FFA/ CN Number: SPR01662

G2P Number: G2P00077

Originating Process: Development

EPIC/Module (Mandatory for SW system as a service program_others can fill NA):

Detailed Description: Offline Registration:-
1. Make non-mandatory "Distributor" and "Consumer number" fields.

Recreation Steps:

Phase Defected: Software Validation

Critical activities (Fixed Duration Program Only): System|NA

Thanks

6 June 2022

Pratap Aditya