URJA MITRA

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

User Manual
for
Mobile Application

REC Transmission Projects Company Limited

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

Contents

1 Getting started with Urja Mitra

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

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

The same Mobile App, after loging in, will be used by the registered employees of the Discoms for performing the functions specific to them.

 Upon successful installation, clicking on the application icon the following displayed screen will appear in your smart phone.
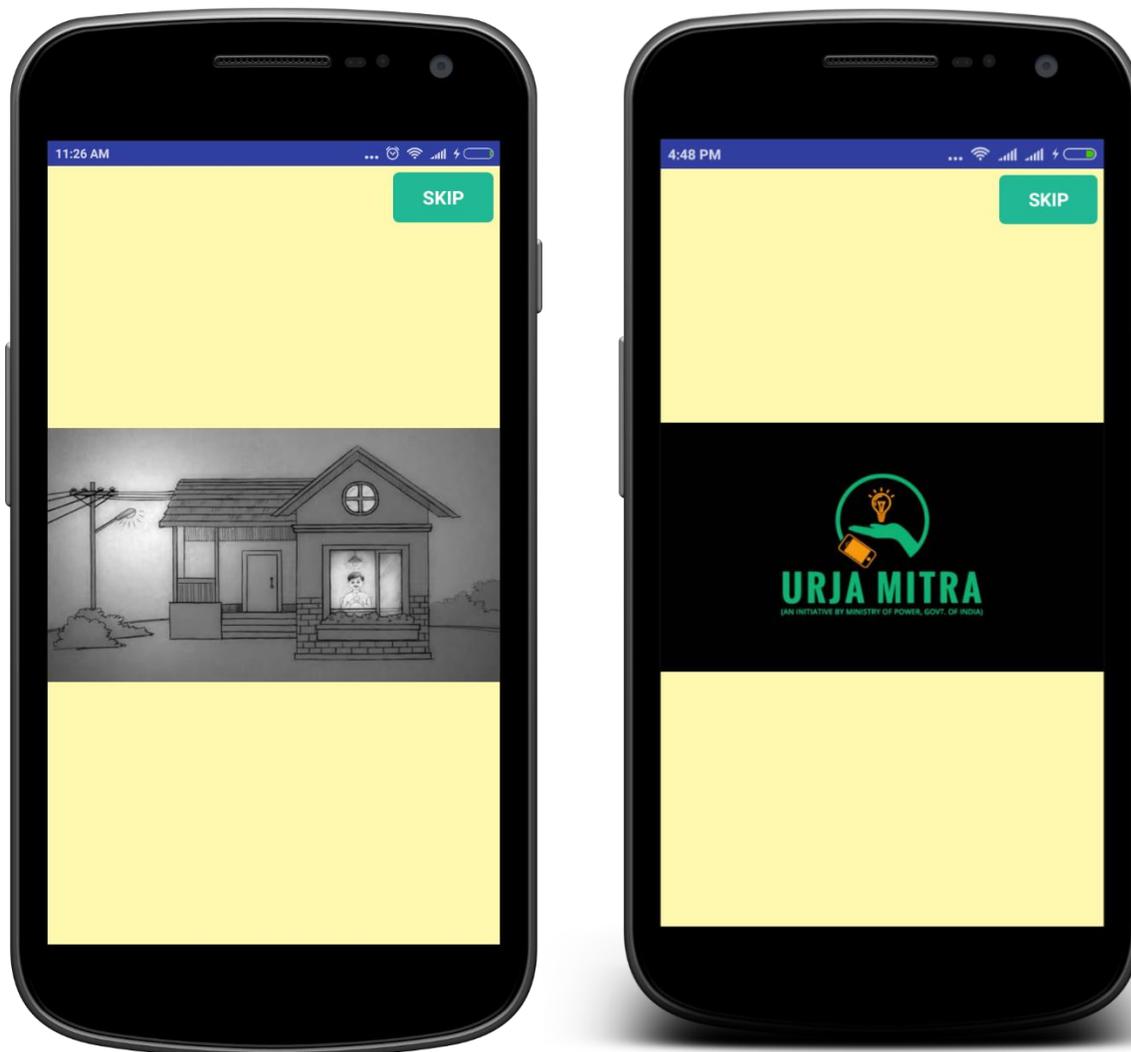
2   Getting into the Consumer Dashboard/Main functional screen

The following displayed screen is called the Consumer Dashboard/Main functional screen which gets automatically opened after the successful run of the opening application/ pressing in the skip in option. The Consumer Dashboard displays the four vital information capturing/sharing icons i.e. namely,

- ➢ **REGISTER YOUR ELECTRICITY ACCOUNT**: This functionality will help the esteemed consumers (of the participating discoms) from the entire nation to get registered with the Urja Mitra application.
- ➢ **POWER OUTAGE IN YOUR AREA**: This functionality will help the consumers/visitors to know about various power outage statistics at their respective locations/anywhere within the country.
- ➢ **INTIMATE OUTAGE INFORMATION**: This functionality will help the registered consumers to intimate outage information in their premises/locality to their respective power distribution company.
- ➢ **DASHBOARD**: This functionality will show various information on the participating states/discoms throughout the country along with their performance comparisons on maximum power availability factors and information on power outages.
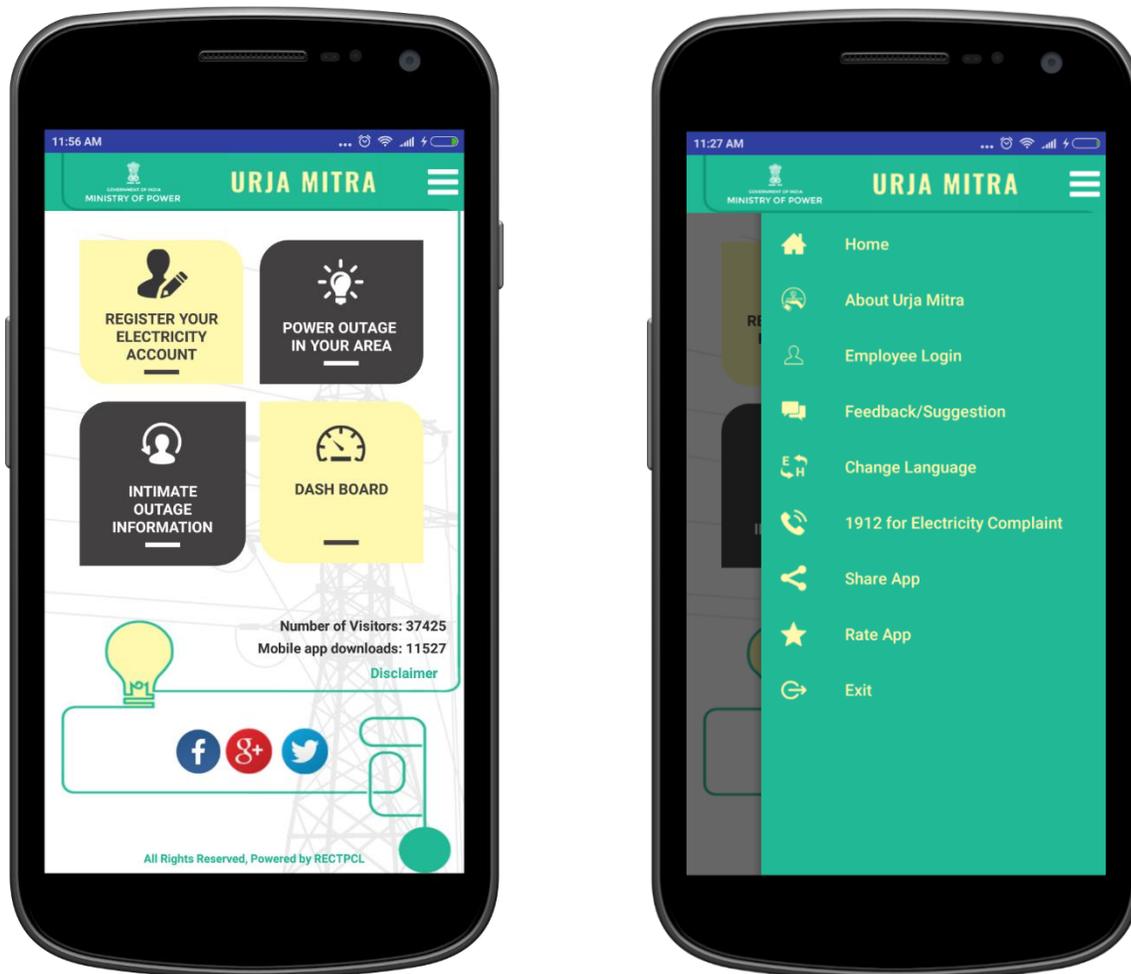
The detailed functionalities are elaborated hereunder:

2.1 Register your Electricity Account

The consumer can choose the option to **Register New Electricity Account** and can also view the status of the registration requests being sent for verification & approval to the respective Power Distribution Company. One consumer can register maximum four electricity accounts. However, these accounts must be of the participating Discoms only to be registered on this App.
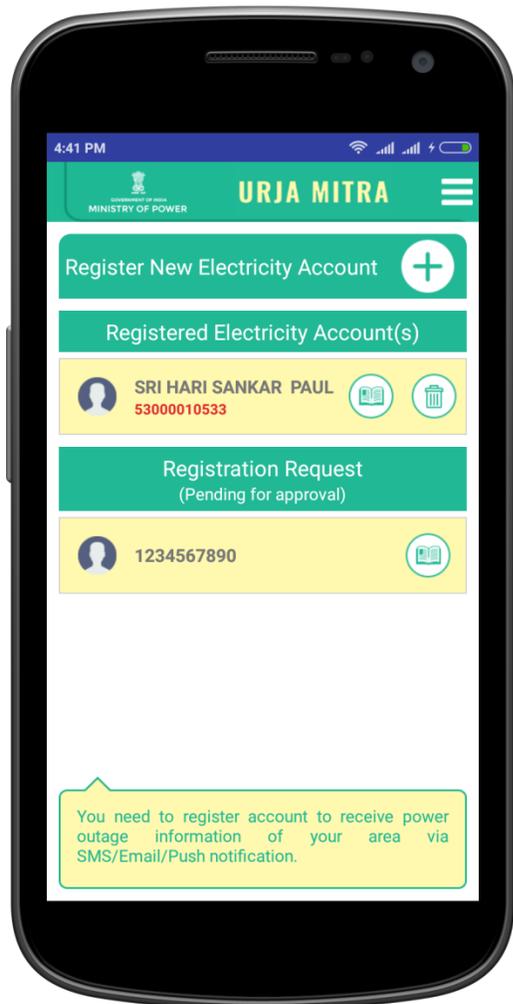
Getting into this functionality, will require the consumer to fill up the form (as shown in the below screen) to generate request for registering **Consumer Electricity Account** on the Urja Mitra Portal. Select **State, Power Distribution Company (Discoms) and respective feeder (optional) of your area along with your Consumer Number, Mobile Number & Email Id** to get yourself registered on the Urja Mitra application. Upon successful registration, the registered consumer will start to receive various updates on power outages, occurring at his premises / locality via SMS, Email id and Push notifications based on the options chosen.

Registration form

Confirmation upon successful registration

During the registration process you may find either of the three different conditions getting displayed on the screen:

1. If consumer details provided already exists in the registered consumer database of power distribution company; he will automatically get registered in Urja Mitra application.
2. If consumer details provided (with feeder detail) does not exist in the registered consumer database of power distribution company; a request will be sent to the respective discom admin for verifying the details and upon successful verification, the consumer will get registered on the Urja Mitra application else the registration request will be rejected.
3. If consumer details provided (without feeder detail) does not exist in the registered consumer database of power distribution company; a request will be sent to the respective discom admin for verifying the details and upon successful verification, the consumer will get registered on the Urja Mitra application else the registration request will be rejected.

Register account list

The list of pending accounts for verification & approval can be seen by the clicking on the status of the **"Registration Request"** account. The following screen shows clearly the status of the request of the account registration in pending status.
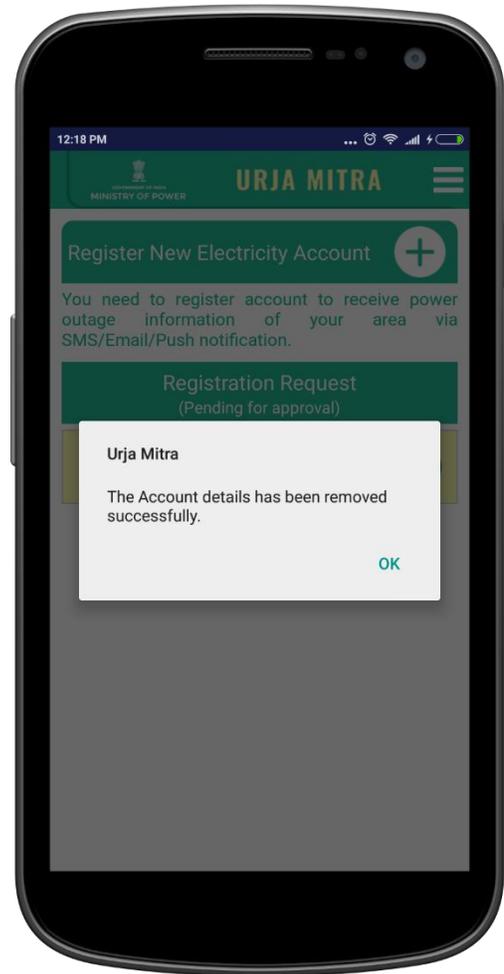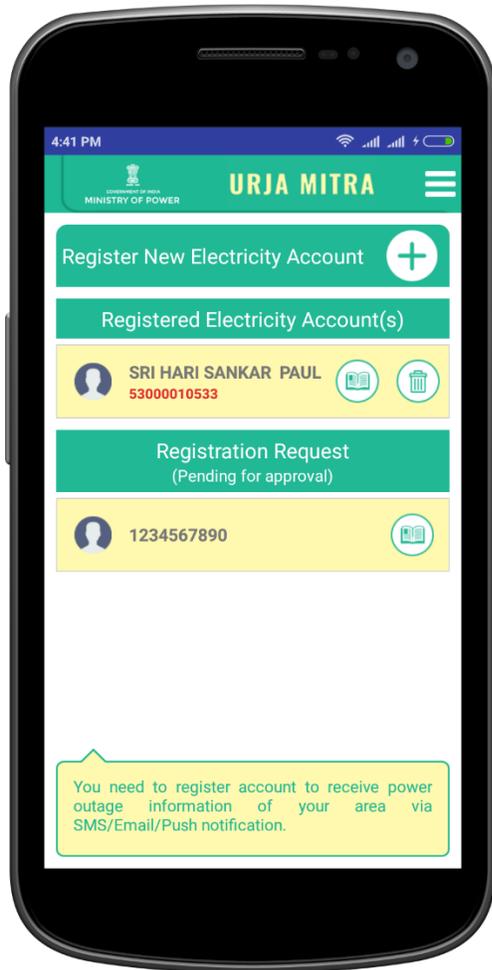
The above details have to be verified by the Discom Admin of the Power Distribution Company and the Discom Admin will have the option to accept or reject such requests. If the request is accepted, the account will appear under the Registered electricity Accounts heading and will be updated in the Urja Mitra database also.

2.2 Power outage in your area

This functionality will show the list of the nationwide scheduled & ongoing outages; the consumer can select any of the registered accounts to get account specific scheduled & ongoing outage information. Upon clicking, the details will be automatically shown for the account selected.
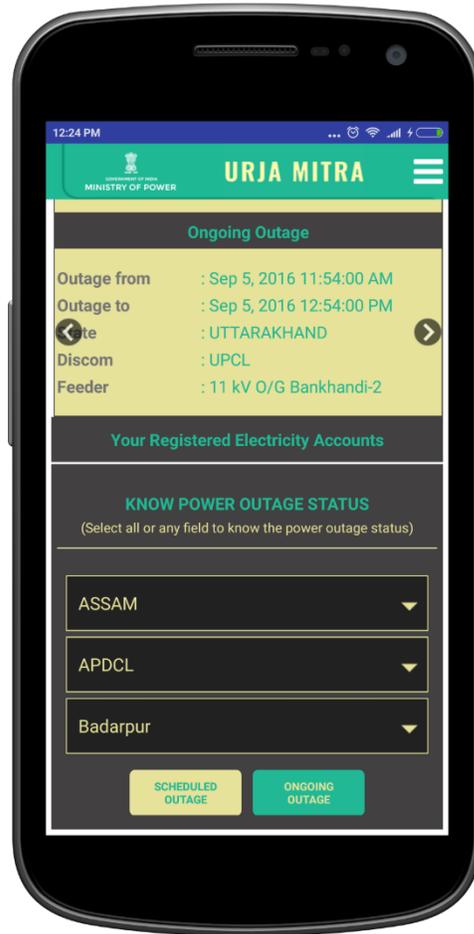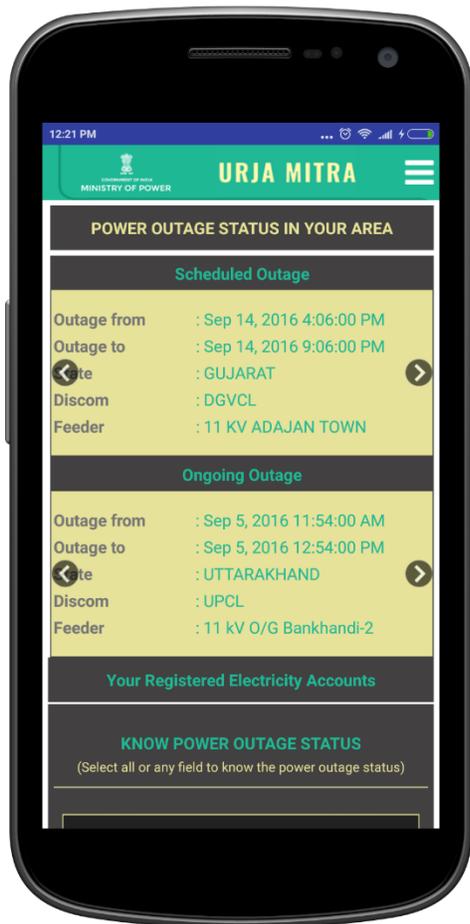
2.3 Know Power Outage Status (For Knowing the Feeder / Area / Location Based Outages)

Consumer can get outage information of any area also by selecting any state, discom & circle to get scheduled & ongoing outage information of selected area.
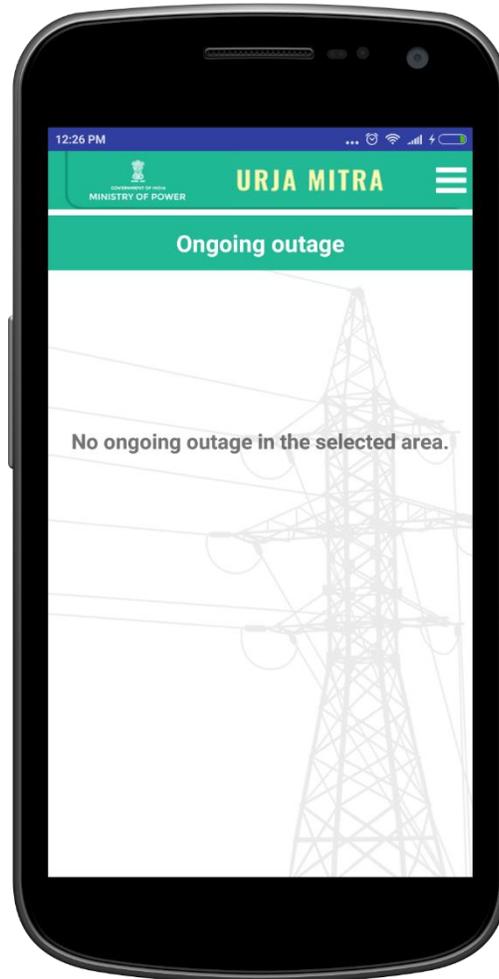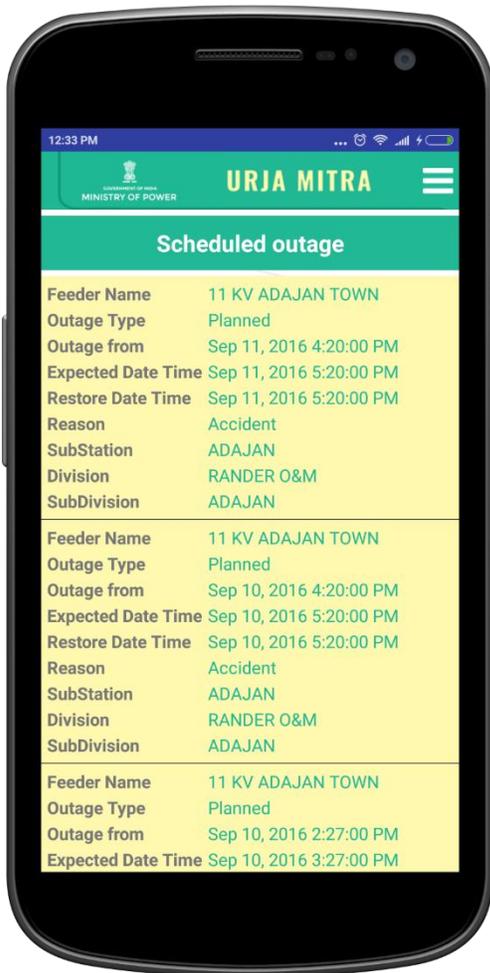
2.4   Intimate Power Outage in your area

Here, the consumer has two (02) options available to intimate power outage in his/her premises/locality i.e. by clicking phone button/ by clicking on the Bell icon (1st screen of the page).

Upon clicking on the phone icon, the consumer helpline number of the particular Discom in which account is located will come on the dialer and then the consumer can dial that number and intimate the consumer helpline about the outage in his/ her area. Secondly, upon clicking on the bell icon the outage intimation is sent to the authorized representatives of the power distribution company (Discom Admin/Field AEE/Field JEE/Call centre).

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

3   National Dashboard

National Dashboard can be used to get more information on nationwide outages & statistics of Power Distribution Companies.
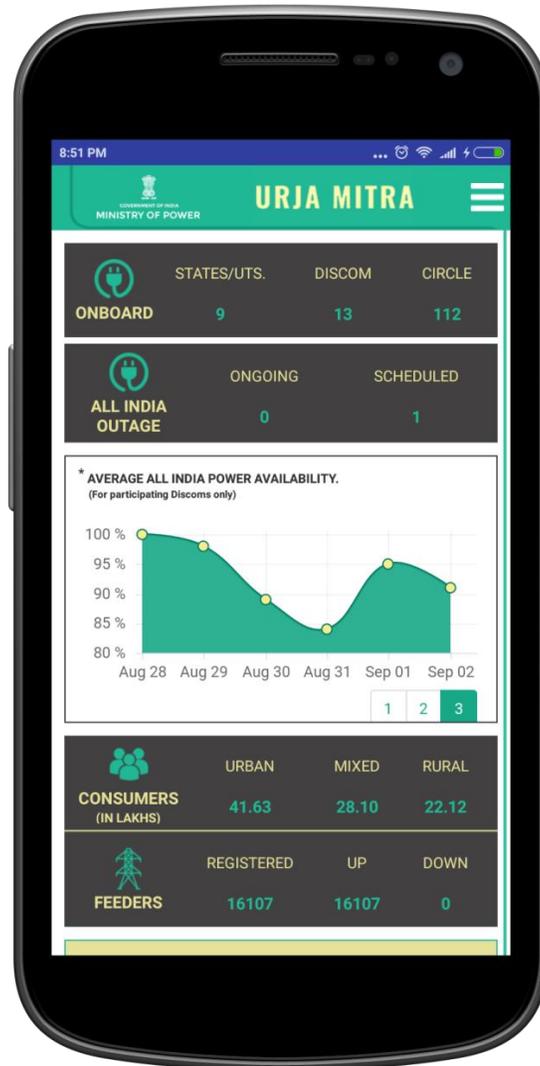
There are 10 display tiles/functionalities namely:

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

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

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

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

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

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

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

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

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

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

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

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

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

Menu Options

The **"Menu"** option is available on the top right corner of the dashboard screen with options as displayed:
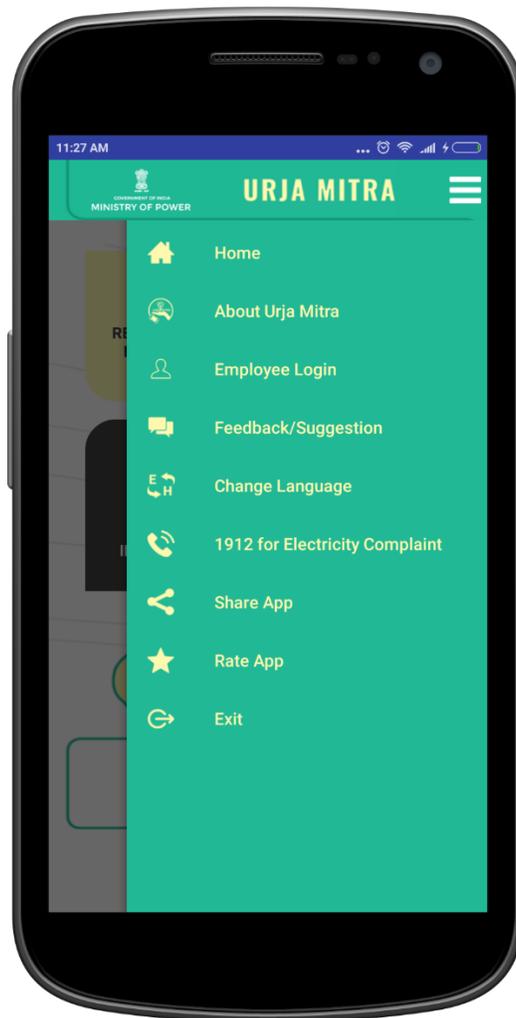
4 Disclaimer & About Urja Mitra

Disclaimer is available at the bottom of dashboard screen.

About Urja Mitra can be viewed from the menu option.
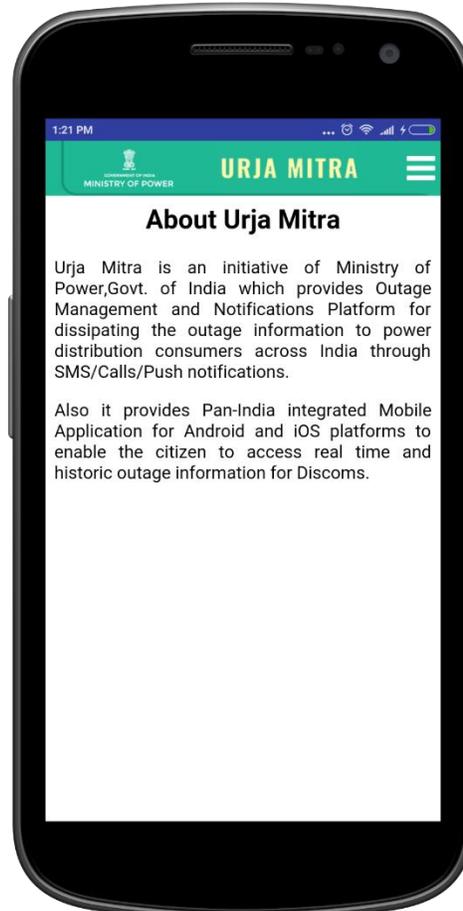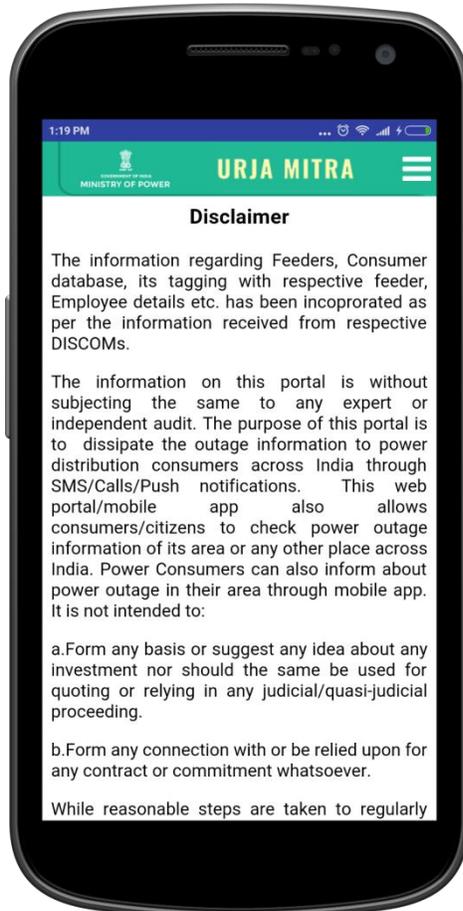
5   Feedback/Suggestion

Consumer can submit his feedback and suggestion from this menu option (1st screen):
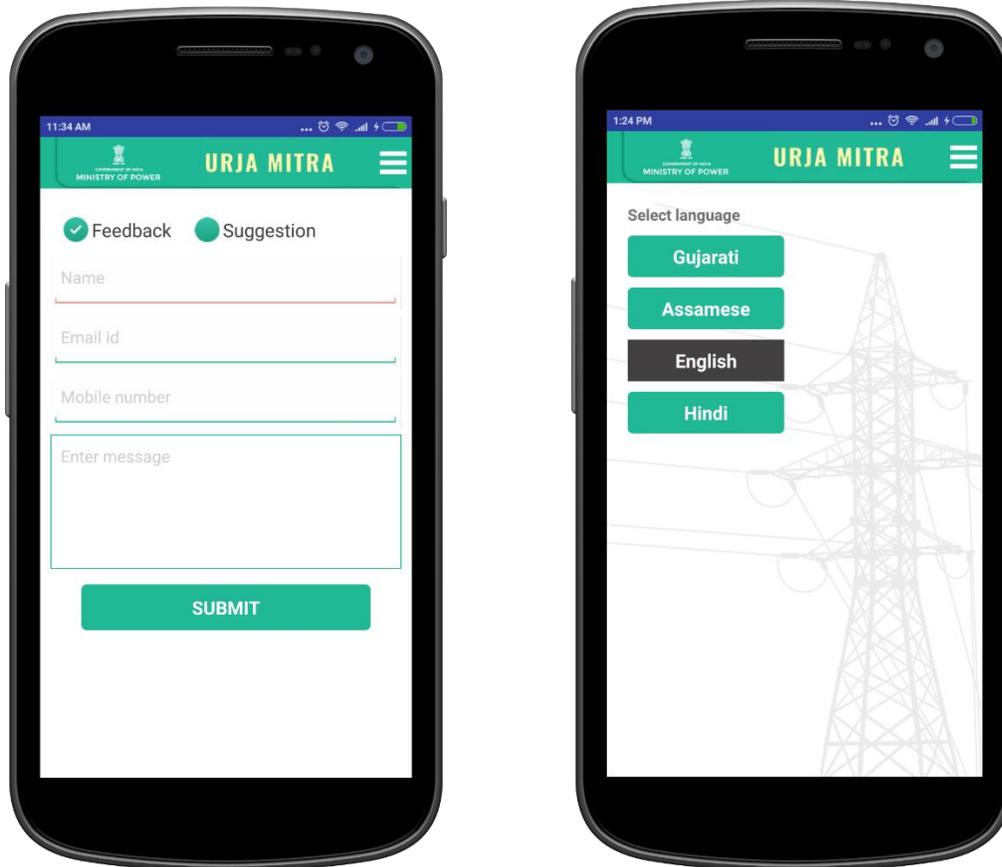
6   Change language

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

7   1912 for Electricity Complaint

Registered Consumers / Visitors also have an option to call 1912 (Central helpline number) for intimating or registering complaint related to electricity.

Employee login user manual

8.1   Employee login

Once the user has selected the skip option on the splash screen he will be redirected to the consumer dashboard (1st screen). From user menu (2nd screen) the employee can choose to login by selecting "employee login" (3rd from top) option.
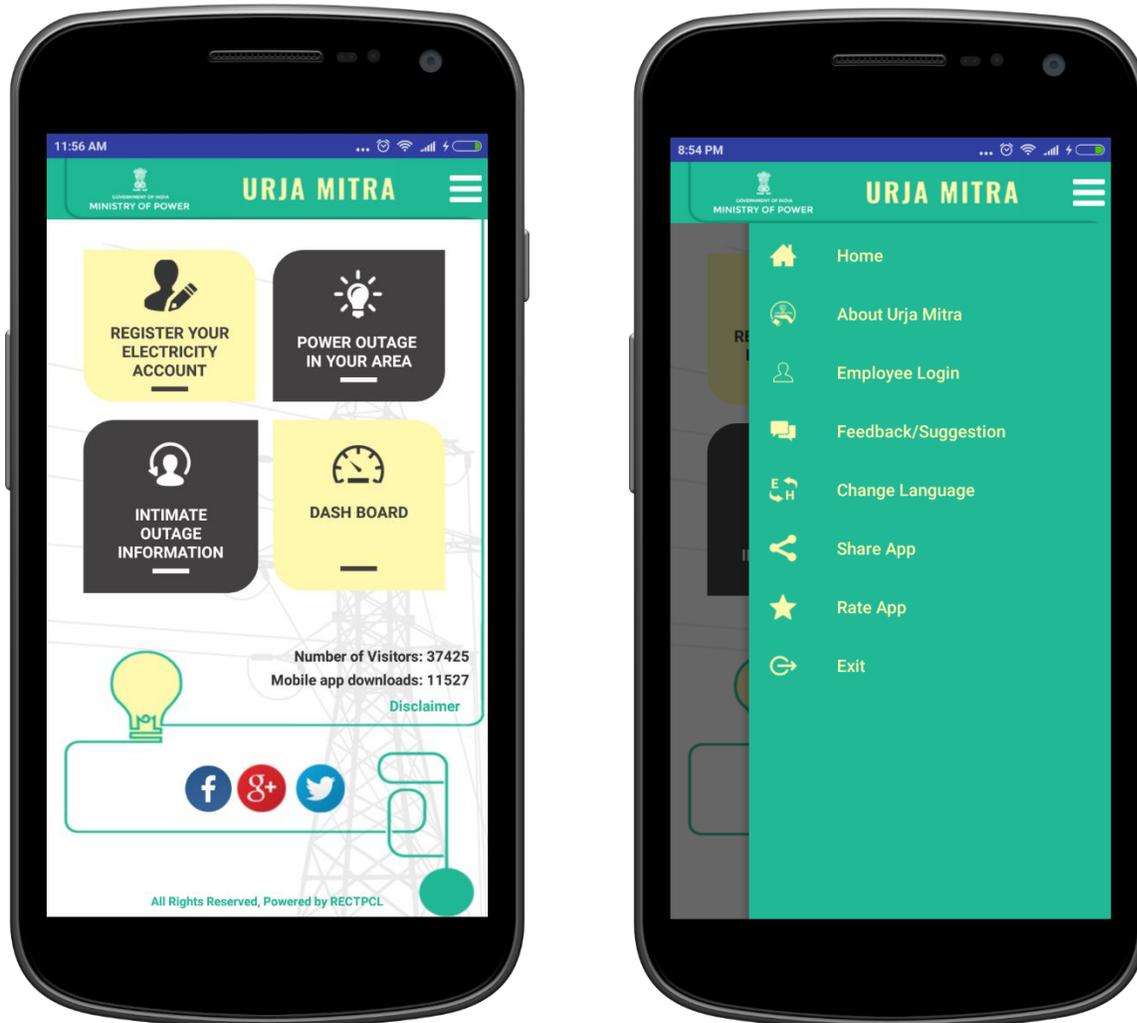
Employee (Namely Discom Admin/ AEE / JEE / other register employees from Discoms) can login into the App for performing the functions specific to them such as broadcast/ extend/ restore/ cancel outage etc. (1st screen). Employee can enter their registered mobile number and pin given by the Discom Admin. Please note that the AEE / JEE / other register employees from Discoms are requested to change the Password after first login. In case the user has forgotten their Password credentials, the user may choose the "forgot password" option.


8.2 Employee forgot password screen

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

9   Employee dashboard

After successful employee login, the employee will be redirected to the following dashboard. The dashboard will have the options as mentioned in the screen as follows:
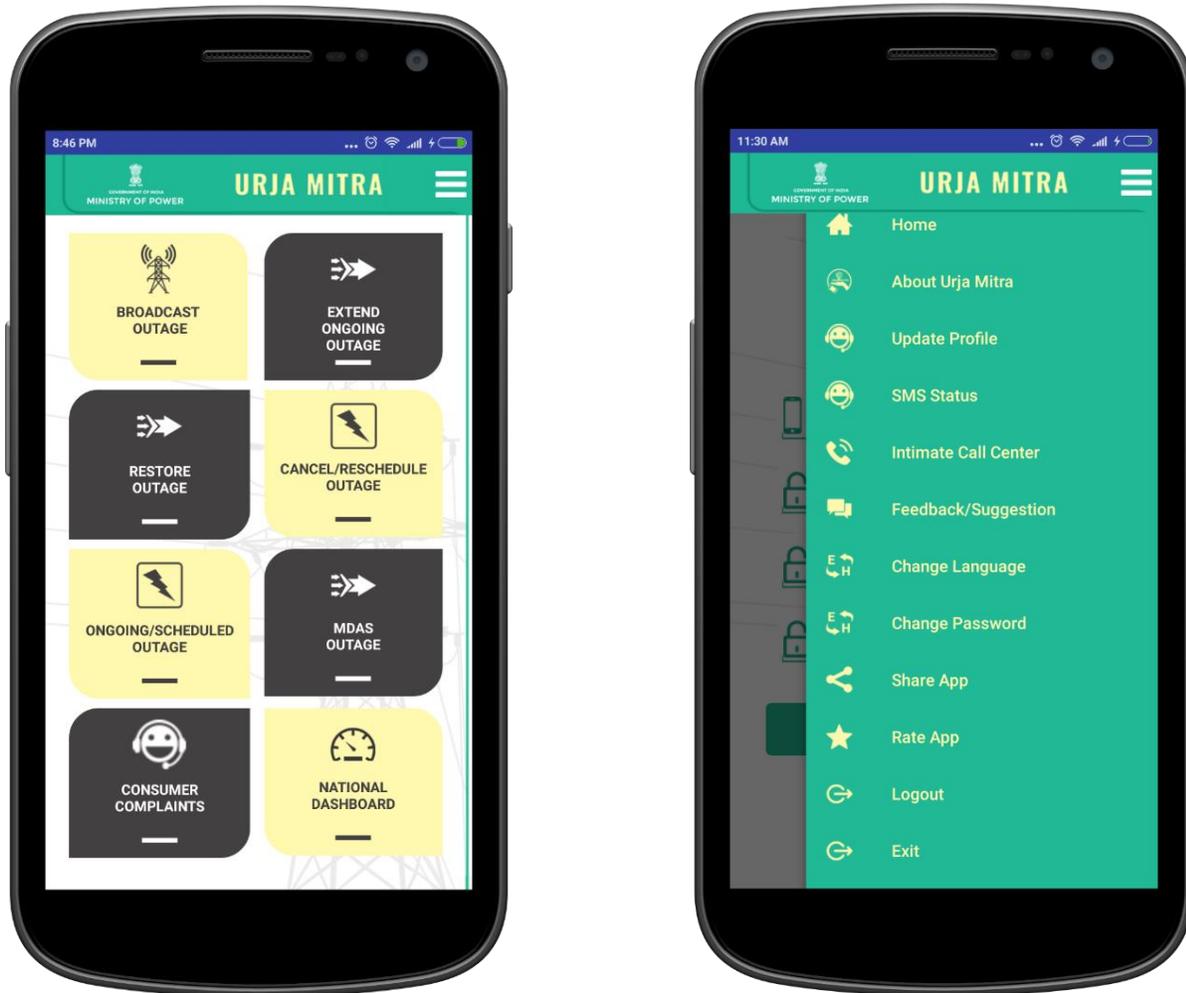
Employee dashboard has eight functionalities / tiles namely:

1. **Broadcast Outage:** The employee can choose to broadcast the scheduled and unscheduled outage by selecting the affected feeder, outage time and reason of outage and selecting submit option. After pressing the submit button the message will be broadcasted to the consumers whose mobile numbers are tagged with that feeder. For unscheduled outages, the SMS will be triggered immediately. However, in the case of scheduled outage, the SMS will be sent to consumers 24 hours prior to outage start time. If the time is less than 24 hours, the SMS will be triggered immediately.

   In case of no mobile data network connectivity, an additional feature to broad cast the message in the absence of data connectivity will be available which will be launched shortly. In such case, the App will convert the broadcast request into a SMS and will send it to centralized number 14401. The server will automatically read the contents of the SMS and upon verification will broadcast the outage to registered consumers.
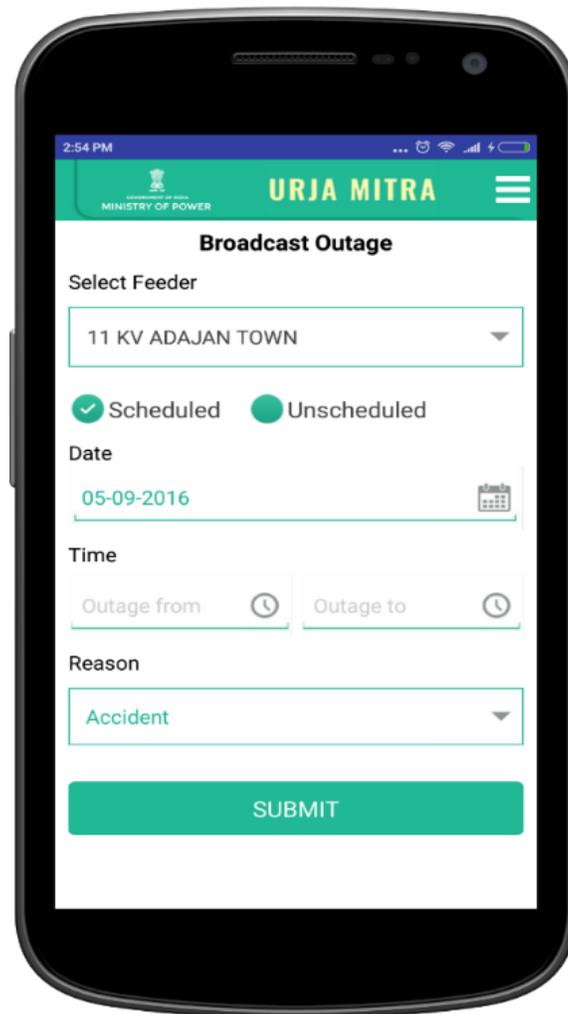
2. Extend Ongoing Outage: JEE can select this functionality to extend any ongoing outage by selecting the extended time (1st screen) and selecting submit option in the confirmation pop-up.

In case of no mobile data network connectivity, an additional feature to extend ongoing outage in the absence of data connectivity will be available which will be launched shortly. In such case, the App will convert the request into a SMS and will send it to centralized number 14401. The server will automatically read the contents of the SMS and upon verification will broadcast the extended outage time to registered consumers.
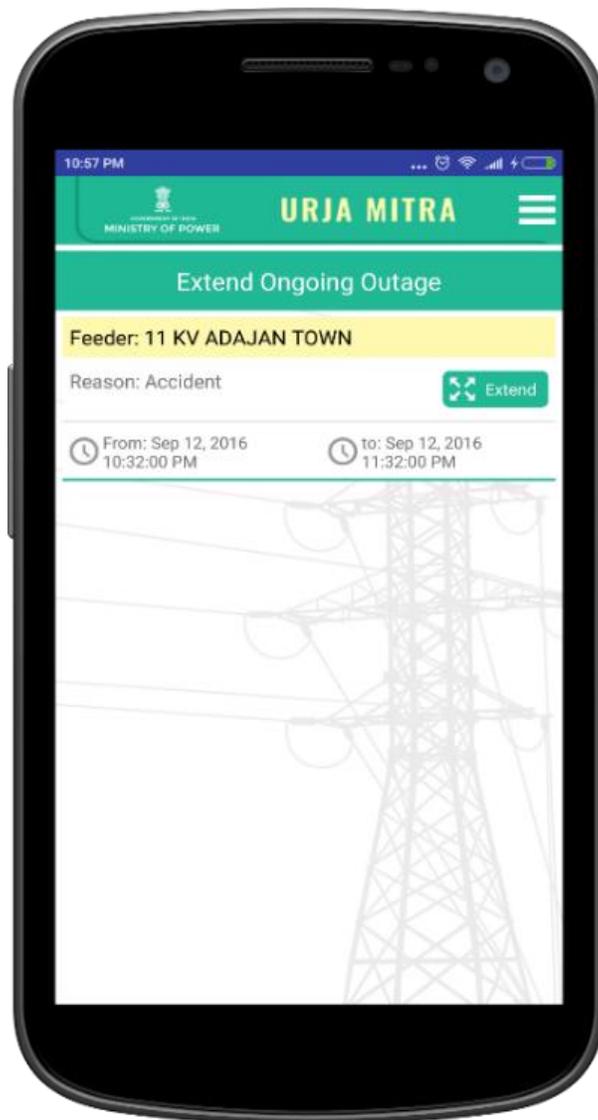
3. Restore Outage: JEE can select this functionality to restore any ongoing outage (2nd screen) between the start time and end time. If the restore is pressed during this time, the outage will be restored at current server time. All the outage status will be automatically change to restored status immediately, when the restoration period mentioned by the Discom representative has been passed. For example, if the restoration time was mentioned 12:30 PM and if the JEE/AEE has not restored the outage status by 12:30 PM, then the system will automatically set the status to restored at 12:30 PM.

   In case of no mobile data network connectivity, an additional feature to restore outage in the absence of data connectivity will be available which will be launched shortly. In such case, the App will convert the request into a SMS and will send it to centralized number 14401. The server will automatically read the contents of the SMS and upon verification will restore the outage.
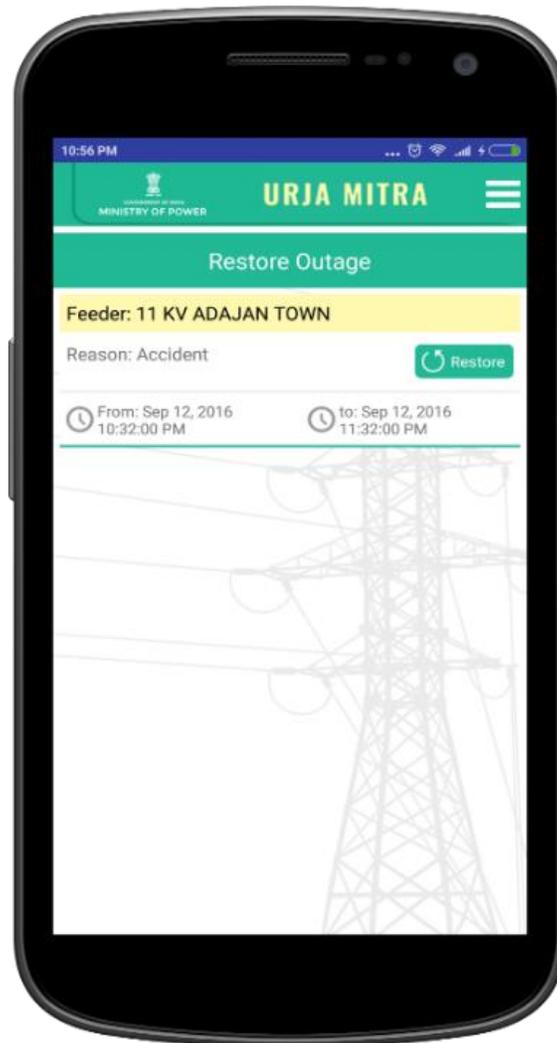
4. Cancel/Reschedule Outage: JEE/AEE can select this functionality to cancel any scheduled outages or reschedule the outage at a different time (functionality to be launched shortly). In case of reschedule, the new dates along with the start time and expected restore time has to be fed into the system and on click of save the outage will be rescheduled. If the SMS for schedule outage, then the SMS will be again sent to the consumers for cancellation/ reschedule of the outage.
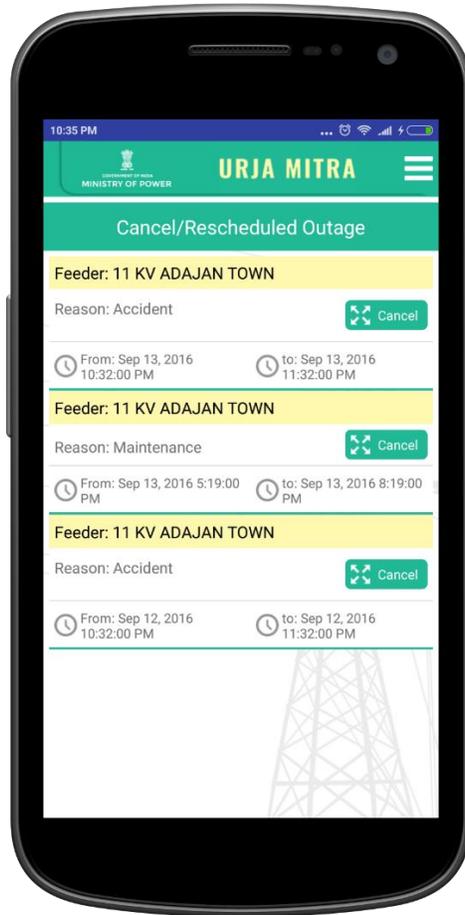

5. Ongoing/Scheduled Outage: JEE/AEE can select this functionality to see the list of ongoing & scheduled outages with respect to his allocated feeders.

6. MDAS Outage: Once the Discom MDAS is integrated with the Urja Mitra system, JEE/AEE will be able to see the outage triggers generated by MDAS for their tagged feeders using this option. After necessary verification/ inspection, registered employees can broadcast the outage information from this panel itself for that particular feeder.
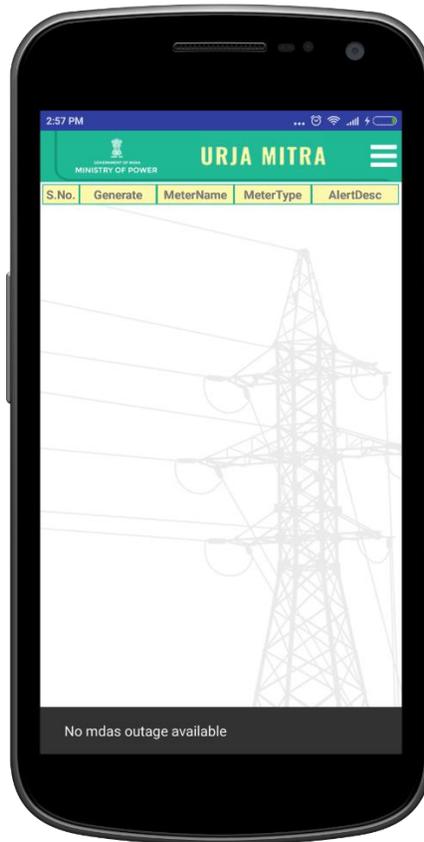
7. Consumer Complaints: All the consumer complaints/ information regarding power outage in their area triggered through the Mobile Application will be displayed here. Only the consumers who have registered their electricity accounts on the Citizen part of the Mobile App will be able to send such complaints to their respective Discoms. The AEE/ JEE/ registered employees will receive consumer complaints for the particular feeder they are tagged to. All the unattended complaints will appear over here and once the action has been taken (whether to broadcast outage or not) on the complaint, it will automatically close and will disappear from the list.

If complaints on outages are received from more than one consumer tagged on the same feeder at a particular duration, in that case, if the action has been taken on one such feeder complaint all other pending complaints pertaining to the same feeder will also be treated as attended and will disappear from pending list.
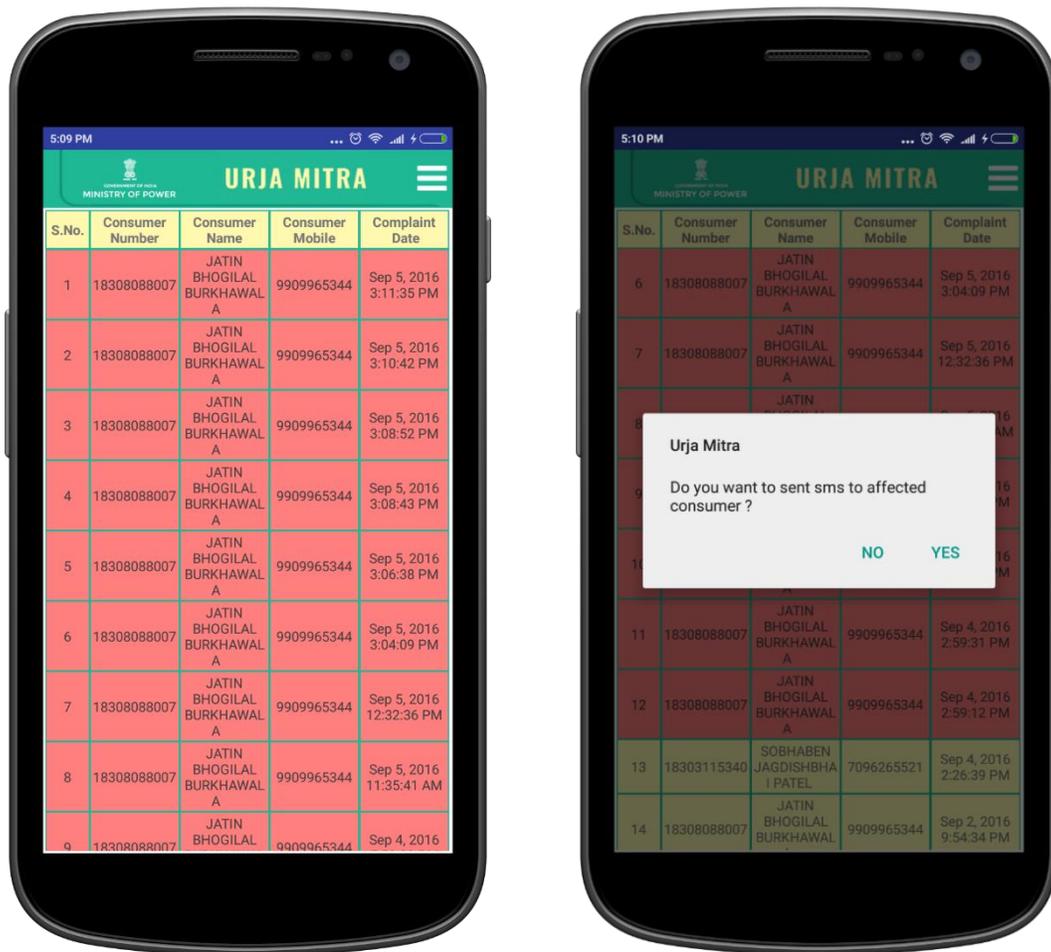
8. National dashboard: National Dashboard can be used to get more information on nationwide outages & statistics on Power Distribution Companies.
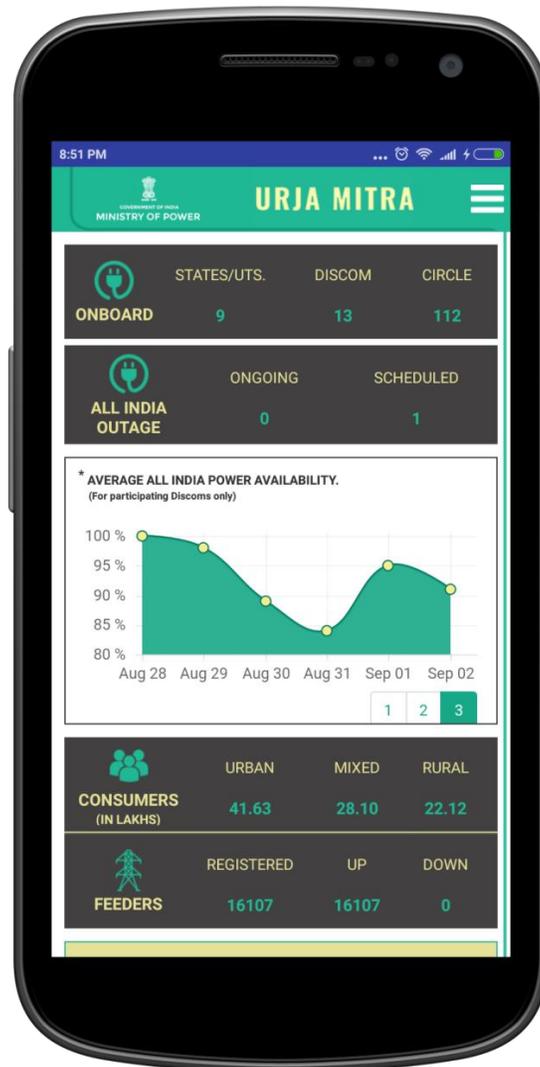
There are 10 tiles/ functionalities namely: (Details of the particular Discom of the respective Discom Admin mapped feeders of respective AEE / AEE will be displayed within the login).

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

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

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

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

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

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

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

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

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

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

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

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

10 Employee update profile request

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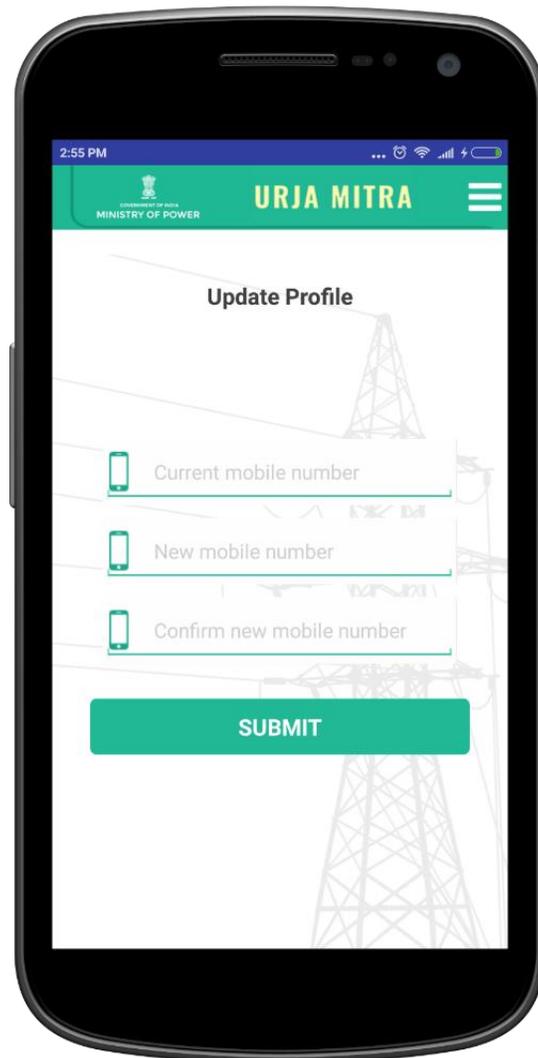
11 Employee SMS status

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

12 Change Password

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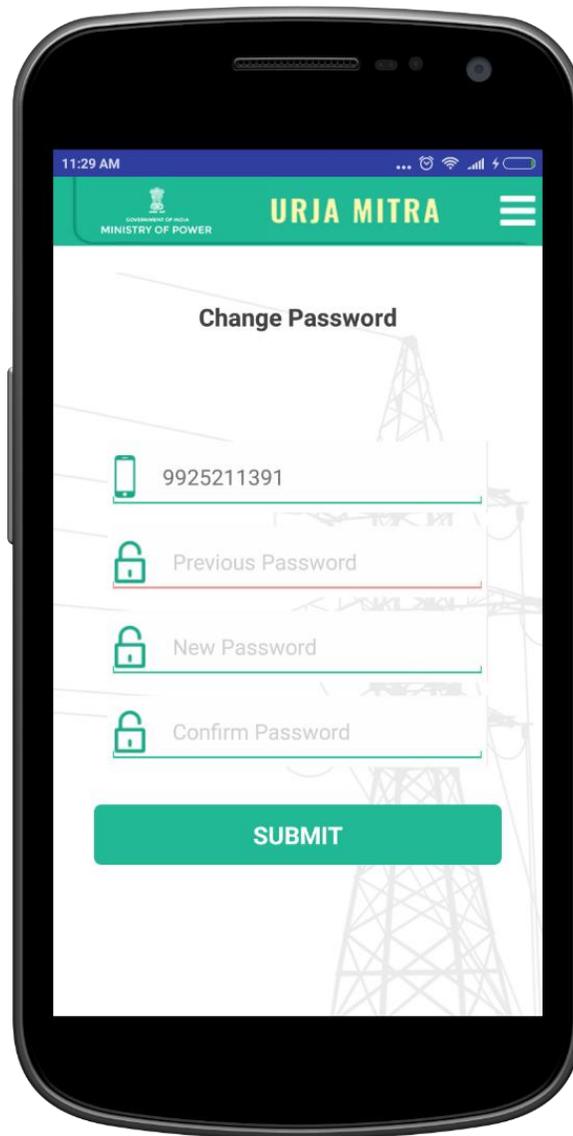
13 Employee logout screen

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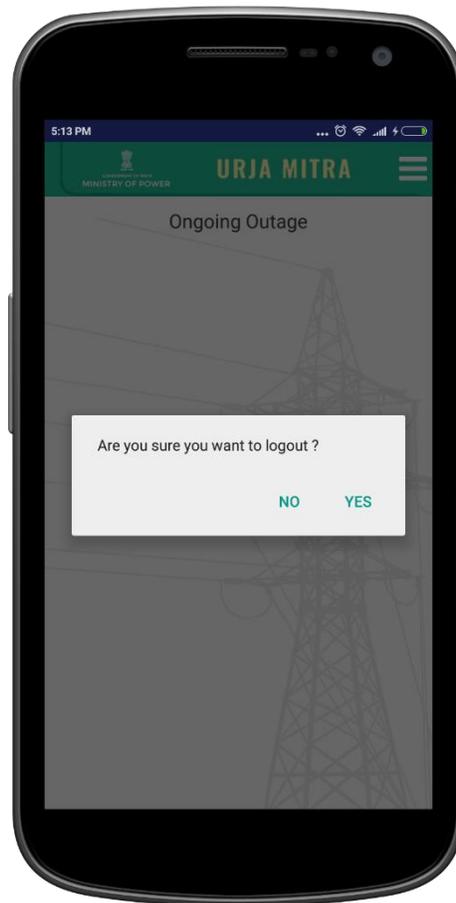
14 User Helpline number:

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

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

Ankit Kumar, RECTPCL: 9891128569.

Amit Chatterjee, RECTPCL: 7091689715 / 7091689716.

Santosh Rao, C-Net Infotech: 8827244990.

Nishant Mishra, C-Net Infotech:7049080250.