

## Call Center Work Flow

BWSSB's "Complaint Management System" is a web based application developed for handling the various types of complaints related to water and sewerage system . This system automates the complete complaint handling workflow/process. It provides secured and centralized platform for receiving customer complaints and storing all subsequent workflow pertaining to problem resolution.

### Consumer Module

#### **Bwssb Web Portal**

1. The web form captures the complaints online.
2. Consumers can raise their complaints by providing their mobile number & R R Number
3. An Acknowledgement is sent to consumer with complaint ID and Engineers Contact Details.

The following URL can be used to Lodge Complaints through BWSSB Web portal.

[www.bwssb.gov.in](http://www.bwssb.gov.in)

**Lodge New Complaint** - When user navigates to the phone icon a they can then View and Click on "Lodge New Complaint" which opens a New Web form for raising complaint

Bangalore Water Supply and Sewerage Board  
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English ಕನ್ನಡ

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2015 Recruitment Consolidated and Final Selection List

ತಕ್ಕಿಸಿ ಭೂಮಂಡಲ ಉಚಿಸಿ  
Water Save Earth

Enter Complaint #    
or  
Lodge New Complaint

Pay your bills online  
Apply for new connection  
New user registration  
1916 complaint

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Step 1 – Fill your mobile number.

Step 2 – Provide your name and Address.

Step 3 – Select your area

Step 4 – Select Type of complaint.

Step 5 – describe your comments then enter the security captha and click on lodge Complaint.

View of Register Complaint at home screen. Refer to flowing picture for simple steps to register a complaint.

## Complaint

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Phone/Mobile Number \*

Your Name \*

e-Mail

Address

RR-Number

Please select your area \*

Type \*

Select Type \*

Describe your Complaint \*

After submitting a complaint the following confirmation & Complaint Reference Number will displayed.



Complaint successfully registered. Your complaint reference number is: 45343

## Complaint

Phone/Mobile Number \*

Your Name \*

e-Mail

Address

RR-Number

Please select your area \*

Type \*

## Web Portal Work Flow



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**Web Portal**  
**[www.bwssb.gov.in](http://www.bwssb.gov.in)**

To lodge complaints through BWSSB web portal browse the below url

Web Portal Url:  
**[www.bwssb.gov.in](http://www.bwssb.gov.in)**

When user navigates to the phone icon a they can then View and Click on "Lodge New Complaint" which opens a New Web form for raising complaint

Select Type of complaint from the drop down, which is the primary type of complaint followed by the subtype which is the secondary type of complaint from a drop down

Type the initial characters of the area and a drop down list of areas will appear for selection

Enter the mobile number and the other details like name, RR number, email and address will automatically populate if the user is registered

Describe Your complaint in the field "Describe your Complaint" then enter the security captha and click on Lodge Complaint

SMS Notification of Ticket generation will be sent to Customer and Area Engineer with all details

New Ticket will reflect in BWSSB CC executive ticket inbox

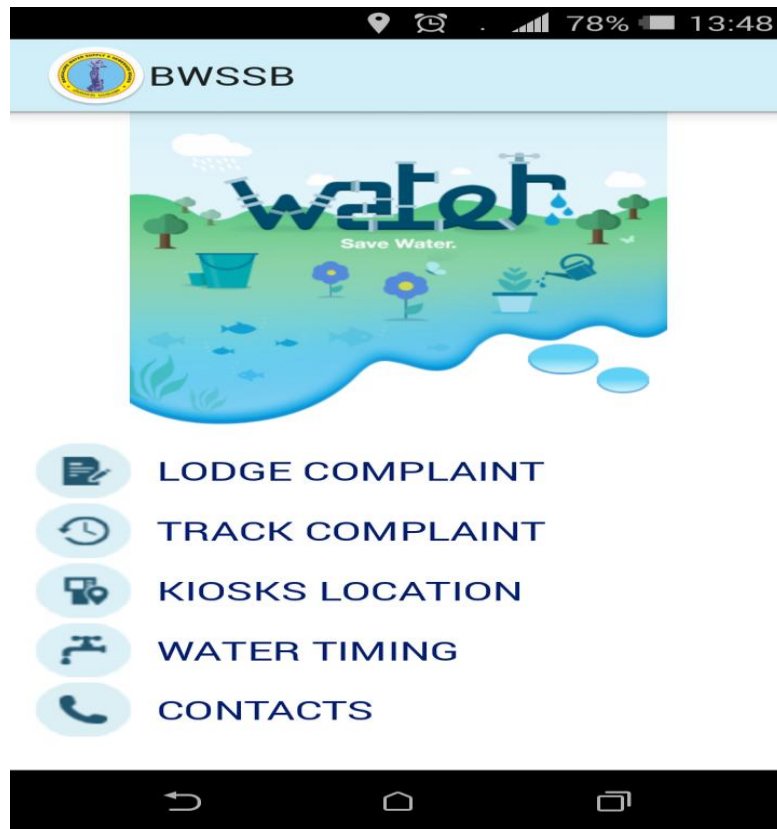
## **Complaints through Mobile Apps**

BWSSB's My Complaint mobile app was launched to the general public to log in their complaints in a easy manner using hand held devices.

BWSSB's mobile My Complaint app helps users/consumers to register a complaint, track the complaint—anytime, anywhere.

- Lodge Complaints; Raise your complaint online based on category
- Track Complaint; Track your complaints and know the status
- Kiosks Locations; Find out a Kiosk nearby for Bill Payments
- Water Timings; Information on Water timings in your location at your fingertips
- Contacts; Contact list of BWSSB

### **Mobile App Home Screen:**



## Lodge a Complaint

ψ 78% 13:56

← Lodge Complaint

Mobile number\*

RR Number (alfa-numeric)

Full name\*

Email

Address

Area\*

Complaint category\*  
Select

Complaint sub category\*  
Select

↩ ⏠ 📄

## Track a Complaint

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← Track Complaint

Enter Complaint Number

29587

**Your Complaint Status**

Complaint Id

**29587**

Complaint Status

**Closed**

Created Date

**31-12-15**

Created Time

**13:19**

Complaint Category

**Water**

Address

**a**

↩ ⏠ 📄

## **Call Center Executive Module**

### **Complaints through Phone calls**

BWSSB's customer call center short code '1916' is used by consumers to lodge complaints . Alternatively landline numbers(080-22238888, 080-22233333 ;080-22231005 ) are published on the website as well as in communication media's like hoardings, publications ,advertisements, water tankers ,jetting machines, etc to make short code more publicized and easy to remember for consumers to get in touch with the call center to lodge their complaints and grievieances.

The call center executives are equipped with a software solution through which the data is captured and logged as a complaint. The consumer gets an acknowledgement for the complaint through SMS and a complaint ID is assigned.

The complaint is then assigned to the respective engineers in the area which is again configured as a master system where in area wise engineer mapping is available. The engineer is instructed to attend the call through SMS.

The engineer attends the respective assigned calls to him and provides the feedback to the consumer and the call center.

Upon receiving the feedback regarding resolution from the engineer's side, The call center executive contacts the consumer to ensure that the call is resolved and upon confirmation the call gets closed.

The feedback is collected for every call that is raised by the consumer.

### **Complaints through Emails**

The website contains the contact details for consumers to log their grievances and complaints.

The mails can be sent to [bwssbcallcenter@gmail.com](mailto:bwssbcallcenter@gmail.com) or [bwssbcms@gmail.com](mailto:bwssbcms@gmail.com)

### **Complaints through Whats App**

**Whats app number is 8762228888**

The water and sanitary complaints received are forwarded to engineers through our communication network and issues related to policy matters are forwarded to higher authorities. The feedback is immediately received from the engineers as soon as complaint is resolved. The response is quicker than phone calls.

## Call Center Executive Work Flow



## **SMS Format for consumers**

Complaint number will be sent to consumer mobile number automatically via SMS as soon as they register complaints.

The confirmation of the following details will be displayed for your reference:

- \* Complaint Reference Number.
- \* Type of Complaint
- \* Service Station name and AE's contact number who is responsible to resolve this Complaint.

Thank You  
Your complaint has been registered.

Complaint Number: 37522  
Complaint Category: Water  
Complaint forwarded to AE, HOSAKEREHALLI Service Station,  
9845444031

Your complaint will be resolved soon.

## Complaint Status

### Track Your Complaint

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ATTENTION BWSSB RECRUITMENT-2015 SELECTED CANDIDA

ನೀರಿಲ್ಲದೆ ಹಸಿರಿಲ್ಲ, ಹಸಿರಿಲ್ಲದೆ ಉಸಿರಿಲ್ಲ  
No water no green, no green no life

44855 Track  
or  
Lodge New Complaint

Pay your bills online Apply for new connection New user registration 1916 complaint

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### Tracked Complaint reference number with details

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English ಕನ್ನಡ

24 Hours Helpline  
08022238888

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Your complaint status

Ticket ID	Status	Created At	Complaint Type	Address	Description	Comments From BWSSB
44855	Closed	03-05-16 03:40:19	Water	#415, 43rd cross, 8th block, jayanagar	no water supply	As per customer feedback complaint has been closed