



Fluentgrid CIS[®]

Product Feature Guide

Version 4.5

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Fluentgrid CIS® Product Feature Guide
Version 4.5

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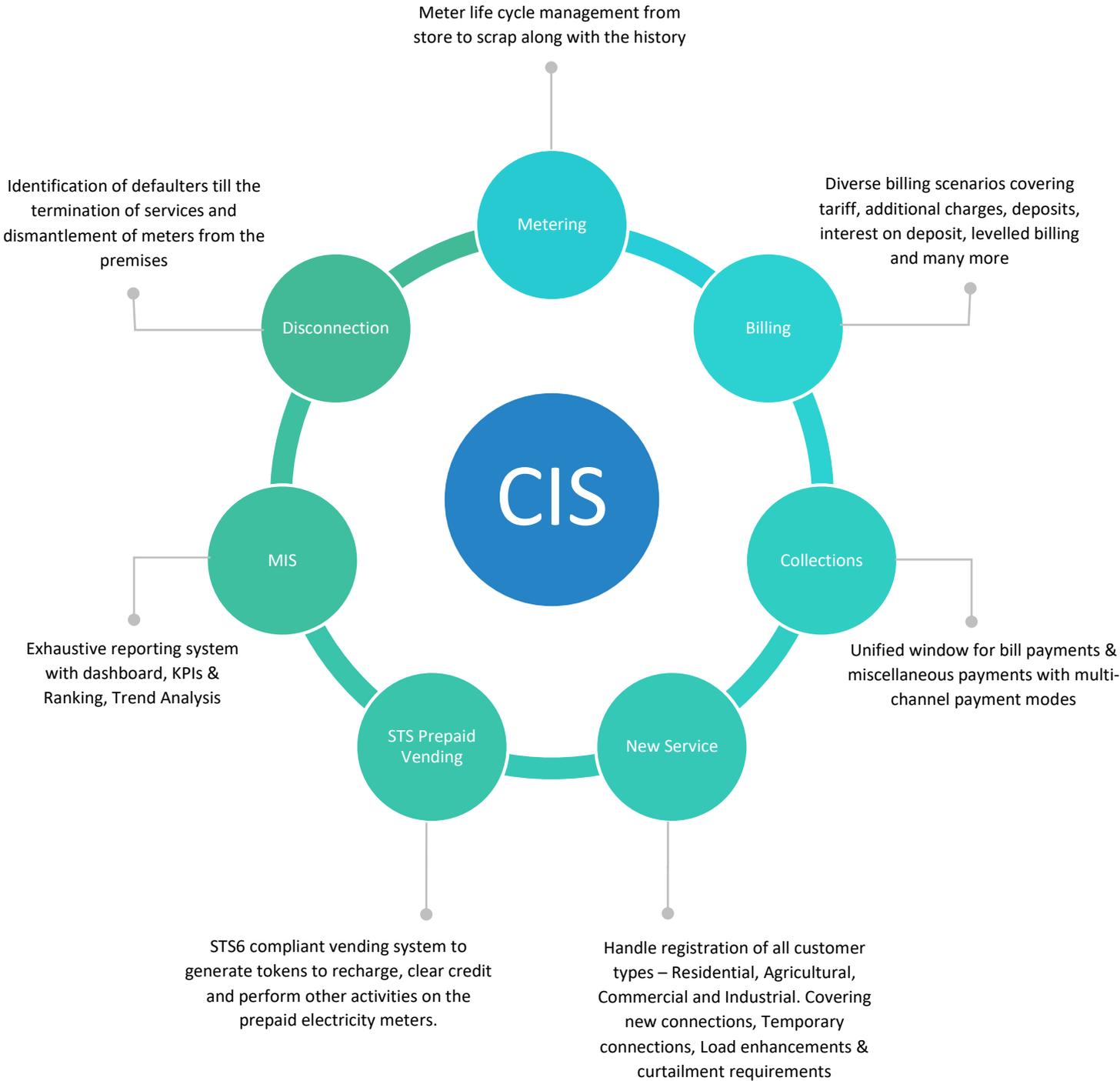
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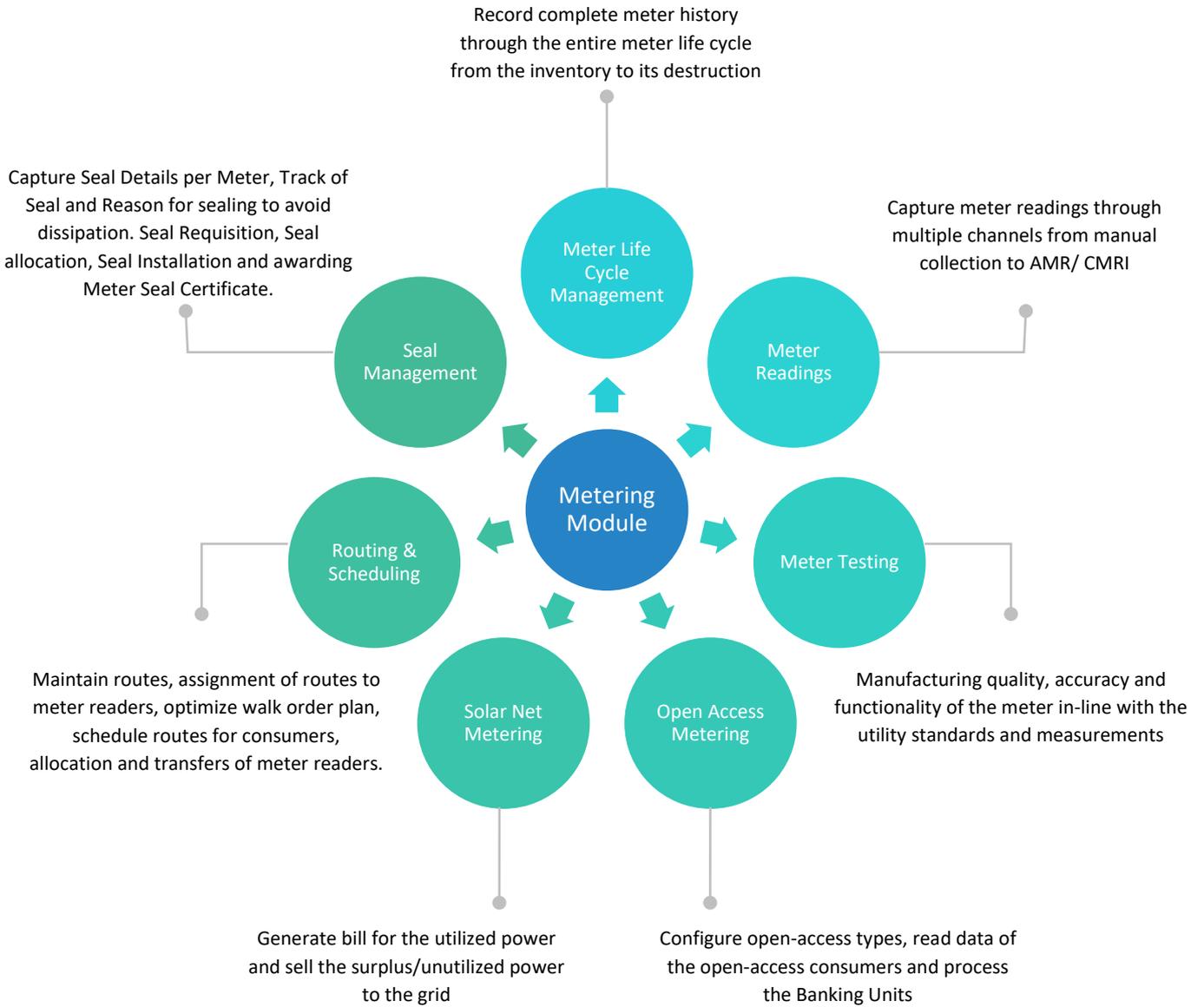
Fluentgrid CIS®

Overview

Fluentgrid CIS® is a comprehensive product for handling meter to cash requirements of the utility. The modules include - New Connection, Disconnection, Metering, Billing, Payments and integrated Accounting. The product provides enhanced capabilities by the way of providing maximum parameterization in defining the business process, underlying workflows with integrated Service Level Agreements (SLAs), enabling definition of business rules and validations, flexible tariff engine for defining tariff plans and associated rate plans, enabling multi-channel / multi-mode payments and well-defined dunning process for disconnection/reconnection.

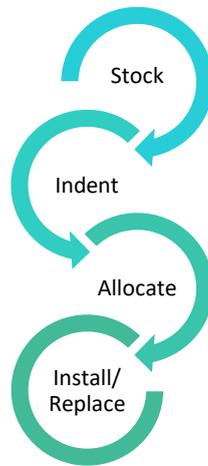


Metering



Meter Life Cycle Management

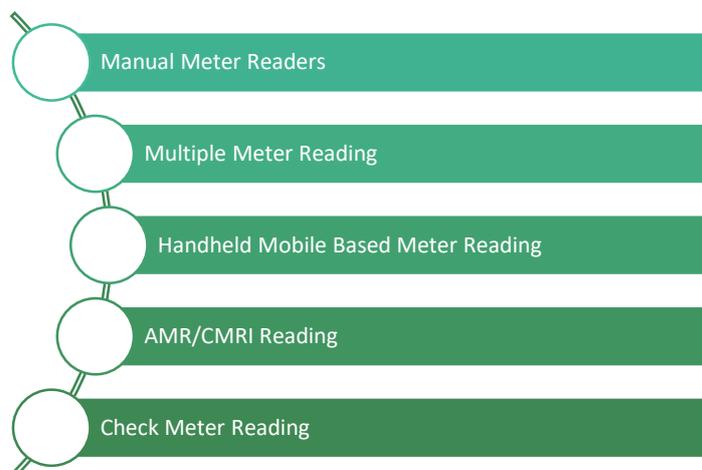
Track the complete life cycle of the meter right from requisition of the meter from the inventory to the dismantlement of the meter. The in-between steps of replacement of the meter, installation of new meters and allocation of meters based on the customer requests are processed. All the actions are streamlined with the integration of internal and external systems (Asset Management, MDMS, etc.) updating multiple systems with the necessary information.



Meter Stock	Capture the meter stock details in single/bulk entry mode. Track and maintain meter information, handle meter restocking on a need basis and get transparency over the meter utilization.
Meter Indent Process	Mitigate the delays in the indenting process of new meter requests and supply meters. Monitor the indenting process of Meter Allocation and the Meter Installation
Meter Allocation	Assign Meter for the customer in the unmetered category and maintain the new meter details accessible across the consumer records.
Meter Replacements	Replace damaged, defective and tampered meters after proper approval and authorization. The system supports the replacement of post-paid meters with prepaid and vice versa, single-phase with three-phase, AMR with AMI, ET with Non-ETV, Manual with AMR/AMI, electronic meters with smart meters.

Meter Readings

Meter reads are the important parameters for the billing process. The meter reads are captured through various channels for each cycle (Monthly, quarterly and so on) based on the meter types; whole current meter or tri vector meter types. The rules can be defined. There are different ways to get the meter reads into the system.



Manual Meter Readers	The meter readers record the meter reads on meter sheet blanks through a physical visit and later the collected data is entered into the system.
Multiple Meter Reading and Sub-Metering	Collect readings of multiple meters allocated to a single consumer and generate the bill considering the overall consumption as a single billing unit. Capture sub-meter readings from the portion of HT consumer's usage and bill LT consumers individually
Handheld / Mobile Based Reading	Capture meter readings through handheld devices or mobiles integrated with the metering system. The captured data can be loaded into the system either offline or online.
Automatic Meter Readings (AMR)/CMRI	The consumption data collected by AMR/CMRI devices is transmitted to the system at pre-defined intervals defined by the utility. Interval data provides visibility to consumer's consumption and appropriate distribution.
Check Meter Reading (Meter Back-up)	Set up a check meter (backup meter) if the main meter acts malicious or damaged. The check meter request can be raised by the customer or the staff who has inspected the main meter.
Spot Billing Machine (SBM) Support	The system supports data entry of SBM terminals, uploading SBM data structure, downloading pre-designed text files and different types of SBM machines
Smart Metering	The meter readings are fetched from an integrated external system like MDMS/AMI. The meter read data can be downloaded at defined intervals, monthly or day-wise, displayed and pushed for billing after confirmation.

On Trust Consumers

Approved On-Trust customers have the provision to submit their meter reads. The meter reads provided by these consumers are reconciled with the reads taken by the meter readers at regular intervals for any discrepancies. The system supports the entire process of registering the On-Trust Consumers with the document verification, meter reading entry, meter read validation, and delete/update/reconcile the meter reader readings.

Quality Checks and Exception Handling

The correctness of the billing depends on the quality of meter readings. The system performs a thorough verification and pre-empts unwanted consumptions (either high or low), inappropriate meter readings, and identify defects. The concerned staff are informed about the defects for a prompt response.

Routing and Scheduling

The efficiency of the meter readers depends on proper planning of the routes and scheduling the work. Create and update the routes, assign routes to meter readers, optimize walk order plan, schedule routes for consumers, allocate and transfer meter readers. Generate route sheets for residential and non-residential consumers, configuration of schedulers and on-demand route generations for bulk sheets.

Capturing Check Readings

To ensure clean billing data and meter usage the meter staff can analyse the meter readings at regular intervals to avoid any deviations in the meter reads and revisit the observations entered by other meter readers, consumers for proper action

Meter Testing

It is important to test the meter to determine the manufacturing quality, accuracy and functionality of the meter in line with the utility standards and measurements for the proper functioning of the system.

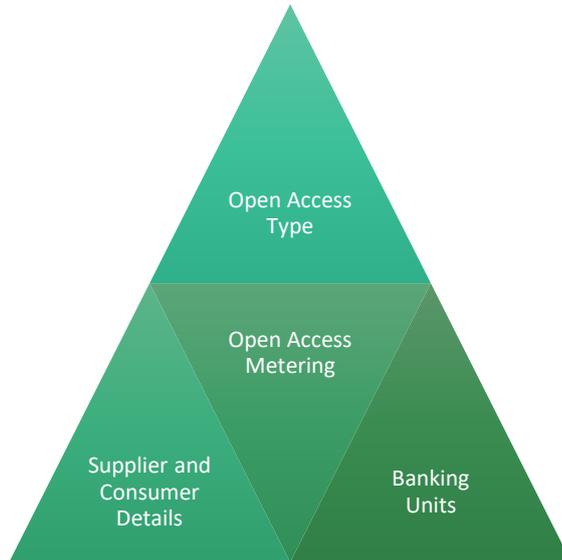
Calibration Testing	Configure the meter to read accurately as per the defined standards referring to a primary meter (or master meter) and issue a calibration certificate.
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Seal Management

Seals are placed on the meters to avoid misuse and dissipation. Track the status of the seal as it moves through different states. Capture seal details per meter, the reason for sealing, process seal request, seal allocation, seal installation and awarding meter seal certificate.

Open Access Metering

Read the data of the open-access consumers in the open market. Configure the open-access types such as Captive Power Plant, Independent Power Producers, Wind Groups etc., Supplier and Consumer Details, and Banking Unit Details.



Open Access Define the open-access types such as CPP, Upwind Groups, Intra State etc., defines an open-access code, nature of generation such as hydro, thermal and applicable required demand.

Supplier and Consumer Details Configures and maintain the supplier details such as supplier name, code, interfacing voltage, generation capacity and generation circle. Capture the consumer details, relate the consumer with the respective supplier and register consumer-wise open access unit.

Banking Units Maintain banking units. Configure whether the banking units are applicable and the banking charges

Solar Net Metering

The consumers producing solar energy can take the advantage of Net Metering. The system records the data from the bi-directional meters with the help of integrated systems like MDMS. Generate bills for the utilised power and sell the surplus/unutilized power to the grid.



Alerts/ Notifications

Configure the system with pre-defined messages and templates mapped with the business rules to trigger alerts and notifications For efficient communication, the system is pre-defined and configured with the respective Utility Business Rules to trigger alerts and notifications through multiple communication channels like SMS, Email, etc.

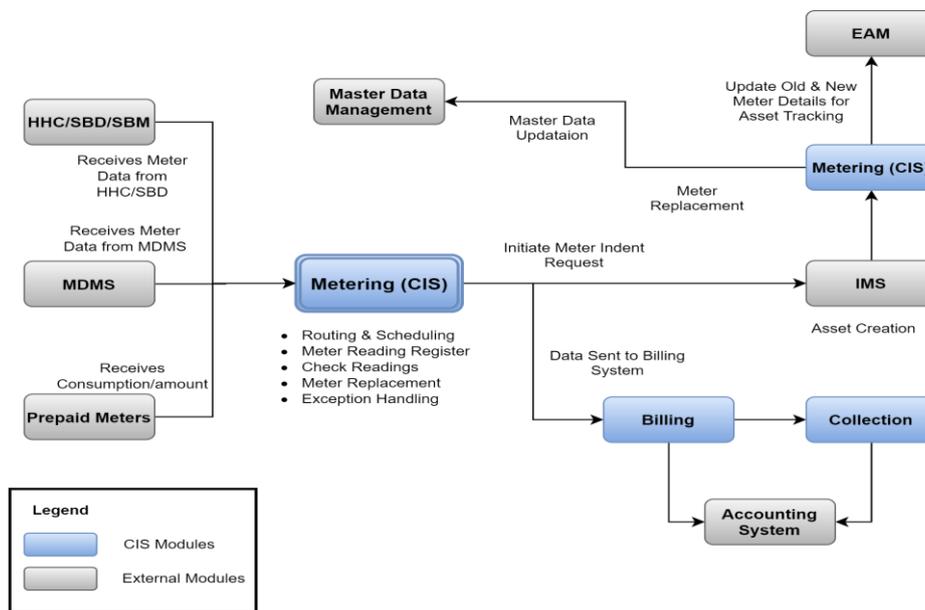
Complaints/ Requisition Management

Resolve the complaints and requests forwarded from the Customer Service Center. The process flows are available to support the consumer requests for pre-paid meter, meter shifting, net meter requests and complaints such as meter burnt, check meter and defective meter.



Integrations

The Metering System is well integrated with the internal system such as Billing, CRM, MDMS and external integration and services such as SMS, E-Mail, EAM, GIS for a coherent and one-point solution.



Configurations

- Meter Reader** | Configure new meter reader with personal and communication details and the system supports to update/delete reader details
- Meter Relation** | Assign/Map a Hand-Held Machine with a Meter Reader to upload and download the HHT Data.
- Meter Status Details** | Define the status of the meter like Disconnected, Meter Change, and Negative Reading.
- Meter Make Details** | Provision to add new Meter Make Details and edit existing configurations on meter make.
- Meter Current & Potential Transformer (CTPT)** | Configure new Meter Current & Potential Transformer details and edit the existing details.
- Power Generation Details** | Define Power Generation types and natural sources like Solar, Wind, Hydro with additional details along with the applicable market into the system.

Open Access Type	Define the Open access types such as Captive Power Plant (CPP), Wind Groups (WG), assign code, nature of generation, applicable demand and other details based on the utility needs.
Supplier Master details (Supplier -Consumer Relation, Third Party supplier details)	Configure voltages, wheeling charges, loss factor details based on third-party suppliers, map suppliers and the consumers.
Reading Types	Configure Meter Reading Types (Customer Reading, Shared Meter Reading, Smart Meter Reading) in the system by providing the details like Code, Description, Priority and details that are applicable for respective utility.
SBM/CMRI Terminal Details	Define SBM/CMRI Master Details, different SBM/MRI Makes, upload an SBM structure, download readings from existing text files and Meter readers details.
Seal Details	Add a new Seal Type (Ex: Plastic, Polycarbonate, update /delete configured Seal Type Details, invoking Seal-Meter Relation, and maintain a Seal Master.
Meter Details	Meter Types along with the required details, their connections, meter capacity, meter stock and supplier details are configurable in the system either with/without the integration.
Employee (Service Man) Configurations	The details of Service Man, Reader into the system and assignment of the respective meter, or any other tool
Upload /Download Structure Details	Configure data format for upload and download between the central server and hand-held terminal.

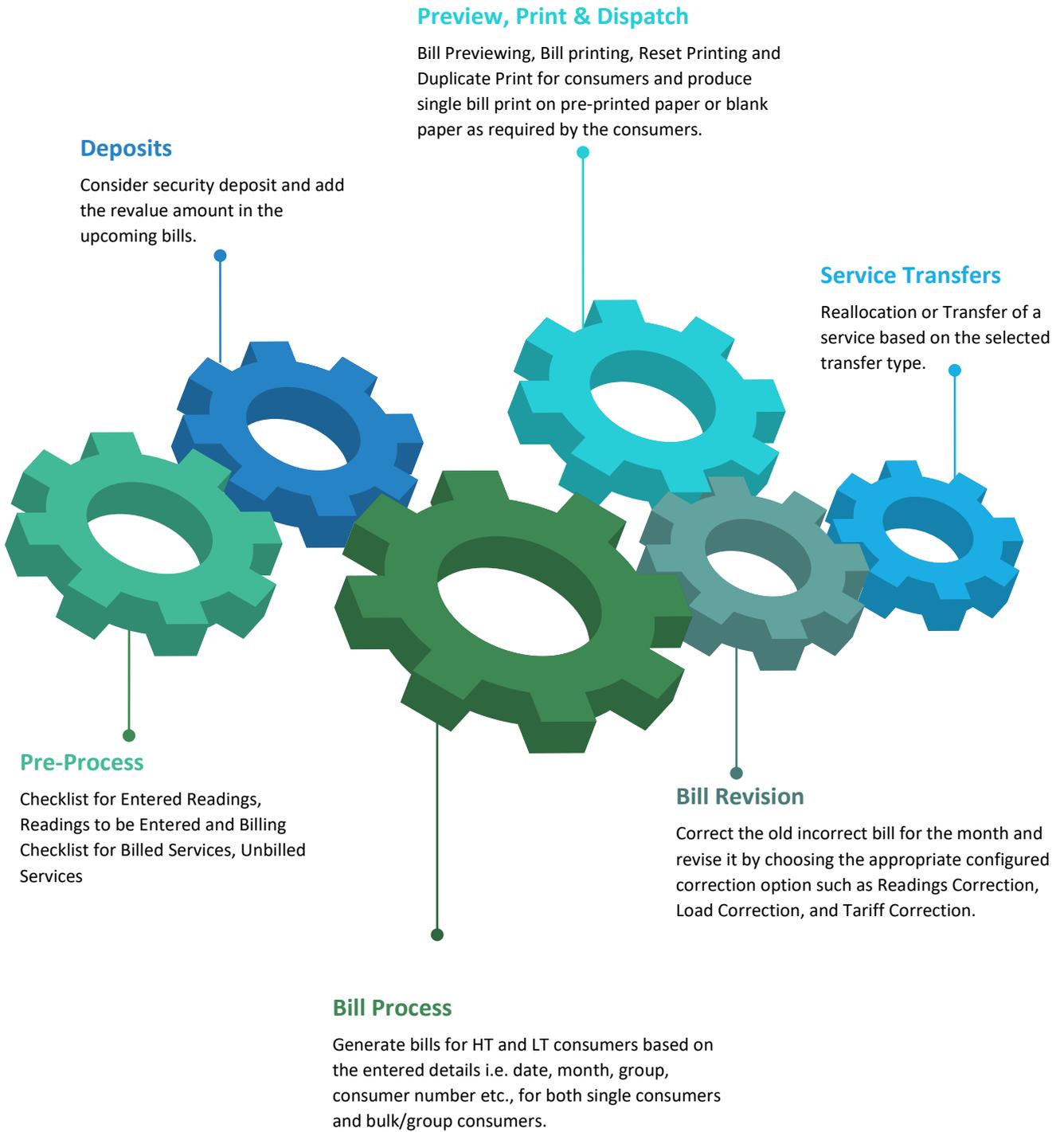
Metering Reports

Various Metering Reports are available for an optimum and immediate overview of the various metering process through in-built and ad-hoc operations. Standard reports supported by the system are Meter Reading consumer Wise, Meter History, Meter Change Reports, Tracking Meter Status.

Meter Blank and Unbilled report (NON-TOD and TOD)	Displays list of all meters that have zero or nil reading for the respective office/zone individually/combined for TOD and NON-TOD Metering. The system supports the generation of missed out billing reports as well.
Meter Changes Reports	Lists reports for new meter details, any removed meters, meter changes if any, defective and burnt meter reports based on the selected period, service types and when provided the pre-configured requisites.
Seal Report - Tracking, Request	Report of Requested Seals, Installed Seals, write-offs for damaged seal and Seal Tracking with respective information after providing the required details.
Group Readings Meter Report	Generates Blank/Meter Opening readings and Meter Check-list/Entered Metering readings when the user gives the required inputs (Group Name, Time Period) for an existing consumer group
Anomaly High/low meter readings report	Various abnormalities identified in the meter such as High/Low Meter readings are generated in this report.
Meter lab test details report	Generates the reports of the Meter Lab Test details of the respective utility.
Meter Track report	Meter track report helps in identifying whether it is at customer place, warehouse, lab, etc. is maintained and reports are generated over the given period
Meter lifecycle in the network report	Lifecycle tracking of the meter is carried out and reports can be generated for the lifecycle to identify the ageing of the meter

<i>Meter Status Wise report</i>	Generates report list for a meter at the individual stage of the meter life cycle with the available system status code according to the utility.
<i>Meter Changes with repaired meters</i>	Report of the meter changes done to the reused meters received from meter lab test and later served for other requirements.
<i>Operational reports</i>	Generate reports for the MF changes (CT-PT) ratios, consumption reports, calibration reports, reading entry details, discrepancies, meter replacements when the necessary conditions are provided and validated.
<i>Meter Reading</i>	Meter Readings with successful uploads status, abnormal or bad reading reports, are generated either monthly, yearly or for a period based on the user input.
<i>Reading Entered Report</i>	Readings entered through the smart meter, normal meter, Customer meter, no access to the meter, Mobile reading counts can be generated as reports by giving user or time details.
<i>Meter Reader Report</i>	Lists out meter reader details report for the performance of selected Meter Reader, a summary of individual meter reader, number of meter readings and actual services undertaken by the Reader based on the details given. Besides this system is capable to generate reports for reader transfers, allocation of the meters to the individual reader
<i>Multiple Bills at Same Location Report</i>	Generation multiple bills reports that are processed at a single location.

Billing



Checklists

Display the metering checklist for entered readings, readings to be entered and Billing Checklist for Billed Services, unbilled services by providing Office, Tariff and other details.

Bill Process

Generate bills for HT and LT consumers based on the details like date, month, group, consumer number etc. The bills can be generated for both single consumers or bulk/group consumers.

Single Consumer Billing	Process bills for individual consumers by providing the consumer number and date as input and providing a bill for a single consumer.
Bulk Billing System	Process bills for multiple consumers based on the route, distribution name, type of billing or office
Spot Billing Machine (SBM) Bills vs System Bills Comparison	Produce a comparison report for the bills generated through SBM and System Billing by following the configured process with all the required inputs.
Bill Correction/Amendment	Modify a wrongly processed bill, or update the system in which the meter reading and status in the bill is reprocessed with the amendment during a bill correction.
Bill Revision	Correct the old incorrect bill for the month and revise by choosing the appropriate correction option such as Readings Correction, Load Correction, Tariff Correction. Bill Revision follows an approval process to be a success
Back Billing-Subsidy/Discount Process	Deductions in the current month billing for the Subsidies/Discounts processed on the previous month bills through section or tariff wise based on the selected subsidy type or any other offered discount.
Bill Adjustments	Support Units, Bill and Security adjustments as per the consumers need for both credit and debit in the billing.
Group Billing System	Generate consolidated bill of pre-configured group consumers, notify if there is no meter reading available for single-consumer of the group and allows entering through the integration of metering modules, previews individual and the group bill.

Scheduler

Scheduler sets up a job process or creates an event for an activity such as Reading sheet, Bill Process etc. for a future date and time. Scheduler supports both residential and non-residential consumers, downloads route maps and other bill details.

Bill Preview, Printing and Dispatch

A well-integrated process with SMS and E-Mail system previews both TOD and Non-TOD Bills based on the entered consumer number and month

Bill Printing	Facilitate the bill printing, Resetting Printing and Duplicate of the print for all the LT and HT consumers and produce in single bill print, pre-printed paper or blank paper as required by the consumers.
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Deposit process

Process the additional current consumption of the consumers with less security deposit and add the revalued amount in the upcoming bills.

ACCD Notice	Issue notice to the consumer if the security deposit is more than the Current Consumption Deposit and to consider as a ACCD amount.
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Approval For ACCD Refundable Amount	Refund the excess security deposit amount (> Net CCD) to the consumer either by adjustments in the upcoming bills or by paying back the balance amount after the approvals of designated persons.
ACCD Defaulter-List Process	List out the defaulters based on the office, Distribution Name, Route and the year
ACCD Notice Issue Date Updating	Update the ACCD Notice date for an individual or all consumers under a book or route number.

Tariff and Payments

Support various modes of payment i.e. prepaid and post-paid, link the consumer to the specific tariff plan and update on need basis

Tariffs	Link the customer to a pre-configured specific tariff category according to the utility, update the tariff plans etc. The pre-configured components include energy charges, taxes, load-based components etc.
Payments	Capable of advance/ pre-payments, post-payments, ECS, cheques that are already configured into the system and are updated accordingly as per need.
Credit Adjustments and Late payments	Define, configure and include any late payments, penalty charges, or even advance payments based on the consumer mapped group and adjust the billing.
Temporary Billing	Generate bills for the temporary connection consumers, shift bill cycle and adjust payments. The system is capable of extending the temporary connection and generate bills accordingly.
Discontinuation of Billing	Stop/regulate the billing cycle after the dismantling or completion of the defined period of the customer and manage them in the bad debt account.

Service Transfers

Reallocate or transfer a service based on the transfer type i.e. single consumer, distribution transfers, section transfer and the existing service number for all the consumers.

Service Updates	Update consumer details such as email, phone number, category changes, voltage updates, connection date change, capacitor shunt flag.
Billing Cycle	Provision to edit or change the existing billing cycle of the consumer to a new billing cycle or the intervals of bill generations

Requests and Complaints

Handle billing specific requests forwarded from Customer Service Center such as Category Change Request, Ownership Change Request, Address Correction Request, Solar Water Rebate Request, Bill Revision Request, Phase Change Request

Request and Approval

The system eases the approval process according to the request type, designation wise, based on ECS list, Security Depositor the requests and other configured types.

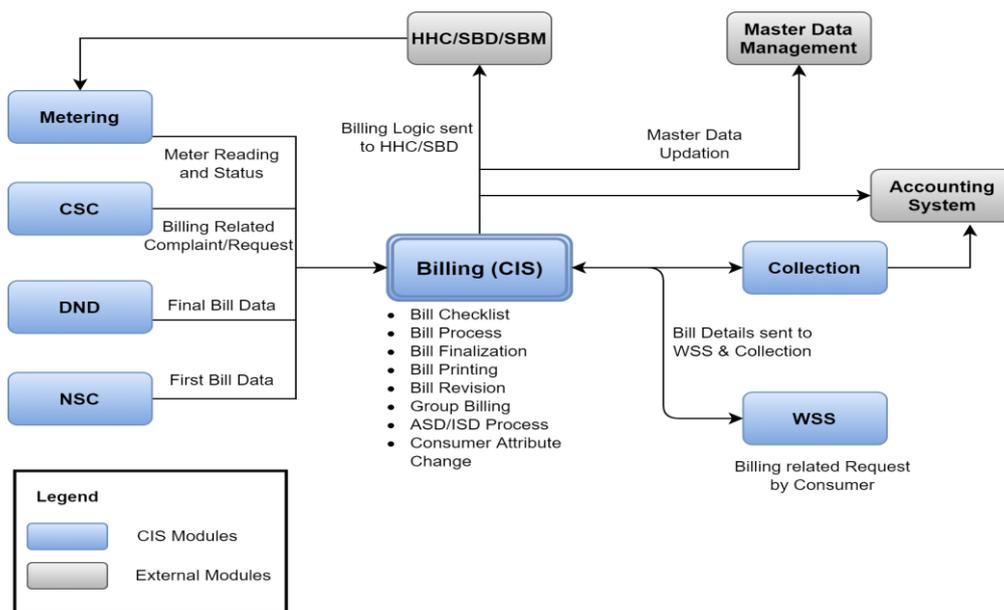
Configurations

Bill Group	Allows configuring Billing Groups (similar location, consumption pattern) and facilitates the generation of the bill for a selected group of consumers under one group.
Bill Cycle	Able to configure various billing cycles like monthly, half-yearly with required details and mapping this billing cycle to the consumer at a later stage

Account configuration	Supports configuration in lines of payments (i.e. Transaction Types, Transaction Accounts, Payment Adjustment Priority), group head (i.e. Account Group head, Subsidiary group head, Account head).
Tariff Category and Tariff Classifications	Configure various tariff prices and tariff details and mapping them to the respective category (LT, HT, and Residential).
Voltage Grouping and Rebate/Surcharge	Supports grouping of voltage based on the load, voltage value. Along with the grouping, the configuration of Rebate percentage, Surcharge percentage, In and Ex Voltage and other desired components is possible.
Global Parameters Configuration	Configure the parameters like due days, disconnection days, choosing spot billing and other generalized parameters.
Seasonal Consumer and Season Period Configuration	Configure seasonal wise billing period and allocating the seasonal period, no. of seasons (or months as per Utility), load, surcharges to a consumer.
TOD Period Configuration	System supports the configuration of TOD Periods and the TOD Charges, effective date etc.

Integrations

The Billing System is integrated with the other internal systems like Metering, CRM, MDMS and external integration and services such as SMS, E-Mail, EAM, GIS for a coherent and one-point solution.



Billing Reports

Billing Monthly Report	Based on time like date, monthly, quarterly or yearly reports can be generated in the system and ageing analysis reports are also configured.
Bills Delivery Date Report	Reports of Billing Due/Delivery Date, updating the dates are available in the system on providing the necessary details.
Balance Details report	The system can generate individual consumer's statements and outstanding balance reports, consumer group's statements and outstanding balance reports, negative and closing balance reports.

List of Arrears Report	List of unpaid, arrears, missed billing payments reports are generated for a consumer, consumer group either time-wise, location/zone wise, or as required by the utility.
Bill Revisions Report	Revised old incorrect and fault bills, adjustments, reading corrections reports can be generated in the system when the appropriate details are provided for fetching
Book Related Report	The system generates reports for the book changes, book-wise billing summaries.
Change Reports	Change reports like ownership change, category change, consumer attribute changes, address changes or any related updates can be achieved in the existing system.
Solar Water Rebate Report	Reports for solar-related billings can be generated like the Solar water heater rebate report.
Sales Report	Total Sales and summary of the sales reports are generated yearly, monthly according to the provided details.
Demand Reports	Generate various demand reports like Consumer Ledger Collection and Balance, Cost Statement, Consumers List, Consumption Reports, exception report based on the tariffs, consumer details, division/zone wise.
ISD and ACCD Statement and Review Report	Reports for the paid security deposits, ACCD Details, ACCD statements and review reports on entering/selecting the necessary details from the system.
Court Cases Report	System supports the generation of court cases reports like court hearings, pending cases, closed court cases details with details like court types, hearing dates etc. can be retrieved.
Rectified Journal	Generate reports for Credited and Debited Rectified Journal.

Collections



The core functions of the Collection system are to collect the Payments, Application/ Miscellaneous Fee Payments, Advance Payments, Part Payments, Instalments, ECS Process, Handling cheque dishonour, Remittance, Reconciliation, Receipt cancellation and Third Party collection.

Bill Payments

Consumers can pay their bills through multiple payment channels including Cash, Cheque, ECS Payments, Counter Payments, Cards and other configured payment types as supported by the utility.

Using Cash mode	Generate the latest bill using the customer details and take payment permits to enter the amount details through cash. The additional amount can be carried forward as an advance.
Using Cheque	Accept the bill payments through Cheque/DD mode and a receipt is generated for the payment done.
Using multi-mode	Payments can be taken through multiple modes for a single bill. The bill amount is paid partially in each mode (i.e. Cheque mode, Cash mode) and the process is completed once the complete payment for the bill is done.
Single cheque for multiple consumers	Bill payment for multiple consumers can be made using a single cheque and the complete bill payment process is carried out for the consumers.
Multiple modes for multiple consumers	Payments for two or more consumer details are accepted simultaneously in a single interface using multiple payment modes such as Cheque mode, Cash mode for the payment as per the defined process.
Counter Payments	Assign pre-configured unique counter code and counter name to the user (ex: Cashier) to accept the bill payments by accessing the collection module with their respective login.
Manual Payments	Allot a pre-configured manual receipt book to enter the collection details of the Manual field, special drive bill payments, and capture the entered details into the system regularly.
Third-Party Payments	Third-Party details (i.e. Third Party Name, Applicable Charges, Charges accounted to be etc.) are configured in the system, and the transaction made through the third party (i.e. agency, E-wallets, Real-time spot collection (SBM, HHE)) are imported into the system
ECS Payments	Register the ECS-Opted consumer by entering certain consumer details (i.e. consumer number, bank account details), and supports to view the payment of ECS consumer details.
Group Payments	Payment of consumer groups configured earlier, change the payment modes based on the individual consumer need, to exclude the payment of individual consumers of the group and to generate individual or a single bill.
Payment for suspense account (unidentified consumer)	Identify and track the payments made from an unidentified source or consumer

Types of Payments

Multiple payment options are supported through applications, card transactions, manual entry of payments and configured miscellaneous fee payments.

Application Payments	Fetch the application details based on the application number, choose payments mode and update the amount details accordingly.
Card Payments	Payments are taken by swiping the cards against the consumer's bill.
Manual Bulk Payments Entry	The system can allot a pre-configured manual receipt book, to enter the collection details of the Manual field and special drive bill payments, and capture the entered details into the system regularly.

Miscellaneous Payments	Collection of pre-configured miscellaneous fees from the existing consumers through an applicable payment mode. The system is efficient to collect calculated misc. fee from other modules like NSC, Billing.
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Transactions

Besides collection activities, the collection system handles many other user activities for payments mode modifications, receipt cancellations, submission and consumer details updates.

Payment Mode Modifications	Modify a wrongly chosen payment mode with valid reasons.
Receipt Cancellation Process	Cancel a receipt for a wrong entry of details (consumer number, amount details) by following an approval process (as per delegation of power), time frame etc.
Payment Reversal	Reverse payments based on a customer request or payment mistakes.
Partial Payment Acceptance	List out the partially paid payments, and accept the partial payments after the appropriate defined approvals.
Receipt printing. & Duplicate Receipt Printing	Process the bill payments and generate a receipt for the transactions made. A duplicate receipt can be issued if required.
OTS Payments	The system is capable of support the configured schemes and allows OTS (One Time Settlement) Transactions as defined by the utility

Cheque Bounce Process

Manage the complete process of posting a cheque bounce note till the re-activation of the blocked consumer.

Cheque Bounce Posting	Post the details such as the reason for cheque bounce, date and other information into the system.
Cheque Restoration (Cheque Mode Payment Approval)	Reactivate the restricted consumer's cheque mode payment after the approval of the designated authority.
ECS Bounce	Identification of the ECS bounce consumers and moving ahead as defined by the utility.

Partial Payment Process

Through the Partial Payment Process, configure the partial amount, make entries of the partially paid payments, list the partially paid payments, and accept the partial payments.

Advance Payment Process

Provision for the consumer to consider an advance payment and carry forward/adjust the payment in the forthcoming bills after the successful entry of the requested consumer details and approvals in Advance Payment Mode.

Instalment Process

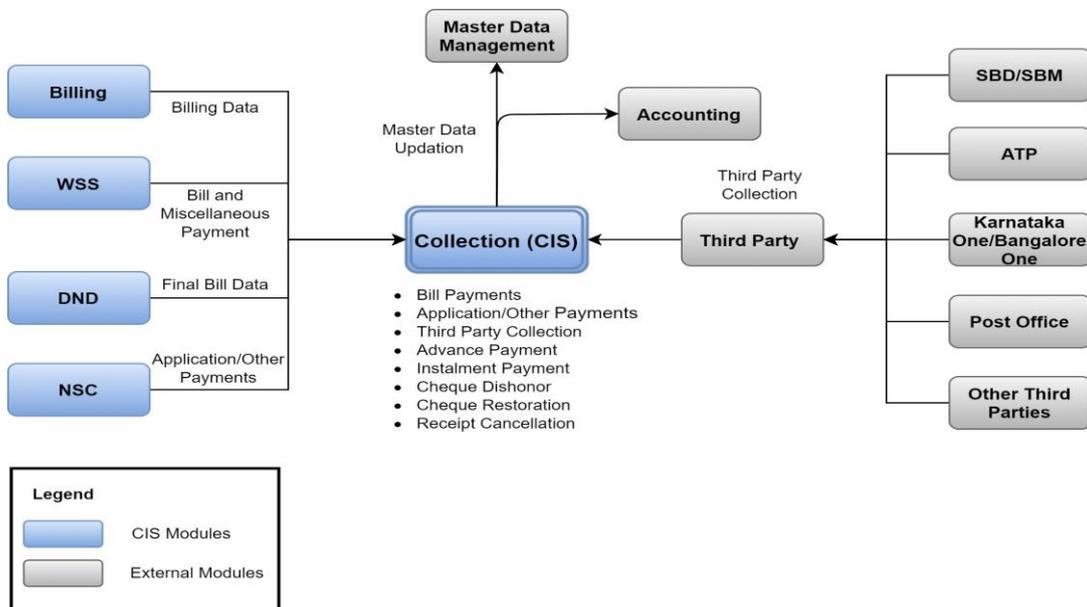
There are various instalment processes such as ACCD, Miscellaneous, served by the consumer request for the instalments. The required information such as Reason and No. of Instalments are provided in the request. The request follows the formal approval process and can be either approved, rejected or forwarded. The consumer can request for the cancellation of instalments if required.

Bank Remittance and Reconciliation

Cash Book Remittance	Remittance of the collected funds into the configured bank by the designated user or handing over the fund to a higher authority for remittance. The system has the provision to limit the current transfer and reutilize it for the next remit.
Bank Remittance	Hand over the day collection to the concerned authority or directly remit into the bank as configured in the cash book remittance. Required data and information can be selected through counter wise or mode wise collection. Less amount can be remitted than the actual collected amount, and remit the particular day collection and shortage of the previous remittance during the next remittance
Reconciliation	Compare provided bank details with the remittance transactions date wise and mode wise. The system generates a log file after the reconciliation process.

Integrations

The Collections system is integrated with the other internal systems like Metering, Billing, CRM, MDMS and external integration and services such as SMS, E-Mail, EAM, GIS for a coherent and one-point solution.



Configurations

Payment Mode	Defining new payment modes like Cash, Cheque, Pre-Payments modes into the system along with Deleting/Updating the existing payment modes
Bank Master	Predefining bank details like Bank Name, MICR code, Branch, enabling ECS (if any) into the system
Collection Counter	Create a unique counter code and name under an Office/Branch and assign a counter to a User (Ex: Cashier/Clerk) for a defined time frame with the necessary details.
Manual Receipt Book	Configure and allocate a Receipt Book with a range of pages for the respective offices to a user (cashier) and include manual collection.
Request Type & Charges Relation	Create request types like ACCD, Disconnection Type and Map charges (Service Charges, Wheeling Charges, Security Deposit) to these request types.

Miscellaneous Fee	Miscellaneous fees are linked with charges relation and the amount to be collected is defined based on the Category and Phase with the effective date.
Cash Book Remittance	Define various cashbook components into the system and utilize them during Office or Bank Remittance Process.
ECS Registration	Configure ECS details and map these to the ECS Configured details (Bank Details, Consumer Account Details) to the respective consumers
OTS Configuration	Register and configure One Time Settlement into the system with appropriate details (like Charges) as defined by the utility.
Collection Code Classification	Configure a unique payment/collection code against each payment type like Partial Payments, Advance Payments

Reports

Revenue Collection Statement	Revenue Collection statement of a selected Utility/office for the provided period (or dates) with the counter wise collection of energy and miscellaneous payments along with the details of the cancelled payment.
Counter Wise Collections	Reports based on the provided unique counter code for a particular office along with the respective assigned counter user.
Misc. Collections	Reports for miscellaneous fees concerning the charges, user-defined amount, categories and phases.
Cancelled Payments	Reports for all the payments that are cancelled based on the user request with approval/rejected status.
Cheque Bounce Payments and Cheques Restored Consumers	Individual or a group report with cheque bounce history along with the bank name, dishonour charges, bounce date based on the user input. Reports are also generated for the Cheques Restored consumers whose cheques were restricted earlier.
Deleted Manual Payments	Track the historic logs with deleted manual payments report either individually or in a group for collection details, special drive bill payments along with the manual receipt book details.
Reports for different types of Payment	Generate individual reports for Partial Payments, Advance Payments, Instalment Payments, Excess Payments, payments made over Cheque/DD Payments and Manual Payments with respective payment's field data.
Cash Book Remittance Report	Reports for the remittance of collected funds with the Cashbook components, details of handing over to authority (if any) and configured bank details
Instalment Cancelled Consumers	Reports for the payments made through instalments with details like no. of instalments and the reports for consumers details with instalments cancelled.
Consumer Wise Multiple Payments	Generate individual consumer or group reports for the multiple payments made by a single/group of consumers
Total Collections	Generate the total collections of the utility by the individual/multiple payments type for the given period.
Inter/Intra Division and Sub- Division Collection Reports	Reports of collection details that belong to an office/division/sub-division for the transactions that were carried out within the same/different divisions of the utility.
Group payments	Generate reports for the payments (individual or single group bill payment) that were made by the configured consumer groups through different payment modes

New Service Connection

Registrations

The enrolment of consumers is a multi-stage process. For a new connection, the consumer information like personal details, service details, billing address, documental evidence, connection voltage, the load details and other mandate fields are provided. The verification and validation of the entered details and processing further with necessary approvals till the connection is sanctioned.

LT Registration	Enter the details of the consumer’s request for a low Load power supply, maintenance of the consumer details and proceeding ahead with the process for the necessary approvals
HT Registration	Registration Process carried out for the consumer requested for Large Power Supply for Bulk Load with all the important and required details.
Detail Registration (Giving Scope to Upload All the Documents)	Integrated interface to upload the documents for a detailed and end-to-end registration of the consumer with the notifications to the consumer through an E-Mail/SMS after a successful registration.
Modify Registration	Update the details in the existing registration application. The update can be done until the inspection process (system configured process).
Non-Residential	Register the non-residential members like shops (business), schools, communities etc. under a single billing system.
Group Registrations	Consider the registration and document upload process for a group of applicants, according to the guidelines of the utility

Request Types (LT & HT Registration)

New Connection	Consumer requests to get enrolled into the utility with necessary details such as required Load, request type, connection type which are later registered into the system.
Temporary Connection and Extension	Process the request for LT and HT consumer for a temporary connection adhering to the terms of the utilities and also an extension of the existing connection if requested by the consumer.
Load Enhancement and Reduction	Process the request for Load Enhancement i.e. 0-20KW, 21-50KW, above 50 kW and reduce the existing Load as requested by the consumer after necessary guidelines, rules and regulations as defined.
New Service Connection - Rejected list, Hold List, Consumer List	Requested service connections are either approved, rejected or are at pending status based on the liabilities and can be viewed at Consumer list, Rejected List and Hold list feature of the system.
Verification	Verify the dues and uploaded documents for both the HT and LT consumers, verification of the applications registered through the self-service portal, and transfer of application from one Jurisdiction to another.

Work Process for Installation

The service requested by the consumer is carried out through a complete set of steps, processes, rules based on the request type with necessary approvals at the defined levels.

Inspection	Analyse, Test, Inspect and Verify Installation, Load Assessment on DTR, Wiring, Network establishment, Customer's Address. Inform the identified discrepancies or defects to the customer to rectify/meet the Utility requirement and resubmit for reinspection.
Load Approval	Permit the load after necessary verification of Load on DTR, age of the network, and the inspection report following the compulsive approval process.
Estimation Preparation Forwarding & Approval	Prepare estimates for Security deposits, Distribution Mains, Materials, Contingency charges and other pre-configured necessities. The prepared estimates are forwarded for approval as defined in the workflow.
Executed Estimation	Comparison and Validation of the actual instalment cost and estimated cost after the completion of Meter Instalment.
Payment Intimation	Payment intimation to the consumer through a demand note prepared as per the defined template. The intimation is done through multiple channels intimated via E-Mail/SMS
Work Order	As a part of Service Release to the consumer, generate a work order plan by entering the details such as estimates, sanctioned amount and other mandatory details. The work order can be cancelled if needed.
Meter Allocation & Installation	Assignment of authority for meter installation at the consumer premises, check the availability of meters, generate meter allocation report consisting of Consumer and Meter details and proceed with the installation of the meter with the report.
Service Release	Installation of a new meter at the consumer premises with required seals, issuing a sealing certificate by the concerned authority, and Generation of a Service Released Letter to the consumer
On Hold	Redirect the consumers who have not paid to the On-Hold list. Later these consumers' applications can be reconsidered if the payment is paid or rejected

Other Activities

Status (Process)	Display the application status with Application Number, Name and other details, history of activities, navigation to the required action interface.
Offline Registration	Initiate a shortcut process to avoid unnecessary delay during the transition period by taking the data offline and update the details in the system later.
Pending Consumer Payment List and Payment Due Date Extension	Populate the consumer list who have missed out on the payment, following up and intimation of the payments to the consumers, the extension of the payment due date according to the utility's principles.
Notices & Letter Generation	Generate Letters and Notices like service completion with many other pre-configured templates
Withdrawal Applications	A consumer can request the cancellation of the service request application and withdraw the requested application.
Return Materials	System's integration with ERP (IMS, EAM) facilitates the return of the unused/ extra material according to the defined system process with necessary authority approval.
Site Inspection - Dynamic load calculator	The computation process is enhanced through the online dynamic load calculator during the site inspection to calculate the load of the site by considering all the appliances in the home.

Configurations

Service Type	Different application forms can be configured for different services like New connections, temporary connections, Load changes or Special services (Lifeline, Subsidies, General)
Appliances & Material Master	List of Appliances that are used by the utility accounted for Load, Calculation is defined and can define new (i.e. Television, Washing Machine), the materials (Cables, Insulators), and their specifications are supported in the system or with the integration of Inventory
Estimations	Prepare estimates for a service (new connection, temporary connection), labour cost, material utilization (integration through Inventory), development cost etc. according to the utility
Network Type	Configure network type like No Extension, Extension of bay at 33/11kV substation, 11kV independent feeder, 33kV including line
Load & Cable Charges Relation Master	Establish the Load and Cable Charges together to facilitate the EMI facility as defined by the Utilities
Application Category	Along with service type, the system provides the feature to configure application categories (Application forms) for New Connection, Temporary Connection Application.
Schemes	Configure various schemes provided by the utility to their consumer (For Ex: Agriculture Scheme)

Reports

Applications - Registered, Office Wise, Tariff Wise, Date-wise	Generate the individual or combined reports for different Application categories (New Connections, Temporary connection), Tariff Categories (LT & HT), for a particular Office/Division/Zone/Section that is either registered/in-process in the system. Reports can be generated for a period or they can be generated date-wise.
Status wise Applications	Reports for the ongoing/completed application's service request statuses (a pre-allotted service request status code) with relevant details either combined or individually for the consumer.
Connections Report - Pending, Registered, Released, Rejected	Reports for Pending, Registered, Released, On-Hold and Rejected Connections with their respective details like Registration No, Consumer Name, Tariff Details, etc.,
Estimates Details and Sanctioned Reports	Reports for planned estimates, sanctioned and executed estimates are generated with respective pre-configured details by providing/choosing the necessary details.

Disconnection and Dismantlement

The process of Identification of defaulters till the termination of services and dismantlement of meters from the premises, if the consumer fails to make payment within the deadline. Disconnected connection is allowed for Reconnection if the consumer pays the arrear amount before permanent disconnection.

Notices

Generation of notices for defaulters, disconnections, reconnections after necessary approvals and workflows as predefined in the system.

Defaulters List & Scheduler Defaulters List	Lists out defaulters based on the Defaulter Type, Category, Book Number, Status or other defined features. The system supports the scheduled generation of the list.
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Disconnection Notices	Optional or mandatory Disconnection Notices are functional and served concerning the consumer base (LT, HT and TOD) as required by Utility.
Section-3 & Section-5 notice, Office Memorandum notice	As specified by the utility needs, Section and Office Memorandum notices can be generated according to the Divisions, Account No, Book Number and other functional categories
Other notices	Expiration notice of Temporary supply, Previous or Re-generation of notices, any Advice-related notices can be generated in the system.

Disconnections

The disconnection process is a daunting task and the CIS DND makes it easy to process discontinuation of services for bill defaulters, on-demand requests, and non-disconnections.

Temporary	Temporary disconnection of bill defaulters, On-Demand Request raised from the Customer Support
Direct Disconnection	Direct disconnection is enabled in the system for any arrears caused due to theft/pilferage/cheque bounces. Alongside system supports bulk disconnection uploads and exports
Non Disconnection Entry	Provides Non-Disconnection entry and revert Non-Disconnection entry functionalities to support interim bill payments for a consumer that had to be disconnected

Permanent Disconnection

Complete disconnection of services of Bill Defaulters, On-Demand Request raised from Customer Support including removal of meter and metering equipment from the customer premises after necessary approvals.

Permanent Disconnection TO LIVE	Permanent Disconnection/Dismantlement is set to Live after the necessary approvals is followed as configured in the system by proceeding with meter removal, disconnection of wires or removal of the fuse.
Final Bill Preview and Generation	Preview of the final bill and the generation of the final bill that needs to be settled.
Maps	View map Of disconnection and permanent disconnection
Advance CC Demand generation	Advance cc demand generation for temporary dismantling for LT and HT.

Reconnection

Reconnect and resume services for the disconnected consumers with the necessary approval of the concerned authority.

Resolutions and Requests	Reconnection of service after resolution and Reconnection based on the request raised from Customer Support is processed.
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Bill Stop

Stopping of Bill generation for various reasons including Bill Defaulters but not limited to disconnected service, Live services, as an on-demand request from Customer support, and direct bill stop entry is enabled in the system. Bill Stop Approvals and Previews are supported in the system.

Master Deletion

Master Deletion of the list of bill defaulters request raised from Customer Service, Duplicate Master Deletion and TOD master deletion is carried out in the system.

Reports

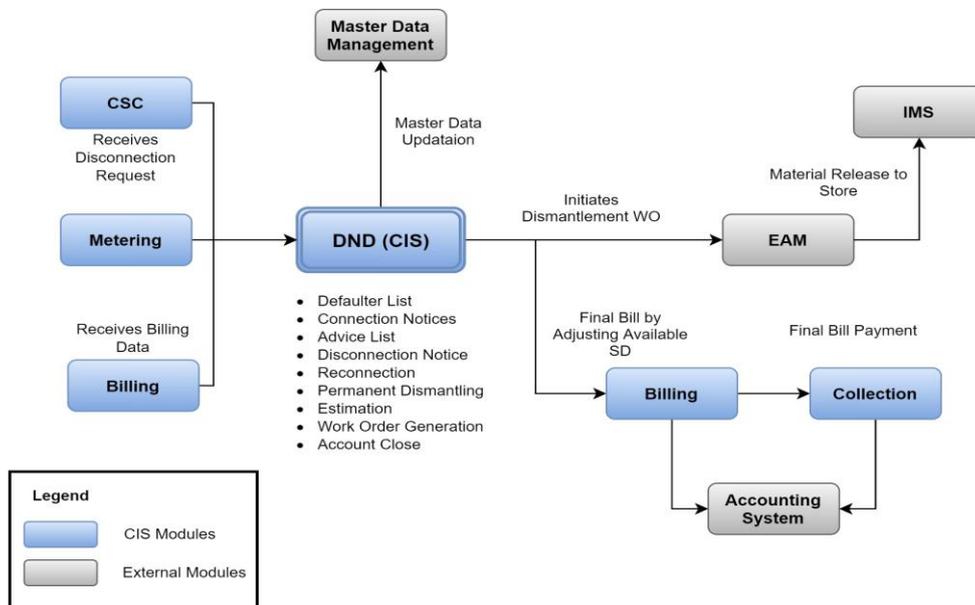
Exclusive reports on Disconnection Notice Generated Customers, Disconnected Customers, Non-Disconnected Customers, Reconnected Customers, Disconnection Visited Customers, Progress Reading Report(Reconnection), Bill Stopped Customers, Dismantled Customers, Master Deletional Customers.

Dismantling

TOD Contract Termination and Approval	TOD Contract Termination and Contract Approval process are defined in the system with TOD Final Bill Generation as well.
Bill Calculations and Dismantlement	Final bill Calculations after all disconnections and approvals as per the utility, Payment Intimation of the consumer, dismantlement for bill defaulters and On-Demand cases are configured.
Permanent Dismantlement	Direct Permanent Dismantlement, Meter removal/customer deactivation and Unpaid Bill Preview are processed as part of Dismantling

Integrations

The DND System is integrated with the other internal systems like Metering, CRM, MDMS, Billing, EAM for the necessary actions and updates.



Configurations

CIS DND is flexible to define or modify configurations in the system as per business needs. Features such as Activities, Types, Disconnection mode, Court Fees, Threshold charges can be easily configured in the system

Prepaid Vending System (STS 6 Compliant)

Vending System Compliance

The Vending System has been assessed and approved by the Standard Transfer Specification Association (STSA) for compliance with: IEC 62055-41 Edition 3 (STS Edition 2). Following the STS531 compliance test specifications Edition 1.9, Utilizing protocol STS600-8-6 under the classification VEK.

Vending	Generate Transfer Credit tokens to load the meter with either the amount or the number of units.
Engineering	Generate Engineering tokens like Clear Tamper condition, set Maximum Power Limit, clear Registers and other similar tokens for management activities
Key Management	Load Vending keys, Public keys into the Hardware Security Module

New Prepaid Service Connection

New service connection for prepaid connection is to select the prepaid meter and prepaid category. The workflow triggers the related process that is currently happening for the post-paid meters while highlighting the pre-paid connections so that the user is aware of the type of meter opted for.

Prepaid to Post-paid regime	Manage the critical event of Post-paid to Prepaid regime and vice-versa by tagging the accounts with relevant flags so that the entire functionality involved in such change like that of Category change, Meter change, Account tagging etc., are handled internally to the workflow included in the system
Settlement of arrears and security deposit	Option for the consumer to settle the dues in full or having a certain percentage of their recharge amount deducted from their account against arrears till all the arrears were settled.

Settlement of Arrears and Security Deposit

The consumer is provided with a couple of options of settle the arrears when they move from post-paid to pre-paid metering. As an option, the consumer pays all the arrears in full and move to pre-paid without any arrears. Another way is that a certain percentage of their recharge amount is deducted from their account against arrears till all the arrears were settled

Tariff Charges and Changes

The meter is considered as non-intelligent and holds only credit units in it whereas the tariff and units calculation is driven by the prepaid vending system. The system can calculate the differential tariff charges on a prorated basis and ensure the same is deducted while first recharge post tariff change and provide the details to the vending system to generate the token for the amount post deduction of prorating charges.

Friendly Charges

Happy Hours (Friendly Credit) refers to periods during which the supply will not be disconnected. This often covers evenings/nights, weekends or festive holidays etc.

Configuration	Define the friendly hours in the system based on timings and calendar
Calculation and Reconciliation	The units consumed during the period are calculated and accordingly deducted during the next recharge cycle or whenever the readings are available. The other option to manage the security deposit account and deduct the amount from the calculated units consumed during friendly hours from the next recharge amount to maintain the balance in the account.

Recharge Tokens

Customers can generate the recharge tokens using the Self-Service Portal and Mobile app or purchase the tokens at cash counters. The system integrates with a third party token vending system using the Portal and Mobile app.

Mail/ Messaging Notifications

Leverages integrated mail/messaging capabilities to deliver the required alerts and notifications to the customers on the Recharge summary, Recharge transaction details, Consumption details etc.

Insights (MIS)

Dashboard

The historical data transactions, metering data, user details and other entities of the related modules like metering, billing, collections, NSC are represented in different dashboard elements. Information/Reports are updated periodically and have certain user access limitations as defined RBAC.

Dashboard-Metering	The metering history data, like meter purchased date, number of used and unused meters, burnt meters, number of dials complete, and total count of door lock cases, unused consumption and configured features as per utility.
Dashboard- Billing	The Billing dashboard consists of the complete billing related transactions performed in the system including the total number of services to be billed, units consumed, total demand raised and services billed.
Dashboard Collections	Record of the complete payments made to the utilities through offline modes at the counter, and through online payment mode. Total and the miscellaneous calculation details can be processed.
NSC	New connections requests, Pending connections list and the total number of approved or released connections related information is fetched after providing the necessary details.
Customer Support	Customer Support Dashboard shows up the registered complaints, solutions provided to the complaints, or pending solutions that need to be resolved when necessary details are provided.
Disconnections	Disconnection, Reconnection and Dismantlement requests from customers or the Bill defaulters are presented for the given period and other required details.

Trend Analysis

Trend analysis analyses the total revenue and the consumption of operational data over a period to predict future data. The data can be represented through Bar Graphs, Line Graphs, Tabular representation as configured in the system.

Trend Analysis –Billing	Analyse billing-related details like service billed, services to be billed, units consumed (kWh), demand raised, percentage of services released over the past given period and is represented efficiently.
Trend Analysis - Metering	Use metering trends to identify and analyse the tracking of utilized meters, represent unused meters, burnt meters. This also helps in providing the predictive needs of a meter, and the relevant metering information.
Trend Analysis - Demand Vs. Collections	Representation of on-demand and the collection needs in respect to the total demand raised, total collection achieved, the difference between demand and collections, and the collection efficiency.
Trend Analysis - NSC	System analyses and represents the total request received for new connections, total connections approved, and the release date for a given period, or when the relevant configured data is passed.

Trend Analysis - Exceptions | Analysis of the exceptions that occur often (Meter Burnt, Nil Consumptions etc.) and represent this exception analysis with appropriate details.

Trend Analysis - Customer Support | Representing the data trends for the complaints raised versus resolved, closure of complaints within the stipulated and closure past the deadlines.

Trend Analysis - Disconnection and Reconnection | Trends in connections and disconnections happened over a while and the total collection made out of this are analysed and presented.

KPI and Ranking Reports

Generate KPI and Ranking reports that serve the utilities to understand better how effectively the business is meeting the expectations that were set previously as a baseline. Estimations are derived based on the defined analytics, comparisons between internal and external organizations strategies.

Revenue and Financial KPI | Provides the performance indicator and ranks to the designation personas with the respected revenue. The highest and lowest collection efficiency percentage can be added.

Customer Support KPI | Identifying and providing with the better-listed employees as per the designed standard metrics.

Billing Score Card | Billing accuracy performance for a selected period is measured and this supports in providing the billing process performance ranking for the offices with top and lowest rankings.

Ad hoc

Real-time, Dynamic reports can be generated based on the user need. Complex data received from the CIS Modules are extracted and enhanced for independent and insightful reporting.

PFC Report

Fluentgrid CIS supports reports defined by Power Finance Corporation Ltd that covers financial and physical parameters of state power utilities on annual basis along with town level AT & C losses for selected period range.

Management Information System (MIS) Reports

MIS collects data from various sources/modules and produces operational and monthly reports.

Energy Audit

The Energy accounting /auditing module facilitates accounting of energy injected, energy billed Vs realized at various levels of network or administrative hierarchies, perform the calculation of losses at different voltage levels (EHV - 66KV /33KV - 11KV - 0.44KV) across the utility distribution network. The energy consumed at different element levels like PTR, Capacitor banks, bus bar, Feeder etc., are consolidated to calculate the losses at the substation level.

Energy Audit ensures that the meter readings, bill and payments data, master configuration are well captured from the respective source system like Billing, Metering, etc. The captured information is gathered periodically for the calculation and generation of losses at respective elements/towns/offices.

Configuration

Master data for Substation, PTR, Bus Bar, Feeder, DTR, Build Network, Meter Mapping, Office Related data, Allowable Technical Losses, Schedulers are defined in the system

Energy Details

The system is integrated with the external and the internal systems. This enables to fetch and view the complete Energy Details, CMRI Uploads, all the Metering, Billing and Payment related data.

Energy Details | Obtain Energy details for a specific meter or at a DTR level for the selected energy cycle/time period (day or month).

Billing and Payment | The system captures the billing and collections related details such as Input Energy, Sales or Energy Billed, Amount Billed and Collection at each network element such as at 33 kV feeder, 11 kV feeder, and DT level

Losses

Calculation of Losses at DTR, Feeder, and AT & C Losses are handled by the system. The system also calculates losses of Technical and Estimated, Technical and Commercial Losses.

DTR | The technical losses at 33kV, 11kV feeder in the substation are calculated when the defined input data is provided

AT&C losses | The AT&C losses are calculated based on the standard formulas. Input Energy, Sales or Energy Billed, Amount Billed and Collection at each network element such as at 33 kV feeder, 11 kV feeder, and DT level are provided to fetch the loss.

Technical and Estimated Technical | Losses that occur within the distribution network due to the cables, overhead lines, transformers and other substation equipment and are directly dependant on the network characteristics and the mode of operation are the factors used to calculate the allowable/estimated technical loss.

Inter Asset Energy Relation

View, correct and update the relation of an asset with another asset.

Asset tracking details

Track the Project Area, PTR, Feeder, DTR, Pole level assets based on the selection. Assets can be tracked through Asset Identification Number (AIN) as well.

Inter Asset Energy Transfers

Transfer energy reading via meter transfers from one unit to another in the Inter Asset Energy Transfer.

Manual reading entry

Manually enter or correct the meter reading, readings of 33KV I/C line, PTR, Feeder, DT of a substation through the interface. The entered reading and is finalized through the defined approval process.

Refresh data

Refresh Data allows updating the data in the underlying data stores so that the latest data can be used for generating reports.

Exception Details

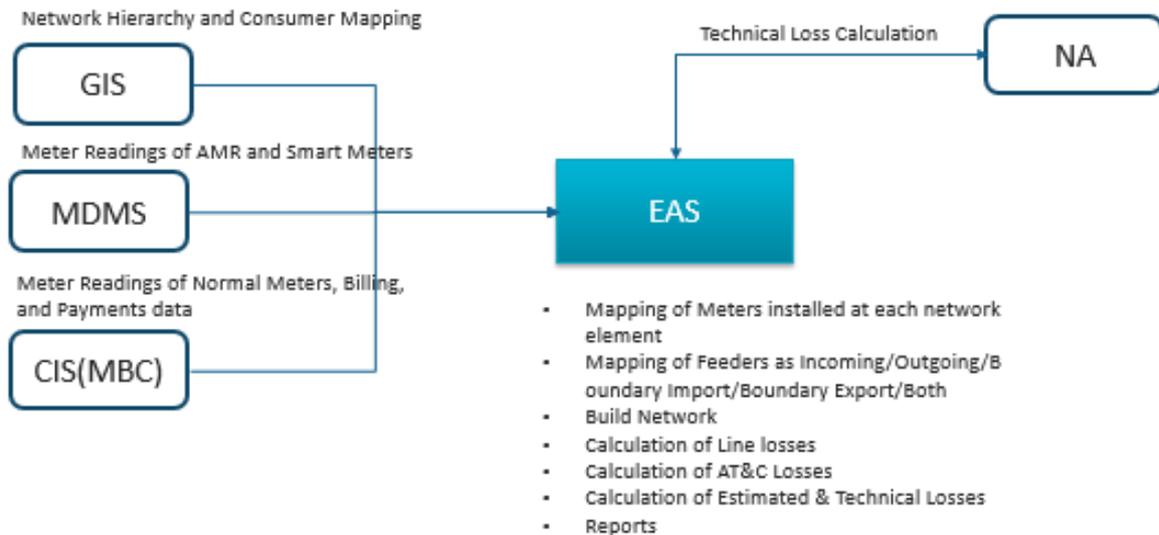
Predefine the exceptions that can occur during normal operations. Pre-energy accounting operations dictate that these exceptions are rectified by the concerned staff and authority so that Energy Audit can be carried out accurately.

Consumer Feeder Mapping Issues | Issues that occur when the consumers are mapped with DTRs but not mapped or not appropriately mapped with any feeder can be managed in the system

DTR Meter Configuration Issues	DTR Meters are usually configured as "Output" and any wrongly configured DTR meters are listed under this category.
Difference in Meters and Its Asset Substation	The list of all the meters that are not tied to the correct DTRs and corresponding substations
DTR Mapping Issues	Based on the Month and Year input, a report with details of Consumers who are not mapped with correct DTR is generated.
AT&C Feeder Billed Units Data Mismatches	The system generates reports based on the Month and Year input, with the details of the difference between Total DTR Billed Units and its corresponding Feeder Bill Units.
Difference in Network Date and DTR Creation Date	The count of DTRs for which the DTR creation date greater than the network create date. These DTRs may not reflect in Reports as per the network date.

Integrations

The DND System is integrated with the other internal systems like Metering, CRM, MDMS, Billing, EAM for the necessary actions and updates.



Reports

Reports for DTR/Feeder/Town/Office wise losses, AT&C Reports, Periodical, TPIEA Report, PFC Reports can be generated in the system

Mobile App for Spot Billing

Mobile App Management

Mobile application management provides control at the application level that enables administrators to manage and secure app data. Mobile-based Spot Billing App supports various Metering and Billing related activities and is integrated with the internal and external system.

Assigning devices to the Meter reader, Downloading Consumer Data along with meter reading routes/orders from the billing system, fetching the consumer details, capture the GPS coordinates online/offline is supported in the mobile application

Configurations

Book Number Sync in	Allow the user to sync the book numbers to the logged meter readers.
One-Time Sync In Billing	One time sync configuration used to sync the configured data (Category, Energy Charges, Customer Tariff, LPF Charges, Minimum Charges, Meter Observation, Group) required to implement metering and billing in mobile app

Bill Processing

The registered meter reader can capture the meter reading at the consumer location, process the read and calculate the amounts and print the bill. The system supports both offline and online billing processes to overcome the connectivity issues versus the online synchronisation.

Online Billing	Capture meter reading and process the bill based on internet availability. The app can check the network availability and proceed to enter the data online if the network is available.
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Billing and Payment	In offline billing, the meter readings and bill processing is carried out without connecting to a server when there is a network connectivity issue. Data is saved offline in the mobile database and later synced out to the server whenever the connection is established. This can be done only after one-time sync, book sync and sync- are completed
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Sync In – Bulk downloading

Download customer data in bulk into the system along with the relevant data as defined in the system. Configure the usage of the downloaded data of meters/ consumers.

Searching of meter Data

Customers information can be sought through the extensive search functionality and download the details.

Bill printing

Direct print the bills processes successfully to the attached Bluetooth printer along with the barcode or QR code. The duplicate bills can be printed through online search support.

Sync Out – Data Sending to CIS System

The captured meter readings available to bill consumers are pushed from the mobile to the central CIS system with the proper/power-on internet.

User registration

Meter readers/designated users can self-register on the Spot Billing Mobile App to read and update the meter reading from the mobile phone through real-time synchronization. The complete registration process consists of approvals and validations as required by the utility.

Login

The application is protected from unauthorised access and Allows the registered user to get into the Mobile App after the proper username and password validations.

Change Password

Registered users can change the password when needed or as defined by the business rule through a defined sequence of the process.

Exception Handling

The system handles the exceptions with a relevant error message and suggestive course of action. For instance, unbilled exceptions can be managed in the system with the defined exception reason.

Mobile Data Security & App Store

Register the meter readers/designated users on the Spot Billing Mobile App to read and update the meter reading mobile phone through self-registration and real-time synchronization. The complete registration process is completed after approvals and validations as required by the utility.

Feature-wise (Play store)

Enterprise play Store, Add/Delete the app, Version control, App Retirement and Implementation, make-checker concept, White list/ Blacklist Public Apps are managed.

Policies

Define policies and automatically update the supported. If the policy is not defined the office user can select a user or group for installing the App.

Reports

Generate exclusive reports for Mobile Data Abstract, Service-wise Mobile Data, Meter Status-wise mobile Data, Exception-wise Mobile Data.