

# Township TSD App

This app has been developed by INCOS along with Town Service Department for providing power failure notifications to people residing in township area. Users also have the facility of registering power failure as well as other electrical related complaints in their respective quarter or shop.

Note: This app is available for android users only.

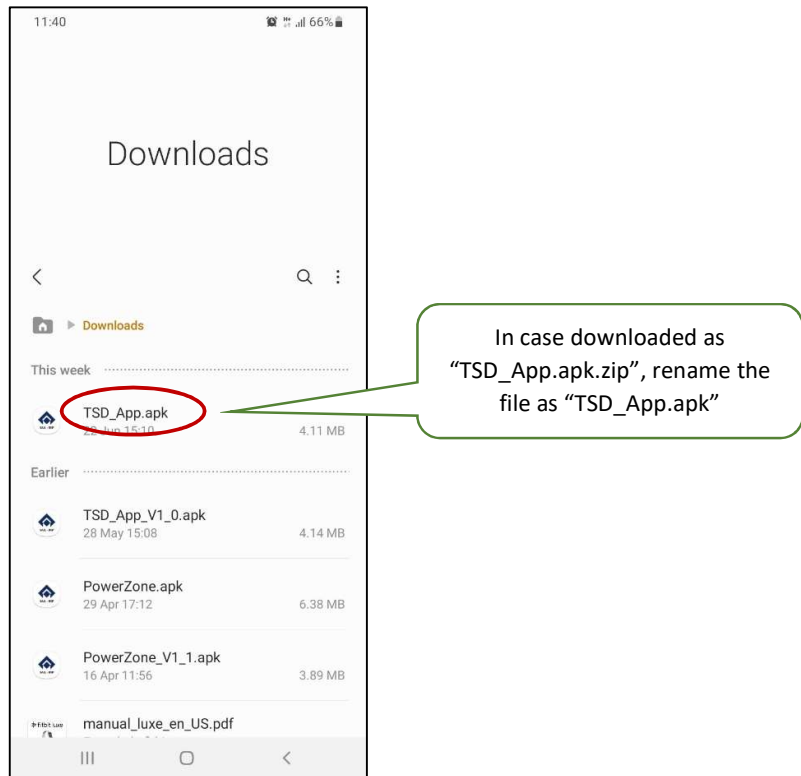
## Installing the App:

Step 1: Download the 'Township TSD App' .apk file from

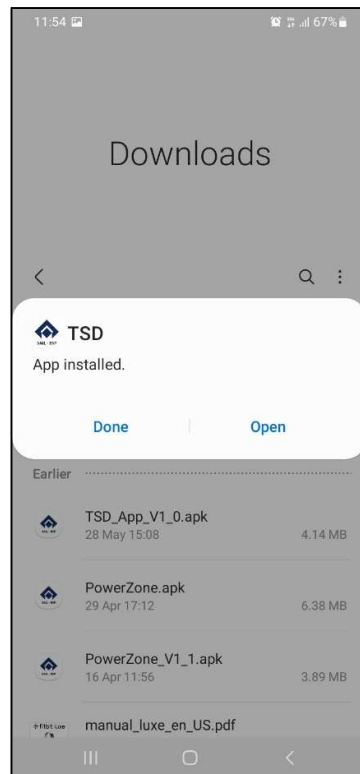
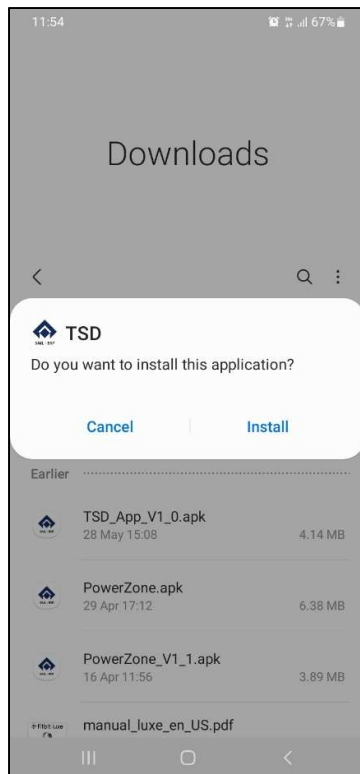
<https://www.sail-bhilaisteel.com/>

The screenshot shows the Bhilai Steel Plant website home page. At the top, there is a navigation menu with links for HOME, ABOUT US, APPLICATIONS, DECREE CASES, VENDOR/CUSTOMER PORTAL, and MES MOBILE. The main content area features a welcome message and a grid of service links. The links include: New Web-Mail, Old Web-Mail, eProcurement (powered by SAP ERP), ERP EP (Enterprise Resource Planning), SAIL Tenders, Unified gate Pass System Area Pass, BSP On Web, BSP Telephone Directory, Agraj Samvaad Ex-Employees Portal, Bhraman, Third Party Billing, e-Sahyog (e-Sahyog Services on Internet), FORM-16 for Transfer out employees from BSP, Download BSP Mobile App, BSP QR Scanner Android App, and BSP Township App (instructions). A login form is located on the right side, with fields for Username and Password, and a Log in button. The footer includes a GlobalSign logo and a message about enabling JavaScript.

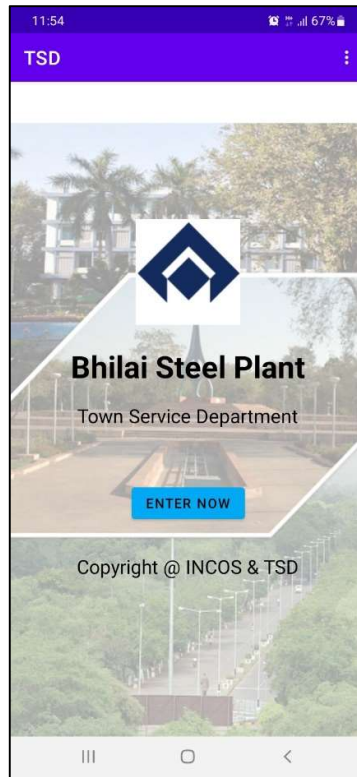
Step 2: Browse the 'TSD\_App.apk' file in the download folder



Step 3: Click on the App installer file and select install



Step 4: Click Open or the newly generated icon of the TSD App with sail logo to use app.



## How to use the App:

### 1. User Registration

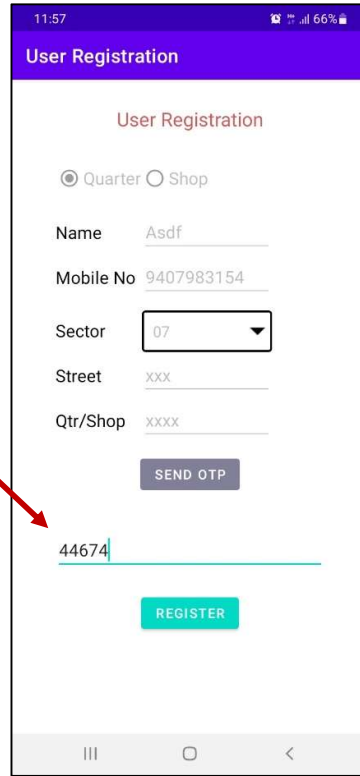
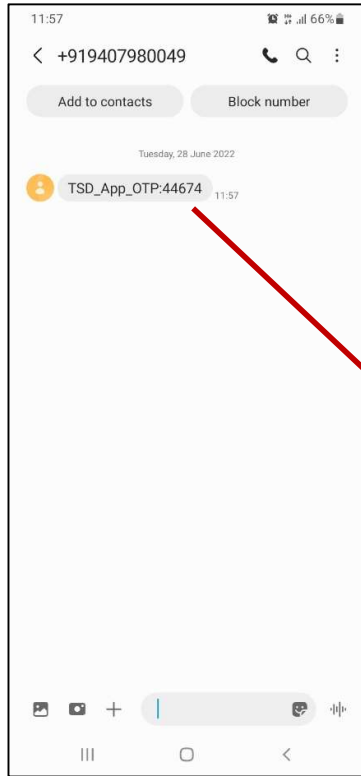
Registration will be required while opening the app for the first time. Only one device/mobile no will be allowed to register against one address.

Clicking 'Enter Now' button on home screen will lead to a registration page. Fill the required fields as shown below:

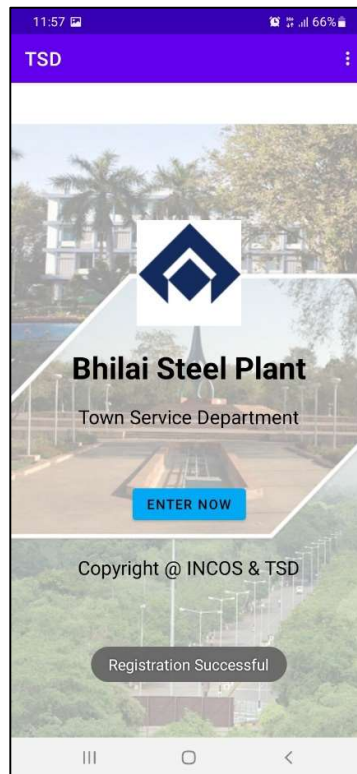
The screenshot shows a mobile app interface for 'User Registration'. The form includes the following fields and callouts:

- Registration Type:** Radio buttons for 'Quarter' (selected) and 'Shop'.
- Name:** A text input field with a callout: 'Full name'.
- Mobile No:** A text input field with a callout: '10 Digit Mobile No' and a red error message '10 digit only'.
- Sector:** A dropdown menu with 'Select' as the current option.
- Street:** A text input field with a callout: 'Enter street number in 3 digits. Ex: 1 as 001, 17 as 017, SPA, AVB'. A callout also points to this field: 'Street option will be disabled in case of Shop'.
- Qtr/Shop:** A text input field with a callout: 'Enter Qtr / Shop no in 3 digits. Ex: 1 as 0001, 17 as 0017, 0D15'.
- SEND OTP:** A green button at the bottom of the form.

A 5-digit OTP will be sent to the mobile no mentioned in registration form. Enter this OTP in form and click 'Register'.

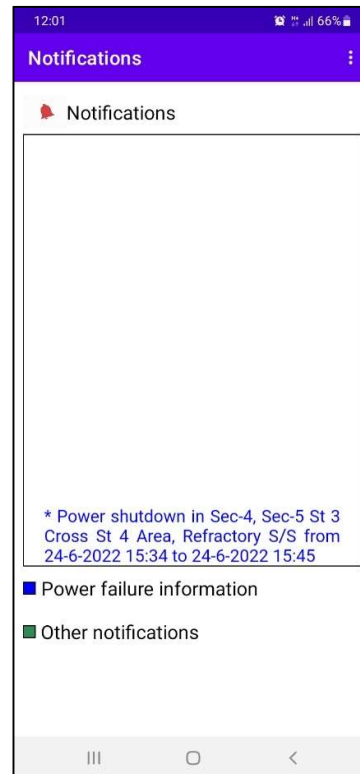
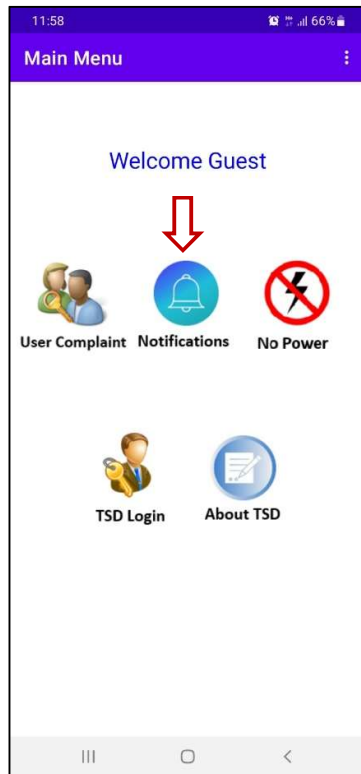


After completion you will receive a 'Registration Successful' message on your Home screen.



## 2. Power Failure Notifications

Township people will feed details of power failure or schedule maintenance details in the app which will appear on Notification Page. User can access this page by clicking 'Notifications' icon in Main menu



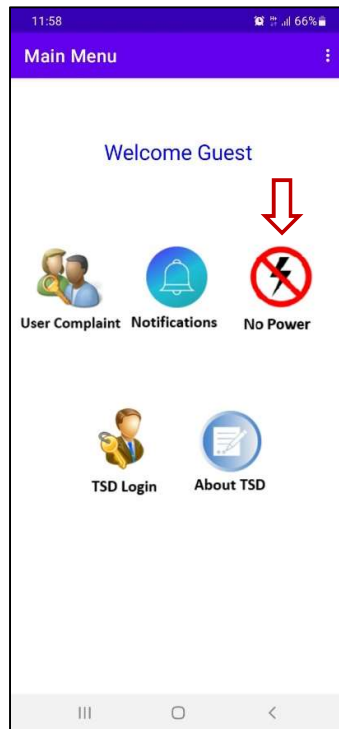
## 3. Complaint Registration

User can log 2 types of complaints using this app:

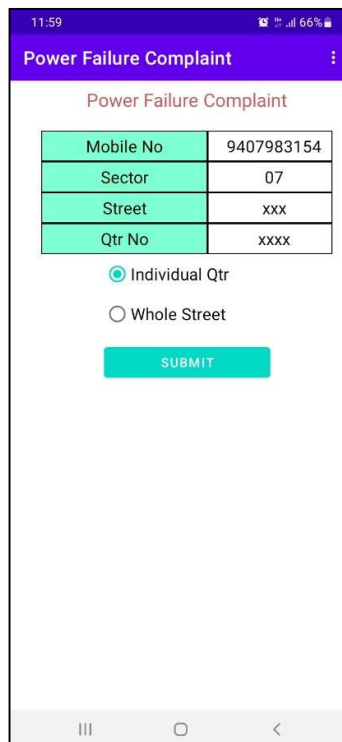
- a. Power Failure Complaint
- b. Other Electrical Complaints

Power failure Complaint:

Click 'No Power' icon in Main Menu



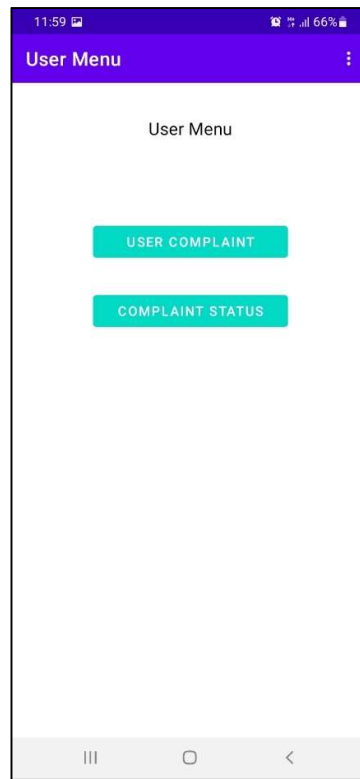
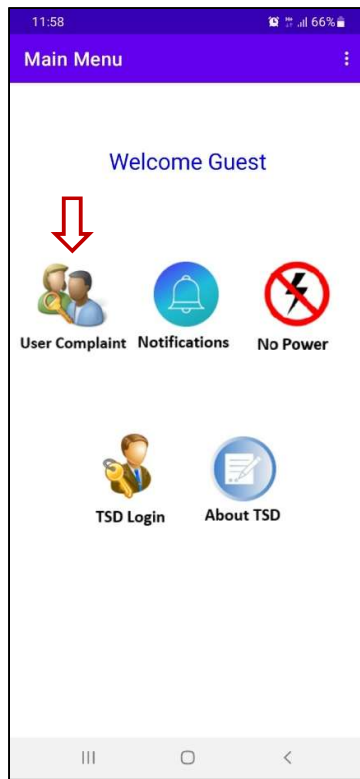
Select 'Individual Qtr' or 'Whole Street' option and click 'Submit' button



Your complaint will be registered and Township electrical person will be notified about your complaint.

Other Electrical Complaints:

Click 'User Complaint' icon in Main Menu & then select 'User Complaint' button





Select type of complaint and complaint details form the list provided in app and click 'Submit' button

11:59 66%

### Complaint Registration

24 X 7 Complaint Registration

Mobile No	9407983154
Sector	07
Street	xxx
Qtr No	xxxx
Cmpl Type	Select
Complaint	
Select	

SUBMIT

Users can view the status of their complaint by clicking the 'Complaint Status' button.

12:00 66%

### Complaint Status

24 X 7 User Complaint Status for Mobile No : 9407983154

Sec	Str	Qr No	Cmpl Date	Cmpl No	Description	Status	Remarks
07	xxx	xxxx	28-06-2022	E14	Ceiling fan not working	P	

Status Codes:  
C - Completed, P - Pending, S - Suborder made, I - Inspected, N - Not Required, D - Deleted