



ANDROID

ANDROID - MOBILE APPLICATION USER MANUAL

USER MANUAL FOR COMPLAIN MANAGEMENT APPLICATION FOR ELECTRICAL, CIVIL& TELE

Notice

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Document Release Note

Notice No.: CLW/APK/CPH/TELE/CIVIL

Customer: CLW

Project: COMPLAINT MANAGEMENT APPLICATION FOR ELECTRICAL ,CIVIL & TELE.

Document Details

Name	Version Number	Description
MinisoftSoln_Android_App_User Manual.	1.0	This document follows the User guide for Android App Development for CLW Complaint Management System

Revision Details

Action Taken (add/del/change)	Previous page number	New page number	Revision description	Date
NA	NA	NA	NA	NA

Change Register serial numbers covered:

The documents or revised pages are subject to document control.

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Approved by:

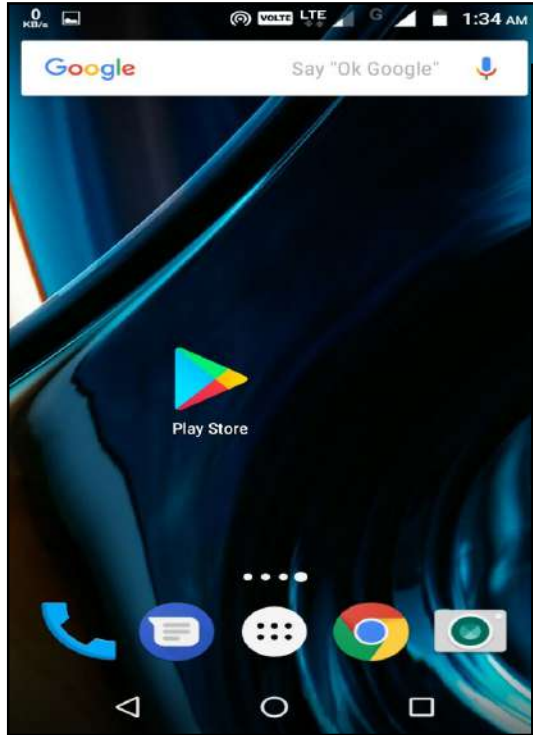
Authorized by:

Date:

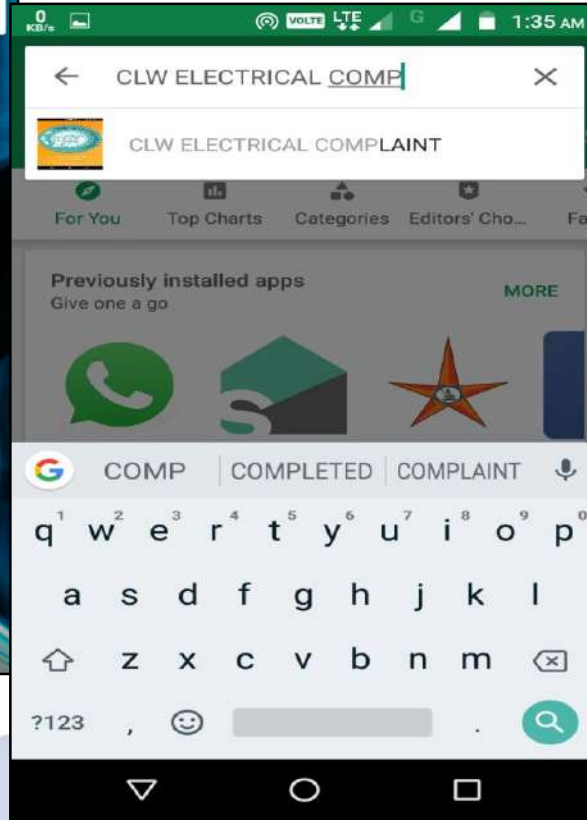
Date:

Document Revision List

Installation



Go to the Google play store by clicking on the icon.



To find the app manually, navigate to the Google Play Store and search **“CLW ELECTRICAL COMPLAINT”** for electrical department application **“CLW TELECOMMUNICATION COMPLAINT”** for telecommunication department complaint app & **“CLW CIVIL COMPLAINT”** for respective civil department complaint apps



CLW ELECTRICAL COMPLAINT

MINISOFT SOLUTION

3+

2.0 MB



INSTALL



1



Communication



Similar

CLW ELECTRICAL DEPARTMENT
COMPLAINT APPLICATION

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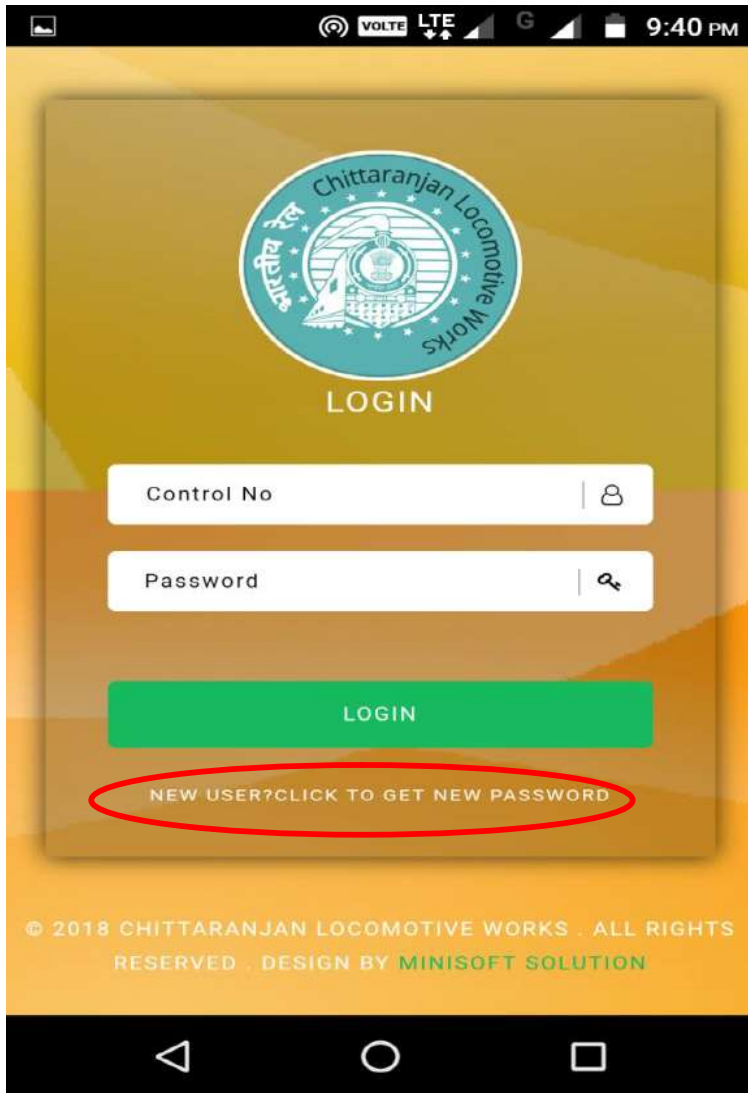


Select the Install option to download the application.

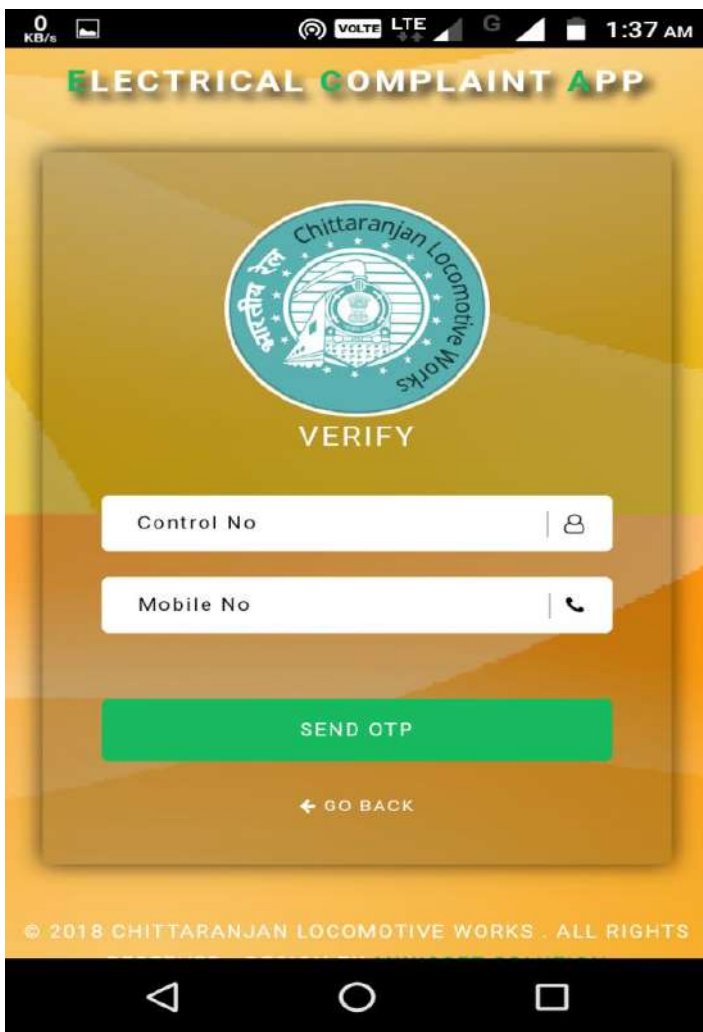
Installation



After completion of installation Procedure please click on the icon for further process of Registration.

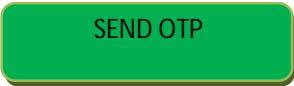


Registration:
Please click on the **NEW USER** link for first time registration.



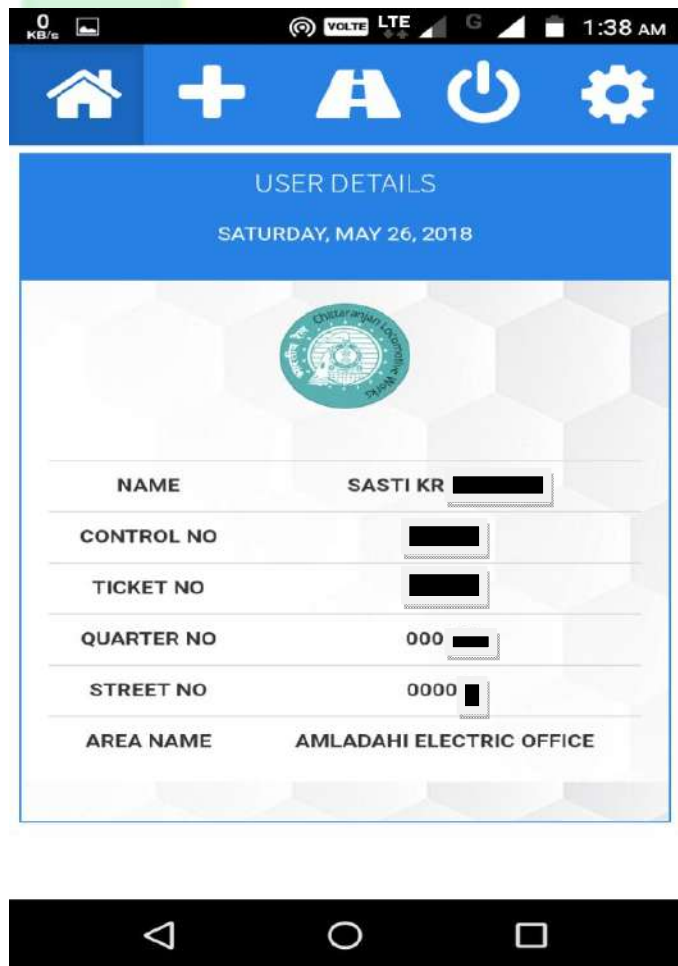
For further registration please enter your six (6)digit numeric Control Number (e.g. 123456) and your present Mobile Number.

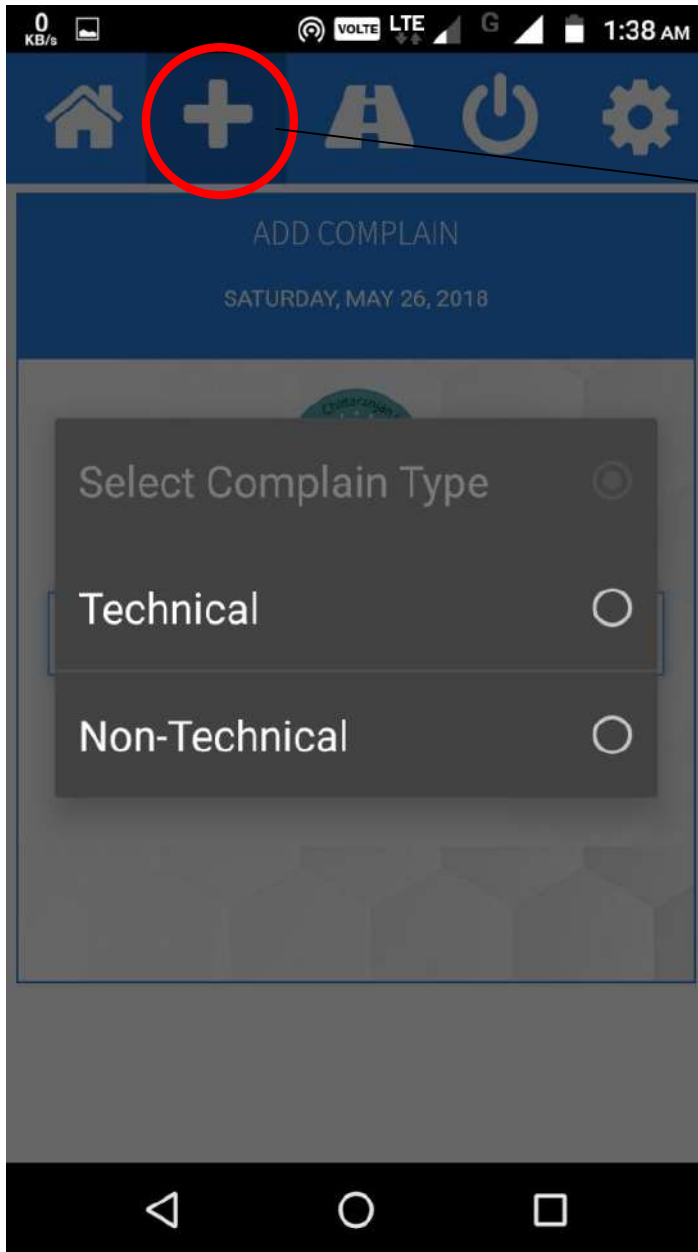
After this click on the button



You will get a OTP/PASSWORD in the given mobile number for verification and then change your Current password (i.e. the OTP you have received) with a New Password according to you.

Re-login into the application with your new password. After this you will get a screen showing your User Details like: Name, Control No, Ticket No , Street no.,Quarter no.,Area Name.





Click on the + sign for selecting the complaint type.

0 KB/s VOLTE LTE G 1:39 AM

NO POWER

LIGHT FAULT

FAN FAULT

LOW/HIGH VOLTAGE

METER FAULT

OTHER

1st room fan is moving very slow

Submit



Click on the Submit button for final submission of the complaint.



TRACK COMPLAIN
SATURDAY, MAY 26, 2018

Click Here for Tracking of your complaint Status.



COMPLAIN LIST

COMPLAIN NO	REMARK	COMPLAIN TYPE	DATE	STAT
23	TESTING	FAN FAULT	MAY 10 2018 3:39PM	Clos

[TESTING](#)

Click Here for more Details of your complaint Status & to Close your complaint.





COMPLAIN DETAILS

SUNDAY, MAY 27, 2018



COMPLAIN NO : 36

REMARK	STATUS	DATE
COMPLAIN IS NOW ACTIVE	Active	MAY 27 2018 9:39AM

Prob solved and satisfied with your service.

✕CLOSE COMPLAIN

If your problem is attended and resolved please Click on the **CLOSE COMPLAIN** button.