Ticket Status*

OPEN

Occured on*

09-NOV-2025 05:14:00 PM

Expected Resolution Time

08-NOV-2025 03:45:40 AM

Consumer Id*

1000756992

Consumer Name*

Antinon Nongrum

Consumer Address*

Riatsamthiah, Shillong. #52472

Meter Sino*

0

Last Bill Date*

04-11-2025

Last Call Date*

Subdivision*

MAWLAI SUBDIVISION

Incharge Name*

AEE REVENUE SUB DIVISION III

Incharge Mobile no*

9245048557

Incharge Email*

AEE.RSD.IILMEPDCL@GMAIL.COM

Office Code*

123

Issue Description*

I have already paid the amount of 1032 for the bill and when a few days I have received a new bill of 931 what is this??

Ticket Source*

-Select-

Change Ticket Status

CLOSE

SLA Remarks*

1032 is for the month of October 2025 and 931 is for the month of November 2025.

Resolution Steps

Remarks*

The new bill is for the month of November

Internal Comments

Reset

Closed Attachment

Note*: 1. Upload Document (Size should be less than or equal to 5 MB)

2. File Type (.jpg,.png,.pdf)

Document List

-Select-   Choose File No file chosen

Show 10 ∨ entries   Search:

Document Name	Remove	:	View	:
No data available in table				

Showing 0 to 0 of 0 entries   Previous Next

Activities   Search:

Assigned To	:	Assigned On.	:	Remarks	:	Resolving Steps	:	Status	:
AEE REVENUE SUB DIVISION III		07-NOV-2025 05:14:19 PM						OPEN	

Showing 1 to 1 of 1 entries

Save

Please Select Ticket Source
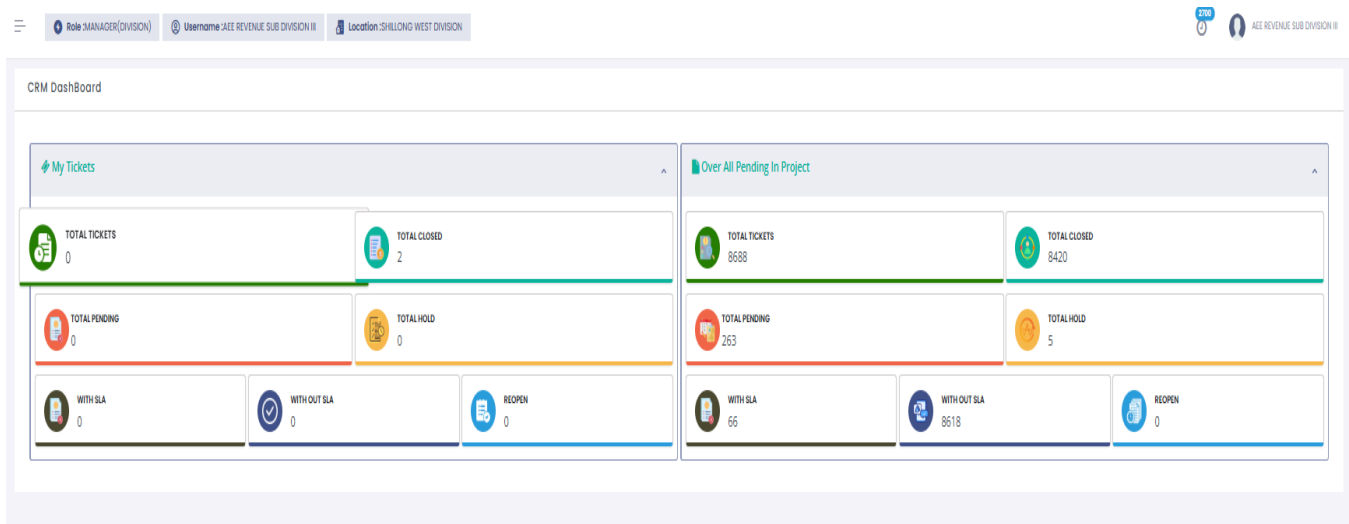
OK

Issues relating to CRM

1. Cannot close the complaint since the ticket source is blank, kindly note that this is raised from consumer app

CRM DashBoard

⚡ My Tickets   ^

TOTAL TICKETS 0	**TOTAL CLOSED** 2		
TOTAL PENDING 0	**TOTAL HOLD** 0		
WITH SLA 0	**WITH OUT SLA** 0	**REOPEN** 0	

🗒 Over All Pending In Project   ^

TOTAL TICKETS 8688	**TOTAL CLOSED** 8420		
TOTAL PENDING 263	**TOTAL HOLD** 5		
WITH SLA 66	**WITH OUT SLA** 8618	**REOPEN** 0	

2. Abstract Report : Report should be shown as per Division/Sub Division

Eg For RSD III Incharge login, all details of the particular division should be shown.

Issue Report   Search:

Issue Type	-	Sub Issue Type	Total
Billing Related		Incorrect Bill Amount	6
Billing Related		Others (Billing Related)	5
Billing Related		Unusually High Bill	6
DTC failure Related		Blast From Transformer	2
DTC failure Related		Others (DTC failure Related)	2
DTC failure Related		Smoke from transformer	2
DTC failure Related		Spark from transformer	1
Meter Related		Meter burnt	3
Others		Blast From Sub Station	1
Others		Conductor snapped	3
Others		Neutral Failed	1
Others		Others	2
Others		Spark from Sub station	2
Payment Related		Collection amount not reflecting	4
Payment Related		Others (Payment Related)	2
Pole Related		Leakage	4
Pole Related		Low Voltage	15
Pole Related		One Phase Out	17
Pole Related		Spark From Pole	4
Pole Related		Street lights	3
Pole Related		Wire tangled	1
Power failure Related		Fluctuate	6
Power failure Related		Individual power failure	44

3. Agent wise count: Report should be shown as per Division/Sub Division

Eg For RSD III Incharge login, all details of the particular division should be shown.

4. CRM Dashboard: None are shown correctly on clicking

CRM Dashboard

Zone	Circle	Division	SubDivision
CENTRAL ZONE	SHILLONG CIRCLE	SHILLONG WEST DIVISION	-Select-

Monthwise*
NOV-25   [Load] [Reset]

Number of tickets closed within
- Less than 1 day
- 1 to 3 days
- 4 to 7 days
- 7 to 10 days
- > 10 days

Number of tickets pending since

TICKET STATUS
- Closed Pending Reopen Hold Reassign

Ticket Source Tracker

Pending shown is 1,However on clicking 4 nos of pending issues are shown.

Ticket Details

Status	Severity	From Date	To Date
Select Some Options	Select Some Options	01-11-2025	30-11-2025

[Search] [Reset]

Ticket Details

Search:

Ticket No	Issue Type	Sub Issue Type	Severity	Created By	Created On	Expected Closure Time	Closed By	Closed on	Category	Status	Source	Ticket Source	Forward	Time Extension Required	SLA Status
25II00403	Billing Related	Others (Billing Related)	Medium	pretilla R Marak	14-NOV-2025 07:38:56 PM	15-NOV-2025 05:21:03 AM			OPEN	PENDING WITH AEE BAJENGDOBA DSD	CONSUMER APP			Extension	●
25II00391	Power failure Related	Others (Power failure Related)	Medium	CUSTOMER CARE	14-NOV-2025 11:35:55 AM	14-NOV-2025 09:35:55 PM			OPEN	PENDING WITH AEE NONGTHYMMAI DSD	WEB	FROM 1912		Extension	●
25II00390	Power failure Related	Others (Power failure Related)	Medium	CUSTOMER CARE	14-NOV-2025 11:05:53 AM	14-NOV-2025 09:05:53 PM			OPEN	PENDING WITH AEE MAWLAI DSD	WEB	FROM 1912		Extension	●
25II00389	Power failure Related	Individual power failure	low	CUSTOMER CARE	14-NOV-2025 10:32:07 AM	14-NOV-2025 08:32:07 PM			OPEN	PENDING WITH AEE MAWPREM	WEB	FROM 1912		Extension	●

Showing 1 to 4 of 4 entries

Previous 1 Next