

Section 4 (1) (b) XV

The particulars of facilities available to citizens for obtaining information, including the working hours of library or reading room if maintained for public use

Library is not maintaining, however we have published the List PIOs, APIOs & Appellate Authorities Address, Ph. No. etc., for Obtaining the Information under RTI-2005 at our web site.

Citizen charter has published and it is available in the offices.

-* Call centre details-*-

1. Complaints Management System (CMS) for BWSSB

CMS is a web based comprehensive complaint management system used by Bangalore Water Supply and Sewerage Board (BWSSB). CMS would centralize and automate logging of consumer complaints from call center, service stations and various Client officers' offices.

2. Details of service station of BWSSB

NORTH DIVISION		
Sub Division Name	Service Station Name	Contact Numbers
N-1	malleswaram 18th cross	22945384
N-1	malleswaram 18th cross	22945131
N-1	Sriramapuram	22945133
N-1	Yeshwantpura	22945132
N-2	K G Tower	22945136
N-2	Jayamahal	22945137
N-2	Kumara Park	22945138
N-3	Sanjay Nagar	22945141
N-3	R T Nagar	22945139
N-3	R T Nagar	22945142
N-3	Anandanagar	22945266
N-3	New Bell Road	22945245
N-4	Yelahanka	22945829
N-4	Sahakaranagar	22945393
N-4	Hebbal	22945233
N-4	Highgrounds	22945241
SOUTH DIVISION		

Sub Division Name	Service Station Name	Contact Numbers
S-1	Banagari	22945144
S-1	Kathriguppe 1&2	22945147
S-1	Banagari	22945378
S-1	Devagiri	22945379
S-2	Banagari	22945198
S-2	Banasankari 1 & 2	22945145
S-2	Poornapragna Layout	22945250
S-2	Kumaraswamy Layout	22945146
S-2	Hosur road/ veerasandra	22945390
S-2	Arakere	22945236
S-3	Kodichikkanahalli	22945321
S-3	BTM 1st Stage	22945151
S-3	BTM 2nd Stage	22945392
S-4	MNK Park	22945389
S-4	Chamarajpet	22945156
S-4	Basavanadudi	22945228
S-4	Mount Joy	22945157
S-4	Nagendra Block	22945381
S-5	J P Nagar 3rd Phase	22945391
S-5	Kothnur Dinne	22945152
S-5	Kothnur Dinne	22945230
EAST DIVISION		
Sub Division Name	Service Station Name	Contact Numbers
E-1	HRBR1&2	22945170
E-1	Kasturinagar	22945200
E-2	Indiranagar	22945163
E-2	Indiranagar	22945164
E-2	J B Nagar	22945165
E-3	Frazer Town	22945167
E-3	Pillanna Garden	22945169
E-3	Machalibetta	22945168
E-4	Hoodi	22945234
E-5	Ramamurthynagar	25663688
SOUTH EAST DIVISION		
Sub Division Name	Service Station Name	Contact Numbers
SE-1	Ulsoor	22945159
SE-1	Domlur	22945162
SE-1	Johnson Market	22945160
SE-1	CLR	22945161
SE-2	Jayanagar 4th T block	22945148
SE-2	Jayanagar	22945150

SE-2	Byrasandra 1& 2	22945149
SE-2	Hombegowda Nagar	22945380
SE-3	HSR Layout	22945154
SE-3	Kormangala	22945153
SE-3	Kormangala	22945243
WEST DIVISION		
Sub Division Name	Service Station Name	Contact Numbers
W-1	Arkavathi bhavan	22945172
W-1	Beggars Colony	22710494
W-1	Hosahalli	22945186
W-1	Chandra Layout	22945174
W-2	Rajajinagar	22945177
W-2	Kethamaranahalli	22945176
W-3	J J Nagar	22945183
W-3	Mysore Road	22945182
W-3	Magadi Road	22945181
W-4	West of Chord Road 1	22945184
W-4	West of Chord Road 2	23235755
W-4	Kamakshipalya	22945185
W-5	Nagarabhavi	22945239
W-5	Nagarabhavi	22945239
W-5	Kengeri	22945175
W-5	R R Nagar	22945383
W-6	Ideal Homes	22945246
W-6	Peenya S/s	28372030
W-6	Peenya S/s	22945213
W-6	Nandini layout	22945178
CENTRAL DIVISION		
Sub Division Name	Service Station Name	Contact Numbers
C-1	LLR	22945190
C-1	Chikkalalbhagh	22945188
C-1	Chikkalalbhagh	22945180
C-1	Bhashyam Park	22945189
C-2	Highgrounds	22945191
C-2	Coles Park	22945192
C-3	V V Puram	22945193
C-3	V V Puram	22945195
C-3	Bannappapark	22945194

3. Scope

The scope of the current project is to develop a centralized complaints management system (CMS) to handle and facilitate all consumer complaints.

This entails CMS to provide:

- 8-member 24X7 call center team working in 3 shifts, which will be managed by one supervisor
- A new UAN 2228888 BWSSB call center number to receive consumer complaints from all landline and mobile phones
- A CUG & Hotline system connected to the call center at all 6 divisional offices, 27 sub divisional offices and 109 service stations
- A dedicated phone line that will support verification of complaint resolution and to coordinate with JE/AE/AEE's to co-ordinate with their tasks.

4. Salient Features of CMS

Integrated system to handle complaints at multiple locations (call center, service station, other offices) Two-way interaction with engineers by SMS, Email, Phone and Browser Support for complex and customizable workflows including escalation, reassignment etc.

Different complaint types and categories can be configured separately and thus have different response time, escalation time and path etc. Regular updates to customers by SMS, Phone and email

Support for alerts, complaint history and tracking Dashboard and periodic/on-demand reports

5. Benefits Of CMS

Improved customer service – faster turnaround, regular updates and customers can also check status Integrated system Automated and end-to-end workflow leads to improved productivity Better visibility and tracking for management Comprehensive history and audit trail of complaints Web based and accessible anywhere anytime