

ಹುಬ್ಬಳ್ಳಿ ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ ನಿಯಮಿತ  
Hubli Electricity Supply Company Limited  
ಸೇವಾ ದೂರುಗಳಿಗೆ ಅರ್ಜಿ  
Application for service complaints

Step 1: Go to [sevasindhu.karnataka.gov.in](https://sevasindhu.karnataka.gov.in) website and click on **Departments & Services**

The screenshot shows the homepage of the Seva Sindhu Government of Karnataka website. The header includes the state emblem and the text 'SEVA SINDHU GOVERNMENT OF KARNATAKA'. Below the header, there are portraits of the Chief Minister (Sri. B.S. Yediyurappa) and the Minister of Primary & Secondary Education (Sri. S. Suresh Kumar). A navigation menu is visible with 'DEPARTMENTS & SERVICES' highlighted in red. Below the menu, there is a grid of departmental links, including 'Bangalore Electricity Supply Company'. A search bar is also present.

Step 2: Click on **Hubli Electricity Supply Company Limited** and select **Application for service complaints**. Alternatively, you can search Application for service complaints in the **search option**.

This screenshot shows the same website as the first image, but with the 'Search Service' input field in the navigation menu highlighted in red. The grid of departmental links now includes 'Hubli Electricity Supply Company Limited'. The page footer contains the text 'Page last updated on: 29-May-2021 4:41 PM' and the URL 'https://sevasindhu.karnataka.gov.in/Sevasindhu/DepartmentServices#'. The Windows taskbar at the bottom shows the date as 6/23/2021.

### Step 3 : Click on Apply online

**Complaints related services**

**Eligibility:** NA

**Supporting Document:** NA

**Application Fee :** NA

**Service Charge (Free for Online Submission) :** 20

**Delivery Time (Days) :** 10

**Procedure for applying:**  
ಕೆಳಗಿನ ವರ್ಗಗಳಿಗೆ ಸೇರಿದ ದೂರನ್ನು ನೋಂದಾಯಿಸಲು:  
1. ವಿತರಣಾ ಪರಿವರ್ತಕದ ವಿಫಲತೆ  
2. ಮಾಪಕಕ್ಕೆ ಸಂಬಂಧಿಸಿದ ದೂರುಗಳು  
3. ವಿದ್ಯುತ್ ತಂತಿ ತುಂಡಾದರೆ  
4. ಲೇವಿಗಳ ಮರುಪಾವತಿ  
5. ಪ್ರಮಾಣ ಪತ್ರಗಳ ನೀಡಿಕೆ  
6. ಗ್ರಾಹಕರ ಮಸೂದೆಗಳಲ್ಲಿನ ದೂರುಗಳ ಪರಿಹಾರ  
7. ವಿದ್ಯುತ್ ಸಂಪರ್ಕದ ಕಡಿತದ ನಂತರ ಪುನಃ ಸಂಪರ್ಕ ಕಲ್ಪಿಸುವುದು

[Apply Online](#)

### Step 4: Enter the username, password/OTP, captcha and click on Log In button

9611106670

..... GET OTP

153836 153836

[LOG IN](#)

[Forgot Password ?](#)

[Don't have an account? Register HERE](#)

## Step 5: Fill the Applicant Details

The screenshot shows a web browser window with the URL <https://serviceonline.gov.in/karnataka/renderApplicationForm.do>. The page title is "ಹುಬ್ಬಳ್ಳಿ ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ ನಿಯಮಿತ Hubli Electricity Supply Company Limited ಸೇವಾ ದೂರುಗಳಿಗೆ ಅರ್ಜಿ Application for service complaints". The form is titled "ದೂರು ನೋಂದಾಯಿಸಿ / Register Complaint". It contains the following fields:

- ಪ್ರದೇಶ ಪ್ರಕಾರವನ್ನು ಆಯ್ಕೆಮಾಡಿ / Select Area Type: Rural (unselected), Urban (selected)
- ಆರ್ ಆರ್ ಸಂಖ್ಯೆ / RR number: 45
- ಖಾತೆ ಸಂಖ್ಯೆ / Account Id: 1234567
- ಗ್ರಾಹಕ ಹೆಸರು / Customer Name: Kavya
- ದೂರವಾಣಿ ಸಂಖ್ಯೆ / Phone number: 7411601421
- ದೂರು ವರ್ಗ / Complaint Category: RECONNECTION FOLLOWED BY DISCONNECTION
- ಉಪ ವರ್ಗ / Sub Category: RECONNECTION FOLLOWED BY DISCONNECTION
- ಉಪ ವಿಭಾಗ / Sub Division: Gadag-RSD

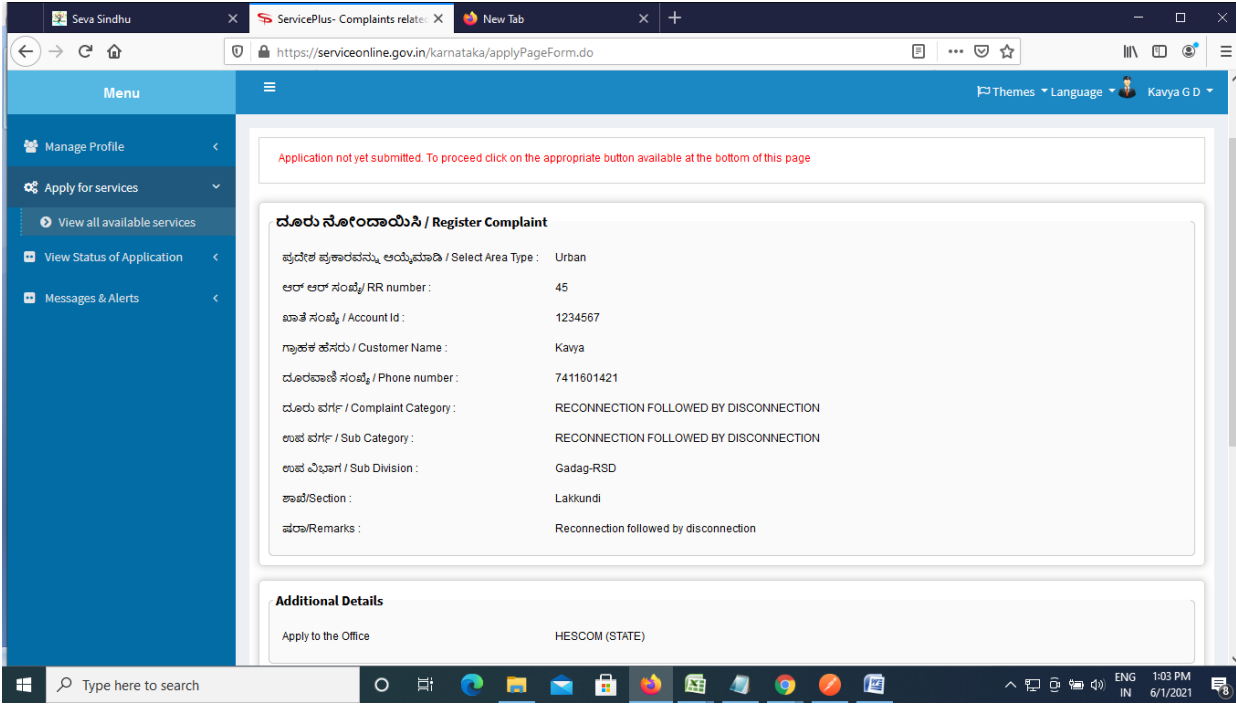
## Step 6: Verify the details. If details are correct, enter the Captcha & Submit

The screenshot shows the application form with the following fields filled:

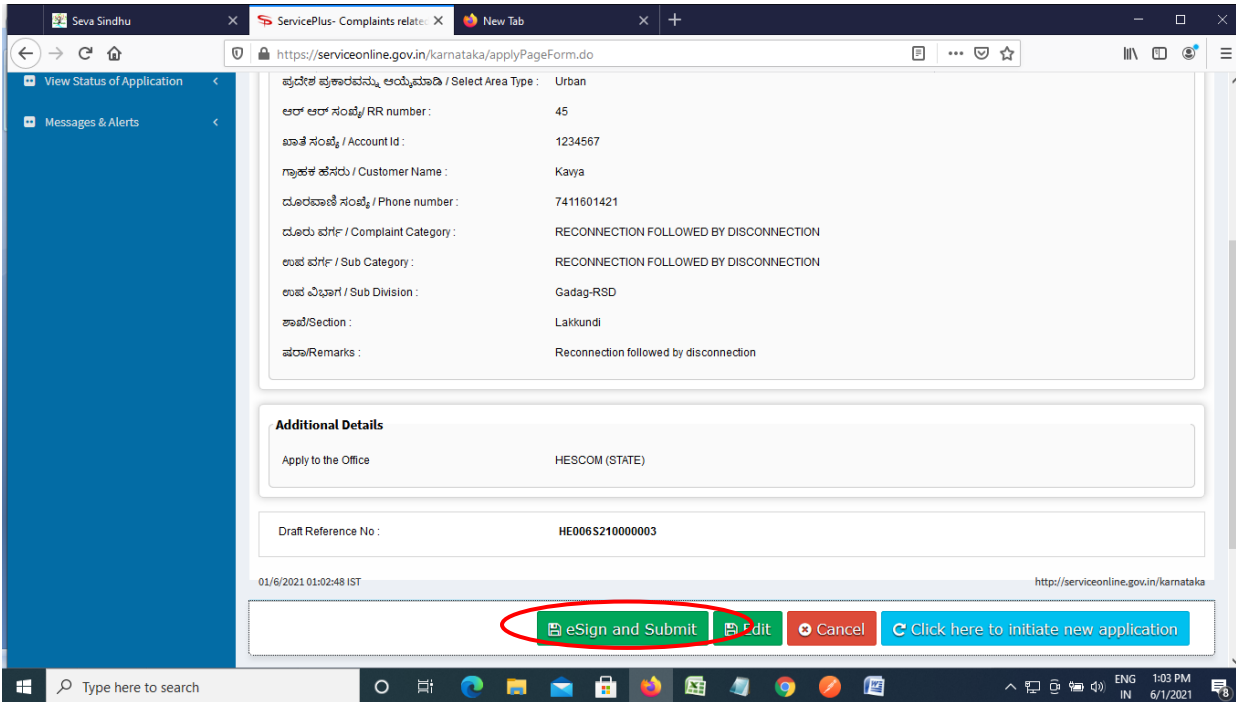
- ಖಾತೆ ಸಂಖ್ಯೆ / Account Id: 1234567
- ಗ್ರಾಹಕ ಹೆಸರು / Customer Name: Kavya
- ದೂರವಾಣಿ ಸಂಖ್ಯೆ / Phone number: 7411601421
- ದೂರು ವರ್ಗ / Complaint Category: RECONNECTION FOLLOWED BY DISCONNECTION
- ಉಪ ವರ್ಗ / Sub Category: RECONNECTION FOLLOWED BY DISCONNECTION
- ಉಪ ವಿಭಾಗ / Sub Division: Gadag-RSD
- ಶಾಖೆ/Section: Lakkundi
- ಪರಿಶೋಧನೆ/Remarks: Reconnection followed by disconnection

The word verification section shows a green box with the number "514595" and a refresh icon. Below it, a text input field contains "514595". At the bottom right, there are four buttons: "Draft" (blue), "Submit" (green), "Close" (red), and "Reset" (blue). The "Submit" button is circled in red.

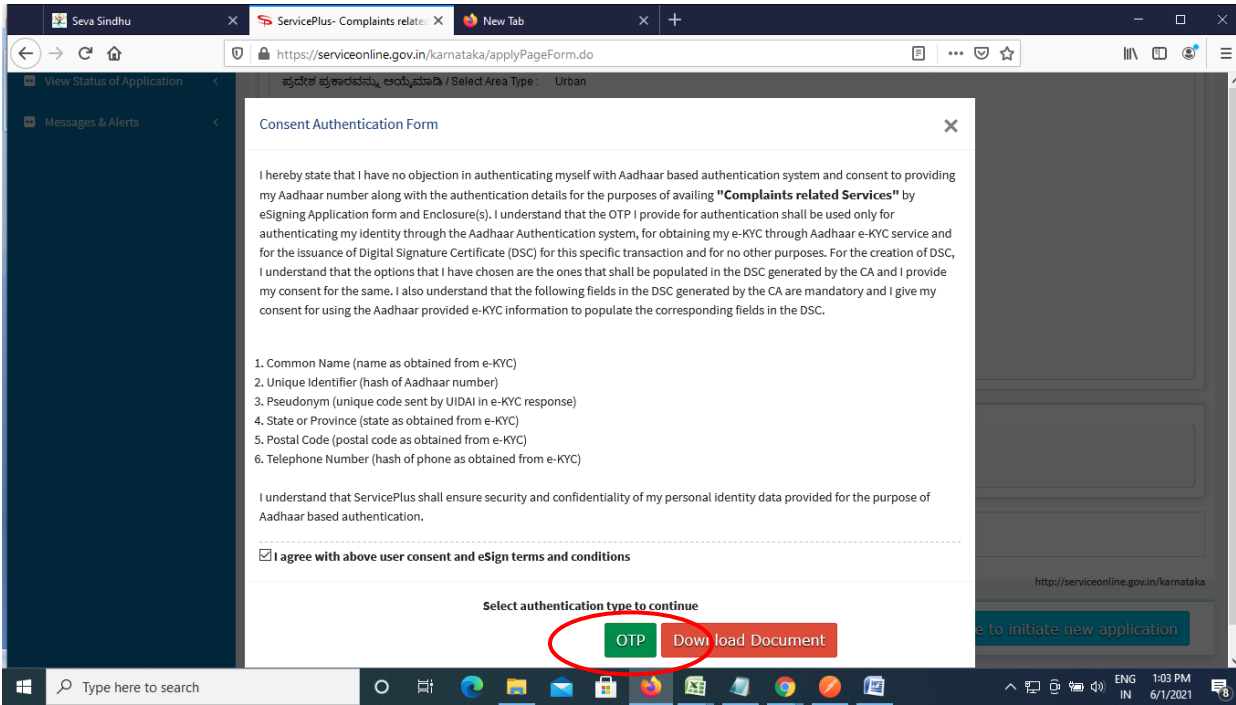
**Step 7:** A fully filled form will be generated for user verification. If have any corrections, Click on **Edit** option otherwise Proceed to attach annexures.



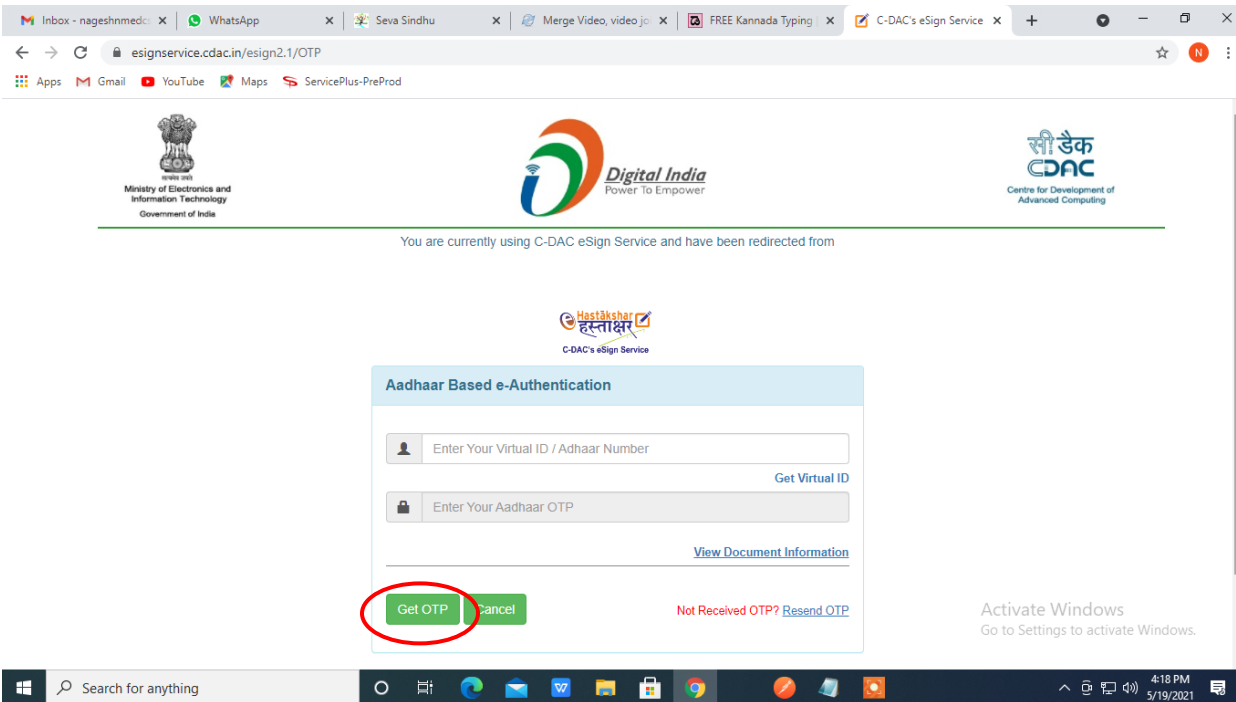
**Step 8 :** Click on **eSign & Submit**



**Step 9 :** Click on I agree with above user consent and eSign terms and conditions and Select authentication type to continue and click on **OTP**.



**Step 10 :** Enter Aadhar Number and click on get OTP



## Step 11 :Enter OTP and click on Submit

The screenshot shows the C-DAC eSign Service portal. At the top, there are logos for the Ministry of Electronics and Information Technology, Digital India, and CDAC. A message states: "You are currently using C-DAC eSign Service and have been redirected from". Below this is the "Hastakshar" logo and "C-DAC's eSign Service". The main form is titled "Aadhaar Based e-Authentication" and contains the following fields and options:

- Aadhaar Number: 472245377750
- Virtual ID: [Blank]
- OTP: [Masked]
- Consent:  I have read and provide my consent
- Buttons: **Submit** (circled in red), Cancel
- Links: [Get Virtual ID](#), [View Document Information](#), [Resend OTP](#)

At the bottom right, there is a "Activate Windows" notification.

**Step 12 :** After Submission, acknowledgement will be generated. Acknowledgment consists of applicant details, application details and the payment details for applicant's reference.

The screenshot shows the "Sakala Acknowledgement/ಸಕಾಲ ಸ್ವೀಕೃತಿ" page on the serviceonline.gov.in website. The page features the Government of Karnataka logo and the text "ಕರ್ನಾಟಕ ಸರ್ಕಾರ". The acknowledgment details are as follows:

Sakala Acknowledgement/ಸಕಾಲ ಸ್ವೀಕೃತಿ							
Office Name /ಕಛೇರಿ ಹೆಸರು	Health and family welfare department						
Sakala No/ಸಕಾಲ ಸಂಖ್ಯೆ	HF010S210000003						
Application Date /ಅರ್ಜಿಯ ದಿನಾಂಕ	01/06/2021						
Service Requested /ವಿನಂತಿಸಿದ ಸೇವೆ	Female Sterilization						
Applicant Name /ಅರ್ಜಿದಾರರ ಹೆಸರು	Kavya G D						
Applicant Address /ಅರ್ಜಿದಾರರ ವಿಳಾಸ	18 cross Marenahalli,Vijayanagara,Bangalore,KARNATAKA,BENGALURU URBAN,560040.						
Mobile No /ಮೊಬೈಲ್ ಸಂಖ್ಯೆ	7411601421						
Documents Submitted /ದಾಖಲಾತಿಗಳನ್ನು ಸಲ್ಲಿಸಿದ ಮಾಹಿತಿ	<table border="1"><thead><tr><th>Type of document(s)</th><th>Document(s) Attached</th></tr></thead><tbody><tr><td>Identity Proof</td><td>Voter ID</td></tr><tr><td>Discharge summary</td><td>Discharge Slip</td></tr></tbody></table>	Type of document(s)	Document(s) Attached	Identity Proof	Voter ID	Discharge summary	Discharge Slip
	Type of document(s)	Document(s) Attached					
Identity Proof	Voter ID						
Discharge summary	Discharge Slip						
Payment Status /ಪಾವತಿ ಸ್ಥಿತಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ						
Payment Mode /ಪಾವತಿ ವಿಧಾನ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ						
Transaction ID /ವ್ಯವಹಾರದ ಐಡಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ						

**Step 13 :** To download the certificate, go to the [sevasindhu.karnataka.gov.in](http://sevasindhu.karnataka.gov.in) and click on **Registered Users Login Here**

The screenshot shows the homepage of the Seva Sindhu portal. At the top, there are navigation links for 'User Manual' and 'Video Manual'. Below that, a call center number is displayed: 8088304855 / 6361799796 / 9380204364 / 9380206704 - 9AM TO 6PM (Except Government Holidays). The main navigation area features three prominent buttons: 'RAISE YOUR COMPLAINT' (teal), 'NEW USERS REGISTER HERE' (blue), and 'REGISTERED USERS LOGIN HERE' (teal), which is circled in red. Below these are sections for 'CHECK YOUR APPLICATION STATUS FOR REVENUE DEPARTMENT' with an input field for the application number, and 'NUMBER OF TRANSACTIONS' showing 11085456. A 'WHAT'S NEW' section lists recent updates. The footer includes a visitor count of 38761507 and a date of 6/23/2021.

**Step 14 :** Once the login page is open, enter your username, password/OTP, captcha and click on **Submit**.

The screenshot shows the login page of the Seva Sindhu portal. The page is titled 'ಸೇವಾ ಸಿಂಧು SEVA SINDHU' and features the Karnataka state emblem and the 'ಸೇವಾ ಸಿಂಧು ಸರ್ಕಾರ' logo. The main content area is divided into two columns: 'Apply for Service' and 'Check Your Application Status'. The 'Apply for Service' column contains a form with fields for a phone number (9611106670), a password, a 'Get OTP' button, a captcha (552519), and a 'Submit' button, which is circled in red. Below the form are links for 'Forgot Password', 'New user? Register here', and 'Know Your Eligibility'. The 'Check Your Application Status' column has dropdown menus for 'Select Department' and 'Select Service', an 'Enter your Application ID' field, and a 'Check Status Now' button. The footer includes '© All Rights Reserved' and 'Powered by SERVICEPLUS'.

**Step 15** :Click on **View Status of Application** --> **Track application status**. Enter Application Reference Number (you can refer to Acknowledgment/SMS to get Application Reference Number) and click on **Get Data**.

The screenshot shows the ServicePlus web application interface. The browser address bar displays `serviceonline.gov.in/karnataka/citizenServiceList.do`. The page title is "View Status Of Application / Track Application Status". The "From Date" is set to 24/03/2021 and the "To Date" is 24/05/2021. The "App Ref No." field contains the value "ES002S210000027". A green "Get Data" button is highlighted with a red circle.

**Step 16** : Check Current Status of the application. If it is delivered, Click on **Delivered**.

The screenshot shows the ServicePlus web application interface. The browser address bar displays `serviceonline.gov.in/karnataka/applicationTrackStatus.do`. The page title is "View Status Of Application / Track Application Status". The "From Date" is set to 24/03/2021 and the "To Date" is 24/05/2021. The "App Ref No." field contains the value "ES002S210000027". A green "Get Data" button is visible. Below the input fields, there is a table with the following data:

SNo	Service Name	Application Reference No	Submission Date	Due Date	Current Status
1	Application for Death Certificate	ES002S210000027	20/05/2021	21/05/2021	Delivered

The "Delivered" status in the table is highlighted with a red circle. The table also includes pagination controls: "Showing 1 to 1 of 1 entries", "First", "Previous", "1", "Next", "Last".



## Step 17 :Under Issue Document(s), click on **Output certificate**

ServicePlus  
Metadata-based Integrated eServices

Menu

- Manage Profile
- Apply for services
- View Status of Application
  - Track application status
  - View Incomplete Application
  - Revalidate Payment
  - Modify Submissions
- Messages & Alerts

Status of Application

Application Reference Number : ES002S210000027

Name of the Service : Application for Death Certificate

Applied By : Asha D J

Application due Date : 21/05/2021

S.No.	Task Name	Form Details	Issued Document(s)	Status	Remarks
1	Application Submission	<a href="#">View</a>	<a href="#">Acknowledgement</a>	Completed	NA
2	Push application data to DB	NA	Nil	Forwarded	<a href="#">View</a>
3	Callback Webservice	NA	<a href="#">Output Certificate</a>	Delivered	<a href="#">View</a>

Showing 1 to 1 of 1 entries

Close

## Step 18 : Complaints related services Certificate will be downloaded. You can print the certificate if required.

WPS Office

Application for ...gree Certificate | User Manual - Death Certificate | HE003S210000023.pdf

Menu | Home | Insert | Comment | Edit | Page | Protect | Tools

Hand Tool | Select Tool | Edit Text | Edit Picture | PDF to Office | PDF to Picture | Annotate | Rotate | Auto Scroll | Read Mode | Background | Screen Grab | Find | Highlight | Note

Mangalore University

No: HE003S210000023  
Date: 24/05/2021

Sub: Approval of Issue of Duplicate Degree Certificate

We are pleased to inform you that the Duplicate Degree Certificate HE003S210000023 has been dispatched to your mailing address provided to the University

The Dispatch details are as follows:

Courier Name / Post: test  
Dispatch Date: 24/05/2021  
Tracking ID: test  
Website address of the Courier / Speed Post: test  
For any clarification please contact us.

Date: 24/05/2021 Registrar

Test Data / Test Data

Activate Windows  
Go to Settings to activate Windows.