

ಮಂಗಳೂರು ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ ನಿಯಮಿತ  
**Mangalore Electricity Supply Company Limited**  
ದೂರುಗಳಿಗೆ ಸಂಬಂಧಿಸಿದ ಸೇವೆಗಳನ್ನು ನೋಂದಾಯಿಸಲು ಅರ್ಜಿ  
**Application to register complaints related services**

Step 1: Enter the login details

The screenshot shows a web browser window with the URL <https://serviceonline.gov.in/configureka/>. The page header includes the Government of Karnataka logo, the text 'ಸೇವಾ ಸಿಂಧು Seva Sindhu', and the Mangalore Electricity Supply Company Limited logo. The main content area is divided into two panels. The left panel, titled 'Apply for Service', contains a form with fields for 'Mobile No', 'OTP/Password', and a CAPTCHA image showing '4bF7d5'. There are also links for 'Forgot Password' and 'New user? Register here', and a 'Submit' button. The right panel, titled 'Check Your Application Status', contains a form with dropdown menus for 'Select Department' and 'Select Service', an 'Enter your Application ID' field, and a 'Check Status Now' button. The footer of the page includes '© All Rights Reserved' and 'Powered by SERVICEPLUS'.

Step 2 : Citizen Login will be displayed

The screenshot shows a web browser window with the URL [serviceonline.gov.in/configureka/home.do?skipRevalidate=1&OWASP\\_CSRFTOKEN=7AK8-SIAM-3TX3-P7FY-CST3-BO96-AU5Q-PSQ0](https://serviceonline.gov.in/configureka/home.do?skipRevalidate=1&OWASP_CSRFTOKEN=7AK8-SIAM-3TX3-P7FY-CST3-BO96-AU5Q-PSQ0). The page header includes the Government of Karnataka logo, the text 'ಸೇವಾ ಸಿಂಧು Seva Sindhu', and the Mangalore Electricity Supply Company Limited logo. The page is titled 'Application for Departmental Examination conducted by KP'. The left sidebar contains a 'Menu' with options: 'Apply for services', 'View Status of Application', and 'Messages & Alerts'. The main content area is titled 'ABOUT SERVICE PLUS' and contains a 'Welcome to Service Plus' message. Below the welcome message, there is a paragraph explaining the purpose of Service Plus and a list of services provided by the Government. The list of salient features of the software is as follows:

1. Service(s) will be created online
2. Citizens will be submitting applications online
3. Service units will be able to receive application online
4. Service units will be able to verify documents and application fee online
5. Service units will be able to escalate application to some other person, in the case of absence of dealing authority, online
6. Citizens will be monitoring Application status online
7. Private Service Access Providers will be participating in the application receipt/submission and service delivery process online message.ekyc.add.mapping=Please add atleast one mapping

The footer of the page includes '© All Rights Reserved' and 'Powered by SERVICEPLUS'.

### Step 3 : Search the required service and click to open

The screenshot shows the Seva Sindhu application interface. The header includes the Government of Karnataka logo, the text 'ಸೇವಾ ಸಿಂಧು Seva Sindhu', and 'Application for Departmental Examination conducted by KPSC'. A navigation menu on the left lists options like 'Apply for services', 'View all available services', 'View Status of Application', and 'Messages & Alerts'. The main content area displays a table of services with columns for 'Sl.No.', 'Service Name', 'Department Name', and 'State'. The state is set to 'KARNATAKA'. The table lists various services such as 'Accident Relief Fund-KSRTC', 'Accident Relief Fund - NEKRTC', 'Accident Relief Fund-NWKRTC', 'Acid Victim Pension', 'Admission for Morarji Desai Residential school - Minority Welfare Department', 'Admission for Pre and Post matric hostels - Minority Welfare Department', 'Agricultural Family Member Certificate / ವ್ಯವಸಾಯಗಾರರ ಕುಟುಂಬದ ವ್ಯಕ್ತಿಗಳಿಗಾಗಿ ಪ್ರಮಾಣ ಪತ್ರ', 'Amendment of Bye Laws of Souharda co-operative society', and 'Amendment of License to Manufacture Insecticides'.

### Step 4 : Fill the Applicant Details & Photocopies details

The screenshot shows the 'Customer Complaint / ಗ್ರಾಹಕ ದೂರು' form for Mangalore Electricity Supply Company Limited. The header includes the Government of Karnataka logo, the text 'ಸೇವಾ ಸಿಂಧು Seva Sindhu', and 'Application for Departmental Examination conducted by KPSC'. The form title is 'ಮಂಗಳೂರು ವಿದ್ಯುತ್ ಸರಬರಾಜು ಕಂಪನಿ ಲಿಮಿಟೆಡ್ Mangalore Electricity Supply Company Limited ದೂರುಗಳಿಗೆ ಸಂಬಂಧಿಸಿದ ಸೇವೆಗಳನ್ನು ನೋಂದಾಯಿಸಲು ಅರ್ಜಿ Application to register complaints related services'. The form fields include:
 

- Customer Type / ಗ್ರಾಹಕ ವರ್ಗ: Existing MESCOM Customer
- Account ID / RR Number / ಖಾತೆ ಸಂಖ್ಯೆ / ಆರ್ ಆರ್ ಸಂಖ್ಯೆ: RR Number / ಆರ್ ಆರ್ ಸಂಖ್ಯೆ: 211020159405
- Office / ಕಛೇರಿ: ABBALAGERE SECTION, SHIVAMOGGA RURAL SUBDIVISION, SHIVAMOGGA DIVISION
- Name of Complainant / ದೂರುದಾರನ ಹೆಸರು: Inukurthi Kalyan Teja
- Mobile Number / ಮೊಬೈಲ್ ನಂಬರ್: 9956253522
- Email / ಇಮೇಲ್: govindgowda6@gmail.com
- Address / ವಿಳಾಸ: krishna temple street, htrtr, htrtr, htrtr
- Category of Complaints / ವರ್ಗ: FAILURE OF POWER SUPPLY
- Nature of Complaints / ಉಪವರ್ಗ: FUSE OFF CALL

## Step 5 : Click on I agree checkbox and fill the Captcha Code as given & Submit

The screenshot shows a web browser window with the URL `serviceonline.gov.in/configureka/renderApplicationForm.do?servicelid=7920001&LUUID=0e9aee0e-7e21-4aa8-9a25-966bb005ac6b&OWASP_CSRFTOKEN=00SR-AWYR-FZU1-N13Y-9M0F-QWL1-J3LJ-2V24&appli...`. The form is titled "DateofBirth" with the value "04-02-1991". Below this is a "Declaration / ಘೋಷಣೆ" section with the text: "I hereby declare that the particulars furnished in this form are true to the best of my knowledge/ಈ ಅರ್ಜಿಯಲ್ಲಿ ನಾನು ಒದಗಿಸಿರುವ ಎಲ್ಲಾ ವಿವರಗಳ ಸತ್ಯವಾಗಿರುತ್ತವೆ ಎಂದು ಘೋಷಿಸುತ್ತೇನೆ." There is a checked "I Agree" checkbox. The "Additional Details" section has "Apply to the Office" set to "MESCOM (STATE)". A "Word verification" section shows the image "jw62ka" and a text input field containing "jw62ka". At the bottom, there are buttons for "Draft", "Submit", "Close", and "Reset". The footer includes logos for the Ministry of Panchayati Raj, Digital India, data.gov.in, india.gov.in, DeltY, and PMINDIA, along with technical information about the site's design and maintenance.

## Step 6: A fully filled form will be generated for user verification

The screenshot shows the same web browser window with the URL `serviceonline.gov.in/configureka/applyPageForm.do?OWASP_CSRFTOKEN=00SR-AWYR-FZU1-N13Y-9M0F-QWL1-J3LJ-2V24&LUUID=30e30777-13f2-4d14-8d91-3382723fd3a2`. The page header includes the Government of Karnataka logo, the text "ಸೇವಾ ಸಿಂಧು Seva Sindhu", and the subtitle "Application for Departmental Examination conducted by KPSC". A navigation menu is visible on the left. The main content area shows a "Customer Complaint / ಗ್ರಾಹಕ ದೂರು" form. The form fields are filled with the following information: Customer Type: Existing MESCOM Customer; Account ID/RR Number: RR Number: 211020159405; Office: ABBALAGERE SECTION, SHIVAMOGGA RURAL SUBDIVISION, SHIVAMOGGA DIVISION; Name of Complainant: Inukurthi Kalyan Teja; Mobile Number: 9956253522; Email: govindgovda8@gmail.com; Address: krishna temple street, htrr, htrr, htrr; Category of Complaints: FAILURE OF POWER SUPPLY; Nature of Complaints: FUSE OFF CALL; DateofBirth: 04-02-1991. Below the form is a "Declaration / ಘೋಷಣೆ" section with the same text as in Step 5. The footer includes the user's name "Inukurthi Kalyan Teja" and the system date and time "11:22 16-09-2020".

## Step 7 : Click on submit

Address / ವಿಳಾಸ : kirshna temple street, htrtr, htrtrhtrtr

Category of Complaints / ಕರ್ತವ್ಯ : FAILURE OF POWER SUPPLY

Nature of Complaints / ಉಪಕರಣ : FUSE OFF CALL

Please give brief details of your complaint (Max 500 Chars) ದೂರು (ಗರಿಷ್ಠ 500 ಅಕ್ಷರಗಳು)

Date of Birth : 04-02-1991

**Declaration / ಘೋಷಣೆ**

I hereby declare that the particulars furnished in this form are true to the best of my knowledge/ ನಾನು ಒದಗಿಸಿರುವ ಎಲ್ಲಾ ವಿವರಗಳ ಸತ್ಯವಾಗಿರುತ್ತವೆ ಎಂದು ಘೋಷಿಸುತ್ತೇನೆ.

I Agree : Yes

**Additional Details**

Apply to the Office : MESCOM (STATE)

Draft Reference No : Draft\_ME0001S/2020/00052

16/9/2020 11:23:21 IST http://serviceonline.gov.in/configureka

[Click here to initiate new application](#)

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## Step 8: After submit is Successful, Sakala acknowledgement will be generated

**APPLICATION ACKNOWLEDGEMENT**

ಕರ್ನಾಟಕ ಸರ್ಕಾರ

**Acknowledgement/ಸಂಕಲನ ಸ್ವೀಕೃತಿ**

Office Name /ಕಛೇರಿ ಹೆಸರು	MESCOM
Sakala No/ಸಂಕಲನ ಸಂಖ್ಯೆ	ME0001200000051
Application Date /ಆರ್ಜಿಯ ದಿನಾಂಕ	16/09/2020
Service Requested /ವಿನಂತಿಸಿದ ಸೇವೆ	Customer Complaint
Applicant Name /ಆರ್ಜಿದಾರರ ಹೆಸರು	Inukurthi Kalyan Teja
Applicant Address /ಆರ್ಜಿದಾರರ ವಿಳಾಸ	kirshna temple street, htrtr, htrtrhtrtr
Mobile No /ಮೊಬೈಲ್ ಸಂಖ್ಯೆ	9966255522
Documents Submitted /ದಾಖಲಾತಿಗಳನ್ನು ಸಲ್ಲಿಸಿದಮಾಹಿತಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Payment Status /ಪಾವತಿ ಸ್ಥಿತಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Payment Mode /ಪಾವತಿ ವಿಧಾನ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Transaction ID /ವ್ಯವಹಾರದ ಐಡಿ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Transaction Date and Time /ವ್ಯವಹಾರದ ದಿನಾಂಕ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Transaction Reference Number / ವ್ಯವಹಾರದ ಉಲ್ಲೇಖ ಸಂಖ್ಯೆ (As applicable)	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Total Amount Paid /ಒಟ್ಟು ಪಾವತಿಸಿದ ಮೊತ್ತ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Application Fee /ಆರ್ಜಿ ಶುಲ್ಕ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Service Charge /ಸೇವಾ ಶುಲ್ಕ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.
Transaction Charge /ವ್ಯವಹಾರ ಶುಲ್ಕ	Not Applicable/ಅನ್ವಯಿಸುವುದಿಲ್ಲ.

**Note:**

- You can check the status of this service request on website <http://sevasindhu.karnataka.gov.in/>, <http://sakala.kar.nic.in/>. ಈ ಆರ್ಜಿಯ ಸ್ಥಿತಿ ಗೊತ್ತಿರಲು <http://sevasindhu.karnataka.gov.in/> ಅಥವಾ <http://sakala.kar.nic.in/> ವೆಬ್‌ಸೈಟ್ ಲಾಗಿನ್ ಆಗಿರಿ.
- You can appeal to competent officer in case of your application is rejected/delayed/defaulted by this designated officer.ಬೆಸರಸಲಾದ ಅಧಿಕಾರಿಯಿಂದ ತೀರಿಸುತ್ತಿರುವ/ವಿಳಂಬವಾದ/ನಿಗದಿತ ಸಮಯ ಮೀರಿ ಆರ್ಜಿ ವಿಳೇಖಾರಿಯಾದಲ್ಲಿ ತಾವು ಸಕ್ಷಮ ಪಾತ್ರಾಧಿಕಾರಿಯನ್ನು ಸಂಪರ್ಕಿಸಬಹುದು.