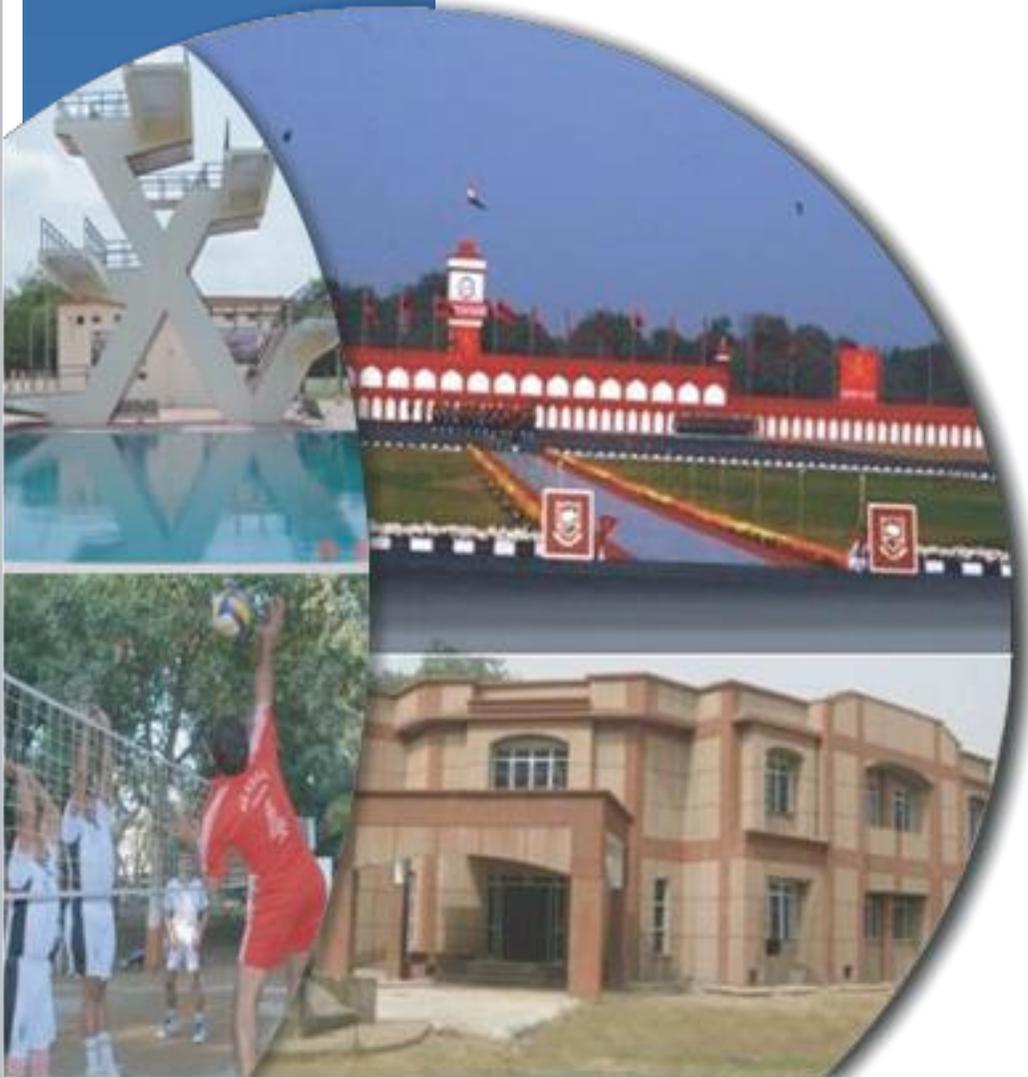




STARS

(SERVICE REQUEST TRACKING AND RESPONSE SYSTEM)

FOR MES BUILDINGS



Introduction

STARS central theme is simplicity and response. The application registers resident's service request to MES maintenance cell, intimates MES response to resident and provides monitoring accessibility to executives at all levels in the station.

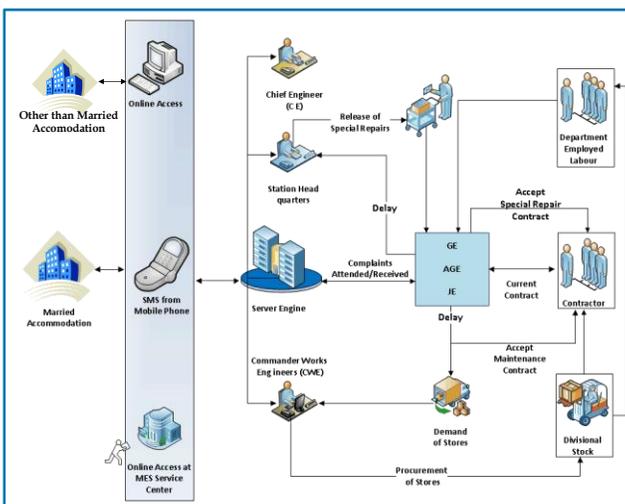
Features

- Online access through Internet to register service requests.
- Registration of service request by sending SMS from mobile phone.
- Enables to register service request/ initiate action/ enter response by one-man at service centre.
- Assists JE in retrieval of maintenance history.
- Monitoring by all executives at all levels in the station.
- From a management perspective, provides accurate data to prepare/ prioritise realistic maintenance programme.
- Other MES – Resident interaction features:-
 - Occupation-vacation of married acqn.
 - Furniture, Stores and Barrack Inventory.
 - Meter reading.

Technical Requirements

STARS is an online system, hence has no special software or additional hardware to be installed. The website can be accessed by any computer/ laptop/ mobile which can get connected to internet.

Customisation requires hard-coding of details of officer/ unit married accommodation area names and the MES structure/ appointment(s) which maintain them.

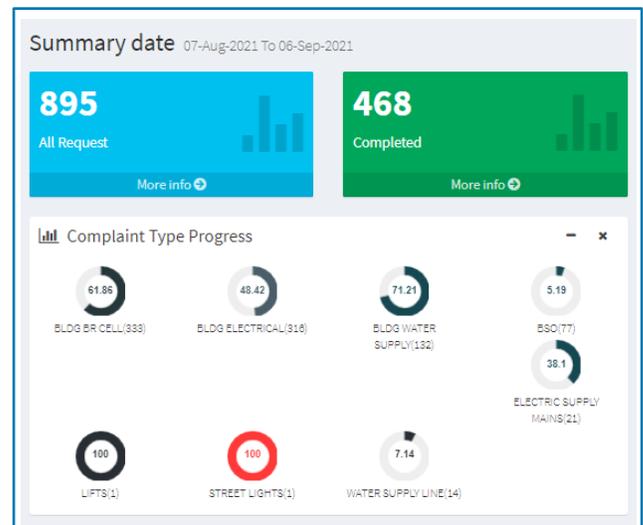


Access

Residents of married accommodation have a unique ACQ No (Area cum Quarter No) or Login Name. The login name is a combination of the Area name, Block No and Flat No. The login name and password can be obtained from the GE maintaining the station or the dependent service centre.

Units with married accommodation can register the service requests centrally using system issued login and password. This login can be used from multiple locations at the same time to register service requests.

MES, Station appointments can view the status of service requests pertaining to his area/ domain using system provided unique Login.



Maintenance History

The login being the ACQ No (AREA QUARTER No), will be unique, hence each house will have the same login irrespective of resident. Therefore, every successive resident has the maintenance history automatically available at the time of house allotment.

Service Request Registration

The system is simple in that the resident selects type of service request; tradesman required from a dropdown; selects preferred time/day to attend; and either selects a quick complaint from existing list or choosing the textbox option, types the complaint description. Further, submitting the service request will generate a unique service request No.

Service Request Registration

STEP1: Selection of service request type

Enter Service Request Details

Complaint type: BLDG BR CELL

Tradesman Required: Carpenter

Preferred day of Attendance: Weekday Weekend

Preferred time of Attendance: Any time 10Am to 1Pm

Description Type: Listed Not Listed

Select Complaint Description: Select Complaint

Submit Reset

STEP2: Selection of tradesmen

Enter Service Request Details

Complaint type: BLDG BR CELL

Tradesman Required: Carpenter

Preferred day of Attendance: Weekday Weekend

Preferred time of Attendance: Any time 10Am to 1Pm 2Pm to 5Pm

Description Type: Listed Not Listed

Select Complaint Description: Select Complaint

Submit Reset

STEP3: Selection from quick complaint list

Enter Service Request Details

Complaint type: BLDG BR CELL

Tradesman Required: Carpenter

Preferred day of Attendance: Weekday Weekend

Preferred time of Attendance: Any time 10Am to 1Pm

Description Type: Listed Not Listed

Select Complaint Description: Select Complaint

Submit Reset

STEP3: or use complaint description text box

Description Type: Listed Not Listed

Description:

Enter Service Request Details

Complaint type: BLDG BR CELL

Tradesman Required: Carpenter

Preferred day of Attendance: Weekday Weekend

Preferred time of Attendance: Any time 10Am to 1Pm 2Pm to 5Pm

Description Type: Listed Not Listed

Select Complaint Description: Select Complaint

Submit Reset

Service Request Management

STEP4: Register and generate unique service request No using Mobile App on Android Platform

Residents can register their mobile no after login or from the dependent MES service centre.

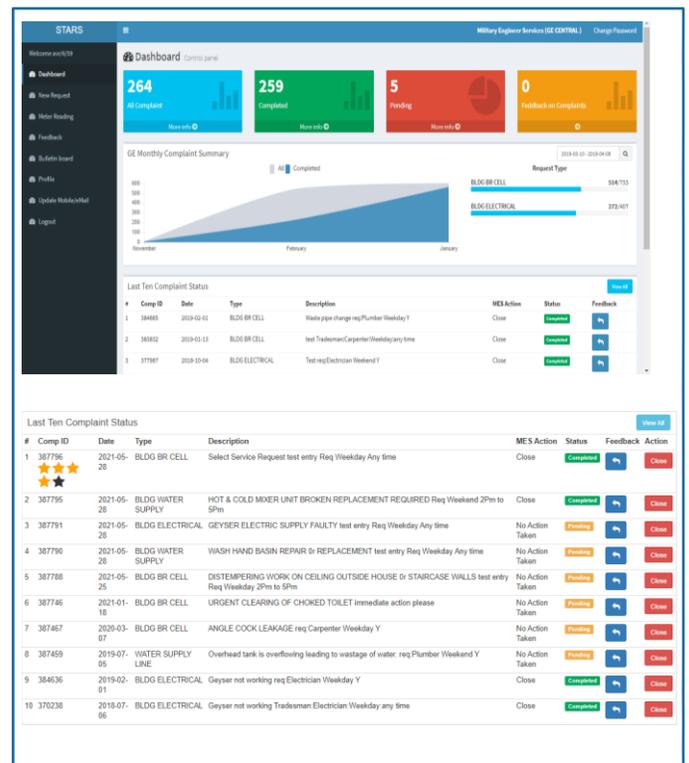
The mobile No needs to be registered against their login name (ACQ No). For more details please refer to user manual for mobile App on website.

Service Request Management

The resident's first page displays the summary of service requests completed/ pending in his area since last 30 days. Customised summary over a period of time, say weekly or fortnightly or monthly is also displayed after selection of period.

The image below displays the dashboard of a resident from NOFRA Mumbai after successful login.

The last 10 complaints from the login are displayed. The resident can give a feedback on the status of the complaint. The resident can also close the complaint. Rating on the MES pertaining to this complaint can also be given by the resident.



▶ Service Request Management

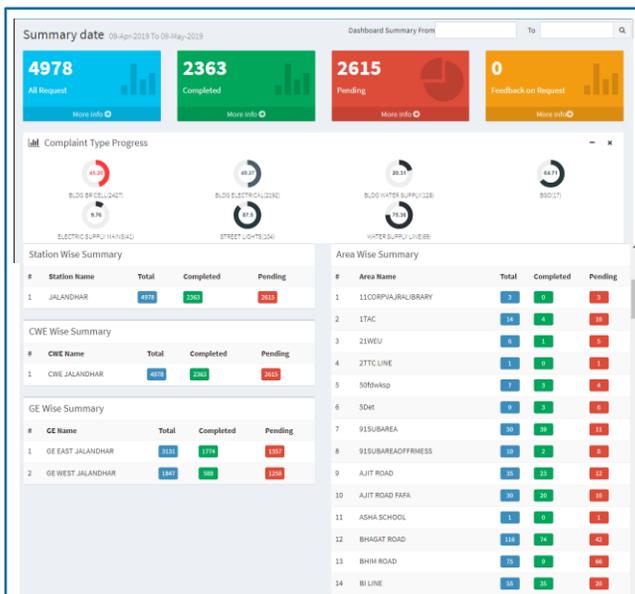
The first page also displays feedbacks given by all residents of his area and last five complaints of his residence. Feedback from the resident is sent directly to GE.

Maintenance history is visible under the “view complaints” tab which also includes the latest response from MES.

Resident can view the latest meter reading recorded by the meter reader (as updated by BSO) on the first page and the furniture availability in the “stock” page.

Management Aspects

The Station Commander, CE and CWE/GE/AGE can view status of service requests (pending and completed) in real time and analyse the summary, area-wise, CWE wise, GE wise or station wise.



The system thus enables MES/ Station appointments to finalise options to address the pending service requests under regular daily maintenance or inclusion in annual maintenance programme or sanction special repairs. This information can also be utilised by MES appointments to issue Technical Sanctions.

Scheduling of service requests for completion at a future date is also incorporated for information within the MES appointments.

FAFA (Field area Family accommodation) areas can be grouped under area-wise summary and feedback from residents enables MES/ Station appointments to address their service requests on priority.

▶ FAQs

Frequently Asked Questions and Answers

1. How is it an improvement over the existing system of registering service requests manually?

A. The existing system of manual service requests is info blinding. The online system is an "INFO ALL" for all stake-holders.

In the present system, slips with resident's service requests are generated by MES and completion recorded by resident on the slip. The service request slips can now be super-scribed with the unique service request No and is generated online, which can be verified by the resident. Service request Nos being unique and verifiable online, they can be attended on Sundays and holidays too.

Residents' acceptance of completion is part of the existing system too; earlier it was entered "completed" in the manual register by MES, but now different types of status update is entered online by MES and this information is viewed by respective resident, and MES/ Station appointments.

2. How to reset password?

Existing and new residents unable to login due to incorrect password or ACQ No already registered by previous resident need to approach MES (BSO)/ Maintenance Cell/ Association to reset password. The password can be changed from the profile page after login by the resident.

The screenshot shows the 'Change Password' form with the following fields:

- Old Password
- New Password
- Confirm New Password

Buttons: Submit, Reset

Contact Information

VYNUS Solutions
Shop No 3, Shopping Complex, AWHO Colony,
Sikh Village, Secunderabad-500009, Telangana, India.
vynus2014@gmail.com

