Customer’s User Manual

Customer Management System (CMS)

for rural water supply system

Introduction

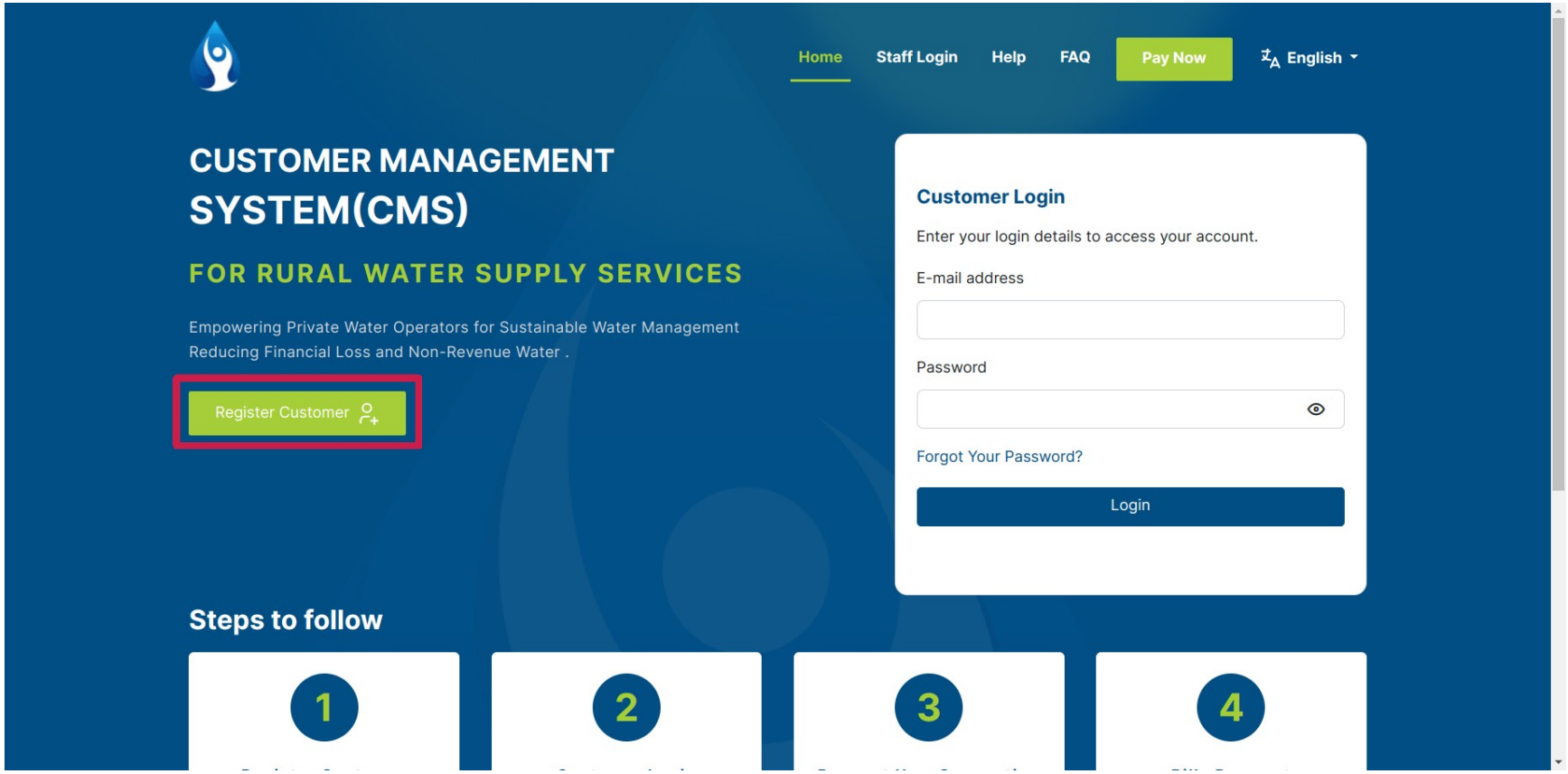
The below steps will guide you on how you can use the new RURA platform (CMS-RWSS) Customer Management System for Rural Water Supply Service for more information you can contact:

Product Perspective

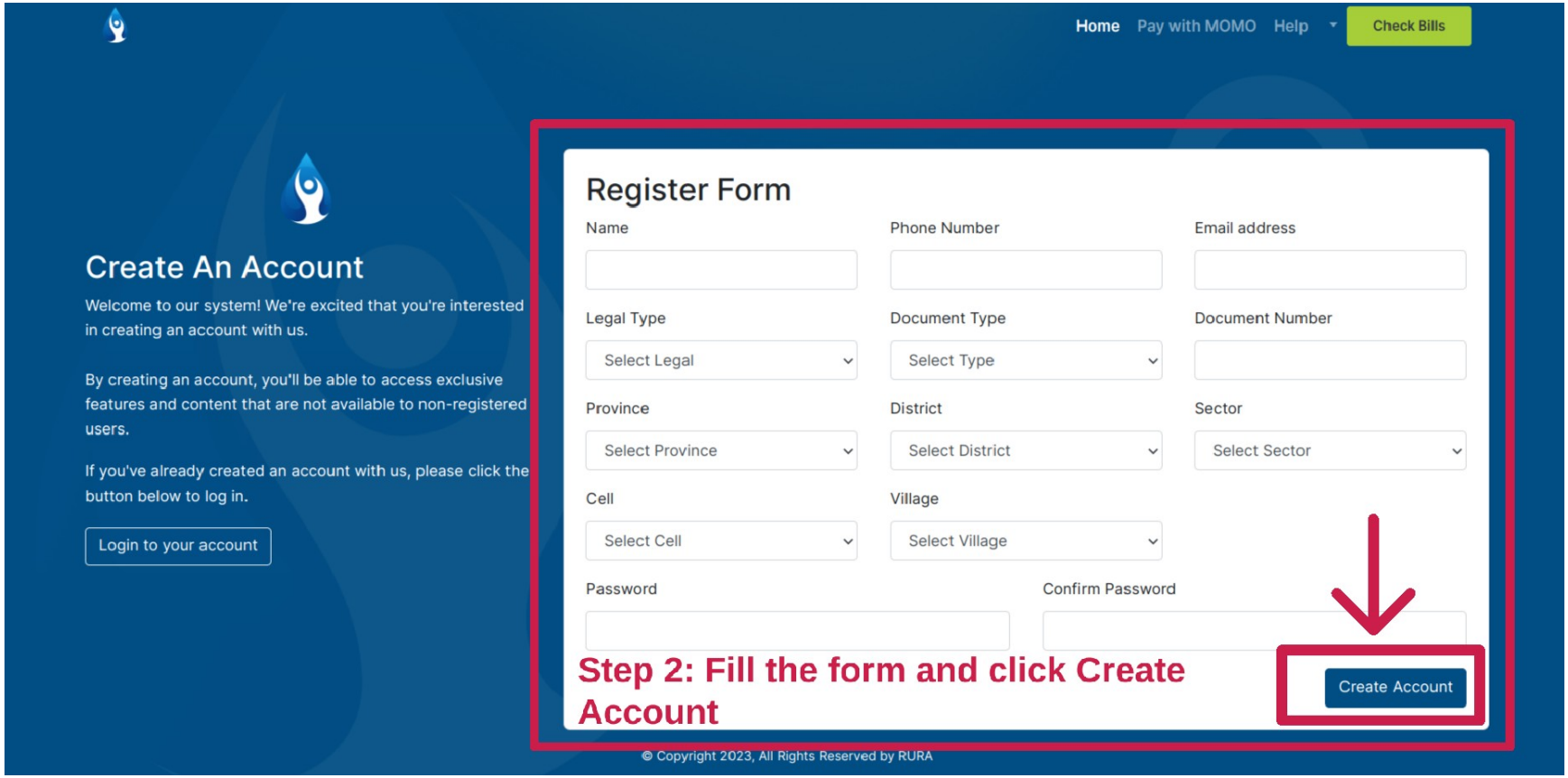
The main objective of CMS-RWSS is to improve the efficiency of water supply operators and minimize financial loss. To achieve this goal, the system will automate the tedious processes of customer recruitment, billing & payment, and accounting. By automating these processes, water supply operators will be able to increase their efficiency in service delivery. Additionally, the system will include a feature for the automated submission of regulatory fees. This will be achieved through direct integration with CLMS (Converged Licensing Management System), streamlining the regulatory compliance process and reducing the burden on water supply operators.

Steps:

Registration

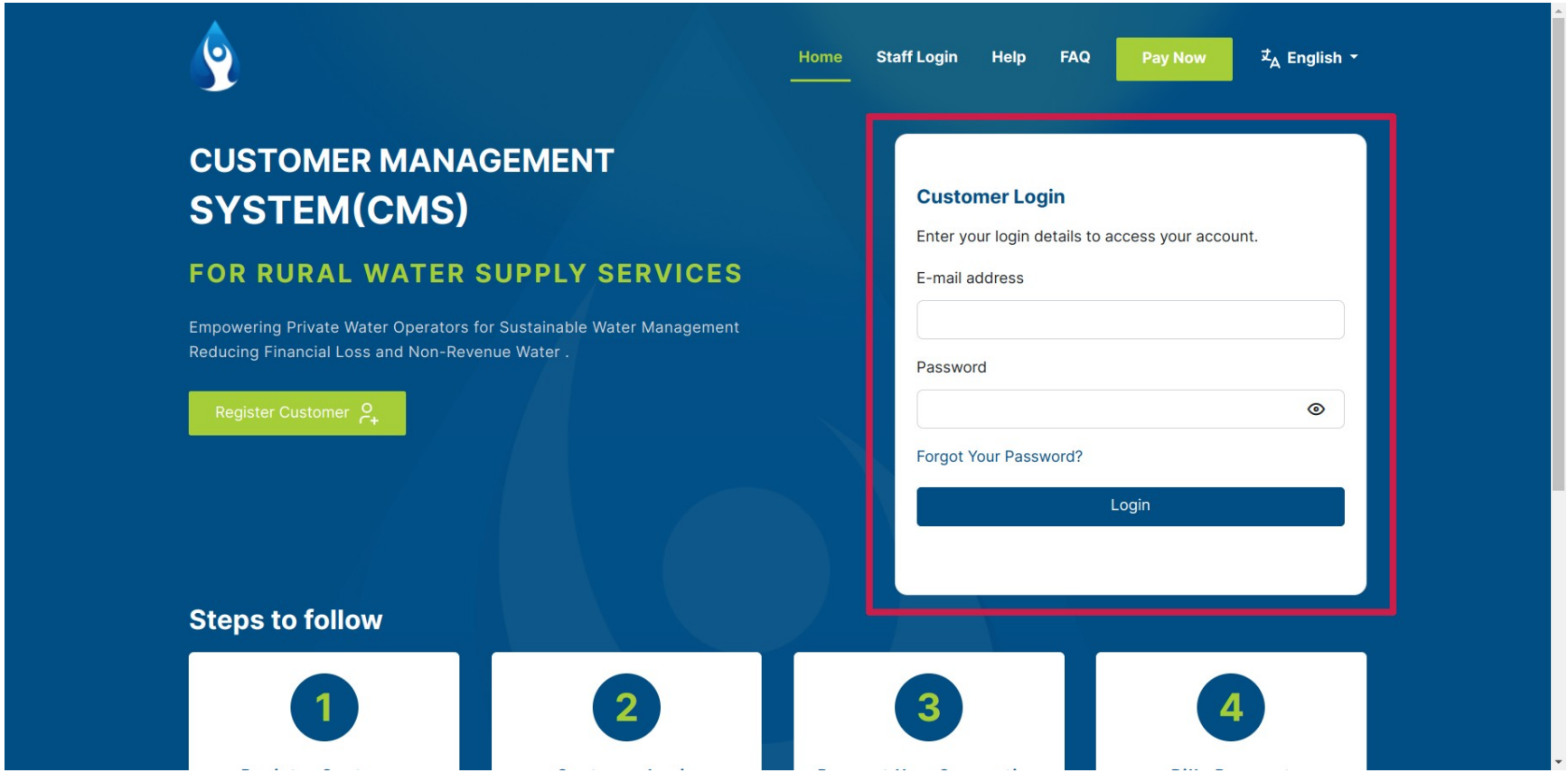


Step 1: Click Register Customer to create a login account.



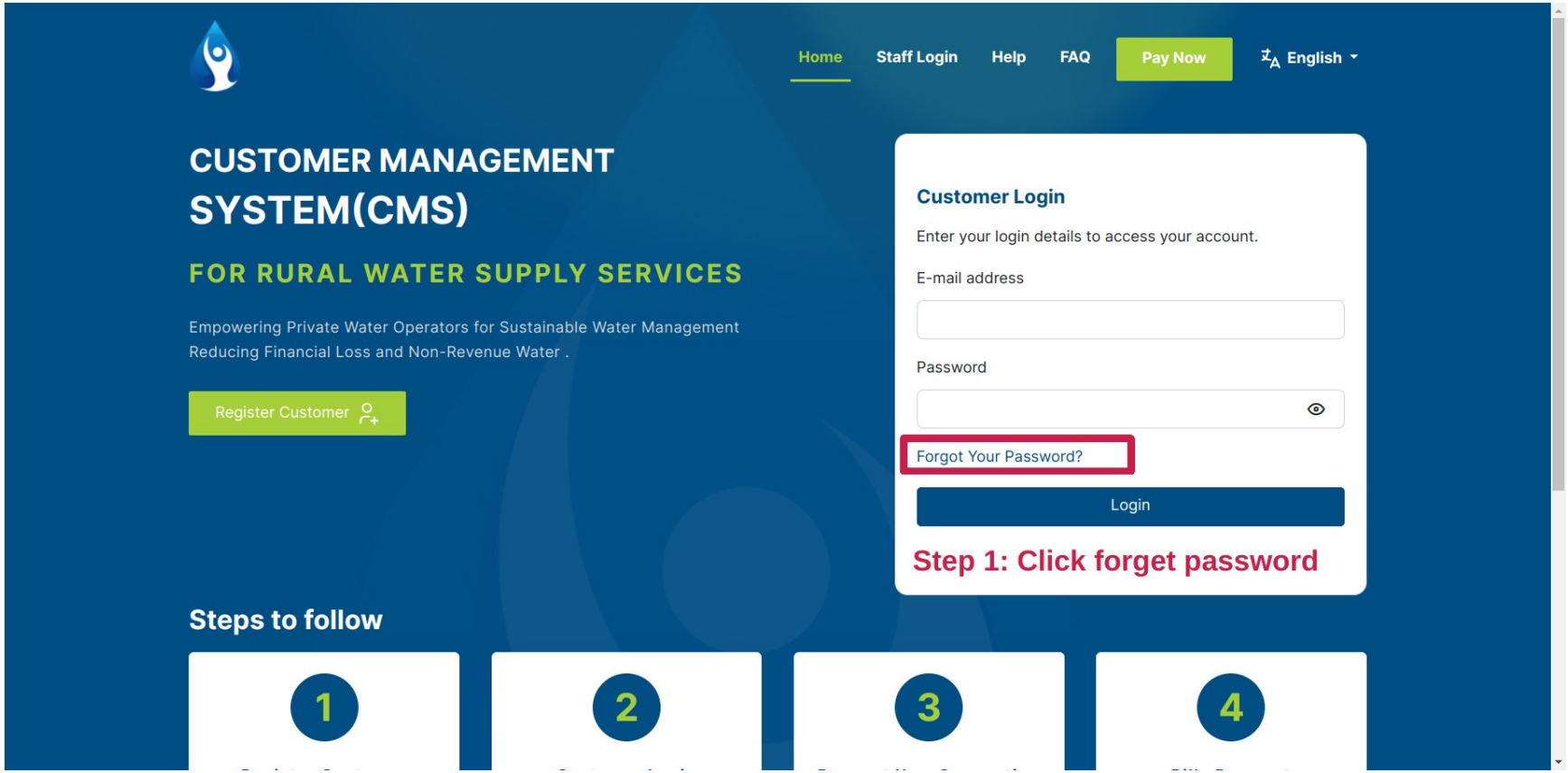
Step 2: Fill the form and click the Create Account Button

Login

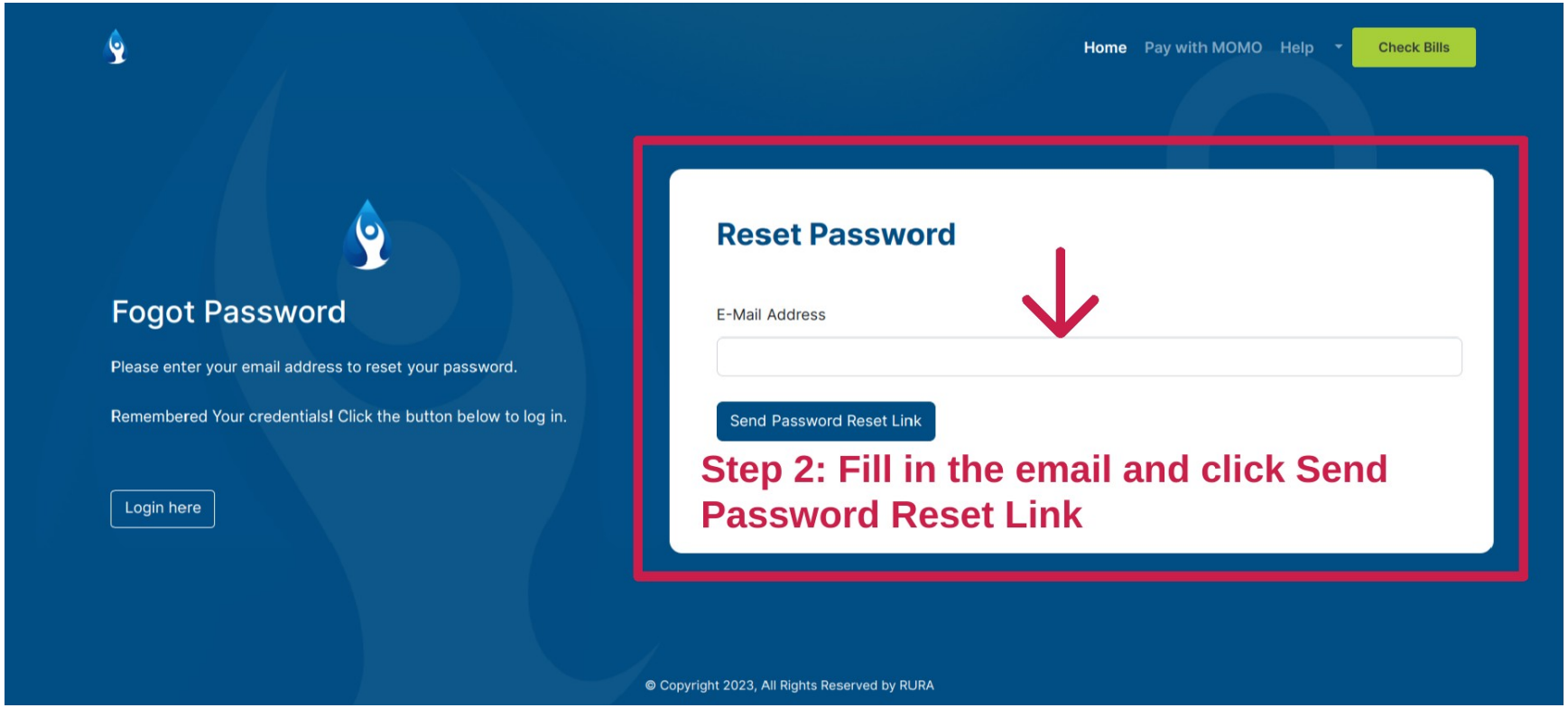


Step 1: Fill out the form accordingly and click Login

Forget Password

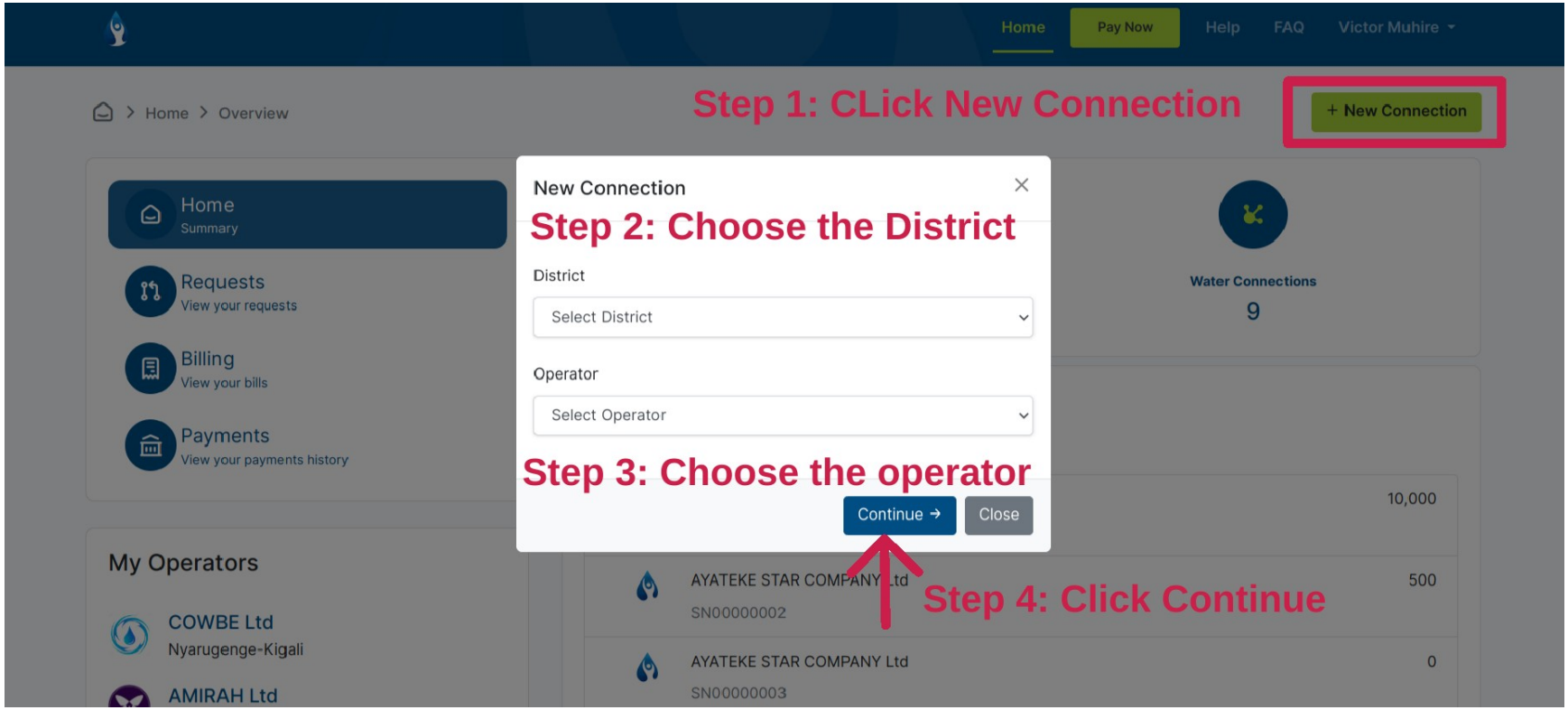


Step 1: Click forgot you password



Step 2: Fill in the email and click the Send Password Reset Link

Homepage

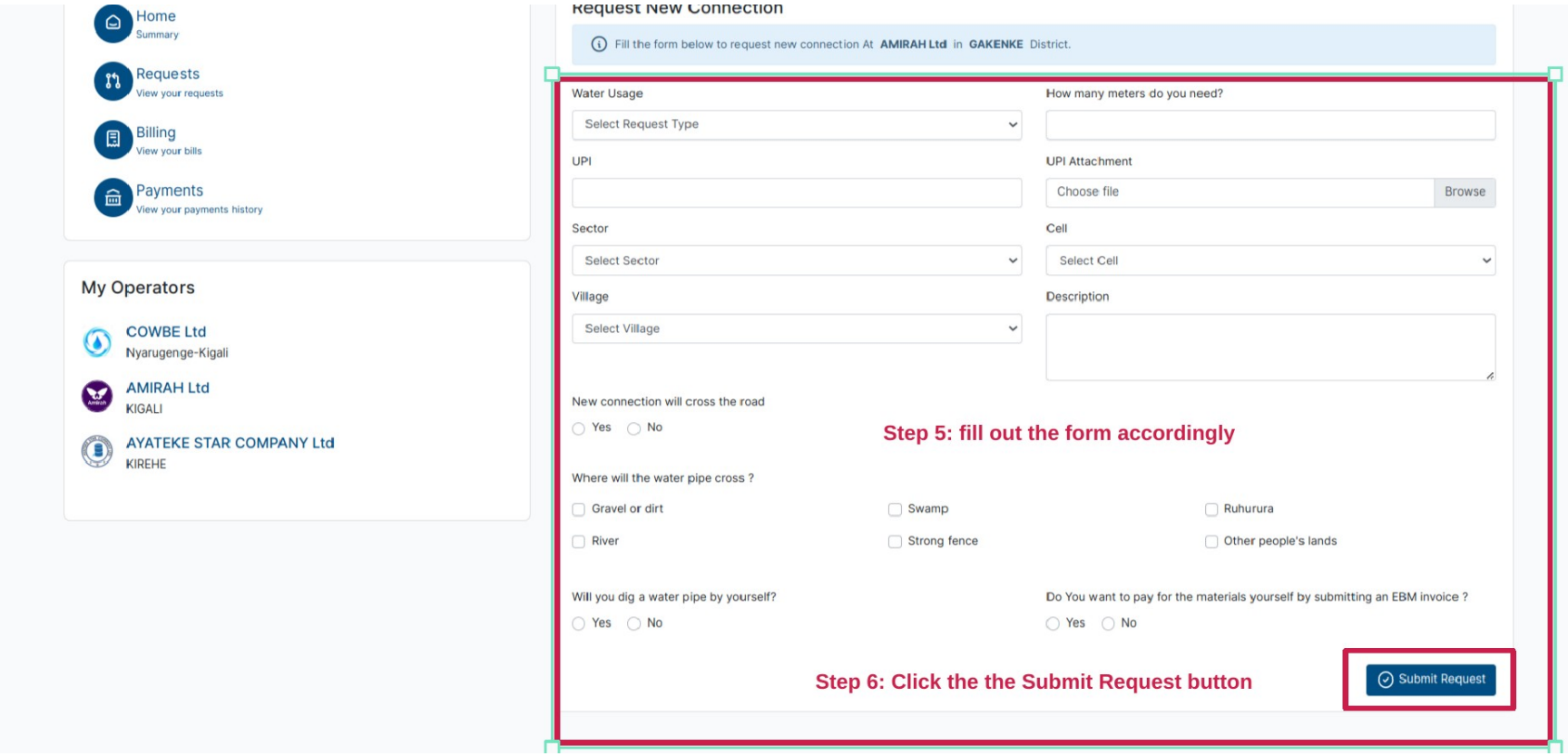


Step 1: Click the New Connection Button

Step 2: Choose the District

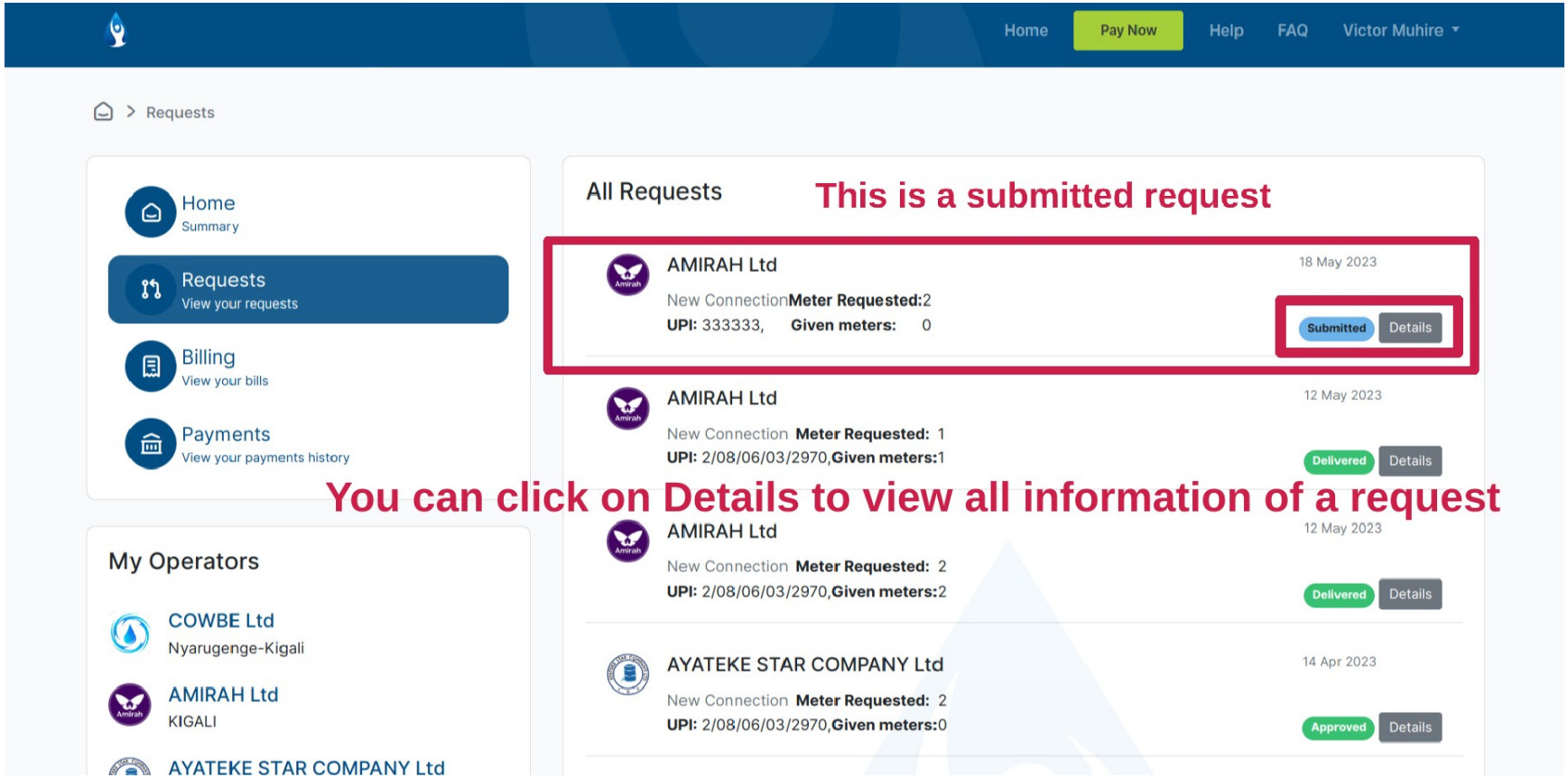
Step 3: Choose the Operator

Step 4: Click Continue

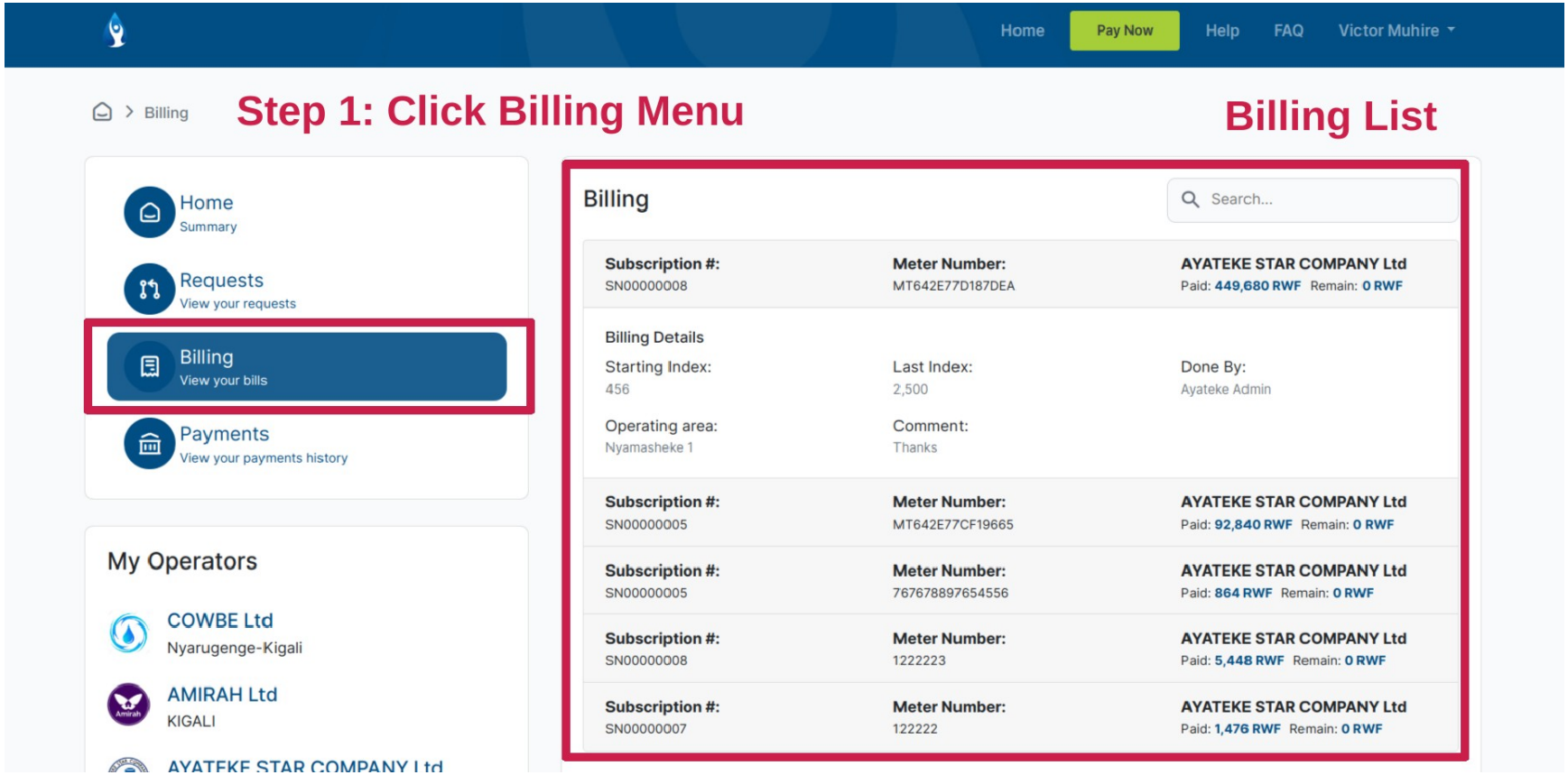


Step 5: Fill out the form accordingly

Step 6: Click the Submit Request Button

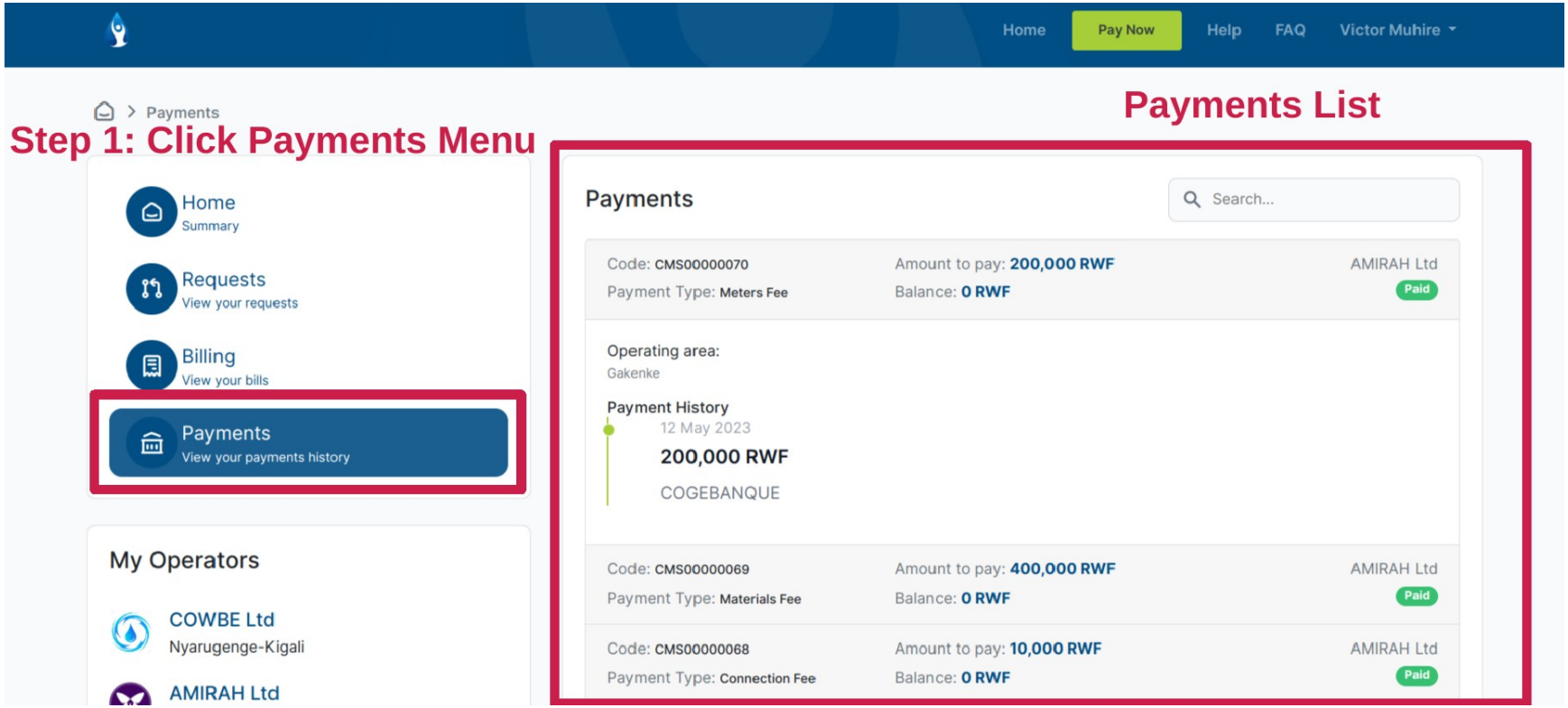

Home
Pay Now
Help
FAQ
Victor Muhire
Requests
Home
Summary
Requests
View your requests
Billing
View your bills
Payments
View your payments history
My Operators
COWBE Ltd
Nyarugenge-Kigali
AMIRAH Ltd
KIGALI
AYATEKE STAR COMPANY Ltd
All Requests
This is a submitted request
AMIRAH Ltd
18 May 2023
New ConnectionMeter Requested:2
UPI: 333333, Given meters: 0
Submitted
Details
AMIRAH Ltd
12 May 2023
New Connection Meter Requested: 1
UPI: 2/08/06/03/2970,Given meters:1
Delivered
Details
You can click on Details to view all information of a request
AMIRAH Ltd
12 May 2023
New Connection Meter Requested: 2
UPI: 2/08/06/03/2970,Given meters:2
Delivered
Details
AYATEKE STAR COMPANY Ltd
14 Apr 2023
New Connection Meter Requested: 2
UPI: 2/08/06/03/2970,Given meters:0
Approved
Details

Billings: The system should allow customers to make payments through various payment methods such as mobile money or bank payment. The system should update the customer's account balance after the payment is received

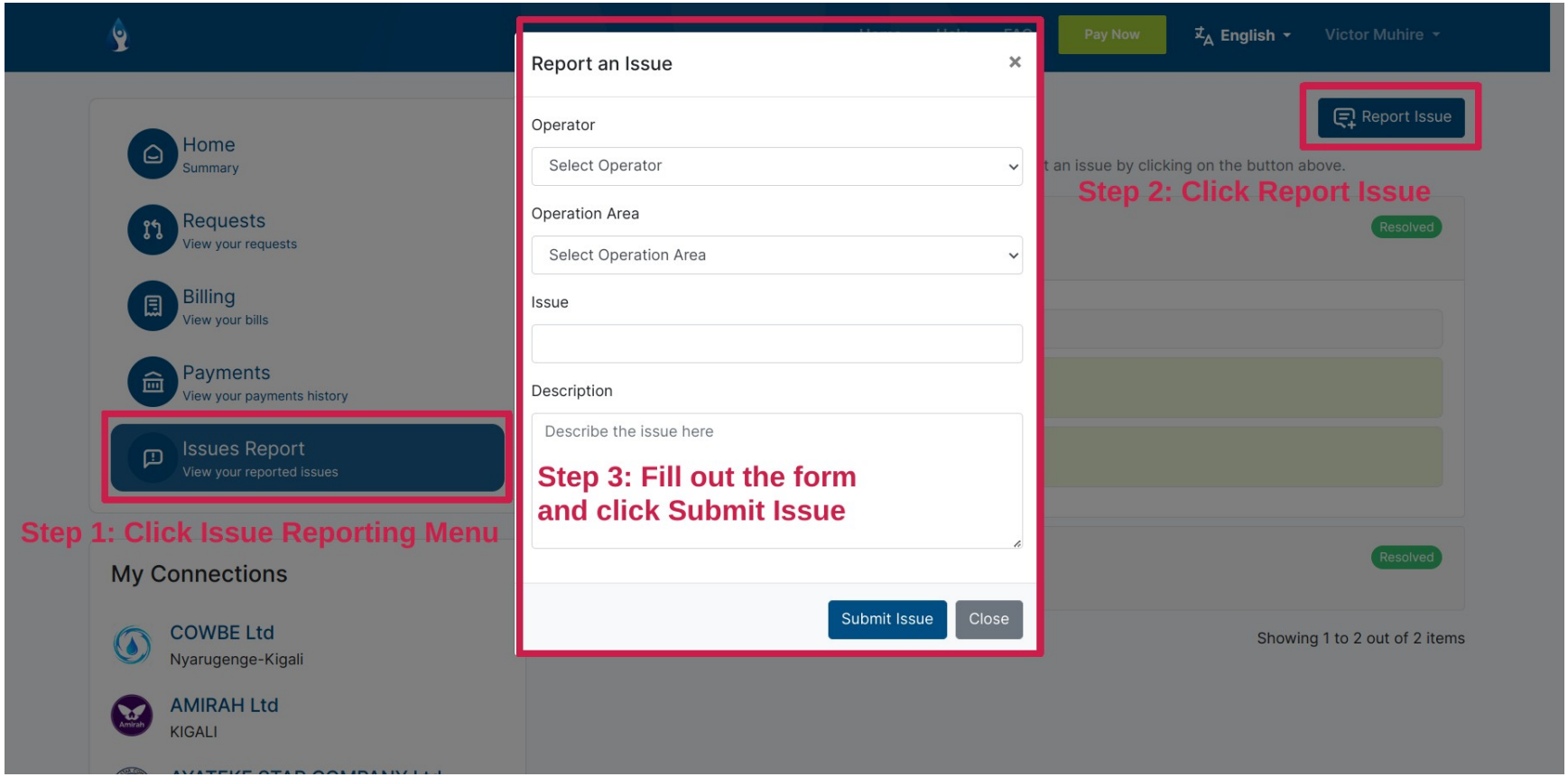


Step 1: Click Billing Menu

Payments: The system should provide customers with multiple payment options, including mobile money and banks, and enable operators to track and manage payments received from customers



Issue Reporting:

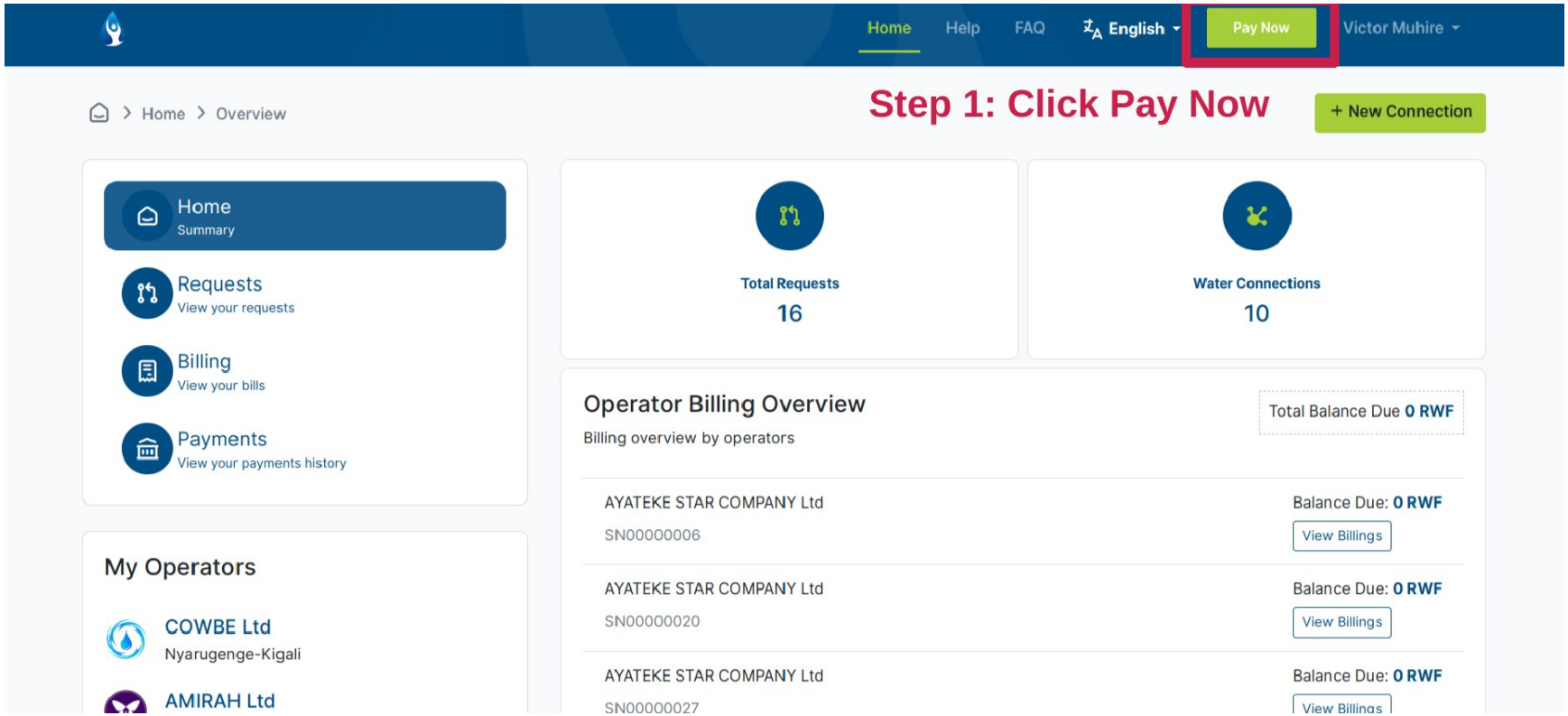


Step 1: Click Issues Reporting Menu

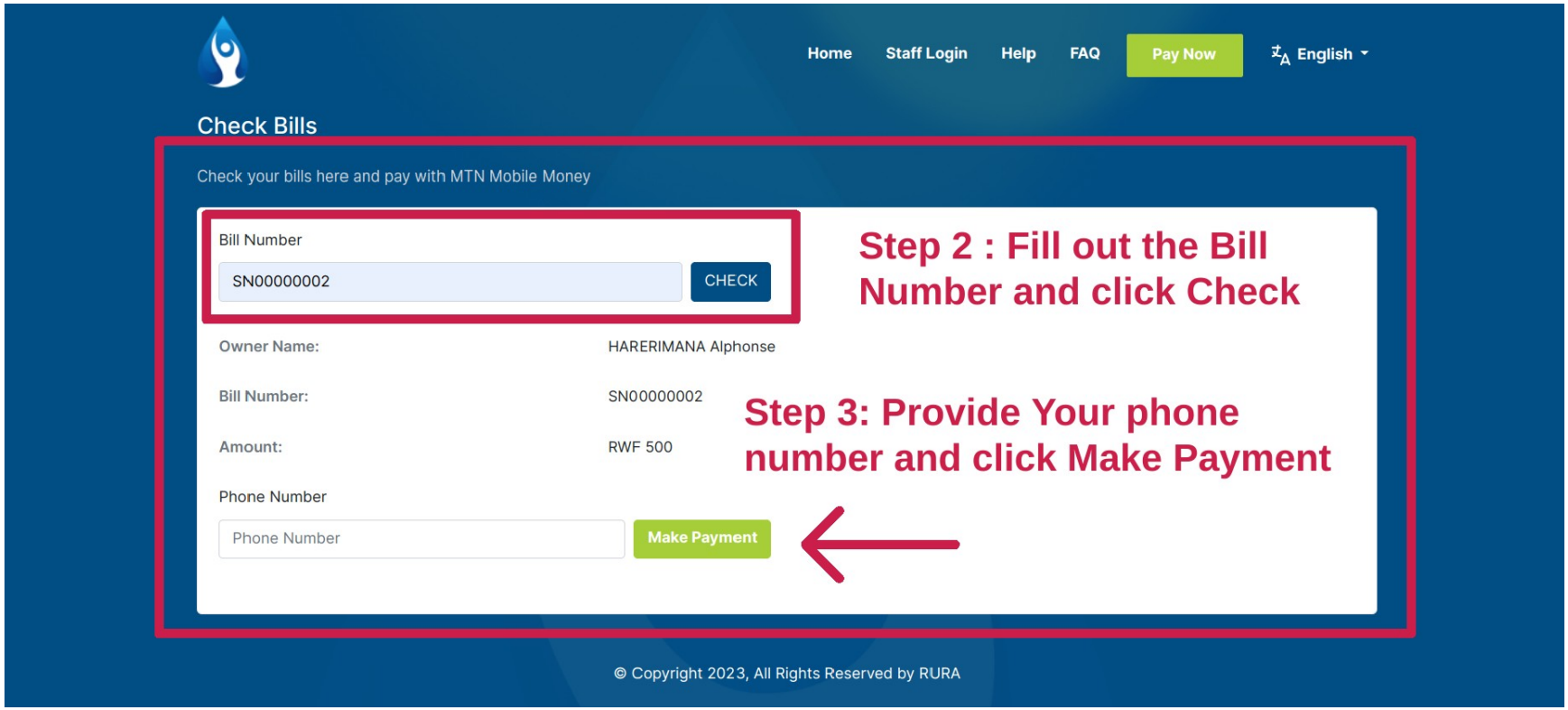
Step 2: Click Report Issue

Step 3: Fill out the form and click Submit Issue

Pay Now



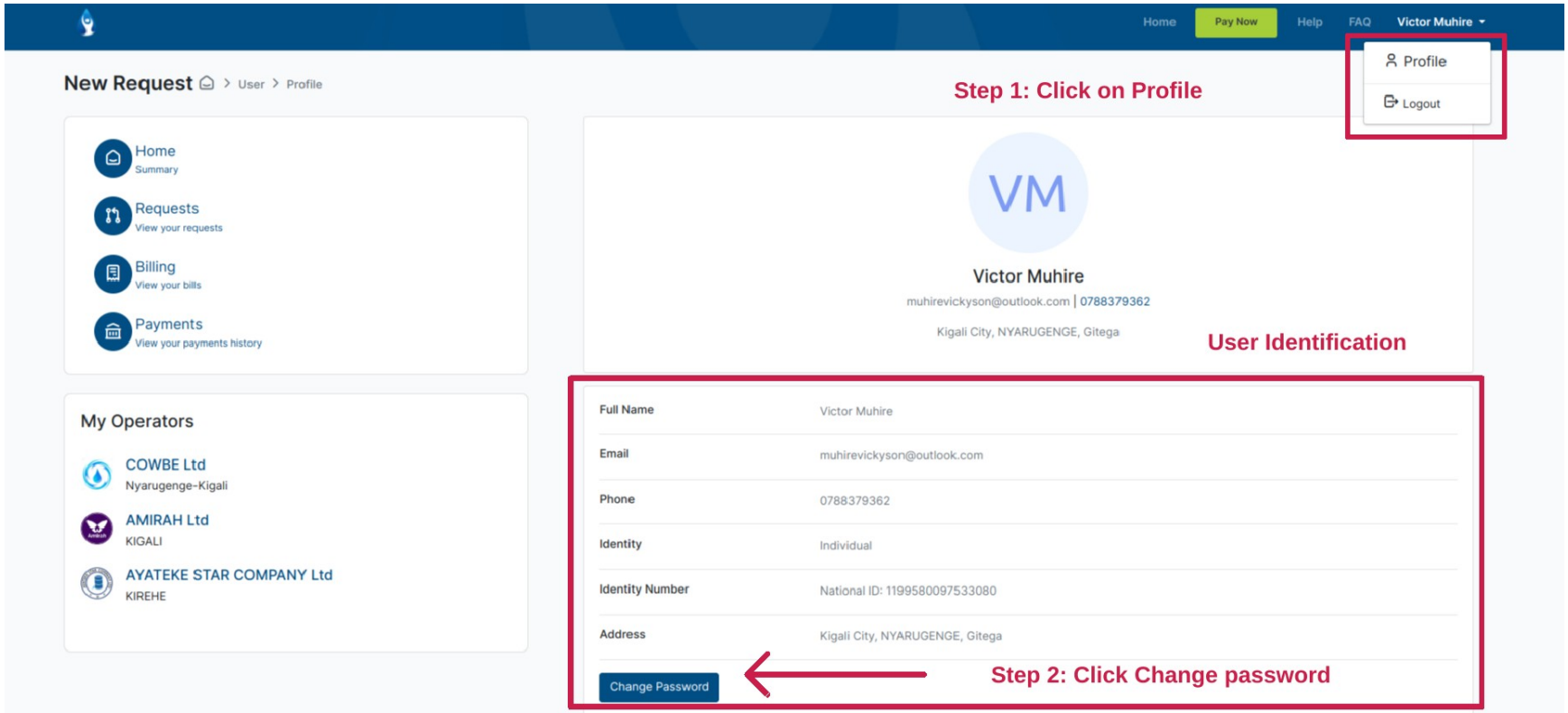
Step 1: Click Pay Now



Step 2: Fill out the Bill Number and click Check

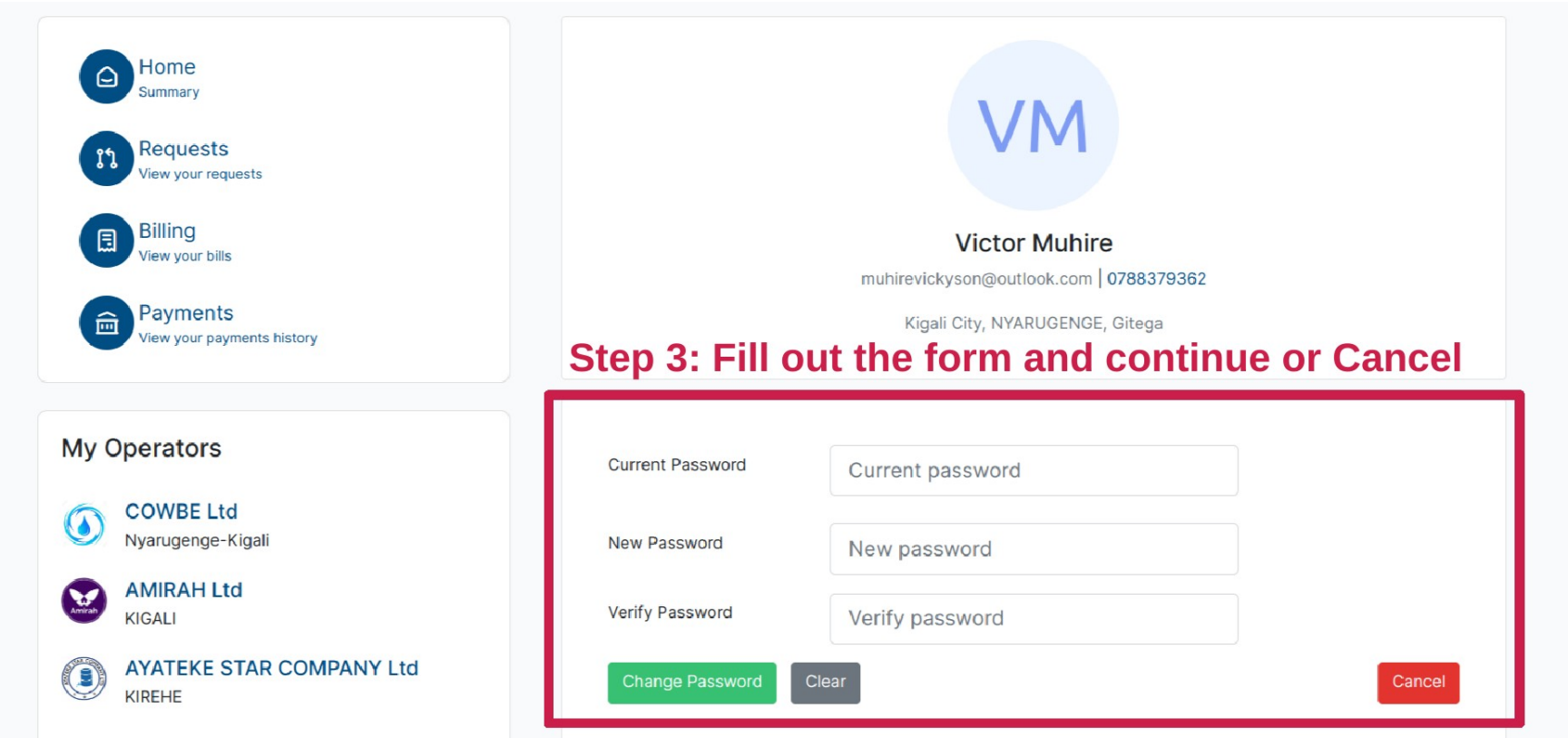
Step 3: Provide your Phone Number and click the Make Payment Button

User Profile



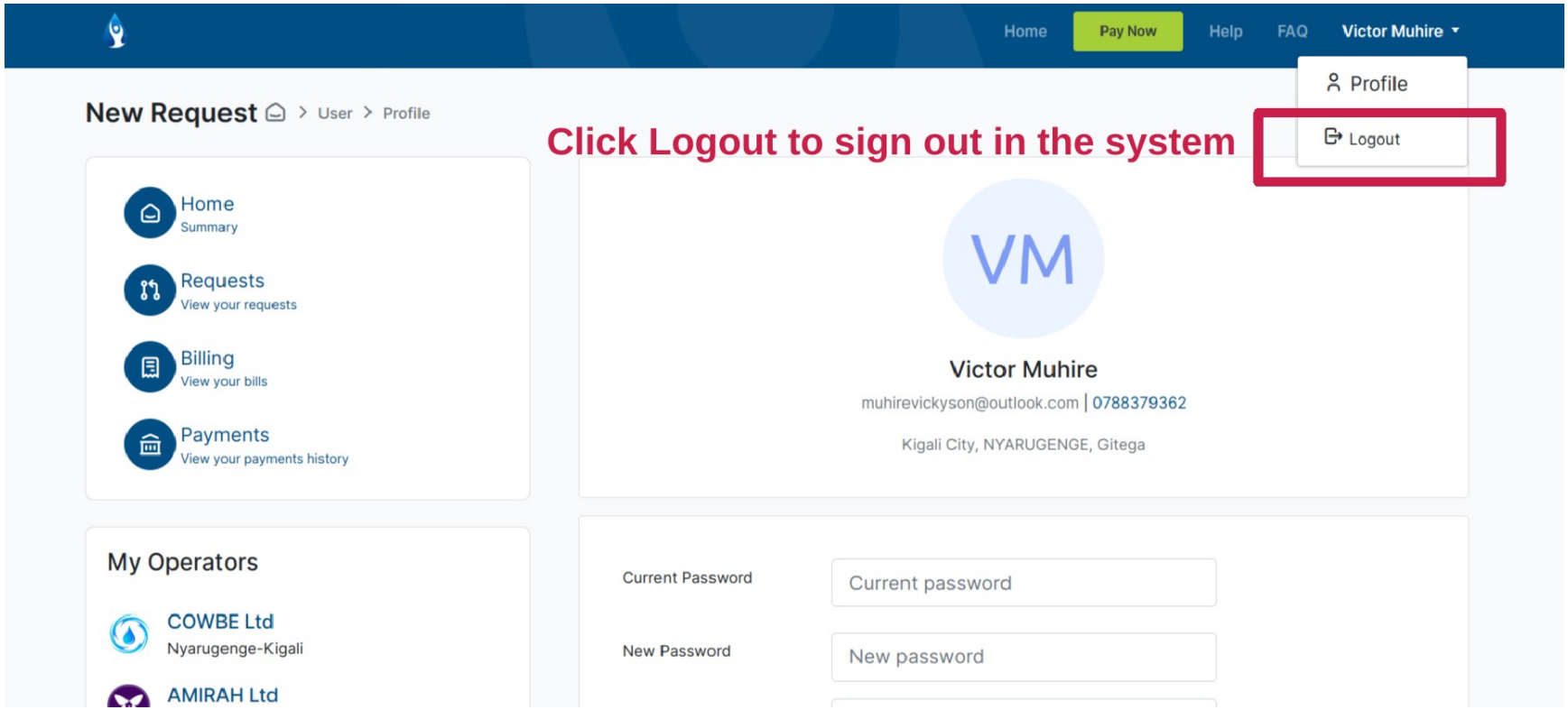
Step 1: Click on Profile

Step 2: Click the Change Password button



Step 3: fill out the form and continue or cancel by clicking on the provided buttons

Logout


Home
Pay Now
Help
FAQ
Victor Muhire
Profile
Logout
Click Logout to sign out in the system
New Request
User
Profile
Home
Summary
Requests
View your requests
Billing
View your bills
Payments
View your payments history
VM
Victor Muhire
muhirevickyson@outlook.com | 0788379362
Kigali City, NYARUGENGE, Gitega
My Operators
COWBE Ltd
Nyarugenge-Kigali
AMIRAH Ltd
Current Password
Current password
New Password
New password