

Ticket Management System (TMS)

परिचय:

यस प्रणाली मार्फत ने.वि.प्रा.का सम्पूर्ण कर्मचारी वर्गले ने.वि.प्रा. भित्र सञ्चालित IT System हरूसँग सम्बन्धित समस्याहरुको जानकारी गराइ सुचना प्रविधि विभागबाट सोको सामाधान गराइने छ ।

TMS प्रयोग गर्ने तरिका:

१. TMS कसरी खोल्ने ?

- पहिला ब्राउजर (Google Chrome/FireFox) खोल्नुस् ।
- त्यसपछि nea.org.np/ticket टाइप गरी इन्टर थिच्नुस् ।

nea.org.np/ticket

NEA Ticket Management System - nea.org.np/ticket

nea.org.np/ticket - Google Search



The screenshot shows the NEA Ticket Management System web form. At the top, there is the NEA logo and the text "नेपाल विद्युत प्राधिकरण" and "NEPAL ELECTRICITY AUTHORITY". Below this, the form is titled "NEA Ticket Management System". The form contains several fields: "Select Your Office" (a dropdown menu with "Please Select" as the current selection), "Name" (a text input field), "Mobile Number" (a text input field), "Email" (a text input field), "Ticket Related To" (a dropdown menu with "Please Select" as the current selection), and "Ticket Description" (a large text area). At the bottom of the form, there is a "File" section with a "Choose File" button and the text "No file chosen". Below the file section is a blue "Add new" button.

२. IT System सँग सम्बन्धित समस्याहरु निम्नानुसार भर्नुस् ।



Select Your Office * Please Select

Name * Itahari Distribution Center

Mobile Number * Belbari Distribution Center

Email Anarmani Distribution Center

Ticket Related To * Rangeli Distribution Center

Ticket Description * Bhojpur Distribution Center

Khandbari Distribution Center

Tehrathum Distribution Center

File Choose File No file chosen

Add new

२.१ सर्वप्रथम आफ्नो कार्यालय छान्नुस ।

२.२ आफ्नो नाम र मोबाइल नम्बर भर्नुस् ।

२.३ आफूसँग सम्बन्धित समस्या (Ticket Related To) छान्नुस् ।

उदाहरणको लागि तलको चित्र हेर्नुस् ।



Select Your Office * Anarmani Distribution Center

Name * Ram

Mobile Number * 9812345678

Email ram@abc.com

Ticket Related To * Please Select

Ticket Description * Please Select

E-attendance System

Network & Communication System

CAIS

CRM

File Choose File No file chosen

Add new

३. के समस्या हो ? स्पष्ट लेख्नुस् । उदाहरणको लागि तलको चित्र हेर्नुस् ।



Select Your Office * Anarmani Distribution Center

Name * Ram

Mobile Number * 9812345678

Email * ram@abc.com

Ticket Related To * E-attendance System

Ticket Description *
For E-attendance System
Write your problems here with,
1. AttEnrollID
2. EmpName
3. Problems
4. Problem occurred date

File Choose File No file chosen

Add new

४. यदि समस्या प्रस्तुत गर्न गाह्रो छ भने के नमिलेको हो ? त्यसको Snapshot लिई उक्त फाइल Upload गर्नुस् । उदाहरणको लागि तलको चित्र हेर्नुस् ।

Snapshot कसरी लिने ?

त्यसको लागि तपाईंले समस्या वा प्रतिवेदनवाला फाइल खोलिएकै समय आफ्नो Keyboard मा भएको Print Screen बटन थिचेर उक्त Snapshot लाई MS Paint मा गएर **Ctrl + V** गरी **Paste** गर्नुस् र त्यसलाई Save गर्नुस् । Snapshot File बन्छ । Save गर्ने बेलामा ख्याल गर्नुहोला कि त्यो फाइल कहाँ Save गर्ने हो । ठीक त्यहि Location बाट फाइल Upload गर्नुस् ।

४.१ **Snapshot File** अपलोड गर्न **Choose File** बटन थिच्नुस् ।



Select Your Office * Anarmani Distribution Center

Name * Ram

Mobile Number * 9812345678

Email * ram@abc.com

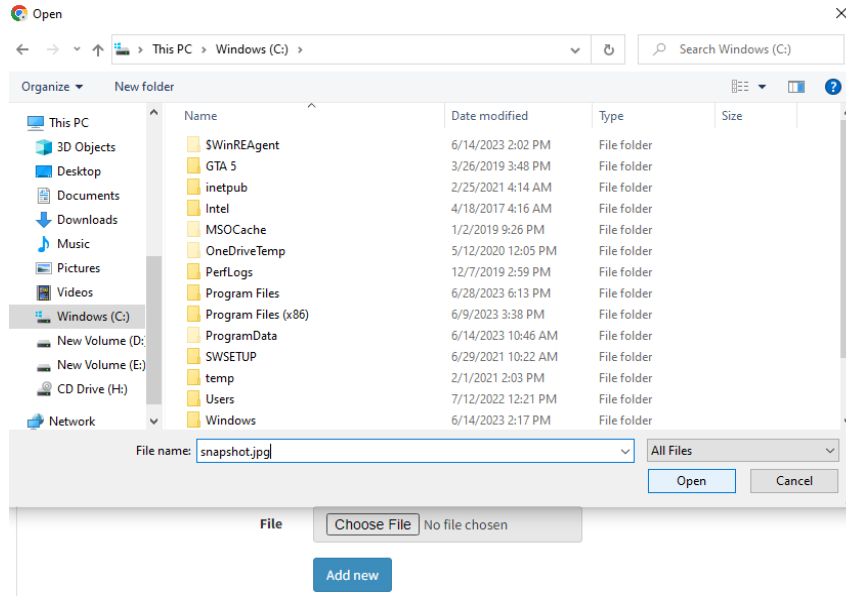
Ticket Related To * E-attendance System

Ticket Description *
If you are unable to mention the problems what you need for assistance then it will be better to upload the file that may be the snapshot of the report.
This process can be done by clicking the **Choose File** button to select and upload that snapshot file which you want to upload

File Choose File No file chosen

Add new

४.२ फाइल छान्ने तरिका तलको चित्रमा देखाए जस्तै ।



४.३ Open बटन थिच्नुस । Sanpshot अपलोड भइहाल्छ ।

५. Add New बटन थिच्नुस् ।

यसरी तपाईंको समस्या प्रवाह गर्ने कार्य सम्पन्न हुन्छ ।

The image shows the NEA Ticket Management System interface. At the top right, there is a green notification box with a checkmark and the text 'Ticket Raised Successfully.'. The main form has the following fields: 'Select Your Office' (a dropdown menu with 'Please Select' selected), 'Name' (a text input field), 'Mobile Number' (a text input field), 'Email' (a text input field), 'Ticket Related To' (a dropdown menu with 'Please Select' selected), and 'Ticket Description' (a large text area). At the bottom, there is a 'File' section with a 'Choose File' button and an 'Add new' button.