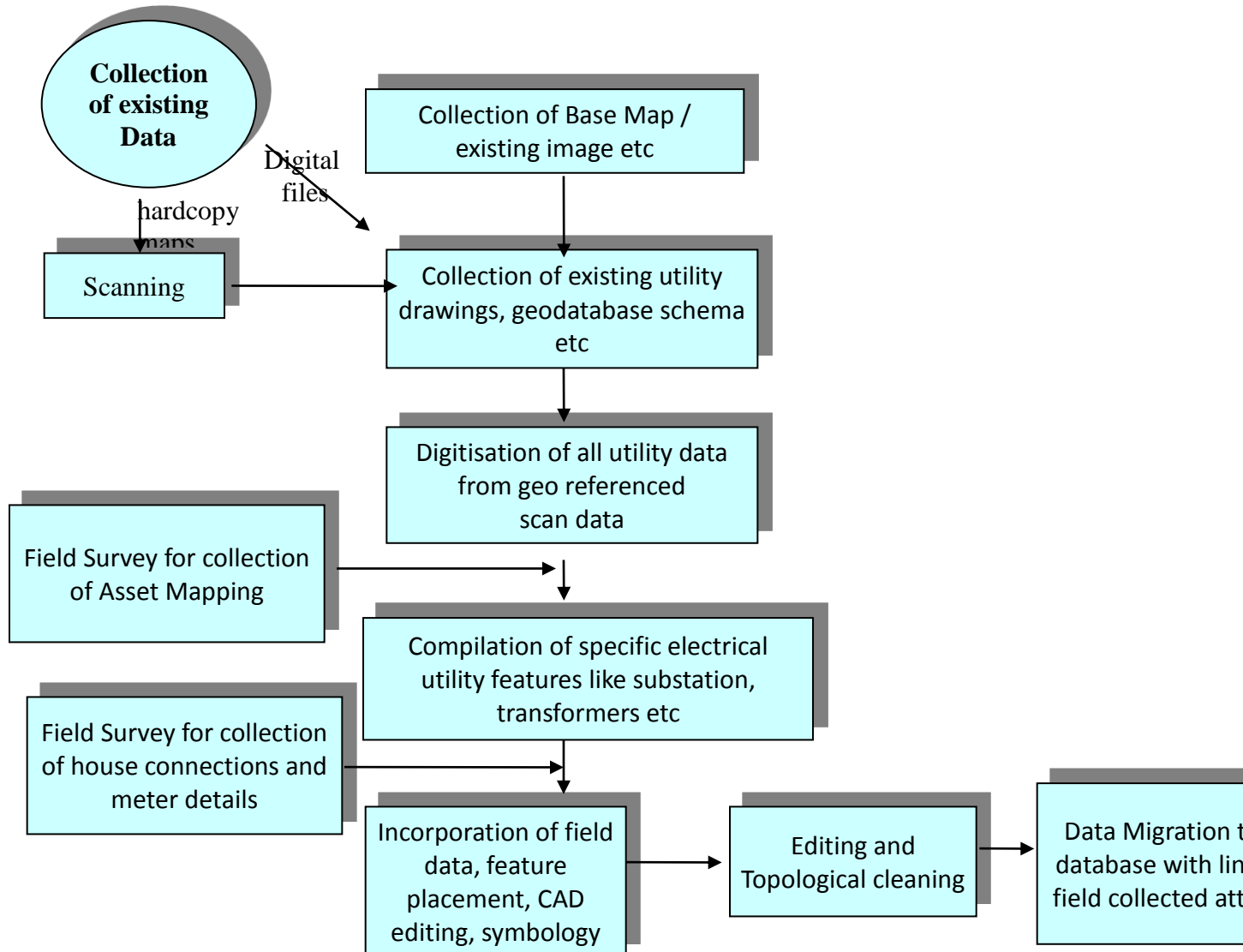


Implementation of R-APDRP:

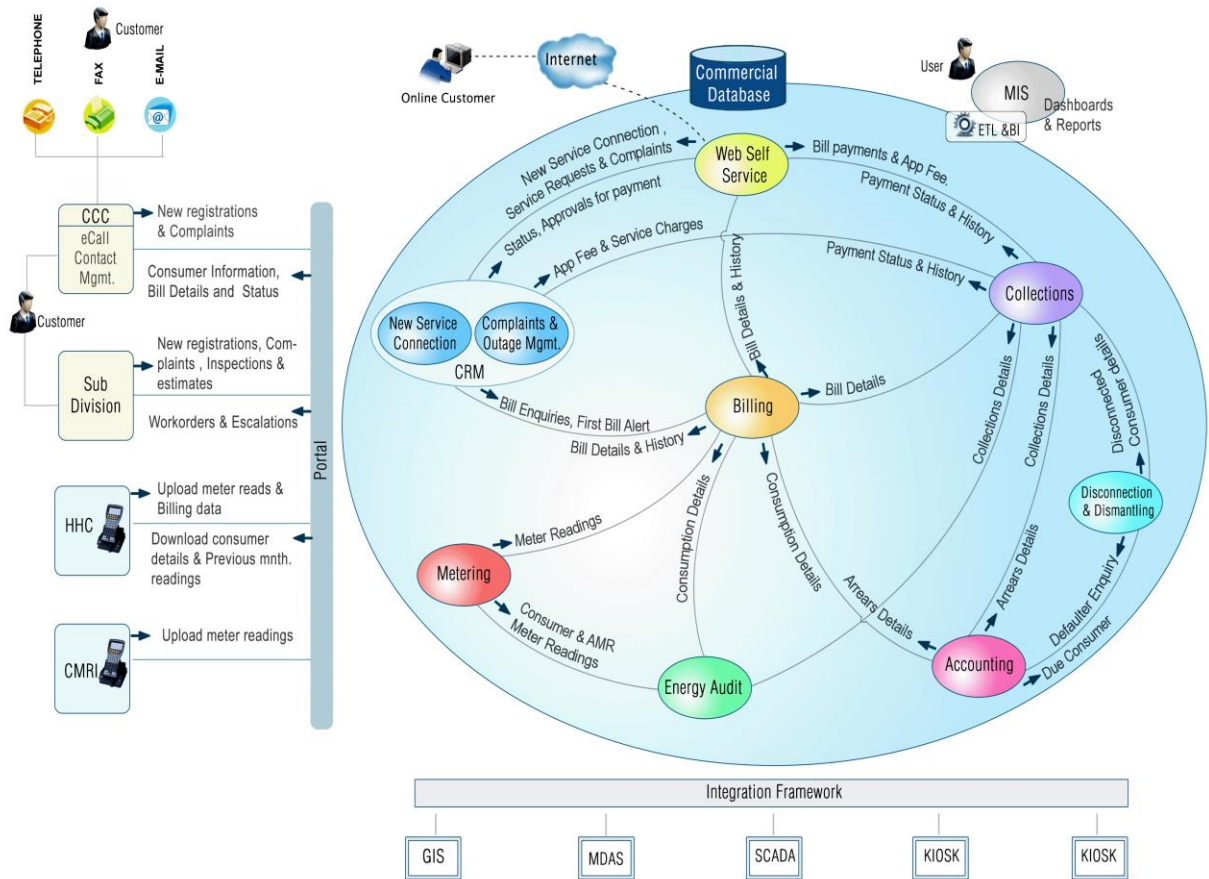
- Various service providers:
 - GIS Solution Provider – Navayuga Infotech
 - Network Solution Provider – IBM
 - Bandwidth Provider – Airtel
 - Application Software Provider including Customer care and Call centre – Phoenix
 - Meter Data Acquisition Solution Provider – Analogics
 - Meter Data Management Solution Provider – Phoenix

GIS:

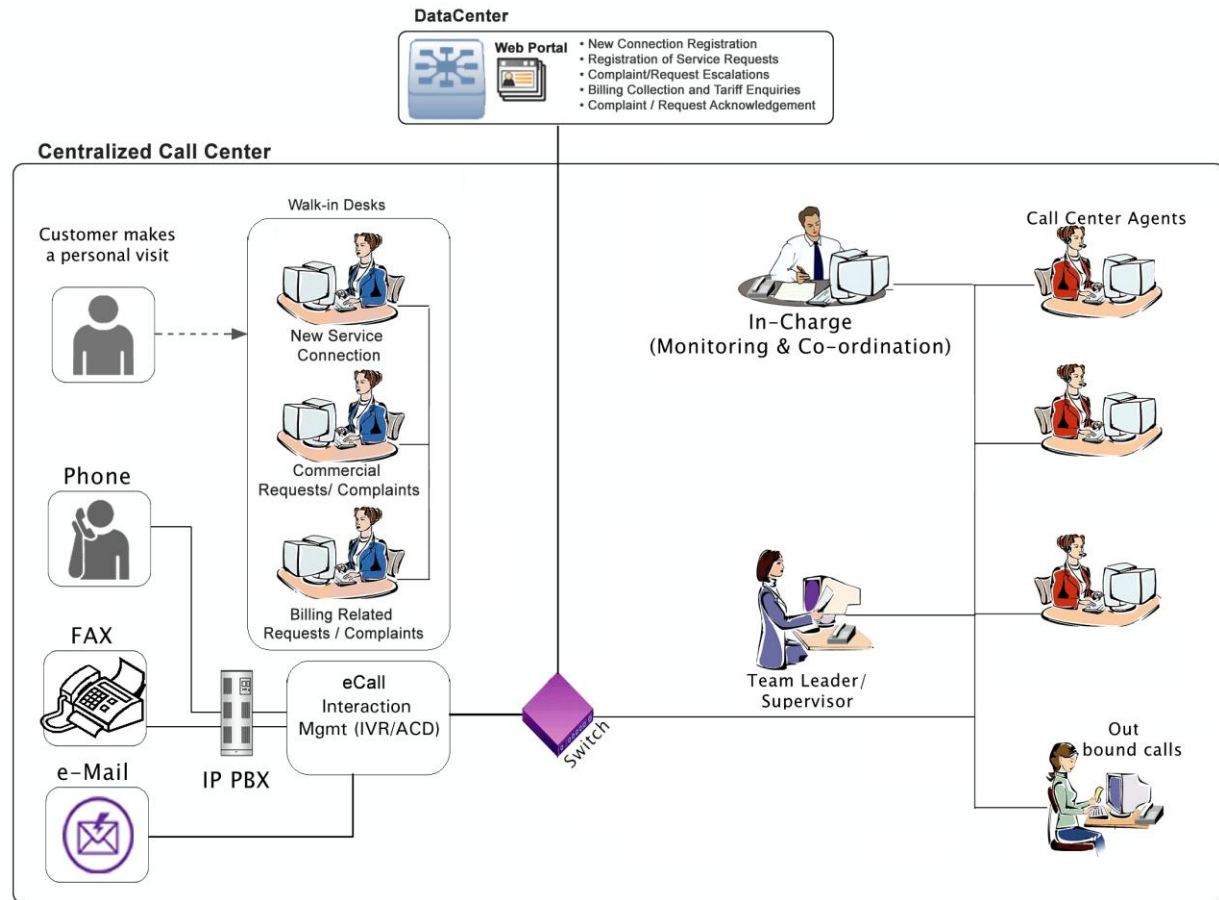


- Application: MBC: Metering Billing and Collection.

mPower Business Process Overview

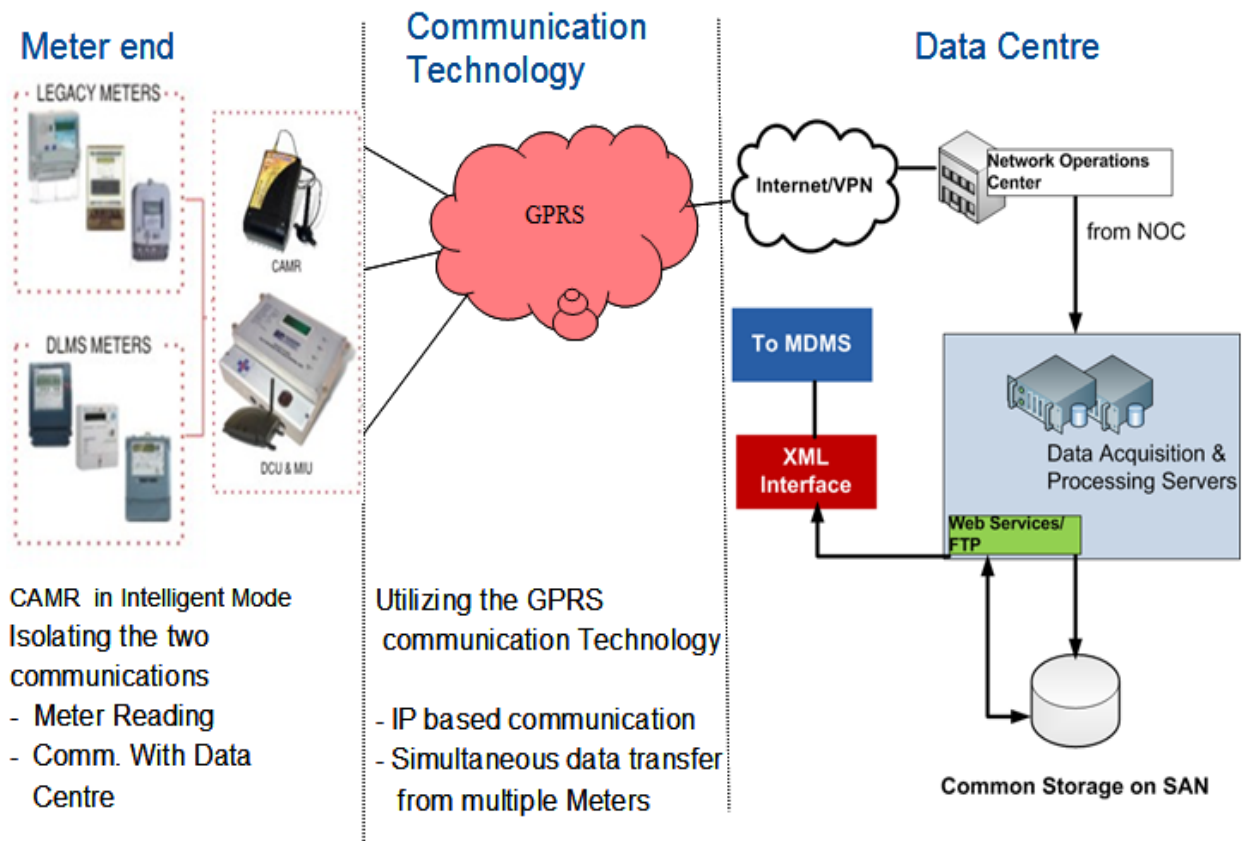


- New Connection: This module provides a single window interface to the customer. When a customer needs new service connection, a sequence of **workflow** activities are triggered which involve: Application registering, Dispatch process, Inspection process, Load approval, Estimation process, Estimation approval, Demand notice process, Payment process Sundry job order, Work completion, Service connection order & release of supply.
- Centralized Customer Care Services: (mPower- eCall from Phoenix) This module comprises features that covers total call center services management including agent desktop, interaction management, IVRS, CTI, ACD, voice logging, campaign management, etc.,



- **Management Information System (MIS):** This module facilitates generation of various reports in both statistical and graphical formats. The reports are generated for various levels of the hierarchy in predefined as well as customizable formats. Various trend analysis reports are generated based on the historical data and static reports on pre-defined formats can be generated either in hierarchy format or constrained to the one office. The consolidation of data is automatically done, once the data is captured at one level.
- **Web Self Service :** Web Self Service provides the utility customers/Vendors with a wide range of possibilities in regards to self-services and enhances customer's relationship with the utility by providing complete access to collaborative services with just an Internet connection.

- Meter Data Acquisition



- The Meter Data Management functions are taken care by Integrator of the Analogics.
- Integrator is a web based interoperable software based on a common framework as defined by MIOS (Meter Inter Operability Solution).
- Digital energy meters (AMR) can be read using this software. Integrator offers scheduled automatic meter reading for large installed base of meters.
- Energy audit: The application records the feeder wise demand with the date and time of event occurrence along with the duration of outage, etc., in the MIS reports and graphs. The module computes the total technical, commercial losses and ATC losses.

Asset mapping and Consumer Indexing:

