

Negative propaganda on media regarding KSEBL EV Charging Stations

There are many baseless and incorrect information regarding EV charging stations of KSEBL via social media and a few networks too. The facts are outlined below.

- ✓ The Kerala State Electricity Board Limited (KSEBL) serves as the State Nodal Agency (SNA) for Electric Vehicle (EV) charging infrastructure in Kerala and its foremost duty is to develop, manage, and expand a robust EV charging network across the state.



- ✓ Accordingly, KSEBL has installed 63 Fast Charging Stations spread in all districts and 1169 Pole Mounted Charging Stations in all constituencies. The charging station's operation is unmanned and a mobile application and central management system (CMS) will handle customer service, money collection, and station operations—all of which are recognized as best practices.

63 Fast charging stations - Contractor & Mobile app:

Sl no.	No. & Type of Stations	Contractor	Mobile app provided by the Contractor
63 Fast Charging stations			
1	6 pilot stations	M/s Mass-Tech Controls Pvt Ltd	Electreefi
2	29 Nos	M/s Tirex Transmission Pvt Ltd	GOEC
3	18 Nos	M/s Okaya Power Pvt Limited	HIEV
4	9 Nos	M/s Indus- Delta Consortium	Kurrent
5	1No.	By KSEBL	KEMapp
Pole Mounted Charging stations			
	10 Pilot stations	M/s BPM Power Pvt Limited	ChargeMOD
	1159 Nos	M/s Genesys Engineers & Contractors	ChargeMOD

The projects were implemented in a phased manner through e-tenders. As per KSEBL tenders, the contractors had to provide mobile application and CMS; each of the contractors provided a different mobile application as per the tender condition. Further, KSEBL has not directly engaged the Mobile Application and is not paying any amount to the mobile applications for managing the stations and providing customer support 24x7, as their agreement is with the Charging Station Installer Contractor. But it has been engaged by the concerned contractor as per their contractual obligations.

DC Fast Charging Stations

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| 1.Electrical Section, Nemom | 35.Kottiyam Section Office |
| 2.Electrical Section, Olai | 36.Angamaly S/s compound |
| 3.Vydyuthi Bhavanam, Palarivattom | 37.110kV Substation, North Paravoor |
| 4.110kV substation, Viyyur | 38.110kV Substaion, Malappuram |
| 5.220kV substation, Nallalam | 39.CGRF |
| 6.110kV substation, Chovva | 40.Electrical Division,Kundara |
| 7.Mattanchery proposed Division Compound | 41.Gandhinagar KSEB plot near to Girinagar Section |
| 8.Kootanad,Palakkad | 42.Pavangad Substation (West Hill) |
| 9.Kothamangalam Substation | 43.Kuttikattoor Substation Velliparamba |
| 10.Land near to ED, Karunagapally | 44.Thamarassery Substation |
| 11.VydyuthiBhavanam Kottarakkara | 45.Ramanattukara Substation |
| 12.VydyuthiBhavanam ,Thodupuzha | 46.Puthuppady Section, Adivaram |
| 13.Kottayam East Section | 47.Avanavanchery Section |
| 14.Land adjacent to TMR Division, Pallom | 48.Koyilandi Substation |
| 15.Vydyuthi Bhavanam, Pathanamthitta | 49.110kV Substation, Ponnani |
| 16.110kV substation, Thiruvalla | 50.Gandhiroad substation |
| 17.Pamba Section Office | 51.33kV Substation, Kannur |
| 18.Nenmara Distribution land at Palakkad | 52.Valapattanam Section Office |
| 19.Paruthipara Substation | 53.Kodungallur Substation |
| 20.Banasura Sagar | 54.Kandassankadav |
| 21.Punnapra Substation | 55.Madakkatara Substation |
| 22.VydyuthiBhavanam,Thiruvananthapuram | 56.Kunnamkulam substation |
| 23.Electrical Division, Neyyatinkara | 57.Chalakudy Substation |
| 24.110kV Substaion, Vadakkenchery | 58.110kV Substation, Valappad |
| 25.Muvattupuzha Substation | 59.Vydyuthi Bhavan, Thrissur |
| 26.Gandhinagar Section, Kottayam | 60.Irinjalakuda Substation |
| 27.Moolamattom | 61.Ollur Section |
| 28.Kanjanhad Substation | 62.Wadakkanchery substation |
| 29.Vydyuthi Bhavan, Tirur | 63.Vadakarapathy |
| 30.Munnar | |
| 31.Electrical Sub Division, Shornur | |
| 32.Electrical section Vaithiri | |
| 33.Vytilla Appellate Authority Compound | |
| 34.Kaloor S/s compound | |



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- ✓ Charging Station Installer Contractor are transferring the amount collected from the charging stations daily to the KSEBL bank account. The payment terms with KSEBL are T+1 which ensures immediate resolution and reconciliation for KSEBL. The revenue is being realized in minimum time by KSEBL.
 - ✓ At this scenario, EV customers were dealing with a significant issue when it came to managing over different mobile applications just to charge at KSEBL stations and the issue was getting aggravated when more and more private charging stations came in to the picture. In these circumstances, lots of requests had been received for a common mobile app for the EV charging stations in Kerala. So, it became highly essential to have a comprehensive software solution including common Mobile App at least for KSEBL stations to facilitate charging at these stations.
 - ✓ Integrating all the software service providers into one platform was not an easy task since the proposed system envisaged operating on a supervisory level of all the existing charging stations' software solutions and providing customer support 24x7. Hence an end-to-end white label solution needed to be developed which could address the various issues faced by the customers as well as the Charge Point Operators. Therefore, KSEBL determined after careful research and analysis that it was reasonable to launch a pilot project to identify a variety of concerns that might arise in the future.
 - ✓ The Kerala Startup Mission (KSUM) had forwarded a proposal of a startup company called M/s BPM Power Pvt Limited towards the development of software solution for the EV initiative by KSEBL, for consideration. As per GO (Ms) No. 35/2018/ITD dated 18.12.2018 of Electronics and IT, GoK, sanction was accorded for direct purchase of mobile applications from Startups under Kerala Startup Mission (KSUM) amounting up to Rs.20,00,000/- (Rs. Twenty Lakh Only) exclusive of GST.
 - ✓ A committee was constituted with a view to study and finalize the Pilot project proposal to be implemented towards white labeled end to end Charging Management solution for EV Charging Stations of KSEBL. On scrutinizing the proposal the committee decided to implement the pilot project proposed by M/s BPM Power Pvt Ltd. at the earliest considering the urgent nature of resolving the issues raised by the customers aiming customer satisfaction. Accordingly, KSEBL decided to implement a pilot project.
 - ✓ Further, an IT Advisory Committee comprising of various eminent technical experts of reputed Government organizations chaired by the Chairman & Managing Director of KSEBL also scrutinized the proposal and recommended to do the pilot project implementation in Thiruvananthapuram, Ernakulam, and Kozhikode before roll out. The software solution was named 'KE Mapp' and pilot version was launched.
 - ✓ Subsequently, all EV Charging equipment suppliers of KSEBL were requested to provide integration support and compatibility while introducing the new application; And the manufactures agreed to extend their maximum support to this new venture.

- ✓ KE Mapp is developed by KSEBL, the state nodal agency for charging stations, with the objective of transferring customer payments directly to KSEBL accounts, avoiding handling by private individuals. The said software, which can be considered as the first to be developed in this field in India, was introduced as a pilot project and was intended to be revised and launched considering the opinions of the users.



- ✓ After around 3 months of pilot operation, based on the customer feedback/apprehensions on then working schema of KE Mapp application, it was decided to reconstruct 'KE Mapp' app. The Global nature of the KE Mapp ecosystem required multiple rounds of discussions and POC implementations as this is a first of kind implementation in the country. Only few developed countries with high EV population have ever tried to do something of similar sorts.
- ✓ The KE Mapp backend infrastructure is a global connected soft infra that enables data pull and push through secure channels to ensure the data protection policies are properly followed as per the corresponding IP rules in action. Accordingly, the same app was reconstructed and has passed the security testing by CERT approved third party agency which is mandatory for any software involving payment gateway integration and to ensure the readiness of the ecosystem to be hosted in KSEBL server and the KE Mapp is fully functional in all the KSEBL charging stations from December 2023.
- ✓ Also, KSEBL, as a PSU has ensured that there is no expiry of the amounts deposited in the wallet by the clients. Proper Due Diligence has been done in each step of implementation to ensure promptness and safety of the ecosystem as this is a centrally connected ecosystem.
- ✓ KE Mapp is unique in the sense it allows multiple applications to work at a time for user convenience. KSEBL has floated an Expression of Interest inviting Charge Point Operators, charging station owners and EMobility Service Providers to integrate with KE Mapp for an enhanced charging experience. With this collaboration, KE Mapp users can seamlessly utilize any mobile application at any Charging Station across the State, reducing the hassle of managing multiple mobile apps/ payment wallets. Further it will facilitate EV charging of interstate travelers as well.

Conclusion:

The progress that the Electric vehicle industry has seen in recent years is not only welcomed, but highly necessary considering the increasing global greenhouse gas levels. KSEBL has set all measures in position to initiate next decade technological advancements to ease the transition from traditional fuel powered vehicle. Additionally, the realization and success of this industry relies on the population and is our hope that through team work and environmental education program, people will feel incentivized and empowered to drive an electric powered vehicle. So go electric and help make a difference. From the above it is evident that being State Nodal Agency (SNA) for Electric Vehicle (EV) charging infrastructure in Kerala, KSEBL is involved in ensuring the availability of EV charging stations at strategic locations across the state, their operational efficiency, and client satisfaction through the provision of top-notch services and user-friendliness.

We appeal all users of charging stations to give their feedback so that together we can improve the systems further.
