



KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under the Companies Act, 1956)

Registered Office: Vidyuthi Bhavanam, Pattom,

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ABSTRACT

Availing Cloud Telephony service for KSEBL at the Centralized Customer Care & Call Center for automated registration of complaints and for providing power outage information through voice bot - Sanctioned - Orders issued.

Corporate Office (IT, CR & CAPs)

BO (FTD)No.619/2022(CEIT/RITU/CCC/Telephony/2022-23) Thiruvananthapuram, Dated: 16.07.2022

- Read: 1. Note No.CEIT/RITU/CCC/Telephony/2022-23 (1) dated 11.06.2022 of the Chief Engineer (IT & CR).
2. Remarks No.FA/TENDER 2/22-22 (1) dated 27.06.2022 of Financial Advisor.
3. Email dated 04.07.2022 from M/s. Bharti Airtel regarding Cyber security features.
4. Note No.CEIT/RITU/CCC/Telephony/2022-23 (2) dated 05.07.2022 of the Chief Engineer (IT, CR & CAPs) submitted to the Full Time Directors (Agenda No.28/7/22).

ORDER

The Call Centre is functioning 24x7 with 4 shifts having 10 Customer Relation Assistants (CRAs) in each shift with 48 channels for incoming calls and 12 channels for outgoing calls. Even though an automated IVR system is provided for complaint registration, if more than 48 consumers contact at CCC, only 48 connections will be allowed at a time. The calls landing in Call Centre will increase exponentially especially during the times of natural calamities/monsoon/ heavy winds.

In order to overcome this intricacy, a redundant automated solution without the need of further infrastructure development was looked for and it was found that a Cloud Telephony service would act as a perfect parallel platform that can be provided as an alternate source for consumers to register their complaints/service requests automatically in a hassle free manner without manual intervention or having to wait in queue over a long period of time. The advantages and features of Cloud Telephony service is that it has no restrictions in the number of calls that can land in the platform at a time. Complaints/service requests from consumers can be registered automatically without any manual intervention. It has features such as automatic complaint/service request registration through IVRS, SMS complaint automatic registration, automatic voice bot call back service, automatic registration of complaints/services and clearing of consumer queries through WhatsApp, etc.

Technical and commercial offers were invited from India's best service providers to implement the Cloud Telephony as a parallel redundant service to the existing service provided by M/s. BSNL. Offers were received from M/s. Bharti Airtel Ltd and M/s. Vodafone Idea Ltd. M/s. Reliance Jio Infocom Ltd. had informed that they are unable to provide the Cloud Telephony service.

After comparison of the technical and commercial offers from M/s. Vodafone and M/s. Airtel, the Chief Engineer (IT,CR&CAPs) as per note read as 1st above reported that commercially M/s. Bharti Airtel quoted the lowest offer with lesser monthly recurring charges and hence more economical than offer from M/s. Vodafone. The Financial Advisor, KSEBL as per note read as 2nd above recommended the proposal and suggested to ensure that the cybersecurity requirements of the establishment is addressed. In this regard M/s. Airtel as per email read as 3rd above confirmed that Airtel IQ is a secure system with ISO 27001 & ISO 22301 certified for information security management and resilience. The matter as placed before the Full Time Directors as per Note read as 4th above.

Having considered the matter in detail, the Full Time Directors, KSEBL, in the meeting held on 07.07.2022 resolved to accord sanction to avail the Cloud Telephony services as a redundant service for KSEBL including the features such as automatic complaint/service request registration through IVRS, automatic registration of complaint through SMS, automatic voice bot call back service for Power outage & billing information, WhatsApp business API service for automatic registration of complaints and for resolving customer queries through WhatsApp.

Further resolved to entrust M/s. Bharti Airtel Ltd. to implement the Cloud Telephony service at the Centralised Customer Care & Call Centre, KSEBL, after obtaining their rock bottom offer. The technical performance of Airtel Cloud telephony system shall be reviewed after six months and periodically thereafter.

Orders are issued accordingly.

**By Order of the
Full Time Directors**

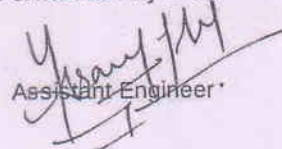


**LEKHA G
Company Secretary**

To:
The Chief Engineer (IT,CR&CAPs)

Copy to: The Chief Engineer, Distribution (South/ Central/North)/ Financial
Advisor/CVO/LA&DEO/ CIA/Company Secretary/CPRO
The TA to CMD/ D(GE)/D (T,SO,P& Safety) /D(REES,Soura,S&W)/G(C)
The PA to D(F,IT&HRM)
The CA to Secretary (Admin)
Stock File

Forwarded / By Order



Assistant Engineer