



KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under the Companies Act, 1956)

Registered Office: Vidyuthi Bhavanam, Pattom,

Thiruvananthapuram – 695 004

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ABSTRACT

Revamping of Existing CCC & CRM software of KSEBL under RDSS Scheme - Inviting Expression of Interest (Eoi) - Sanctioned - Orders issued.

Corporate Office (IT, CR & CAPs)

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Thiruvananthapuram, Dated: 09.05.2022

(FTD)No.390/2022(CEIT/CCC&CS/KEPCOKDN/14/2021-22)

Read: 1. Note no. CEIT/CCC&CS/KEPCOKDN/14/2021-22(4) dated 09.04.2022 of the Chief Engineer (IT, CR & CAPs) submitted to the Full Time Directors (Agenda No:102/4/22).

ORDER

As part of implementation of Part-A of RAPDRP scheme, KSEBL has set up a 24x7 Centralized Call Centre with toll free number 1912 at Vidyuthi Bhavanam, Thiruvananthapuram, Kerala. All 776 Electrical Sections are now linked with the Centralised Customer care (CCC). At present more than 3.5 Lakhs complaints per month are being registered and managed through the existing customer care software. Complaints are being registered automatically through 1912 IVRS, Call centre Agents, 776 section offices, Website, Whatsapp, etc. BSNL is providing the PRI/SIP lines to call centre. Presently 60 channels are connected and will be upgrading to 120 channels soon.

Centralised Call Centre commenced its operation in 2014 and more than 8 years of operation of systems is completed. Since the installed system is lacking many latest facilities, the software solution is to be revamped to cater the requirements of 1.3 Crore KSEBL consumers. A detailed note read (1) above was submitted for revamping the existing CCC & CRM software under the RDSS scheme with a total budget allocation of ₹12 Crore (₹2 Crore is allocated for Customer Relationship Management (CRM) software, ₹5 Crore for Centralized Customer Care Centre (CCC) and ₹5 Crore for Centralized Customer Database (CCDB) under IT/OT Projects).

In order to get a deeper insight into the modern technology solutions and Artificial Intelligence Solutions available in the market for CCC & CRM software, it was proposed to invite an Expression of Interest (Eoi) from interested firms. The objective of the Expression of Interest is for exploring all the new features associated with CCC & CRM solution in order to prepare a fool proof RFP & SRS (System Requirement Specification) to carry out the work of supply, installation, integration & commissioning of Call Centre & Customer care solution including CRM software, Call Management, complaints management, Complaint resolution interface, Mobile App for field staff, Voice bot, Chatbot,

Outage Management System (OMS), Mail management, etc. for KSEBL. Full revamping of CCC & CRM software is envisaged and the new software is to be integrated with all the existing applications & software. It is also proposed to arrange a presentation covering the technical Solutions offered by the firms, before a committee constituted for the purpose after the submission of the Eol by the firms.

Having considered the matter in detail, the Full Time Directors, KSEBL in its meeting held on 27.04.2022 resolved to accord sanction to invite an Expression of Interest (Eol) to explore all the new features associated with latest CCC & CRM solutions so as to prepare a fool proof RFP & SRS to revamp the existing CCC software under RDSS scheme.

Orders are issued accordingly.

By Order of the
Full Time Directors

sd/-

LEKHA G
Company Secretary

To:

The Chief Engineer (IT, CR & CAPs)

Copy to: 1. The Chief Vigilance Officer

2. The TA to the CMD/ TA to the Director (Dist.&IT)/Trans & SO/Gen-Electrical/Gen-Civil/Planning, Safety & SCM/REES, Soura & Sports&Welfare

3. The PA to the Director (Finance) ✓

4. The Company Secretary

5. The Chief Public Relation Officer

6. The CA to the Secretary (Admin)

7. Stock file.

Approved For Issue


Assistant Executive Engineer