

ORGANIZER



**DISTRIBUTION
UTILITY MEET
DUM 2024**

SPECIAL PLENARY SESSION - SUSTAINABILITY OF DISCOMs

HR, Customer Engagement and Service Quality

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Distribution Utility Meet | 14 - 15 November 2024 | www.dumindia.in





Human Resource

- **Address Skill Gaps with Focused Training**
- **Enhance Employee engagement & Productivity**
- **Ensure Regulatory Compliance**
- **Optimize Workforce Productivity**
- **Strengthen Financial Management**





Consumer Experience

- **Smart Alerts & Notifications**
- **Safety & Protection**
- **Energy Tracking & Management**
- **Balance Forecasting & Auto Pay**
- **Subsidy Tracker**
- **Solar Generation Pattern**
- **Consumer Awareness Program**
- **Unified App**





Utility Experience

- Predictive Maintenance
- Outage Management
- Meter Anomalies
- Power Quality
- Network Optimization

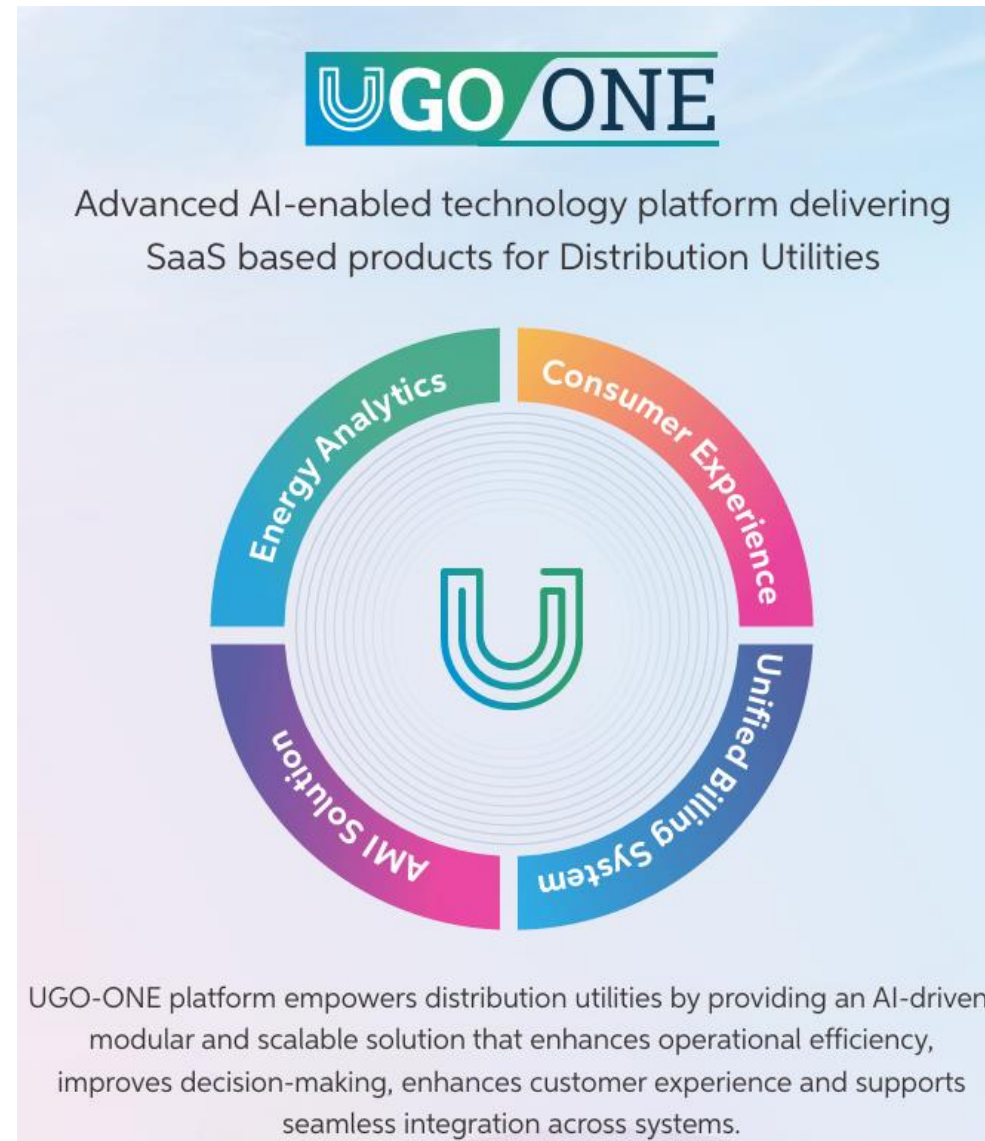




Service Quality

- **AMI Analytics**
- **Grid Automation & Fault Detection**
- **Predictive Maintenance**
- **Meter Anomalies**
- **Power Quality**
- **Network Optimization**







THANK YOU

For discussions/suggestions/queries email: dum@indiasmartgrid.org

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[Links/References \(If any\)](#)

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