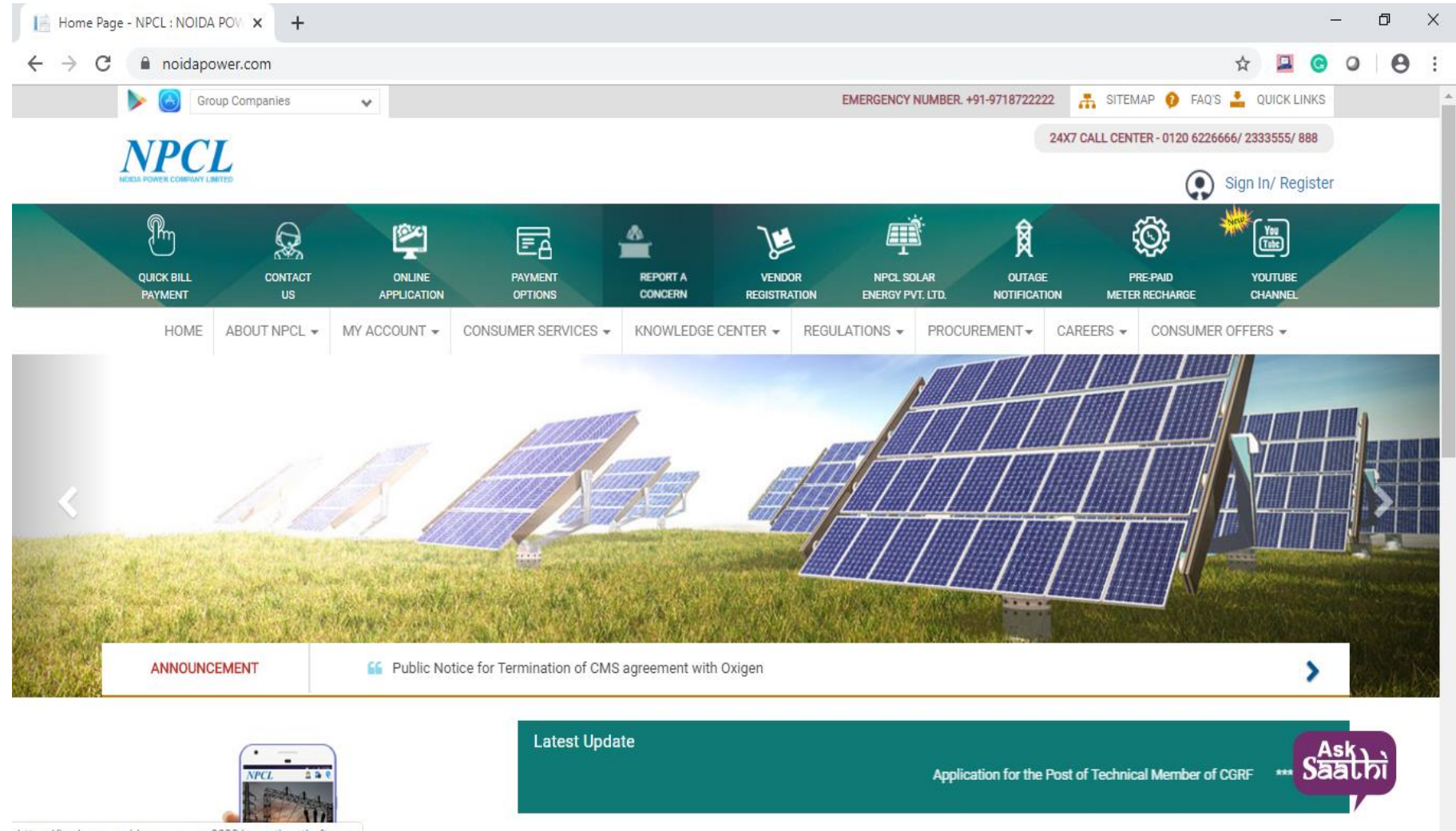
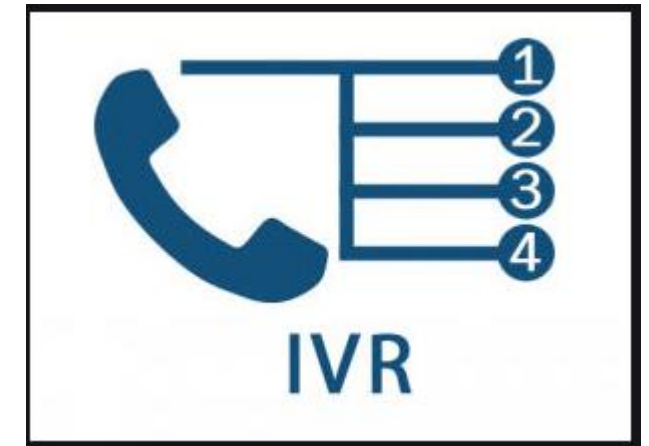
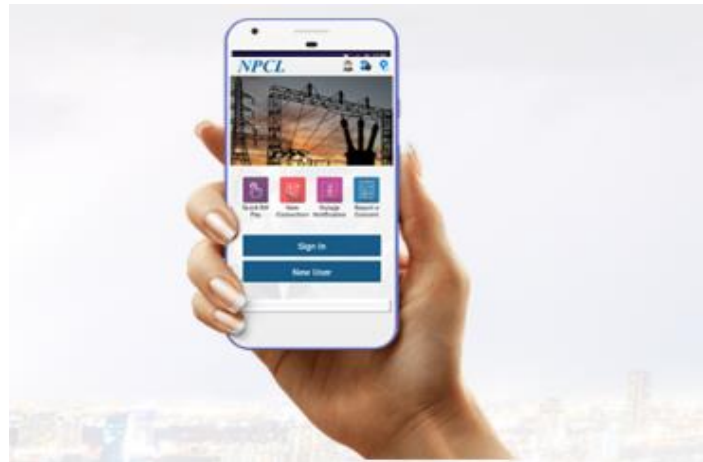
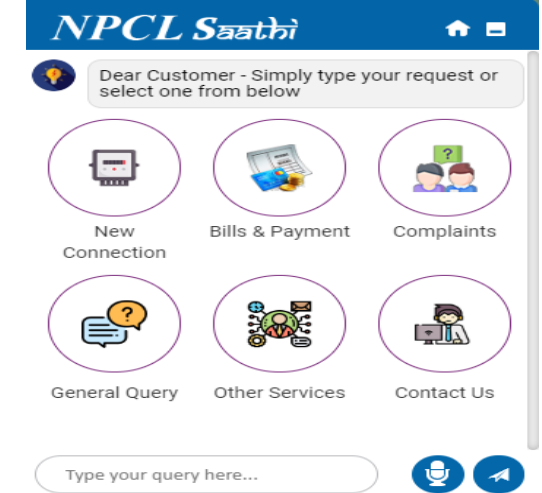
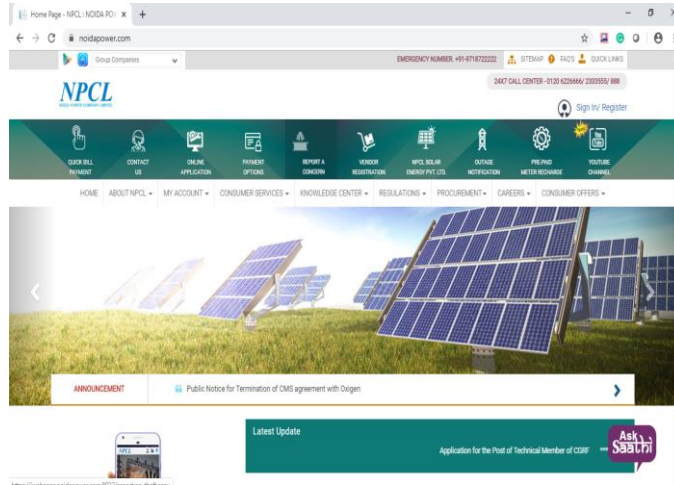


Voice of the Customer in the Digital Era

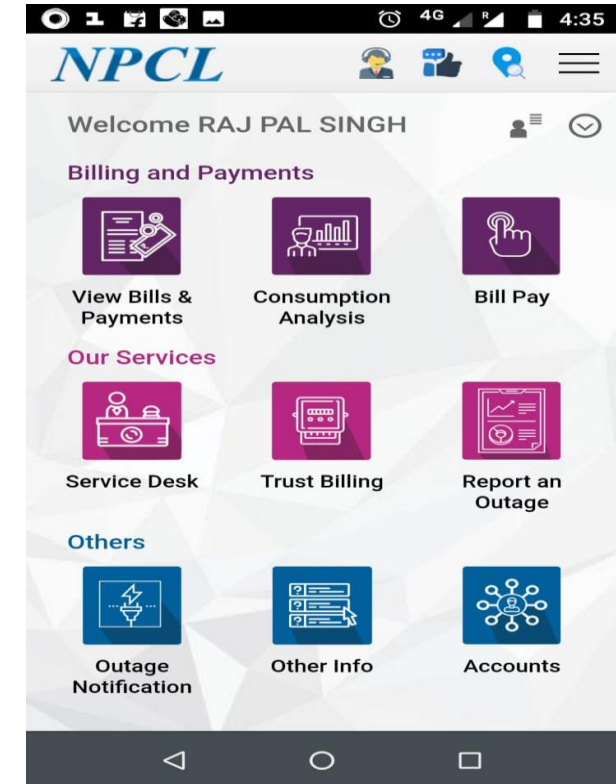
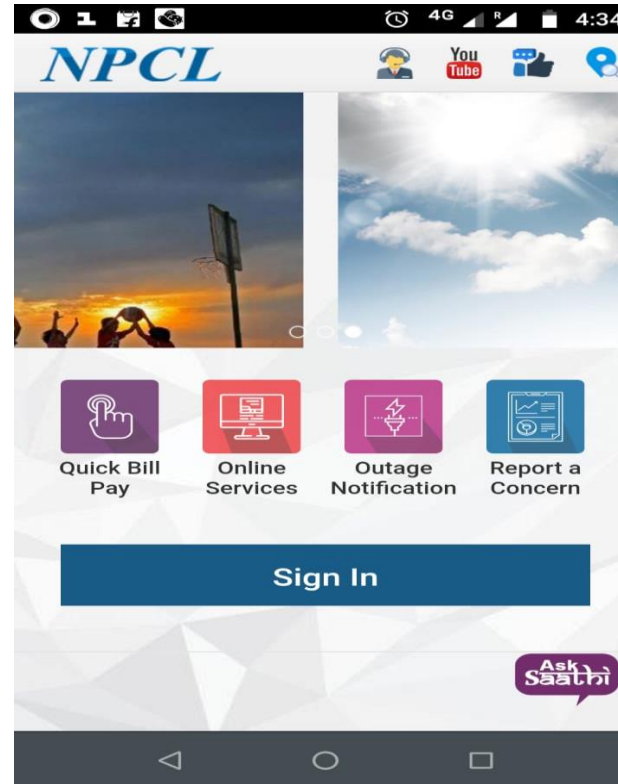
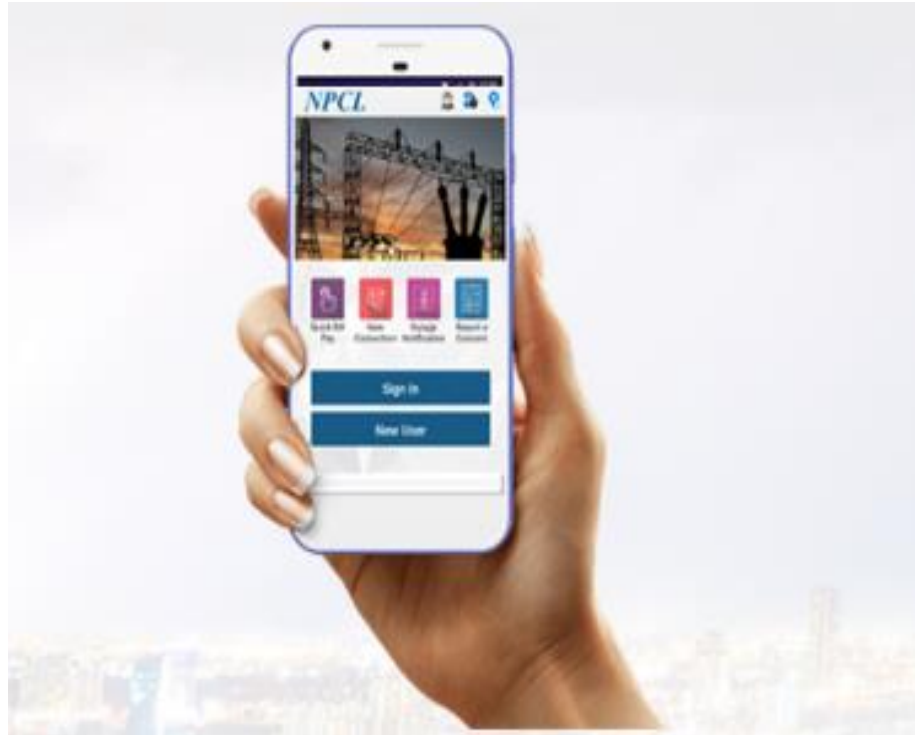
- 360 degree connect
- Virtual Office
- Easy Access to Information
- Faster Resolution
- E-Bill & Online Payment Options



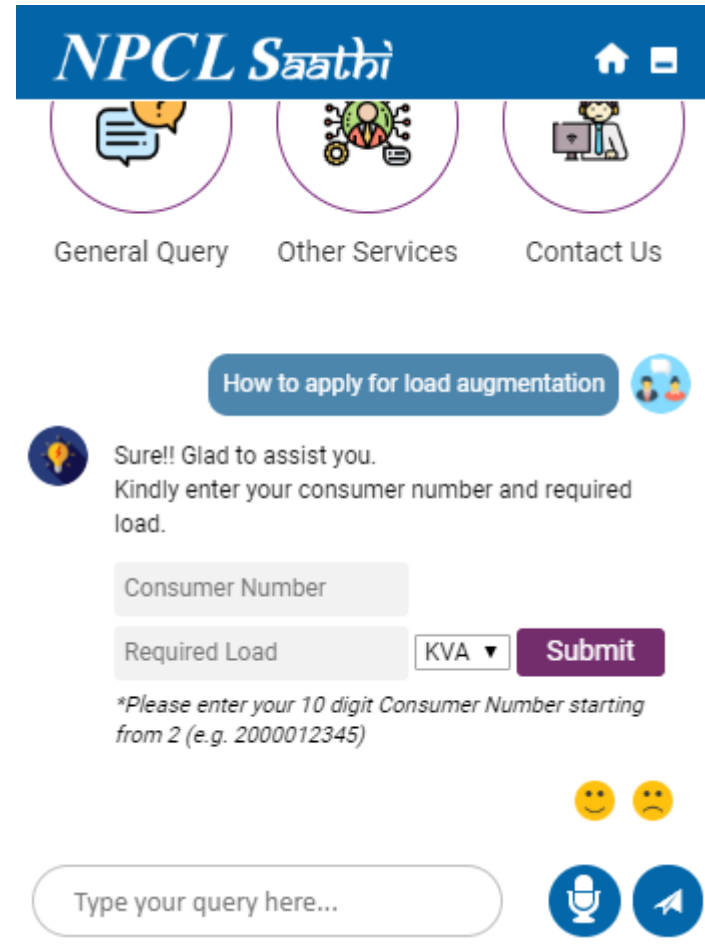
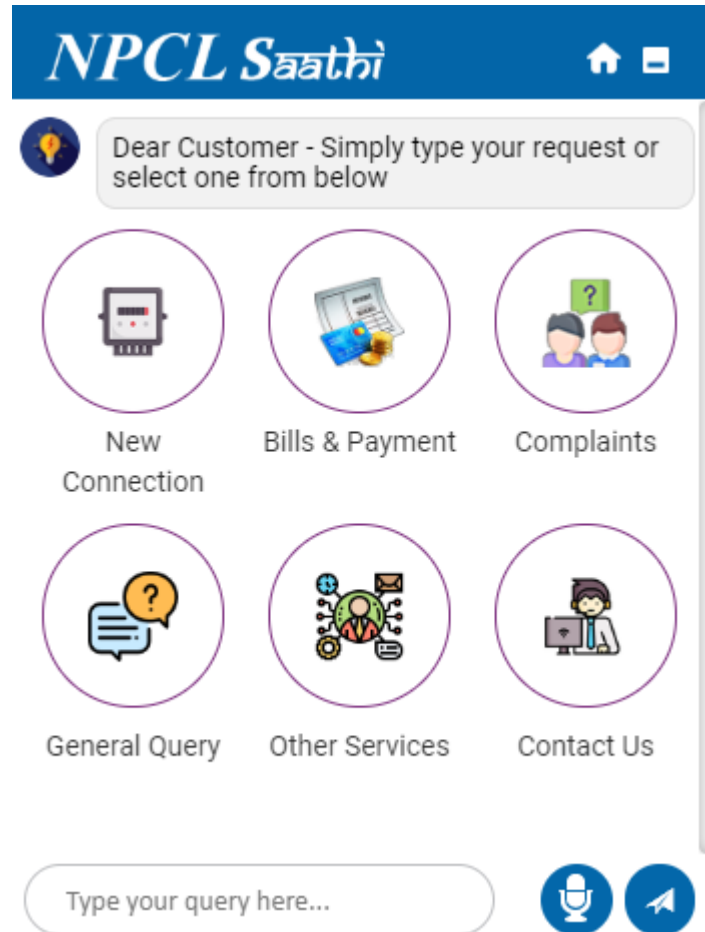
The screenshot displays the NPCL Consumer Portal website. The browser address bar shows 'noidapower.com'. The header includes the NPCL logo, a 'Group Companies' dropdown, an emergency number (+91-9718722222), and links for Sitemap, FAQs, and Quick Links. A 24x7 call center number (0120 6226666/ 2333555/ 888) is also present. A 'Sign In/ Register' button is located on the right. The main navigation bar features icons and labels for: Quick Bill Payment, Contact Us, Online Application, Payment Options, Report a Concern, Vendor Registration, NPCL Solar Energy Pvt. Ltd., Outage Notification, Pre-paid Meter Recharge, and YouTube Channel. Below this is a secondary navigation bar with links: Home, About NPCL, My Account, Consumer Services, Knowledge Center, Regulations, Procurement, Careers, and Consumer Offers. The main content area features a large banner image of solar panels in a field. Below the banner is an 'ANNOUNCEMENT' section with a link to 'Public Notice for Termination of CMS agreement with Oxygen'. At the bottom, there is a 'Latest Update' section with a link to 'Application for the Post of Technical Member of CGRF' and an 'Ask Saathi' button.



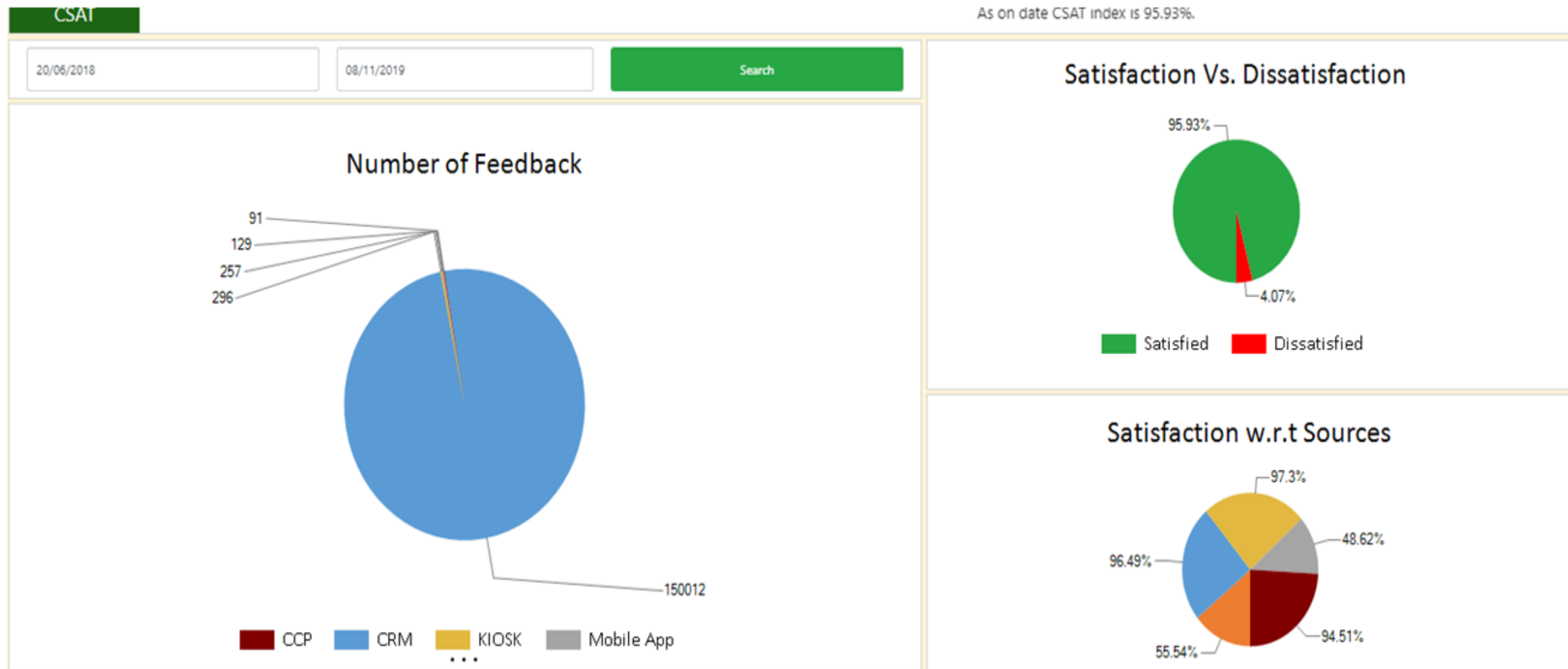
- Report Outages/Outages Status
- Bills Download
- Integrated Chat bot



- “NPCL Saathi” developed and launched in 2018 with in-house resources



- Text and Voice Driven
- Supports Scripted & Unscripted Queries
- Accuracy more than 93%
- No. of queries more than 14000



- **Voice Bots as assistants for Consumers**
- **Immersive experience**
- **Tailored responses and zero wait time**



Thank You