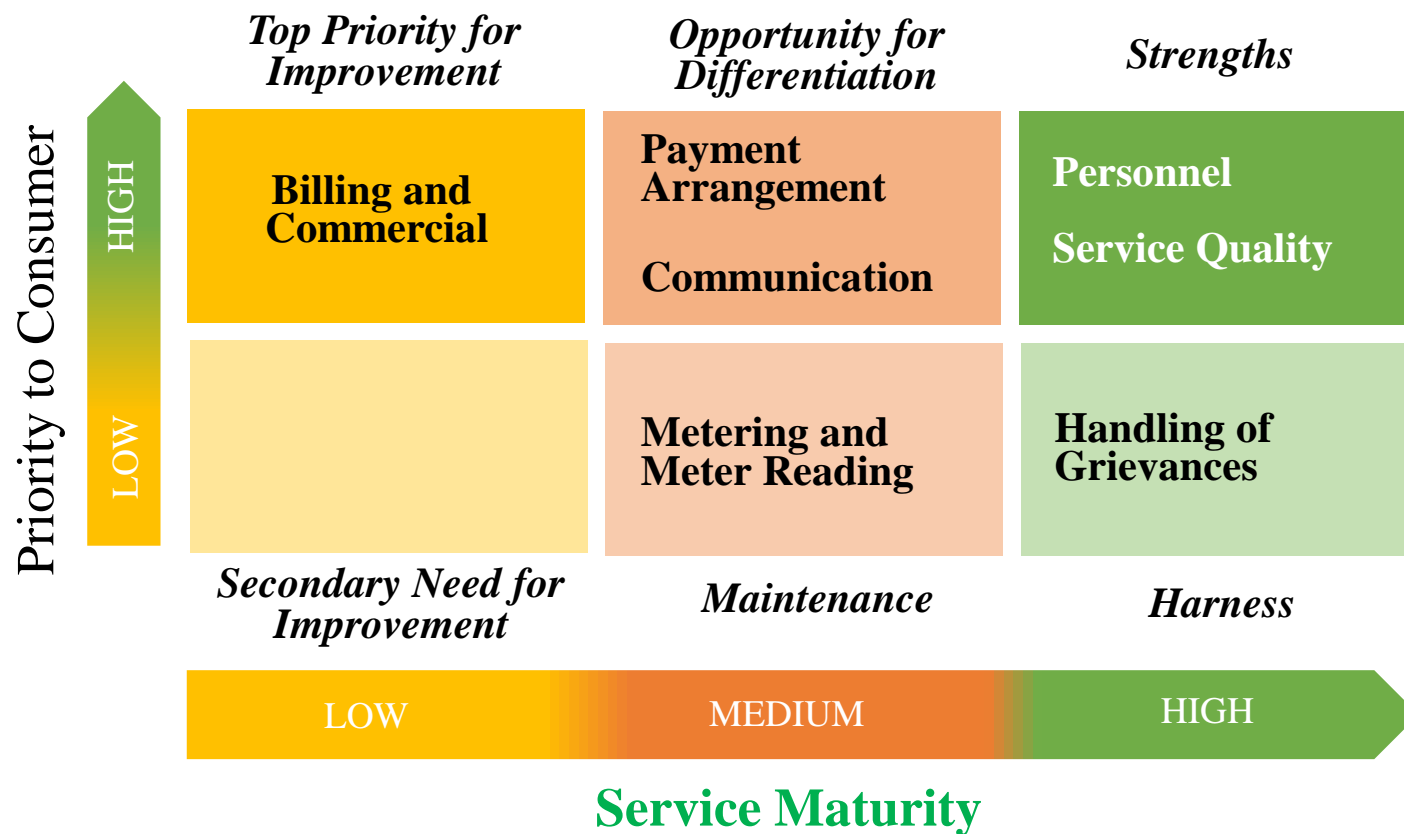# INTRODUCTION

- The Role of Discom

- The Gap as we mature towards Digital Utility Environment

- Transforming Vast and Significant Rural Assets

- RTIs Interventions in Transforming Rural and Semi-Urban Consumers through RTIs Proprietary EMPOWER GAINS™ model.

Organizing Partner

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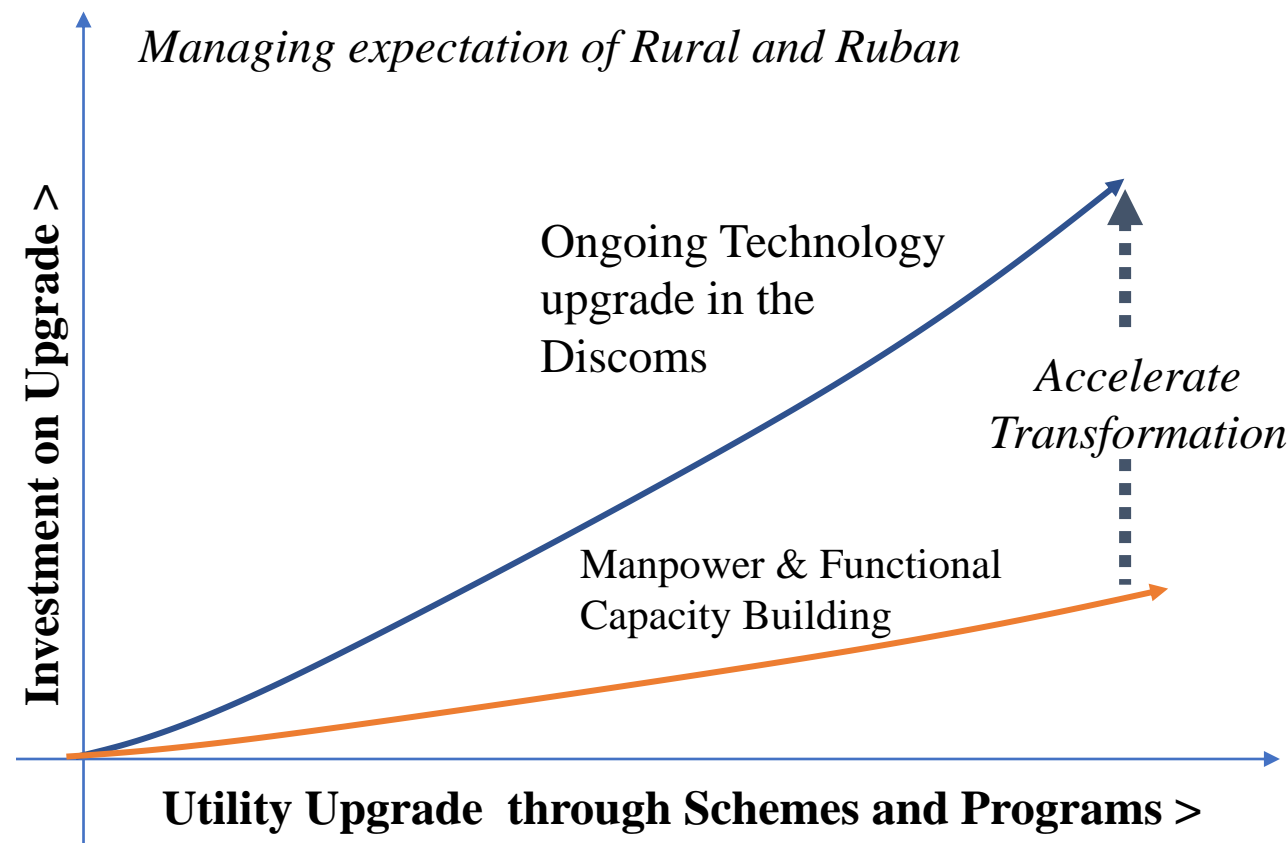UTILITY MEET
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Service Delivery Challenges – Utility Efficiency

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Evidently all the initiatives on network improvement and implementation of IT and automation covered under different schemes sponsored by state Government or The Government of India, lead to

1. Improvement in Quality of Supply and Billing and Collection as well as
2. Reduction of AT&C losses

However, the critical fault line is evidently the Gap between Technology and Upgrade of the Human Capital. The Gap is Even wider in the vast Rural and Ruban Circles.

Managing expectation of Rural and Ruban

Investment on Upgrade >

Ongoing Technology upgrade in the Discoms

Accelerate Transformation

Manpower & Functional Capacity Building

Utility Upgrade through Schemes and Programs >

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The Rural and Ruban Consumer Context

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Quality
- Supply connectivity
- Proper and Periodical Billing
- Being Properly Heard
- Reliability of Power
- Citizen Charter Education
- Speedy Resolution

Operational
- Last mile Reliability and Quality of Power
- Network Protection Drives
- Periodical Feeder Walk downs invests confidence to the consumers
- Spot Resolutions

Manpower
- Community Connect
- Outreach and Education
- Service to the Last mile
- Cut Short Cumbersome Delays
- Rural Understanding – Family, Agri Field and Community Dynamics

Renewables
- Feasibility Studies
- Network upgrades
- Consumer Education
- Build Community support

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Full Scale Transformation through EMPOWER GAINS™

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Interventions Pillars >>	**Pillar 1 -** Process Re-engineering & Improvement	**Pillar 2 -** Commercial Interventions	**Pillar 3 -** Technical Interventions	**Pillar 4 –** Governance	**Pillar 5 –** Employee Engagement - Reward and Recognition
Scope >>	• Streamline Consumer Processes • Assure zero pendency • Quick turnarounds and fixing KPIs • Enhance reporting and monitoring • Escalation matrix	• Curb defective meters cases • Meter Reading Efficacy • Empower Enforcement with internal vigilance • Strengthening Collection and Payment Mechanism	• Monitoring and Balancing Feeder & DT Load • Asset and Network Management. For Improving QoS • Arrest Distribution Loss	• More authority to O&M • Efficiency Monitoring and Training • Empowerment through building trust and growth partnerships. • Governance Efficiency through SoP	• Capacity building and Training to across Staff hierarchy • Conduct Ideation and Brainstorming workshops • Life skill enhancement for all Staff. • Employee incentive framework R&R and Gain sharing.
Share of Efficiency Enhancement >>	~20%	~ 25%	~ 25%	~ 15%	~ 15%

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Templatize and M&E under EMPOWER GAINS™

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	Pillar 1 - Process Re-engineering & Improvement	Pillar 2 - Commercial Interventions	Pillar 3 - Technical Interventions	Pillar 4 – Governance	Pillar 5 – Employee Engagement - Reward and Recognition
Baseline	• Streamline processes	• Baselining of existing Processes	• Technical Baselining, Walkdown survey and mapping	• Governance Reporting	• Baselining
Benchmark **Transform** *Record Analyse Act Impact*	Quick turnarounds and fixing KPIs	• B'mark Defective meters cases • Empower enforcement with internal vigilance	• SoPs for Technical Interventions	• Process and Reporting Benchmarks	• Capacity building and Training to all staff on Empowerment & Motivation
	• Enhance reporting and monitoring • Escalation matrix	• Regular Meter reading by curtailing Delay cases and Average Billing • Empower enforcement with internal vigilance	• Monitoring and correcting Feeder & DT load balance • Arrest Distribution loss on target feeders.	• Efficiency monitoring and training cohesively enhances internal governance.	• Conduct ideation and brainstorming workshops for senior staff • Performance Improvement & Life skill enhancement for all Staff.

EMPOWER GAINS™ - Key Interventions
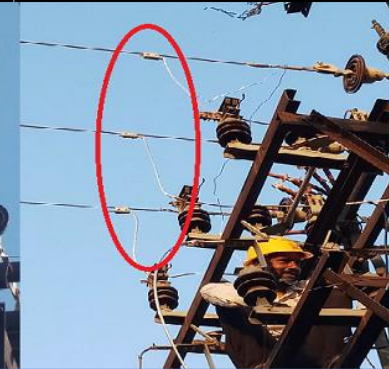
Consumer Feedback

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**Renu,
Sakhi Mahila Milk Produce**

All our gratitude to Jaipur Discom the technical officials, such improvements are crucial for reliability and quality attendance to the network. Saves us from accidents and necessary for women safety and empowerment

We support the initative.

**Anurag Singh,
Owner, Oil Expeller**

We are heavily dependent on supply reliability and quality.

Grateful to Discom for the initiative on major network health related work. This has enhanced possibilities and avenues for entrepreneurs like us.

**Rakesh,
Teacher**

The supply hours and lot of O&M improvement done in the area is appreciable.

Students need comfort and power supply for lot of research related assignments. We support Discom for the initiative.

**Ved Prakash,
Doctor**

The work executed under the program has enhanced supply hours and quality.

This enhances better treatment and medical services availability to the area. Discom's efforts have proven useful

**Neera Sharma,
Anganwadi Worker**

The Power Reliability in the area has improved significantly.

This enhances possibilities for working Women.

We are thankful to Discom

Changing Needs of Digital Consumers & Expectation

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Consumers Need		SUPPLY *I need now?*	ETHICS *Can I Trust?*	SERVICE *Make it Easy, Pls !*	DATA *Know Me ?*	ADAPTION *Adapt to me!*
What is Expected ?	Approach	• Developing a multichannel platform that seamlessly onboard consumers	Consumer information is more crucial than material assets	• Automated backend and Demand responsiveness for ease of access	Seamless multichannel platform for advance analytics of entire consumer journey	Capacity building, Learning and Adaption interventions
	Experience	Upgrading from Transactional to Customer Engagement Experience	Foster confidence, led by example from Banking Industry,	Simultaneously enhance consumer satisfaction with lowering costs	Develop Consumer centric backend for a perfect value partnership	Draw a wealth of experience from Dynamic Environment
Where we are.		Cumbersome Documents Manumitted Processes Iterative	Low KYC Levels Consumption pattern Load Studies	Multiple Interaction for Basic Service Level Request	System Centric Backend Consumer needs to hack through the process	Consumer Adapts to utility through unlearning

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THANK YOU

Organizer