



KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under the Indian Companies Act,1956)

Vydyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004

Phone: (0471) 251 4685

Email: mdkseb@ksebn.net

No. D(D&S)/IT/OMS App

Dated 18.10.2016

CIRCULAR

Sub: Roll-out of Outage Management System (Urja Doothu) and Bill Information System (Urja Sowhrida) - Implementation in field offices- Directions issued to Distribution Field Offices - reg.

Ref: B.O.No. (D(D,S&G-E) No.2954 /2016(IT/CU/OMS/2016-17/) Thiruvananthapuram, dated 17.10.16

Vide B.O.No.(D(D,S&G-E) No.2954 /2016(IT/CU/OMS/2016-17/) Thiruvananthapuram, dated 17.10.2016, Board has accorded sanction for the pilot implementation of Outage Management System (Urja Doothu) and Bill Information System (Urja Sowhrida) in Electrical Sections, Ulloor and Kesavadasapuram followed by state-wide roll-out. The above projects are under pilot implementation from 07.09.2016. Now it has been decided to roll-out the projects through out the state. The following activities are to be carried out in Distribution field offices for successful roll-out.

1. Outage Management System (Urja Doothu) is a software application through which KSEBL is planning to send SMS based information to the consumers regarding power supply interruptions up to Distribution transformer level. In order to achieve this, all the supply interruptions at 11 kV feeder level and Distribution transformer level (scheduled shut down, breakdown etc) shall be registered in the OMS software by the concerned field officials (Assistant Engineer/ Sub-Engineer in-charge of maintenance/breakdown) at each Electrical section.

2.The section officials can log the schedule and duration of expected interruption (11 kV feederwise/ transformerwise) in the OMS software and trigger SMS to the consumers under the selected transformer or feeder.

3. For the OMS application to deliver its planned objectives, primarily two information are to be made available in the OMS application:

(i) Transformerwise consumer information and (ii) Mobile number of consumers

4. A provision is made in the OrumaNet software to select Area code/Day code wise consumers and map them to the respective transformers. This is an easy way to establish Consumer-Transformer mapping in bulk numbers. (The Assistant Engineer/Sub Engineer/Senior Superintendent/Senior Assistant can carry out this task with the help of Meter Reader/Line staff). The OMS software will access this information from OrumaNet software to send SMS to consumers.

5. The consumers who wish to avail this service can register their mobile number by online through the official website of KSEBL www.kseb.in.
6. Alternatively, the section officials may make arrangements to collect mobile numbers through front offices (by PRA), cash counters, billing sections etc. Suitable display boards, notices, banners etc may be used for this purpose. Provision is made available in 'OrumaNet' software to accept mobile numbers of consumers.
7. The registered consumers in on-line portal of KSEBL- "wss.kseb.in" can also register their mobile numbers in the portal itself to receive the outage information.
8. Bill information system (Urja Sowhrida) is a software application through which KSEBL is planning to send bill information such as bill amount, due date, disconnection date etc to consumers through SMS and e-mail. The consumers, who are registering their mobile numbers for outage information can also register their mail address to receive electricity bill information by e-mail.
9. The electricity bill of consumers as and when prepared by the central server will be sent automatically to the registered mobile number and e-mail address of consumer. They will also get SMS alerts if bill is pending till DC date.

All Distribution field officers are requested to carry-out the following activities for the successful implementation of these applications:

- (1) Ensure prompt logging-in of scheduled/unscheduled outage details by responsible officers at Electrical sections.
- (2) Completion of Transformer-Consumer mapping within 2 weeks in OrumaNet application.
- (3) Plan and carryout proper campaigns to make the consumers aware of the benefits of 'Urja Doothu' and 'Urja Sowhrida' applications through suitable display boards, notices, banners etc at Electrical sections.
- (4) Ensure proper arrangements at Electrical sections to collect mobile numbers/email ids of consumers, interested in getting enrolled in these applications, through front offices, cash counters, billing sections etc.,

Sd /-

RAJTHILAKAN . M G

Secretary (Administration)

To

Chief Engineer, Distribution – Trivandrum/Ernakulam/Kozhikode/Kannur Regions

All Deputy Chief Engineers, Electrical Circles

All Executive Engineers, Distribution Divisions

Copy to:

The Executive Engineer, ITCU Trivandrum

The FA/ CIA, K S E Board.

The TA to Chairman & Managing Director

The TA to Director (Distribution, Safety & Generation(Ele.))

The PA to the Director (Finance)/Secretary, K S E Board.

The FC Superintendent/ Records/Stock file and Library / AB Section.