

Transforming Customer Experience in UTILITY SECTOR



9th December, 2021 | 16:00 -17:15 Hrs

PROGRAMME AGENDA

Time	Session
16:00 – 16:02 Hrs	Welcome Address and Context setting: KRISHNA C. MISHRA Product Head-Special Projects, Elets Technomedia
16:02 – 16:15 Hrs	Presentation by WhatsApp: WhatsApp Business API for Utilities Sector TUSHAR BHALLA Strategic Partner Manager, WhatsApp India
16:15 – 16:25 Hrs	Fireside Discussion: In conversation with Tata Power, on their customer journey using WhatsApp SHRADHA THAPA , Solution Expert, Infobip NITIN MITHRANI HOD – Revenue Cycle Management,Tata Power (TATA Power Central Odisha Distribution Limited)
16:25- 17:05 Hrs	PANEL DISCUSSION: Transforming Customer Experience in Utility Sector Technology adoption by Utilities, Leveraging technology in improving service delivery and efficiency of operations, Making secure and easy communication channels with consumers through, Active grievance redressal systems, Innovation-led and Research & Development-driven approach, Automation & chatbots for FAQs and resolving simple issues VARUN KUMAR BARANWAL, IAS Managing Director, Paschim Gujarat Vij Company Limited PRASHANT KUMAR MISHRA, IAS Managing Director, Mangaluru Electricity Supply Company Ltd (MESCOM) SHIVSHARANAPPA G.N., IAS Municipal Commissioner, Kanpur Municipal Corporation and Chief Executive Officer Kanpur Smart City Limited PRADIPTA KUMAR SWAIN Managing Director & CEO, Water Corporation of Odisha HARSHA SOLANKI , Managing Director, Infobip (Session Moderator)
17:05 – 17:15 Hrs	Q&A and concluding note

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