



Resilient **Bill Point** facilitates DISCOMS to create an environment of sustainable growth and achieve quarter on quarter increment on ROI with a customer focused approach, 360° view of business, derive accountability, promote transparency, increase reliability of data for rapid decision making, address ageing workforce through use of technology and avoid human interference, all resulting in reduced AT & C losses.

Bill Point, a best of the breed, End to End Customer Service and Billing Solution and ready to implement for the Utility sector. Built on open source platform, the solution is a low cost-to-serve product with quick ROI's and enhanced customer satisfaction.

Bill Point Covers industry standard process like-

- 1. New Connection/Additional Connection**
- 2. Disconnection/Reconnection**
- 3. Meter Data Collection**
- 4. Billing**
- 5. Payment Collection**
- 6. Web Interface for Consumers**
- 7. Online Payment Collection**
- 8. Asset Management and Maintenance**

Bill Point has various **Must Have Interfaces** which will improve the efficiency of the resources and operations resulting in complete customer satisfaction. The Interfaces cover:

- **Document Management**
- **Workflow for Approvals**
- **Geographical Information System for Spatial Data**
- **Payment Gateway**
- **Hand Held Device**
- **Customer Portal**
- **SMS Gateway & Email Alerts**

Bill Point is offered to Utility Management Organizations in following models:

1. CAPEX Model (for Large Organizations)
2. SaaS (Software as a Service)/BOOT Model (For Small & Medium Organizations)

Brief About Processes:

1. All applications related to new/additional requests through a single window system. The single window auto-generates unique case id to each request and can be traced for further processing. The Solution is integrated with workflow management to process requests through various approval stages- technical and non technical. Bill Point is integrated with Document management to accept and link the documents submitted by the consumer and complete the KYC requirement. New applicant can trace the status of application and likely date of activation. The solution can be configured to meet benchmark SLA's and escalation policies of the organization.

Various payments Demands prior to activating the connections are generated based on the policies of the organization. In addition to the payment collection through the customer service center, the solution supports online transaction through payment gateway. The approval statuses are conveyed to the consumer through SMS and Email alerts.

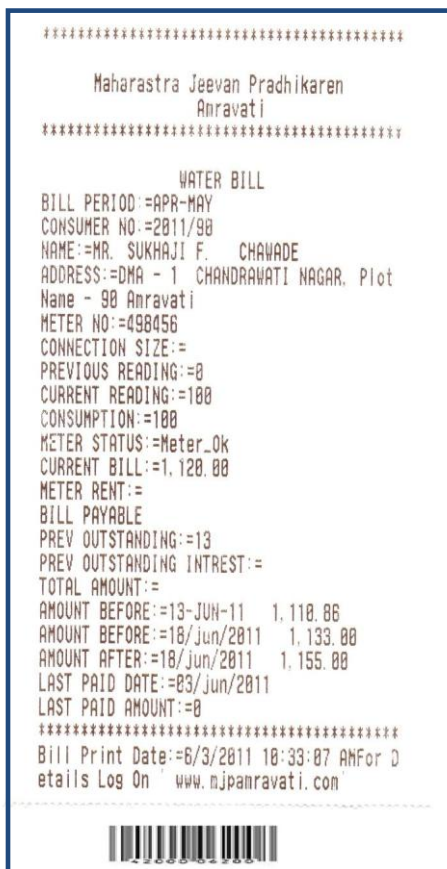
2. Disconnections and reconnections are also enabled through customer request. In addition, the system generates notices and timely alerts of various defaulters.
3. Bill Point offers advanced functionality in the domains of Meter Data Acquisition, Meter Data and Master data Validation and Meter Data Processing. Metering module enables DISCOM's with facility to measure the accuracy, reliability and correctness of data collected by meter data management system. Bill Point supports various modes of meter reading like: meter reading through Hand Held Device, manual meter reading and accepting reading through AMR through various services. The meter readings and other collected information are wirelessly transmitted using a built-in GPRS connection. This way, suppliers can receive validated consumptions within hours of the actual meter reading. The latest addition to Bill Point is **SPOT BILL** generation through hand held device using GSM/GPRS Channel.

This will ensure the following:

- Minimize the data entry errors by validating meter reading
- Prompt user with Alerts & Exceptions for wrong meter reading



4. Billing are generated and sent to the customers in various modes .Bill point supports dispatch of bill through channels like email (digitally signed copy), SMS alerts in addition to the manual or snail mail distribution. The Bar code features which improve the efficiency of collection center and zero waiting for consumer at the collection center.



5. Collection process supports single window system acceptance. The bill point supports collection center through Hand Held Devices and updating the collection on a real time data through GSM/GPRS Mode. Other collection modes are payment through online Payment gateway by Credit Card, Debit card and Internet Banking facility.



The screenshot shows a web interface for 'Consumer Details'. It includes a search form with 'Year of Connection' (2011) and 'Consumer No.' (201100007). Below the search is a 'Show' button. The main content area is titled 'CONNECTION PROFILE' and contains a table with the following data:

CONNECTION PROFILE	
Consumer Name :	MR. AMARCHAND D. KARWA
Address :	BHAKTI DHAM, Sainagar , Amravati - 444607
Meter Number :	20442
Connection Size :	15 mm.
Outstanding as on Date:	220.0
Contact Number :	

Below the profile table are several buttons: 'View Ledger', 'Pay Online', 'View Current Bill', 'Consumption', and 'Register for e-Demand/SMS alert'. The next section is titled 'DETAILS OF DEMAND & COLLECTION' and contains a table with the following data:

Date	Reference	Demand (Rs.)	Collection (Rs.)	DPC (Rs.)	Penalty (Rs.)	Total (Rs.)
18/Apr/2011	DEMAND: JUN-JUL (2001-2012)	0.00	0.00	0.00	0.00	0.00
25/Mar/2011	DEMAND: FEB-MAR (2000-2011)	220.00	0.00	13.00	0.00	233.00
Total (in Rs.):		220.00	0.00	13.00	0.00	
Outstanding (in Rs.):		233.00				

At the bottom of the screenshot is a 'Pay Online' button.

- Interface with GIS enables the operation and maintenance team to monitor the distribution network and check the status of the distribution on a real time basis. The GIS interface also supports asset management with hierarchical asset definition of each asset and its history of services.
- Consumer can register their grievance through customer portal. With ready to configure escalation policy, the respective authorities and consumer can monitor the progress and status of each grievance. SMS Gateway and emails interfaces, the authorities can keep a check on the grievance redressal.

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