

SMART BIJLEE APPLICATION



प्रिय उपभोक्ता,
पूर्व क्षेत्र विद्युत वितरण कंपनी द्वारा जन सुविधा को सुलभ बनाने हेतु मोबाइल एप जारी की गई है, यह एप घर बैठे नया कनेक्शन, नाम एवं भार परिवर्तन तथा शिकायत दर्ज करने में सुविधाजनक होगा,

अतः अधिकांशतः इन सुविधाओं के लिए मोबाइल एप का प्रयोग करें।

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जबलपुर



'Smart Bijlee' – Consumer Services on one touch

"an in-house initiative"

Goal of Smart Bijlee Application



- 1 24 x 7 availability of Services
- 2 Single window for all Consumer Services
- 3 Online Payment Facility
- 4 Transparency in Services
- 5 Time-bound Services
- 6 Easy and efficient Services
- 7 Monitoring at all Levels

Features of Smart Bijlee Application

- 1 LT Domestic New Service Connection
- 2 LT Non-Domestic New Service Connection
- 3 HT New Service Connection
- 4 Load Change Request
- 5 Name Transfer Request
- 6 CM Krishi Pump Connection

Features of Smart Bijlee Application

7 Bill Payments

8 Service Complaints

9 My Account

10 Self Photo Meter Reading

11 Purpose Change

12 Permanent Disconnection

13 Register/update mobile no. and E-mail

Change in Business Process

S. No.	Particular	Before App	After App
1.	Registration	<ul style="list-style-type: none"> ❖ Visit to Office ❖ Manual Registration ❖ During Office Hours 	<ul style="list-style-type: none"> ❖ From comforts of home ❖ Online registration ❖ Available 24 x 7
2.	Service Payment	<ul style="list-style-type: none"> ❖ Visit to office ❖ Cash handling 	<ul style="list-style-type: none"> ❖ Online Payment Facility
3.	Visits by Consumer	<ul style="list-style-type: none"> ❖ Average 3 – 4 Times 	<ul style="list-style-type: none"> ❖ No visit required.
4.	Application Status	<ul style="list-style-type: none"> ❖ Need to visit office ❖ Middle Man plays a role 	<ul style="list-style-type: none"> ❖ Can track over Mobile ❖ Transparent Process ❖ No Role of Middle Man
5.	Delivery of Service	<ul style="list-style-type: none"> ❖ 20 – 25 days 	<ul style="list-style-type: none"> ❖ 3 to 5 days
6.	Working Hours	<ul style="list-style-type: none"> ❖ During Office Hours 	<ul style="list-style-type: none"> ❖ Services available 24 x 7
7.	First Energy Bill	<ul style="list-style-type: none"> ❖ Takes time for first bill generation due to remote offices 	<ul style="list-style-type: none"> ❖ Bill Data Available online for billing
8.	Monitoring	<ul style="list-style-type: none"> ❖ Limited Scope 	<ul style="list-style-type: none"> ❖ Online at all levels


Home Screen

2:17 PM 50.9KB/s

Smart Bijlee

LOGIN SIGN UP

Login
Smart Bijlee



Enter User Id

Password

LOGIN CANCEL

GUEST USER

FORGOT PASSWORD

2:17 PM 1.1KB/s

Smart Bijlee

LT Service Pay

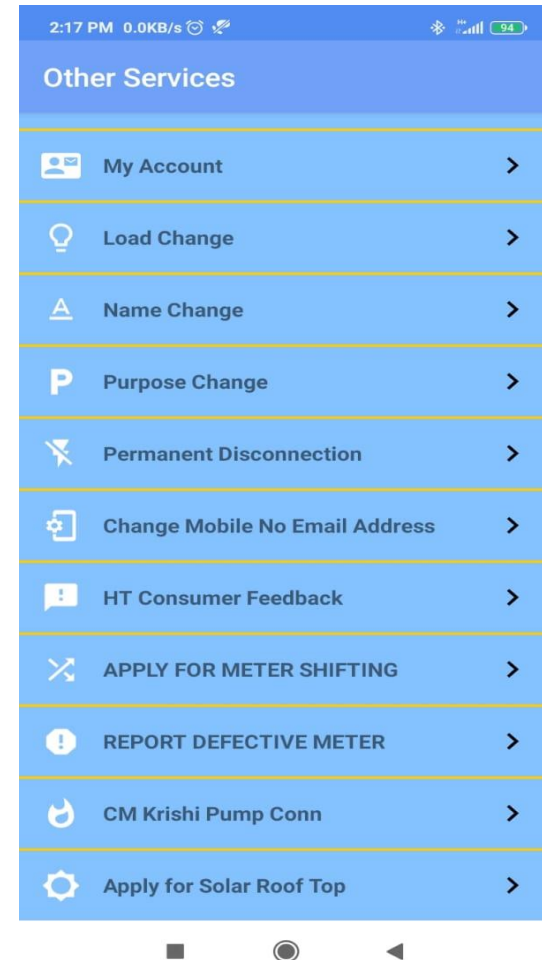
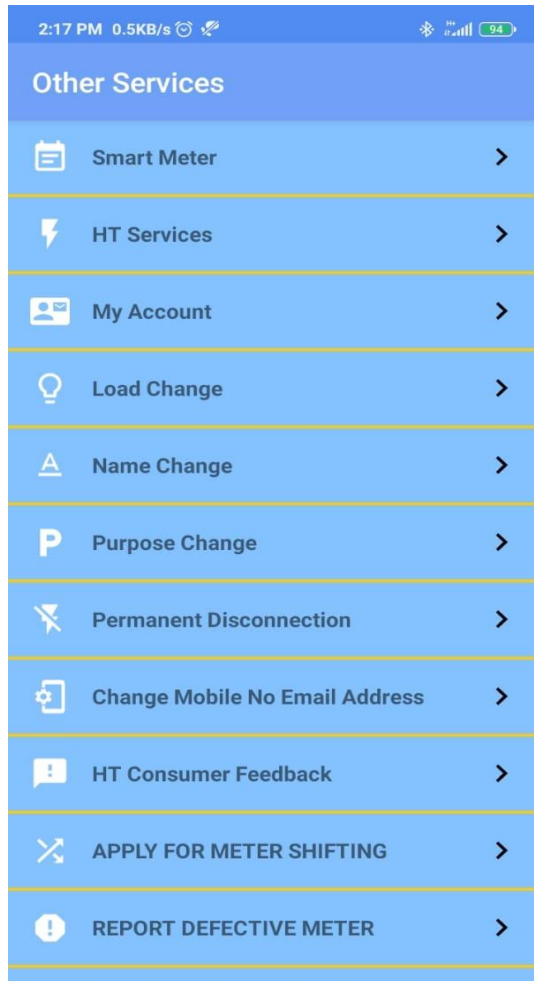
Nsc Service Complaints Your Bill

Meter Reading My Other

Upload Photo Account Services

More Services can be accessed by clicking "**Other Services**" option

Services



Achievements



1

Winner in 9th E-Governance MAP – IT Awards 2017 in category Improvement in Citizen Service Delivery/Governance through use of IT.

2

Finalists in MBillionth South Asia Award – 2017.

3

Order of Merit Award in 50th Skoch Summit.