

To
Chief Engineer
O&M Zone

Sub :- ATP machines to be wall mounted for consumer's convenience.

MSEDCL has appointed M/s ADD Technology Ltd. ,Bangalore for installation of ATP machines for collecting LT energy bills for the convenience of the consumers.

It is reported by various field offices that the operators appointed by the Agency are not available during the timings mentioned in the Agreement. Further, the machines remain closed on various occasions without any proper reason. This has resulted in poor response from consumers to pay their bills through ATP machines at certain locations. Response through ATP machines can be increased by keeping the machines operational for 24 hours by installing the machines wall mounted. Even after wall mounting of machines operator will continue to be there for few months to train/help the consumers to operate the ATP machine and get well accustomed with self operation of the ATP machine and pay the bills in future.

In this regard, the necessary drawings have been provided by the Agency as per enclosure for converting the machines already installed into wall mounted machines. In view of the above it is requested to arrange to install the ATP machines wall mounted so as to make it more convenient to the consumers and to avoid the dependency on operators in future. However, safety & security of the cash in the ATP machine shall be ensured by the Agency. This will result in building confidence of the consumers and thereby increase the number of transactions.

A progress report may be sent to the undersigned in this regard within a fortnight.

Encl:A/a



Director(Finance)