



Service Interruption Information System

Inaugurated by

Sri. ROSHY AUGUSTINE

Hon'ble Minister for Water Resources

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KERALA WATER AUTHORITY

e-Filing System Implementation-Go Paperless

ISSUES

There is currently no system in place to notify customers of water supply interruptions. They will learn about it from newspapers or by calling the KWA offices.

SOLUTION

Customers can be notified through SMS if there are any water supply outages. Water supply outages due to treatment plant maintenance, main pipeline failures, and other concerns will be alerted to consumers' registered cell phone numbers.

BENEFIT

In any service industry, informing customers about service interruptions is crucial. When it comes to the water sector, this is critical because we are dealing with basic water supply requirements. To get through the outage, consumers can take pre-emptive measures such as stockpiling water or decreasing their usage.

OUTCOME

KWA's public image will be improved as a result of the solution.