



SMS Alert Services

Inaugurated by

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Hon'ble Minister for Water Resources

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KERALA WATER AUTHORITY

SMS Alert Services

Problem

Despite the fact that KWA uses software for billing and collection, consumers are only aware of bills created when the metre reader delivers the bill to them. Payments are the same way.

Solution

On both billing and collection, an SMS alert system capable of delivering messages to consumers who have registered their mobile numbers with KWA.

Benefit

Once the metre reading is entered into KWA's billing software, consumers who have registered their mobile phone will receive an SMS notification with bill details. We've also started sending acknowledgement SMS to consumers who pay bills at KWA cash counters. Once the payment has been made at the KWA cash counter, consumers will receive an acknowledgement SMS confirming receipt for the water charge paid.

Outcome

Deliver the most up-to-date technologically focused services in terms of billing and payment to customers