

Digital Transformation in Digital G2C Services

Presented to
Chhattisgarh State Electricity Regulatory
Commission

for the project
CSERC Petition E-filing portal



Chhattisgarh State Electricity Regulatory Commission (CSERC) and NIC Chhattisgarh received

Digital Transformation Award (in G2C Services category)

Features of CSERC (e-Filing portal)

01

e-Filing of Petition

Users (advocate, organization, individual, employee) register on portal, file petitions and track petition status

02

Hearing Schedule

Public users can see petition hearing schedule

03

Proceedings PDF Generate

When CSERC add proceedings then PDF file is automatically generated and mailed to related stakeholders

04

Additional Submission

Stakeholders can upload additional documents related to petition whenever asked for

05

SMTP Gateway Integration

All users receive hearing notice, proceedings etc. through email

06

SMS Integration

All users receive SMS when hearing schedule is added by CSERC

Governance Now, organized the fourth edition of "Digital Transformation Summit & Awards" on **18th November 2021**. The Petition e-Filing system of CSERC received the award for digital transformation services under G2C category.

Shri Hemant Verma, Chairman of the CSERC received the award on behalf of the department.

NIC team Sh. Satyesh Sharma, Sh. Saurabh Dubey, Smt. Jyoti Sharma and Sh. Rajesh Dewangan headed by Dr. A. K. Hota, DDG & SIO had joined the ceremony virtually.

Dr. Neeta Verma, Director General, NIC had delivered the keynote address of this Summit.