RP - Sanjiv Goenka
Group
Growing Legacies

CESC
LIMITED
Energising Lives · Since 1899

IT Application for
Efficiency Improvement

Programme Code

M003

Dates

August 05, 2013; October 07, 2013

Duration

3 days Residential Programme

Participants Profile

Senior Level Executives working in Power Company, having more than 20 Years of experience, involve in Policy Making and Implementation.

Programme Objective

The programme will provide an insight on Introduction of New Value Chain System, Process Re-Engineering, Application of IT for improving Reliability in Power Utility Business for Quality & Reliable Power, Enhanced Customer Satisfaction and meeting Business Goal.

Course Content

- ✓ Present Value Chain System in Power Business
- ✓ Reliability of Distribution Network
- ✓ First Time Right Policy
- ✓ Condition Monitoring – Latest Trend in Economic Maintenance Practices
- ✓ IT Applications in Distribution Management
- ✓ Customer Relationship Management – its direct impact on Customer Satisfaction Level
- ✓ Managing Self in Changed Business Environment

Pedagogy

The programme will be conducted through series of Lecture Sessions by CESC Faculty, Faculties from other Organization, concept discussion, case study and experience sharing on best practices.

Batch Size

20- 25 participants in a batch.

Course Fee

Fee for the above course per participant will be Rs.30000.00. Course Fee covers accommodation, breakfast, lunch, tea, dinner and training materials. Normal rate of service tax will be levied. Cheque / Draft for the course fee is to be payable in favour of "CESC Limited", payable at Kolkata.

However for more than 5 participants from any organisation 10% discount is applicable.

Programme Co-ordinator

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