

CESC develops computer-based employee information kiosk



Mr Aniruddha Basu, Managing Director, CESC and Mr Gautam Ray, Executive Director, HR & Admin, CESC at the inauguration

Experts at CESC Ltd have developed an in-house a computer-based touch-screen employee information kiosk aimed at improving and speeding up services. A chain of 14 information kiosks will be installed this week at different CESC points within its licensed area.

At the inauguration of the first kiosk at CESC House, CESC Managing Director Mr Aniruddha Basu says, keeping the employees informed at the quickest possible time is of special importance, considering that 10,000 employees are located at different places at different time (both day and night) it is a challenging task. The newly-developed kiosk with its digitised platform has provision for two-way interaction, so that employees can stay abreast of important Company decisions, plans and programmes.

Before June comes to an end, 14 kiosks will be functional across various CESC establishments, including generating stations, distribution stations and consumer service offices. Depending on the experience gathered, 10 more kiosks will be put up in this financial year.

According to Mr. Rahul Datta, Deputy General Manager – Employee Relations, “10,000 CESC

employees are spread across the Company’s 567 sq.km licensed area and many of them are constantly on the move to serve more than 3 million consumers. The installation of the information kiosk designed and assembled locally will ensure quickly reaching out information. Since the accent is on two-way information, the flow of information from employees to the management should also improve tremendously.”



The first user of the kiosk

Equipped with a user-friendly touch-screen monitor, the scope of the information kiosk will be further enhanced in the light of experience gathered.

The in-house-developed computer-driven touch-screen device has been successfully made in Kolkata.