

AEML launches Genius Pay Kiosks in Dahisar for ease of bill payment

-- Fourth Genius Pay inaugurated near Shailendra Education Society in Dahisar by Shri Gopal Shetty,
Member of Parliament - BJP, Mumbai North --

-- AEML will set up Genius Pay kiosks across Mumbai to enhance customer convenience --

Mumbai, August 22, 2019: Making strides towards its commitment for customer centricity, Adani Electricity Mumbai Ltd. (AEML), today launched the fourth Genius Pay - a self-payment kiosk for ease of bill payment, at the Adani Receiving Center near Shailendra Education Society in Dahisar. With the launch of Genius Pay, the AEML has simplified the process of bill payments where customers will no longer have to stand in queues. Genius Pay kiosks will be placed at customer friendly locations across Mumbai and accept payment through cheque, cash, debit/credit cards.

AEML will set up Genius Pay kiosks across Mumbai so that the customers can use this smart, hassle-free and interactive digital kiosk system for making instant payments at the nearest location in under 5 minutes. Genius Pay will be accessible to customers between 7am and 11pm every day. Customers will also be able to generate duplicate copies of bills through the kiosk machines.

Speaking at the announcement, an **AEML Spokespersons** said, "*Understanding the value of time in this fast paced lifestyle that many of us lead, Adani Electricity has decided to introduce Genius Pay kiosk systems for our customers with a view to make the experience of bill payments smart and easy. As a leading power distributing company in Mumbai, we are constantly introducing technology to offer better services to our customers and remain committed to their satisfaction.*"

AEML has been constantly improving customer service through adoption of new technology. Along with this smart, hassle-free and interactive system of Genius Pay, AEML has also introduced various applications such as Chatbot, Voicebot, Whatsapp for Business, and automated IVRs for call centers to enhance customer convenience.

About Adani Electricity Mumbai Limited

Adani Electricity Mumbai Ltd (AEML), part of the diversified Adani Group, is an integrated business of power Generation, Transmission & Retail Electricity Distribution. It serves over three million consumers spread across 400 sq. kms in Mumbai and its suburbs with 99.99% reliability, among the highest in the country. Adani Electricity meets close to 2,000 MW of power demand in Mumbai's largest and the most efficient power distribution network. It provides world-class customer care services with the help of advanced technologies. Adani

Electricity plans to expand its presence in newer geographies in pursuit of India's vision of 'Power for All'.

For more information please visit our website www.adanielectricity.com



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