

SOLAR WATER HEATER SCHEME PHASE 3

Launching of SWH Phase 3

The SWH Phase 3 Scheme was launched on 08/01/2013 through a Press Conference as well as through a TV campaign for at least 2 weeks in 2012.

Applications were received from 06 – 13 October 2012 at DBM's premises and Online on www.dbm.mu



- Applications were received from 6th to 13th October 2012
- Applications received at Head office and DBM Branches:

Manual:	10,859
Online:	31,272
Total:	42,131
No of valid applications (after screening)	39,036

Number of Eligible beneficiaries after budget Speech: 20,000.

Appointments started on 23/01/2013 at DBM Head Office only so as to ensure better control.

DBM New Changes:

DBM introduces new changes in the process of Solar Grant applications for the Phase 3 since there were a number of loopholes in Phase 2.

- (a) A new agreement between Suppliers and DBM.
 - (i) Outlet/workshop – mandatory
 - (ii) Suppliers are not allowed to operate within 200 meters from DBM's Head Office.
 - (iii) Deposit taking was not allowed.
 - (iv) No quotation required
- (b) Coupons which were issued on Supplier's name are now being issued in Client's name, thus ensuring that the client can make his own choice from the list of Registered Suppliers provided.

DBM New Processes:

CUSTOMER CARE – CALL CENTRE

- A dedicated call center was set up at DBM to attend to queries namely approval, postponement of appointment etc. Some 400 – 500 queries were handled daily in the initial stages. Such queries are dealt with immediately.

AUTOMATION OF PROCESSES

- 1) DBM implemented a fully automated processing system of application / issue of coupons
- 2) A dedicated web site has been set up for uploading of coupons and request for disbursement by suppliers
- 3) Front-liners are processing application through 6 workstations, where processing time for each beneficiary does not exceed 5 minutes.
- 4) Average number of clients dealt with on a daily basis: 200 – 250 clients
- 5) Management Meeting at DBM on a daily basis to attend to problems/issues and monitor the system.

Statistics (as at 20/03/2013)

No. of letters issued	19,964
No. of Coupons issued	6,922
No. of Coupons disbursed	1,309

2013	NO OF COUPONS SUBMITTED
Week 4	361
Week 5	527
Week 6	706
Week 7	897
Week 8	1072
Week 9	1013
Week 10	949
Week 11	798
Week 12	283
	6,606

NO OF APPOINTMENTS TO 18/03/2013	6,741
ATTENDED	5,953
UNATTENDED	788