



## **ONGC News, 22.08.2021 Print**

## Petrol, diesel prices remain unchanged on Saturday

IANs ■ NEW DELHI

After three consecutive days of price cuts, petrol and diesel prices in the country remained unchanged on Saturday as oil marketing companies (OMC) decided to go on a pause mode to see global developments in the oil markets before any further revision.

Accordingly, in the national capital, diesel continues to be sold for ₹89.27 per litre.

Diesel was priced at ₹89.87 a litre on Tuesday but came down to current level in three successive price cuts of 20 paise each between Wednesday and Friday.

Unlike diesel, petrol prices have not be changed by OMCs for past 35 days and the fuel continues to be priced at ₹101.84 a litre in Delhi, the same price level that was reached on July 17. Across the country as well, fuel prices remained unchanged on Saturday. Global crude oil prices continue to decline. The October contract of Brent crude oil on the Intercontinental Exchange was trading at \$66.72 per barrel. The pump prices of auto fuels were static since July 18. The long price pause for auto fuels came after fuel prices increased for 41 days in the current financial year. The 41 increases have taken up petrol prices by ₹11.44 per litre in Delhi.

BPCL ने लॉन्च किया आर्टिफिशियल इंटेलिजेंस तकनीक पर आधारित चैटबॉट Urja, ग्राहकों को मिलेंगी ये सुविधाएं	Pioneer	8	Bureau
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### बीपीसीएल ने ग्राहकों के डिजिटल अनुभव को बेहतर करने को ऊर्जा चैटबॉट तैयार किया

नई दिल्ली। भारतीय पेट्रोलियम कॉरपोरेशन लि. (बीपीसीएल) ने ग्राहकों के अनुभव को बेहतर करने और उनके सवाल-मुद्दों के तेजी से समाधान के लिए एक कृत्रिम मंडा आधारित (एआई) चैटबॉट ऊर्जा तैयार किया है। देश के तेल और गैस उद्योग में इस तरह की यह पहली सुविधा है। कंपनी ने एक बयान में कहा, चैटबॉट एआई और एनएलपी (प्राकृतिक भाषा प्रसंस्करण) क्षमताओं के साथ एक तरह का वर्चुअल असिस्टेंट है। ऊर्जा चैटबॉट 600 से अधिक उपयोग के मामलों में प्रशिक्षित है। वर्चुअल असिस्टेंट एलपीजी बुकिंग, कीमत और भुगतान की स्थिति, बुक किए गए एलपीजी सिलेंडर की आपूर्ति की स्थिति जैसी सेवाएं प्रदान करता है। ऊर्जा चैटबॉट उपयोगकर्ताओं को एलपीजी सिलेंडर वितरक को बदलने, मोबाइल नंबर का अद्यतन करने, भारत गैस के वितरकों से सेवाओं का अनुरोध करने और डबल बोतल कनेक्शन (सिंगल बोतल कनेक्शन ग्राहकों के लिए) की मांग करने की भी सुविधा प्रदान करता है। इस चैटबॉट को आसपास के किसी पेट्रोल पंप का पता लगाने के लिए भी इस्तेमाल किया जा सकता है।

BPCL's AI Chatbot 'URJA' enhances digital experience of customers	Millennium Post	2	Bureau
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## BPCL's AI chatbot 'URJA' enhances digital experience of customers

**NEW DELHI:** Bharat Petroleum Corporation Ltd (BPCL) has developed an AI-enabled chatbot, Urja - the first in the country's oil and gas industry - to provide its customers an interface for a seamless self-service experience and faster resolution of queries/issues.

The chatbot is "an intelligent virtual assistant with AI/NLP (Natural Language Processing) capabilities and trained on more than 600 use cases," the company said in a statement.

The virtual assistant offers services such as LPG booking, price and payment status, and delivery status of booked LPG cylinder and refill history.

It also allows users to change LPG distributor, update mobile number, request services from BharatGas distributors like mechanic services, and seek double bottle connection (for single bottle connection customers). It helps locate the nearest petrol pump as well as

provides the price of petrol and diesel. It can also be used for seeking doorstep delivery of fuel. With the objective of making BPCL's customer interface comprehensive and integrated digitally, Urja is now available on the company website for any queries for both B2B and B2C.

"The virtual assistant is designed to deliver a seamless self-service experience and enable faster resolution of consumer queries/issues," it said.

BPCL said it has initiated 'Project Anubhav' with an objective of delivering to its vast retail (B2C) and commercial (B2B) customer base a consistent superior and unified experience across multiple touchpoints. "Under Project Anubhav, Urja represents an integrated communication platform that connects all BPCL communication to any channel, unifying all customer touch points with a single and cohesive voice," it said.

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