

# POWER



## **REDUCTION OF AT&C LOSSES – CENTRALIZED BILLING & COLLECTION SYSTEM**

**9<sup>TH</sup> January, 2018**



**TSECL**

# FOREWORD

Tripura signed Tripartite MOU under UDAY on 29-03-2017 for achieving Operational Turnaround of TSECL.

AT&C Loss Reduction Target as per MOU:

Year	2015-16	2016-17	2017-18	2018-19	2019-20
AT&C Loss	33.80 %	30 %	25 %	20 %	15 %

Eliminating Gap between ACS & ARR by FY 2019-20 as per MOU.

DISCOM Level Monitoring Committee Formed vide Notification F. No. CMD/97.0/346-57 Dated 28-04-2017.

State Level Monitoring Committee (SLMC) formed by the Government of Tripura as per UDAY Guideline vide notification F. No. 3(93)/ Power/ 2007/ Vol-II/S/715-21 Dated 10-10-2017.

Engagement of Consultant is in Final Stage and Award will be placed by end of Jan'2018.

# CURRENT SNAPSHOTS

Parameter	Annual Performance		Target	National Average
	FY 2016	FY 2017	FY 2017 (MOU)	FY 2017
Billing Efficiency	82%	84%	74%	82.88%
Collection Efficiency	97%	99%	95%	96.21%
AT&C Loss	21%	17%	30%	20.26%



## KEY AREAS FOR GRADUAL IMPROVEMENT

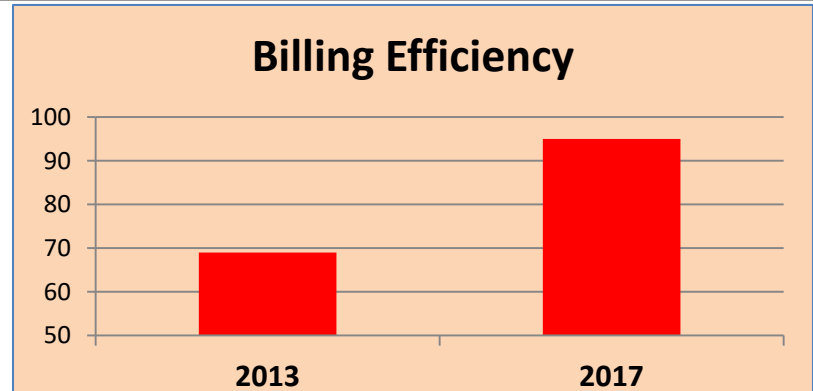
- IT ENABLEMENT – CENTRALIZED METERING – BILLING – COLLECTION SYSTEM**
- CENTRALIZED STATE GOVERNMENT ELECTRICITY BILL DISTRIBUTION & PAYMENT COLLECTION SYSTEM**
- INCREASE IN BULK SALE OF POWER**
- TIMELY RECEIPT OF TARIFF SUBSIDY FROM STATE GOVERNMENT**

## **CENTRALIZED METERING – BILLING – COLLECTION SYSTEM**

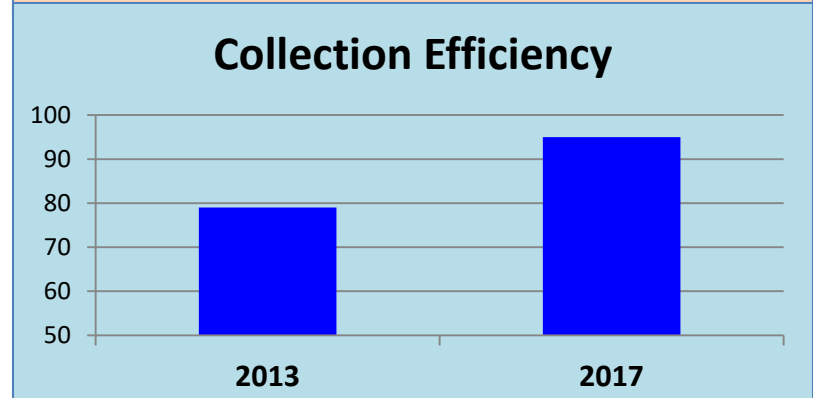
- ESTABLISHMENT OF CENTRALIZED METERING – BILLING – COLLECTION SYSTEM AT 24 URBAN ELECTRICAL SUB DIVISIONS COVERING ABOUT 3 LAKHS CONSUMERS UNDER PART-A OF R-APDRP SCHEME.**
- CENTRALIZED MONITORING, ANALYSIS & REVIEW OF BILLING AND COLLECTION ACTIVITIES AT DIFFERENT LEVEL OF MANAGEMENT .**
- DETAILED ANALYSIS OF CONSUMER WISE BILLING INFORMATION FOR IDENTIFICATION OF SUB DIVISION WISE HIGH, MEDIUM & LOW CONSUMPTION CONSUMERS**
- VERIFICATION OF METER READING AT CONSUMER PREMISES FOR UNDER BILLING**
- IDENTIFICATION OF STOP/BAD METERS & FASTER REPLACEMENT**
- FASTER BILL DELIVERY THROUGH SPOT BILLING SYSTEM,**
- INSTANT BILL INFORMATION THROUGH E-MAIL & SMS**
- EASY ELECTRICITY BILL PAYMENT AT ANY CASH DESK**
- ON LINE PAYMENT OF ELECTRICITY BILL**
- SPECIAL EFFORTS FOR INCREASING COLLECTION WITH SPECIAL DRIVES AT LOCATIONS OTHER THAN SUB DIVISION OFFICE.**
- CENTRALISED CUSTOMER CARE FACILITY FOR ON LINE COMPLAINT LOGGING**

# CENTRALIZED METERING – BILLING – COLLECTION SYSTEM : IMPROVEMENT SNAPSHOTS

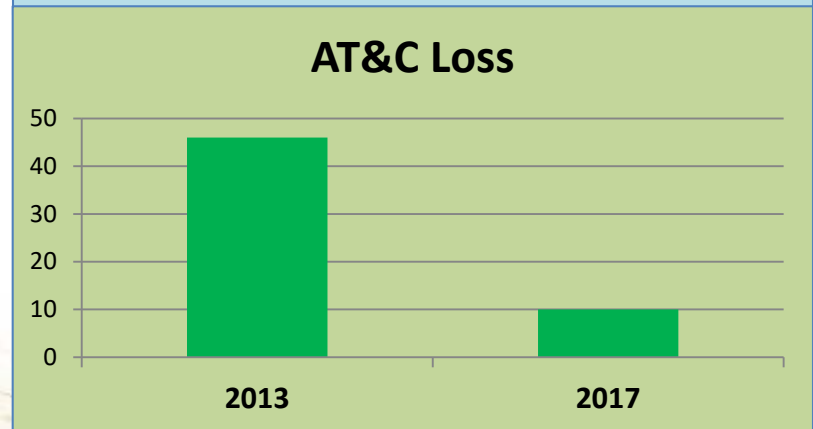
PARAMETER	2013	2017
Billing Efficiency	69%	95%



PARAMETER	2013	2017
Collection Efficiency	79%	95%

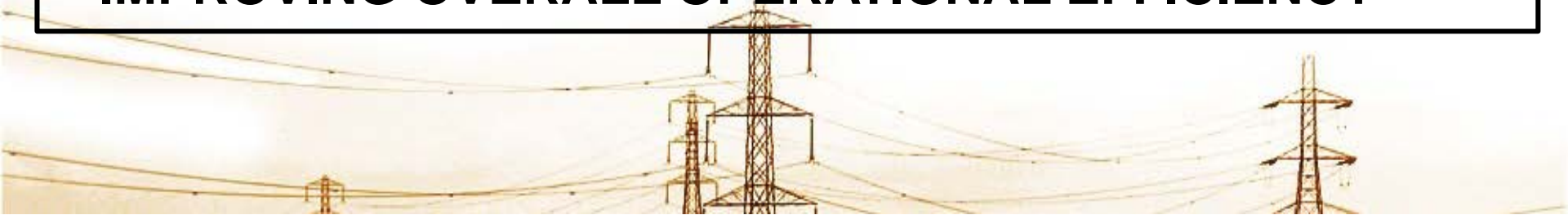


PARAMETER	2013	2017
AT&C Loss	46%	10%



## **STAND ALONE COMPUTERIZED ENERGY BILLING SYSTEM FOR METERING – BILLING – COLLECTION**

- ❑ OLD STAND ALONE COMPUTERIZED ENERGY BILLING SYSTEM COVERING ABOUT 4.8 LAKHS CONSUMERS IS STILL IN OPERATION AT 55 ELECTRICAL SUB DIVISIONS – NEED TO BE BROUGHT UNDER CENTRALISED MBC SYSTEM.**
- ❑ THIS WILL HELP FURTHER TO IMPROVE BILLING EFFICIENCY, COLLECTION EFFICIENCY AND REDUCTION OF AT & C LOSS.**
- ❑ FUNDING OF ABOUT Rs. 20 CRORES IS REQUIRED FOR TRIPURA**
- ❑ ESTABLISHMENT OF ERP IS ESSENTIAL FOR IMPROVING OVERALL OPERATIONAL EFFICIENCY**



## **MONITORING OF METERING – BILLING – COLLECTION ACTIVITIES**

- CMD/CEO FIXES ESD WISE TARGETS AT CORPORATE LEVEL.**
- MONTHLY MEETING ARE TAKEN AT CMD/CEO LEVEL FOR REVIEWING THE ACHIEVEMENTS AGAINST FIXED TARGETS OF MU DRAWN/ BILLING EFFICIENCY/ COLLECTION EFFICIENCY/ REVENUE INCOME/ NO. OF CERTIFICATE CASES/ NO. OF RAIDS ETC.**
- COLLECTION CAMPS ARE ORGANIZED AT REMOTE AREAS UNDER ESDs ON MARKET DAYS.**
- DURING RAIDS OF HOOK LINE OF DEFAULTING PERSONS, PENALTY IMPOSED AND DISCONNECTION MADE.**
- NEW CONNECTIONS ARE PROVIDED ON DEMAND**
- IT HAS BEEN NOTICED THAT OUTSOURCED METER READERS ARE NOT PERFORMING EFFECTIVELY BECAUSE MANY OF THEM ARE NOT VISITING CONSUMER PREMISES AND INSTEAD BILLING AT SOME ARBITRARY AVERAGE LOW CONSUMPTION UNITS.**



# **CENTRALIZED STATE GOVERNMENT ELECTRICITY BILL DISTRIBUTION & PAYMENT COLLECTION SYSTEM**

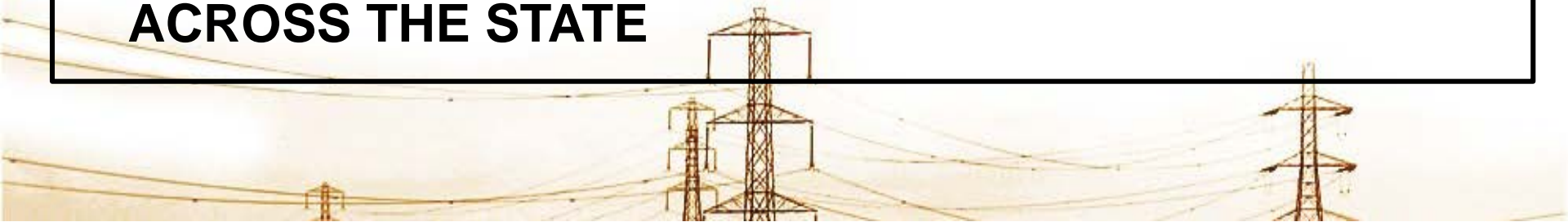
- ESTABLISHMENT OF CENTRALIZED STATE GOVERNMENT ELECTRICITY BILL DISTRIBUTION & PAYMENT COLLECTION SYSTEM FOR 56 DEPARTMENTS HAVING 11,470 CONSUMER IDS.**
- SPECIAL CORPORATE LEVEL TEAM WITH A NODAL OFFICER FORMED**
- SINGLE BILLING DATE ADOPTED FOR ALL STATE GOVERNMENT DEPARTMENTS**
- SPECIAL SOFTWARE APPLICATION DEVELOPED FOR MANAGING ABOVE ACTIVITY BOTH FOR CENTRALISED SAP BASED SYSTEM (24 ESDS) AND STAND ALONE COMPUTERISED ENERGY BILLING SYSTEM (55 ESDS).**
- EACH STATE GOVERNMENT DEPARTMENT NOMINATED A NODAL OFFICER FOR DEALING WITH ALL ELECTRICITY BILLS UNDER THAT DEPARTMENT CENTRALLY.**

## **CENTRALIZED STATE GOVERNMENT ELECTRICITY BILL DISTRIBUTION & PAYMENT COLLECTION SYSTEM ... CONTD**

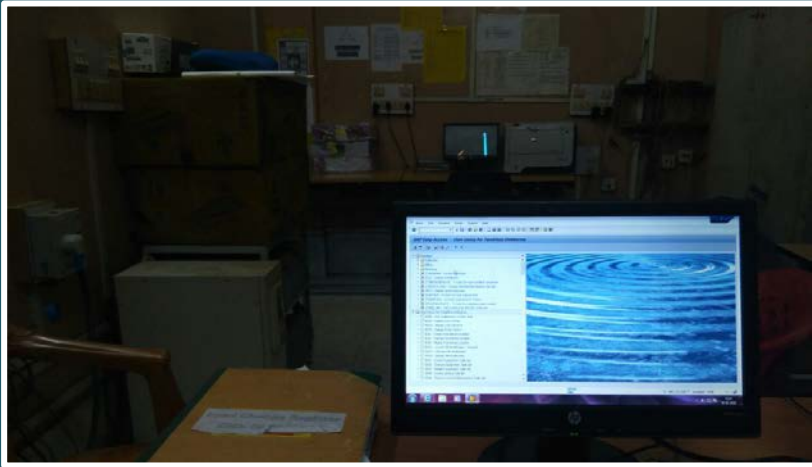
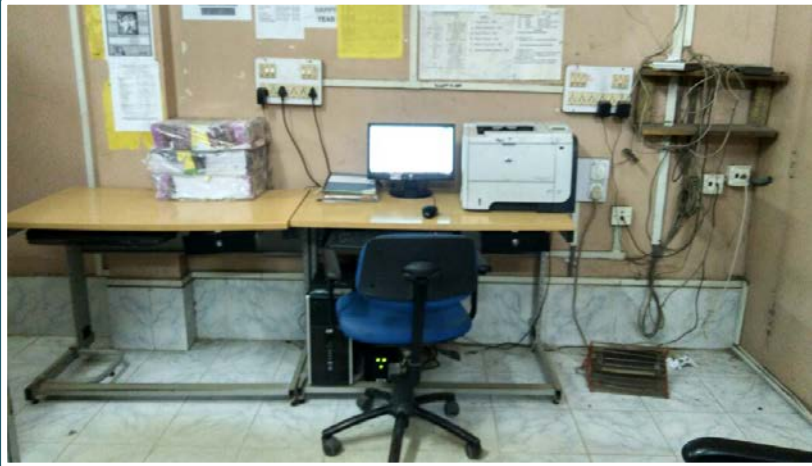
- ❑ DEPARTMENT WISE MONTHLY ENERGY BILLS GENERATED BY EACH ESDS OF TSECL ARE COMPILED BY THE CORPORATE TEAM AND DISTRIBUTED TO DEPARTMENT WISE NODAL OFFICERS FOR PAYMENT.**
- ❑ PAYMENT MADE BY EACH DEPARTMENT CENTRALLY TO TSECL CORPORATE OFFICE IN A DESIGNATED ACCOUNT.**
- ❑ ON RECEIPT OF DEPARTMENT WISE PAYMENT CENTRALLY, CORPORATE TEAM OF TSECL MAKE POSTING THROUGH GENERATION OF MONEY RECEIPT (ID WISE).**
- ❑ DISCONNECTION NOTICES ARE SERVED TO DEFAULTING GOVERNMENT DEPARTMENTS FROM GOVERNMENT LEVEL WHICH HAS IMPROVED REDUCING GOVERNMENT OUTSTANDING DUES.**
- ❑ QUARTERLY DEPARTMENT WISE RECONCILIATION IS HELD FOR RESOLVING CONFLICTING ISSUES.**

# OVERALL ACHIEVEMENTS

- GRADUALLY IMPROVING AT&C LOSSES AT THE UTILITY LEVEL.
- REDUCING THE GAP BETWEEN ACS & ARR.
- TIMELY PAYMENT OF POWER PURCHASE & GAS PURCHASE BILLS
- NO OUTSTANDING AGAINST CURRENT POWER PURCHASE & GAS PURCHASE BILLS
- ENSURED 24X7 POWER SUPPLY TO ALL CONSUMERS ACROSS THE STATE



# PHOTOGRAPH OF CENTRALISED BILLING SYSTEM





**THANK YOU**

