

Organizing Partner



Host Utilities



DISTRIBUTION UTILITY MEET DUM2022

SESSION – 6: CUSTOMER EXPECTATIONS, SUPPLY RELIABILITY, SAFETY AND SERVICE DELIVERY CHALLENGES

18 NOVEMBER 2022 | 14:30 ~ 16:00 (IST)

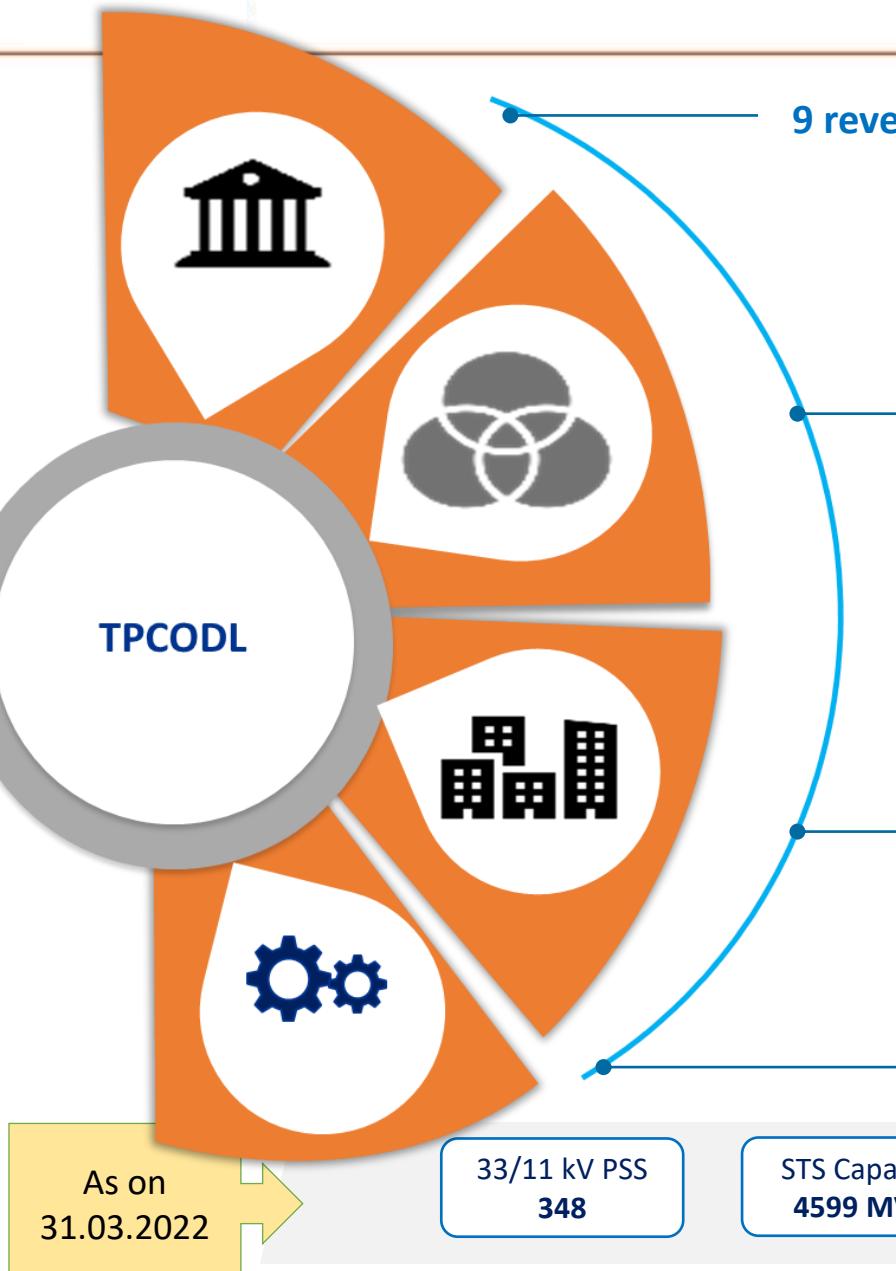
**Manoj Kumar Singh, CGM (Commercial)
TP CODL**





Customer Expectations

TPCODL at a glance



9 revenue districts of Odisha

5 distribution Circles:
Bhubaneswar-I, Bhubaneswar-II,
Cuttack, Dhenkanal & Paradeep.

20 Division & 65 Sub-divisions

247 Sections

Category	
EHT	34
HT	2,115
LT	2,725,338
Grand Total	2,727,487

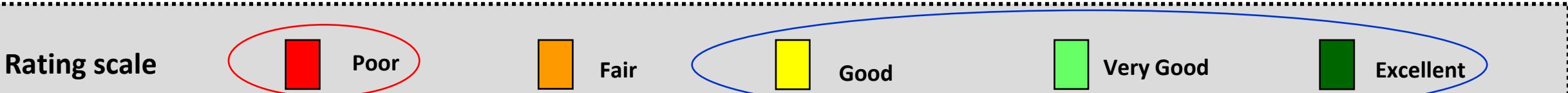


Consumers as on
31.03.2022 in Nos

Customer Satisfaction Survey of TPCODL for FY 2020-21

Parameters

- Quality and Reliability of electricity supply
- Quality of No Power Supply (NPS) Restoration Process
- Quality of New Connection/Load enhancement /Category Change Process
- Quality of Metering
- Quality of Billing
- Quality of Payment process
- Quality of Request & Complaint Management Process at Call Center & Customer Care Center/TPCODL Office
- Quality of Communication / Customer Engagement



CSI # = Weighted Average of Positive ratings of Process parameters (Top-2 Box)

DSI* = Weighted Average of Negative ratings of Process parameters (Bottom Box)

Score interpretation:

90 & Above: Excellent Performance
71-79: Healthy but need improvement



80-89: Good Performance
70 & below: Poor Performance

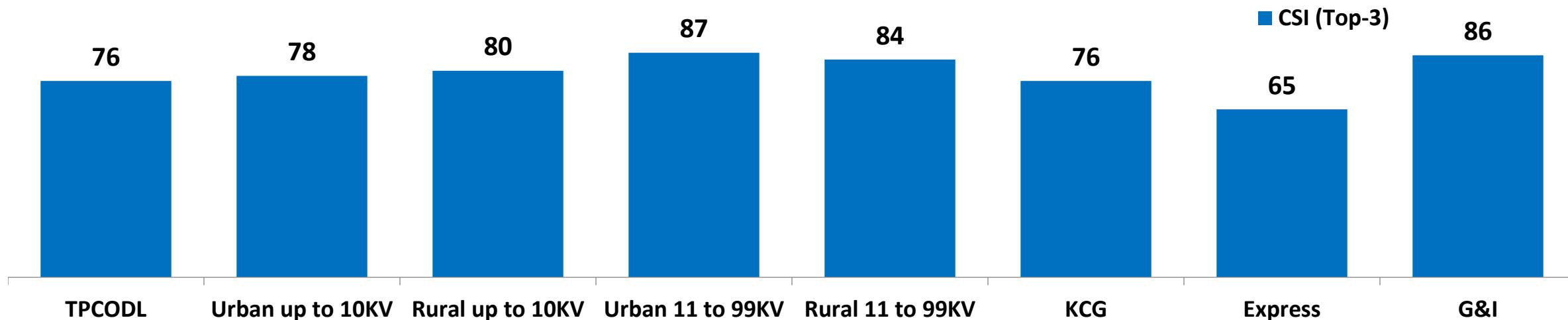


Customer Satisfaction Survey of TPCODL for FY 2020-21

Snapshot – Customer Satisfaction Score (Top 3)

CSI
(TOP 3 Score)
76

DSI
8



Segment	Power Supply	NPS	New Connection process	Load Change Process	Category (Tariff) / Name (Ownership) Change	Metering	Billing	Payment Process	Client Manager	Call Center	Cust Care Center	Communication	CSI Score Top-3
Express (1MVA and above)	69	71	72	57	80	71	58	92	67	50	38	44	65
KCG (100 KVA to 999KVA)	83	74	83	90	87	73	76	82	72	39	53	68	76
Urban (Up to 10 KVA)	81	78	68	68	67	78	81	83		69	51	75	78
Urban (11 KVA to 99 KVA)	89	88	89	95	98	90	87	87		60	59	86	87
Rural (Up to 10 KVA)	85	74	74	69	65	74	81	85		89	68	80	80
Rural(11 KVA to 99 KVA)	87	88	88	93	100	76	81	89		91	50	83	84
G&I	90	88	81	92	100	91	80	95		75	22	83	86
TPCODL	80	76	76	74	79	76	74	87	69	61	50	67	76

Customer Expectation

RURAL CUSTOMER

1. Reduce Tariff
2. Improve Billing Procedure
3. Complaint Resolution in stipulated time period
4. Easy making of Payment
5. Reduce Power Cut
6. Reduce Voltage Fluctuation
7. Replacing old poles &wires etc.
8. Bill Collection in time.

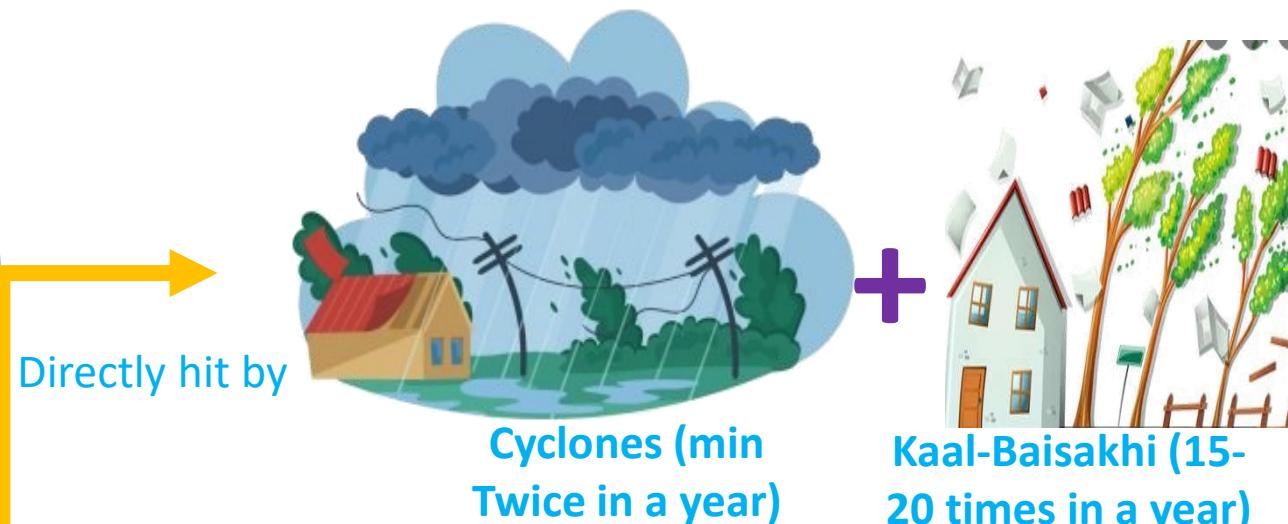
URBAN CUSTOMER

1. Reduce Tariff
2. Improve Power Supply
3. Improve Billing Procedure
4. Complaint Resolution in stipulated time period
5. Quality service
6. Advance information on Power Cut
7. Reduce Voltage Fluctuation
8. Improve clarity of Bill



Service Delivery Challenges

Our key understandings of Hardships and Adversity of Commercial business at TPCODL



- Adversely impacts TPCODL Network infrastructure
- Impacts socio-economic status of the people.
- 70-80% of Odisha's economy is based on mix of agriculture, poultry, fishing , due to frequent occurrence of natural disasters their livelihood and economy gets disturbed
- Industrialization trend is yet to pick up at larger scale.

Why
People's
Paying
Capacity is
hit?

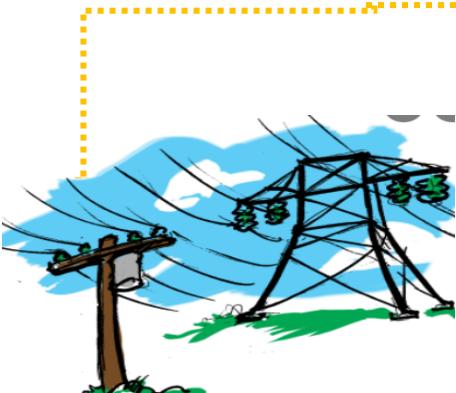


Frequent Rains (May to Sept)



- Makes the Area unapproachable to continue revenue collection activities as well as adversely impacts socio-economic condition of people.

Our key understandings of Hardships and Adversity of Commercial business at TPCODL



Free Syndrome- Rural Electrification
Scheme in Village areas have created a mindset of “getting electricity for free”, which impacts our collection activities badly. Consumers have tendency to steal the Electricity as well.



Poverty impacting Realization of Arrear- Customers' economic status gets adversely affected because of frequent natural disaster impacting their paying capacity



Hostile Nature of Consumers-
Depleted Economic status and free syndrome have made the Customer to enjoy electricity as free service since long rather than paying for its value. This behavioral issue leads to hostility issues between consumer and our staffs & some serious law and order situation during Collection drive arise

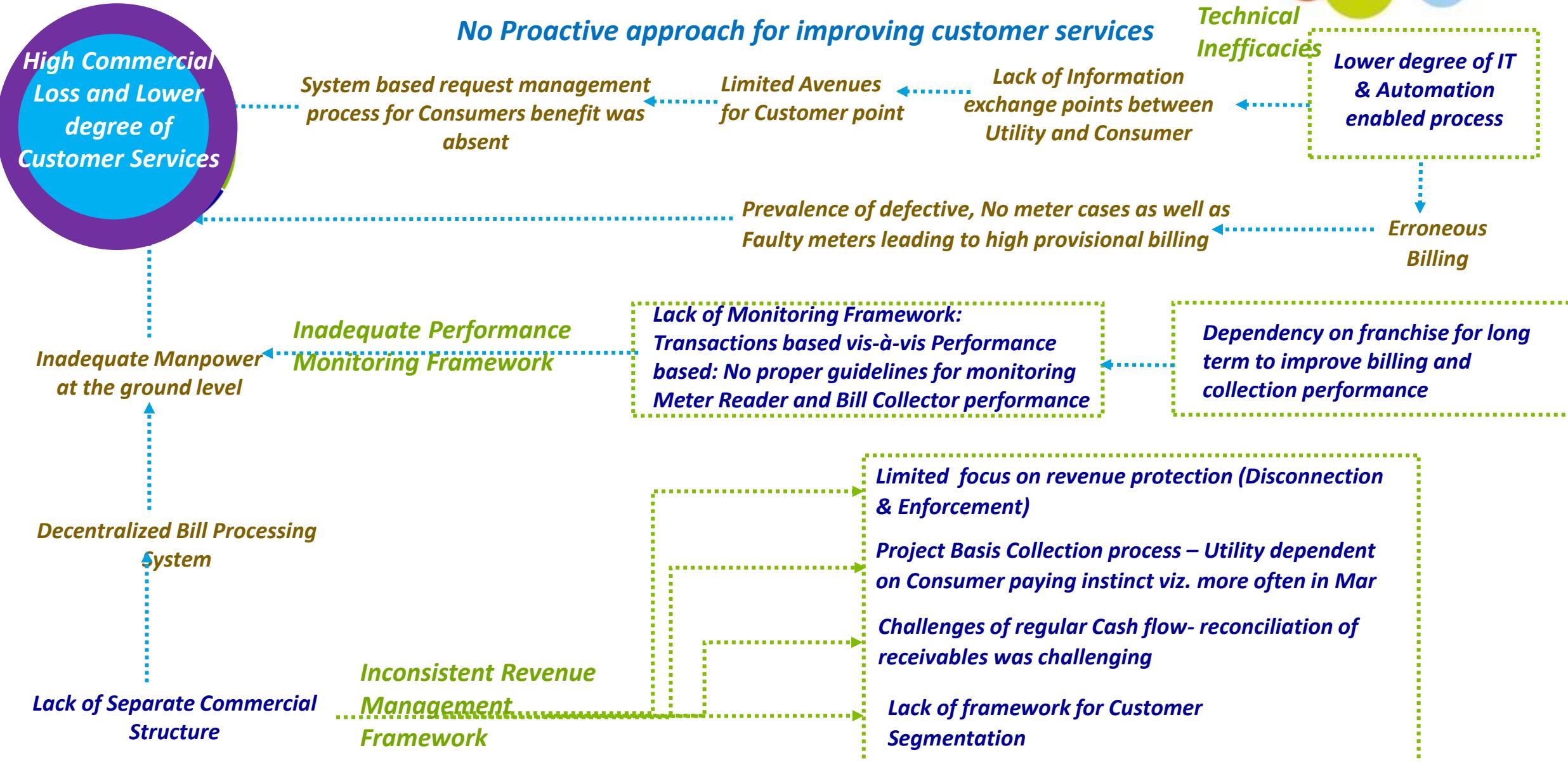


Loyal V/s Disloyal Customers



To pay during Sep & Mar Month-
Consumers are habituated to pay during Sep and Mar of the Financial Year instead of every month

Broad framework of Internal Challenges during inception



Challenges : Safety and Reliability

- ✓ Dilapidated network and Safety
- ✓ Natural Calamities: Cyclone and Flood
- ✓ Aging of Assets
- ✓ Breakdown Maintenance
- ✓ Bypassed/ faulty/ No Protection
- ✓ Group Controls
- ✓ Vast Geographical spread
- ✓ Dense Vegetation
- ✓ Coastal Belt: Prone to Saline weather
- ✓ Aging workforce
- ✓ Inadequate Inventory
- ✓ Capacity Building



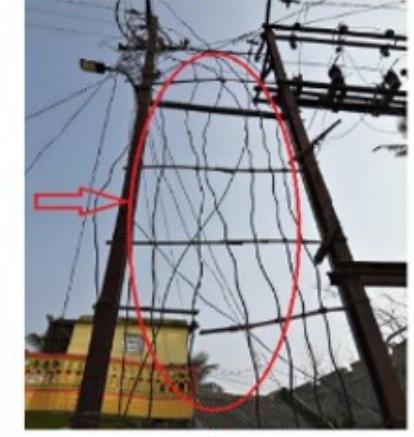
Challenges



Rusted and
Damaged Poles



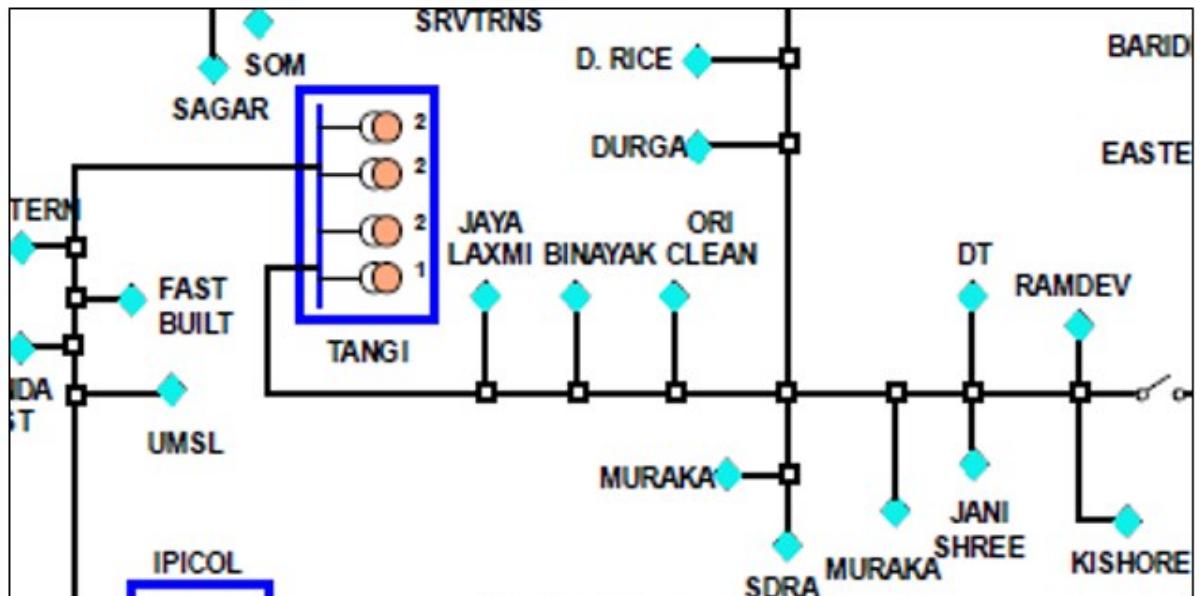
Creepers and vegetation on
Sub-stations and poles



33KV Conductor- Very Low Vertical Clearance



Distribution Sub-station at garage Square- Dense Vegetation, Open LT fuses, Overloaded DT terminals



Multiple T-offs



Attending Consumers

Optical Character Read (OCR)

What is OCR Technology (Optical Character Read)

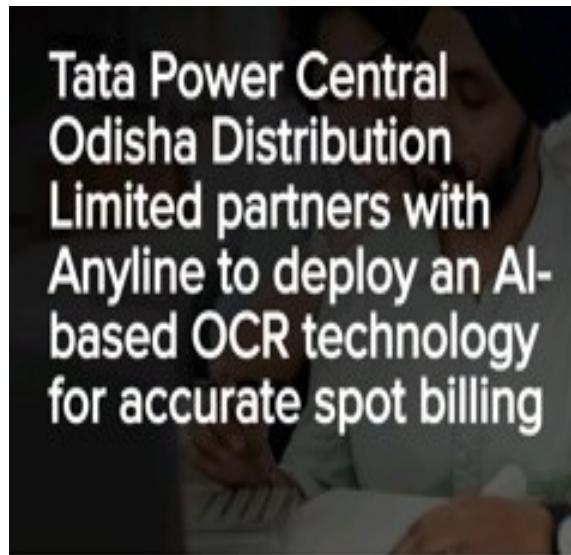
A technology in which Meter Reading can be captured only through scanning of meter reading screen automatically. No manual punching required. The said technology is available through mobile application in Online as well as Offline mode.

OCR Scanning Process Example

As an expert in computer vision and image processing, Anyline strives to be the technical problem-solver of your choice. Years of experience and time invested in research & development have successfully contributed to engraining our technology as a top-tier company offering a high-quality product.



News Regarding adoption of OCR Technology



Bhubaneswar, 30 th August, 2022: Tata Power Central Odisha Distribution Limited (TPCSDL), a joint venture between Tata Power and the Government of Odisha, today announced partnership with Anyline, a global leader in mobile data capture and artificial intelligence, to reduce non-technical losses and support spot billing processes for field workers and customers. This industry-first innovation marks the first use of optical character recognition (OCR) for meter reading by TPCSDL and is the result of collaboration between the companies. Commenting on the partnership, M. Shenbagam, CEO, TP Central Odisha Distribution Limited said, “We firmly believe in adoption and integration of cutting-edge technologies to provide reliable power supply and the best customer experience.”

TPCSDL-Anyline for accurate spot billing

Bhubaneswar: Tata Power Central Odisha Distribution Limited (TPCSDL), a joint venture between Tata Power and the Government of Odisha, Tuesday announced partnership with Anyline, a global leader in mobile data capture and artificial intelligence, to reduce non-technical losses and support spot billing processes for field workers and customers. This industry-first innovation marks the first use of optical character recognition (OCR) for meter reading by TPCSDL and is the result of collaboration between the companies. Commenting on the partnership, M. Shenbagam, CEO, TP Central Odisha Distribution Limited said, “We firmly believe in adoption and integration of cutting-edge technologies to provide reliable power supply and the best customer experience.”

Know Your Bill

টপি ষেক্সাল ওড়িশা বিদ্যুত বিতরণ লিমিটেড
(এক গাঁথ পাঞ্চাল এবং ওড়িশা পরিকারক স্থান উদ্যোগ)
দ্বিতীয় মহলা, ইকুচো গাঁথাল, জনপথ, ভুবনেশ্বর, ওড়িশা - ৭৫১০৭৭

আপণক বিদ্যুত বিল বিষয়ে জাণন্তু

1. উপরোক্ত বিবরণ:
সমস্ত বিদ্যুত বিলের উপরোক্ত বিবরণ বিবরণী রয়েছে। এখনের উপরোক্ত বিবরণে নাম, ঠিকানা, পরিমাণ ও বিবরণ বিবরণী লিপিবদ্ধ হোল্ডিং। উপরোক্ত নম্বর হোল্ডিং বিদ্যুত বিলের অধীন করা হয়েছে এবং এই বিবরণ এক অনন্য পরিচয় নম্বর। এই নম্বর মাধ্যমে উপরোক্ত বিদ্যুত দেয়ার প্রয়োজন বিবরণী এবং অনলাইনের প্রোক্রিয়া করায়ারথেকা বিদ্যুত দেয়ার বিবরণ বিবরণী হালক করায়ারথেকা।

2. নির্বাচিত এবং বিদ্যুত শুল্ক বর্ণনায় বিবরণ:
আপণক বিদ্যুত বিলের বিধাবক্ষ বিবরণী নির্বাচিত মিলের পরিমাণ করায়ারথেকা। নির্বাচিত মাধ্যমে আপণক প্রদান করায়ারথেকা কিলোওয়ার ঘণ্টা প্রয়োজন করায়ারথেকা। আপণক নির্বাচিত রিপোর্ট নির্বাচিত মিলের পরিমাণ করায়ারথেকা। বিবরণী প্রদর্শিত রিপোর্ট এক প্রতি পরিমাণ করায়ারথেকা। আপণক বিদ্যুত বিলের প্রদর্শিত রিপোর্ট এক প্রতি পরিমাণ করায়ারথেকা। আপণক বিদ্যুত বিলের প্রদর্শিত রিপোর্ট এক প্রতি পরিমাণ করায়ারথেকা। আপণক বিদ্যুত বিলের প্রদর্শিত রিপোর্ট এক প্রতি পরিমাণ করায়ারথেকা।

3. বকেয়া:
যদি কোণবি উপরোক্ত পরিক্রম পরিমাণের বিদ্যুত বিল প্রোক্রিয়া করুন হাতি তেবে হোল্ডিং উপরোক্ত বকেয়া আবে বকেয়া করুন হোল্ডিং। যদি গোচৰ বিন্দু বকেয়া আবে বকেয়া করুন হোল্ডিং। যদি গোচৰ বিন্দু বকেয়া আবে বকেয়া করুন হোল্ডিং।

4. রিহাতি:
প্রিপোক নির্বাচিত করিবা নির্মাণে বিদ্যুত প্রক্রিয়াক পক্ষত রিহাতি প্রদান করায়ারথেকা। প্রাপ্তির পক্ষত বিদ্যুত প্রক্রিয়াক বিদ্যুত হোল্ডিং পরিমাণ করায়ারথেকা। প্রাপ্তি যদি উপরোক্ত বিদ্যুত বিলের পরিমাণ করায়ারথেকা। প্রাপ্তি যদি উপরোক্ত বিদ্যুত বিলের পরিমাণ করায়ারথেকা।

5. গ্রাহক বেবা নম্বর:
গ্রাহক পরিমাণে বিদ্যুত বিলের শেষ কাগজে বিদ্যুত বিতরক বিদ্যুত পক্ষত এক প্রতি পরিমাণ করায়ারথেকা। প্রাপ্তি যদি উপরোক্ত বিদ্যুত বিলের পরিমাণ করায়ারথেকা। প্রাপ্তি যদি উপরোক্ত বিদ্যুত বিলের পরিমাণ করায়ারথেকা।

Know Your Bill-

The campaign has been launched and poster has been circulated up to section level to educate consumer regarding their SBM bill. In this campaign Poster has been launched and segment wise information given as follow:

1. Bill Month
2. Consumer Name & Address
3. Reading & Bill Calculation
4. Arrear Details
5. Payment & Due date
6. Consumer service number



Supply Reliability

Workplace Management – 5S



Our substations are getting better day by day

Improvement in Primary Sub-stations

Before Takeover- Meramundai & Jagatpur

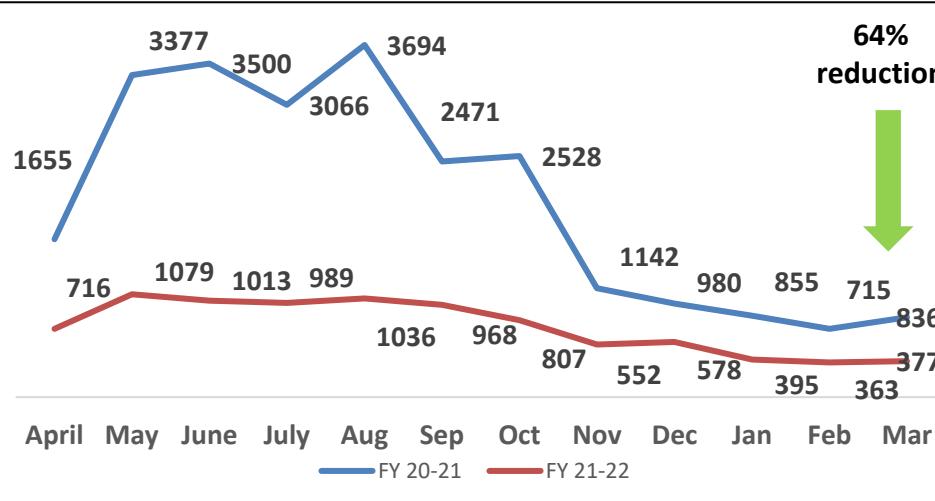


Improvements carried out

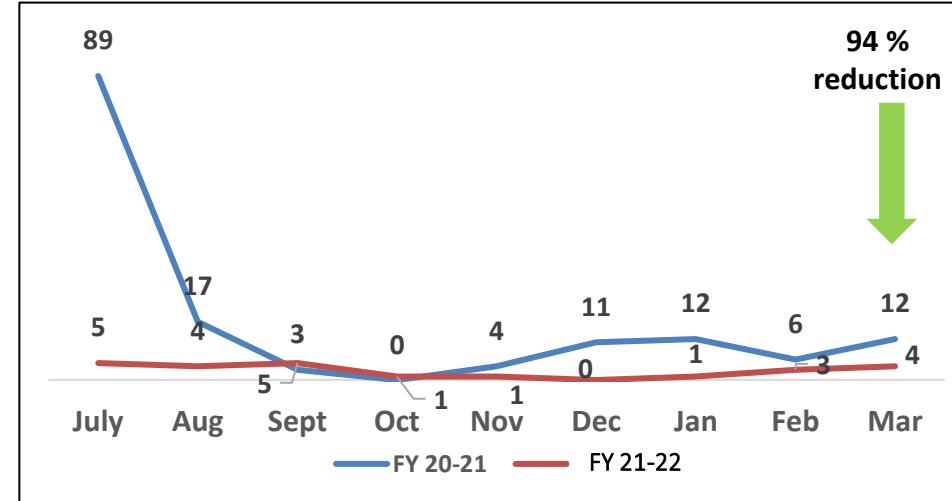


Operational Statistics: LFY

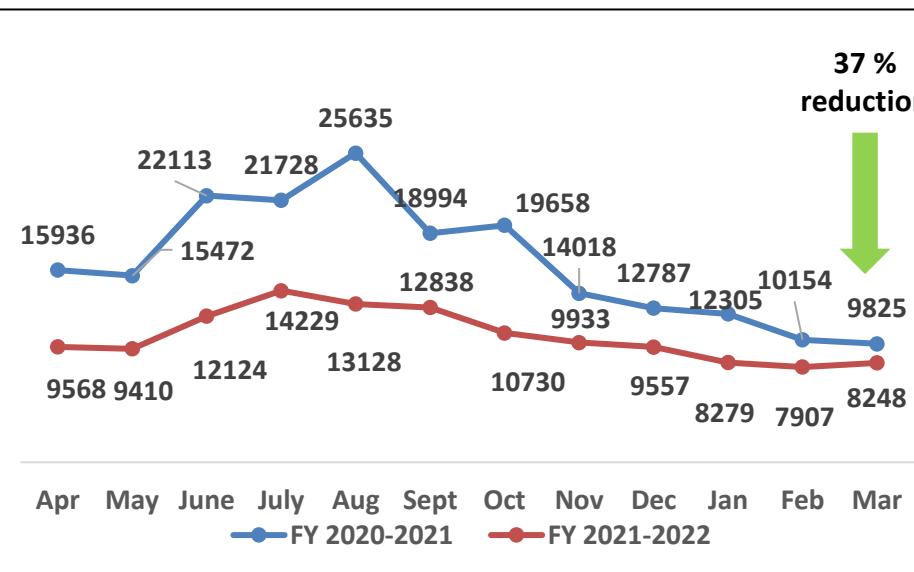
33 KV Feeder Interruption



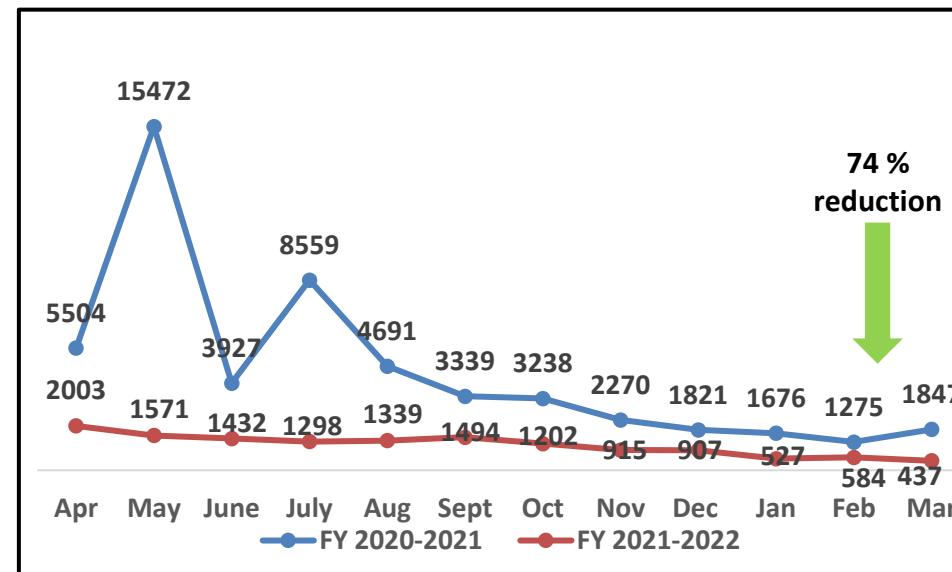
PTR Interruption



11 KV Feeder Interruption



DTR Interruption



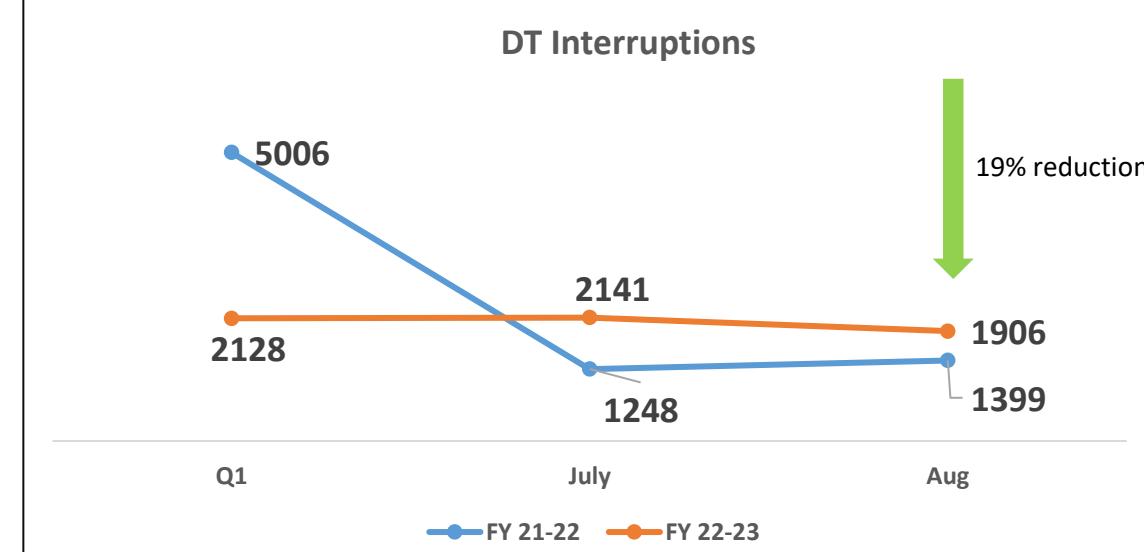
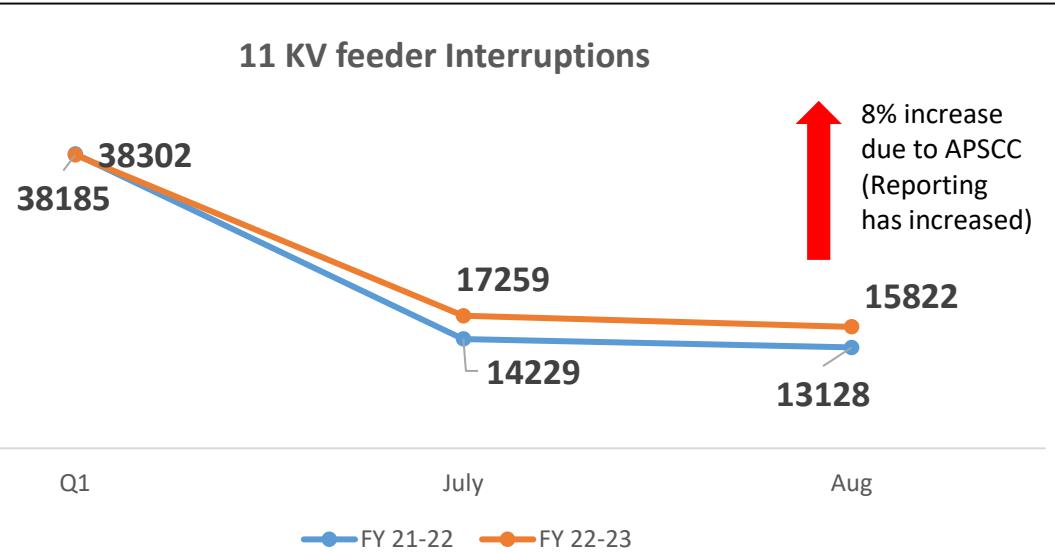
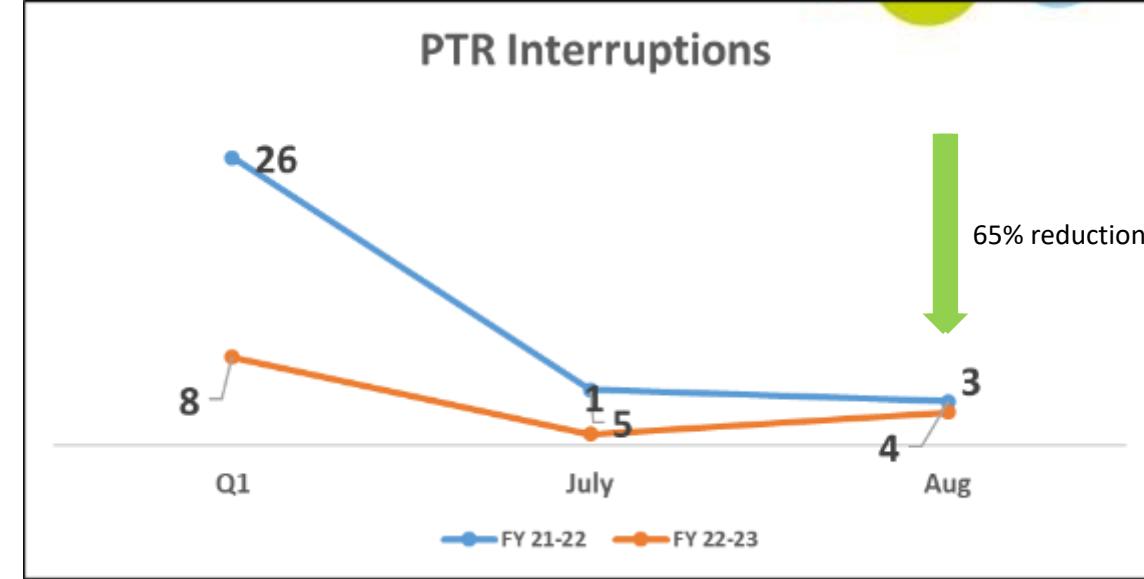
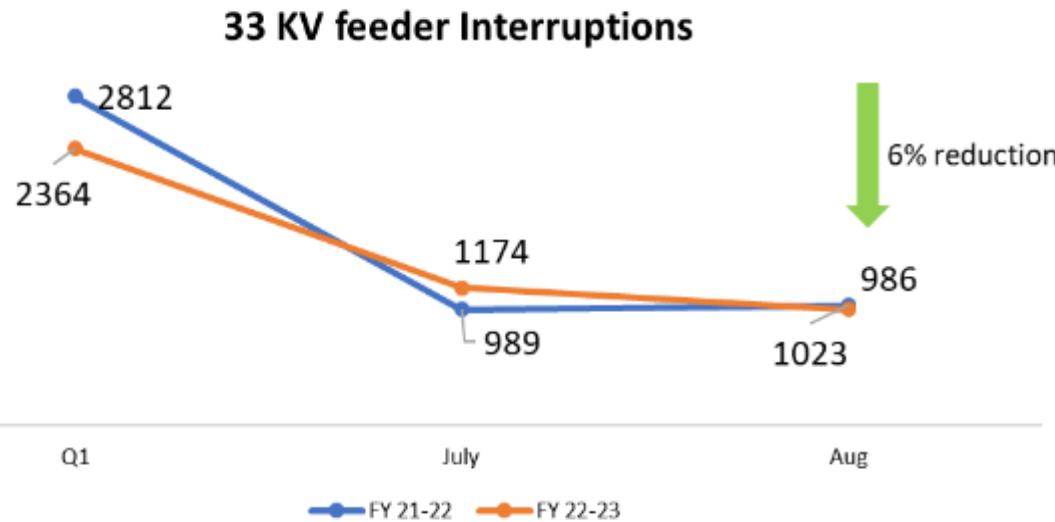
Parameters	FY21	FY 22
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SAIDI (Hrs.) 290.4 154.90

SAIFI (Nos.) 415.84 376.86

DT Failure (%) 4.74 4.14

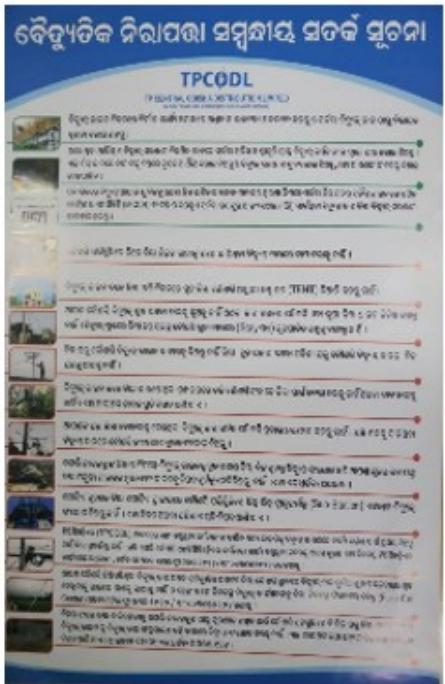
Operational Excellence: CFY





SAFETY

Public Safety Initiatives



Distribution of Safety pamphlets



Practice Yard Training

TP CODL
Safety Month Campaign
(10th January - 20th February 2022)
ସୁରକ୍ଷା ମାସ ଅଭିଯାନ
OBSERVE ELECTRICAL SAFETY, SAVE LIVES & PROPERTY
ବେଦ୍ୟତିକ ସୁରକ୍ଷା ପାଳନ କରନ୍ତୁ, ଜୀବନ ଏବଂ ଧର୍ମଶତର ରକ୍ଷା କରନ୍ତୁ
TP CENTRAL ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

SAFETY MONTH Campaing- 10th Jan to 20th Feb



Installation of Safety Hoardings in GP and TPCODL Offices



Village Safety awareness



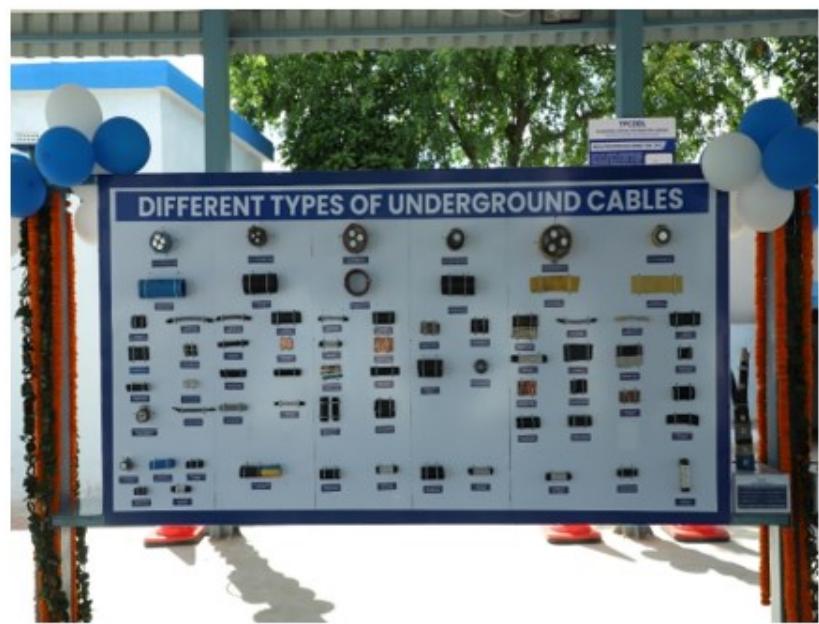
Competency Assessment



Suraksha Sachetan Rath-
1100 no's villages

State of Art Skill Development Centre- An initiative towards Capacity Building

TPCDL



Animal and Public Safety: Fencing and Boundary Wall



FRP Fencing- TPCODL has started the strengthening of existing Distribution Sub-stations by installing FRP fencing to enhance safety.



Boundary Wall in elephant Movement Area

DSS Refurbishment



Distribution Sub-station Refurbishment- This activity is carried out in Sub-stations with open LT protection, Faulty/ Bypassed AB switch and LT cables with joints.

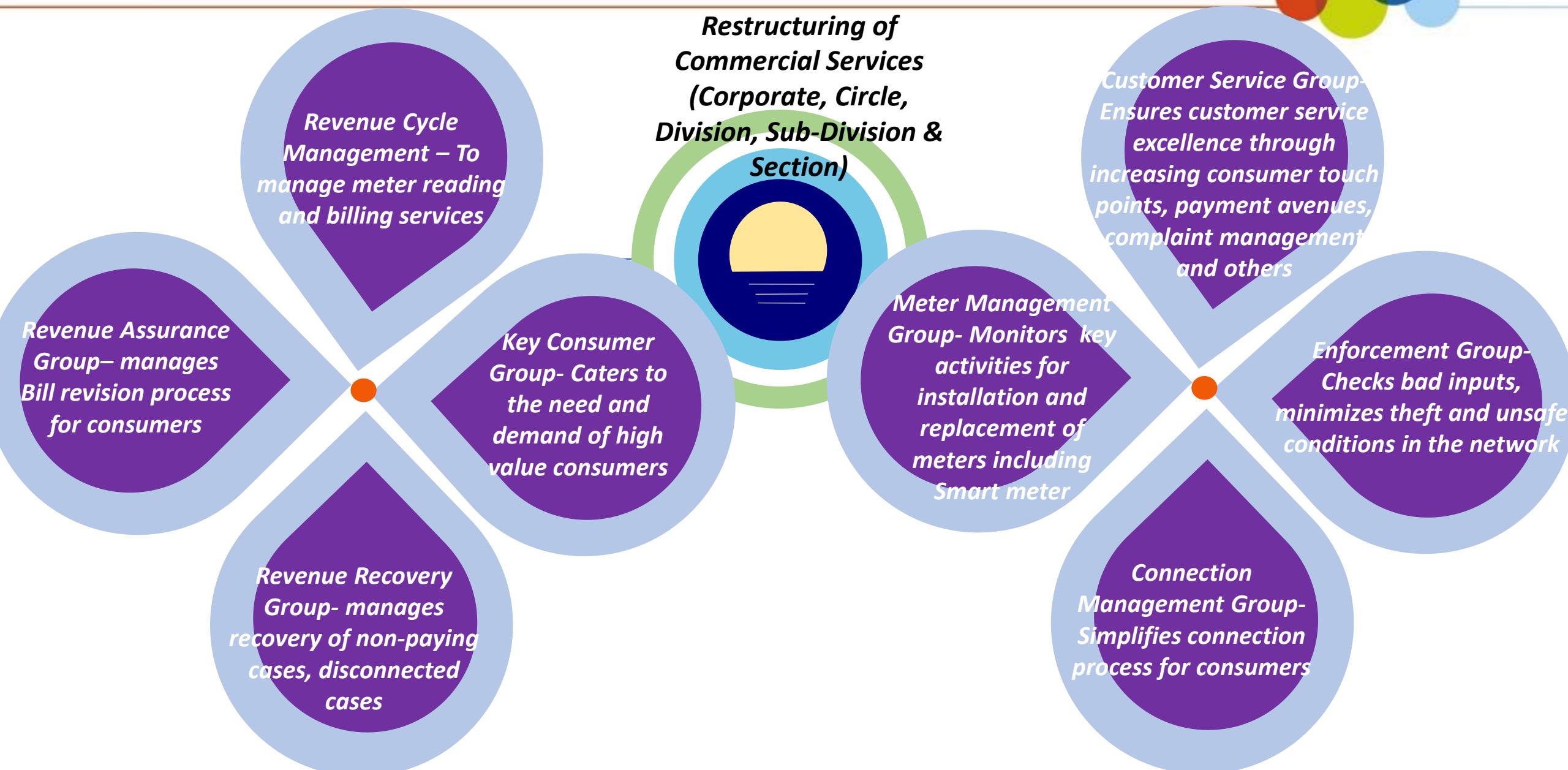
The LT protection is strengthened by installing Feeder Pillar Boxes, LT MCCB and replacement of LT Jumpers.

The safety and reliability of the Sub-station is improved through De-vegetation, Replacement of AB switches, replacement of worn out/ undersized jumpers and FRP fencing.



Metering, Billing & Collection

TPCODL's approach for Restructuring of Commercial Services



TPCODL's approach to improve “Billing & Collection Efficiency”

Implementation of Performance Based Contract

- TPCODL adopted performance based contract to boost performance of Meter readers and bill collectors

SAP-ISU as MBC Engine

- Implementation of SAP-ISU for metering, billing & collection in all across TPCODL.
- As a result all MBC Processes got simplified
- Real Time monitoring of Reading & Collection reports & MIS

Quality Check Parameters at the time of Bill generation

• OCR based meter reading

OCR based meter Reading for cracking the suppressed reading cases introduced

Leadership Role

- Plays a crucial role towards motivating field staffs for achieving organization objective as per assigned responsibility .

Launching of

- Mobile Collection App integrated with SAP-ISU
- Mobile Meter Reading App

Installation of Prepaid Smart meters

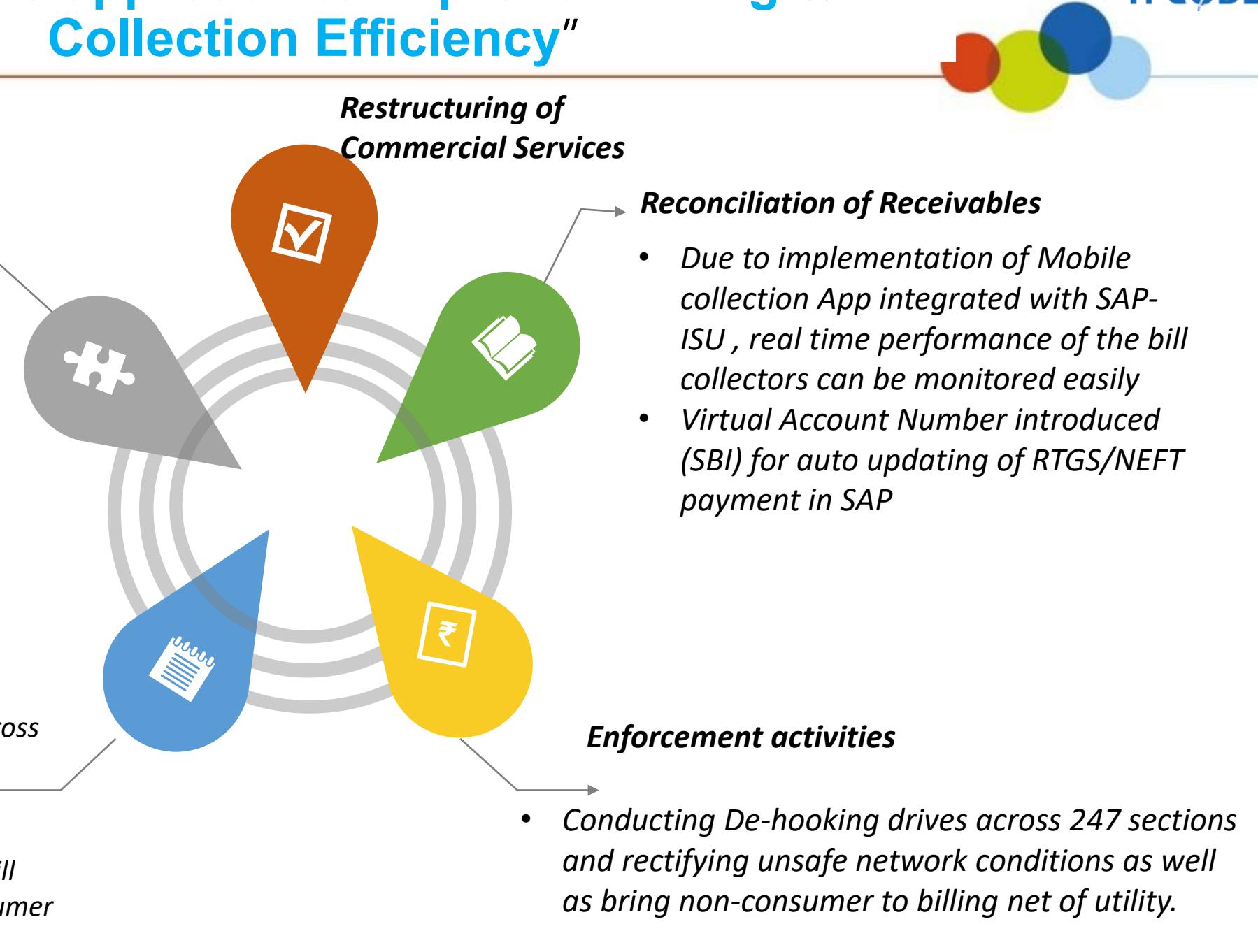
- More Than 10 K Smart meters have been installed till date

• Self Meter Reading App for customers

Self- Meter Reading App has been introduced for consumers, which gives rights to consumer for self-meter reading.

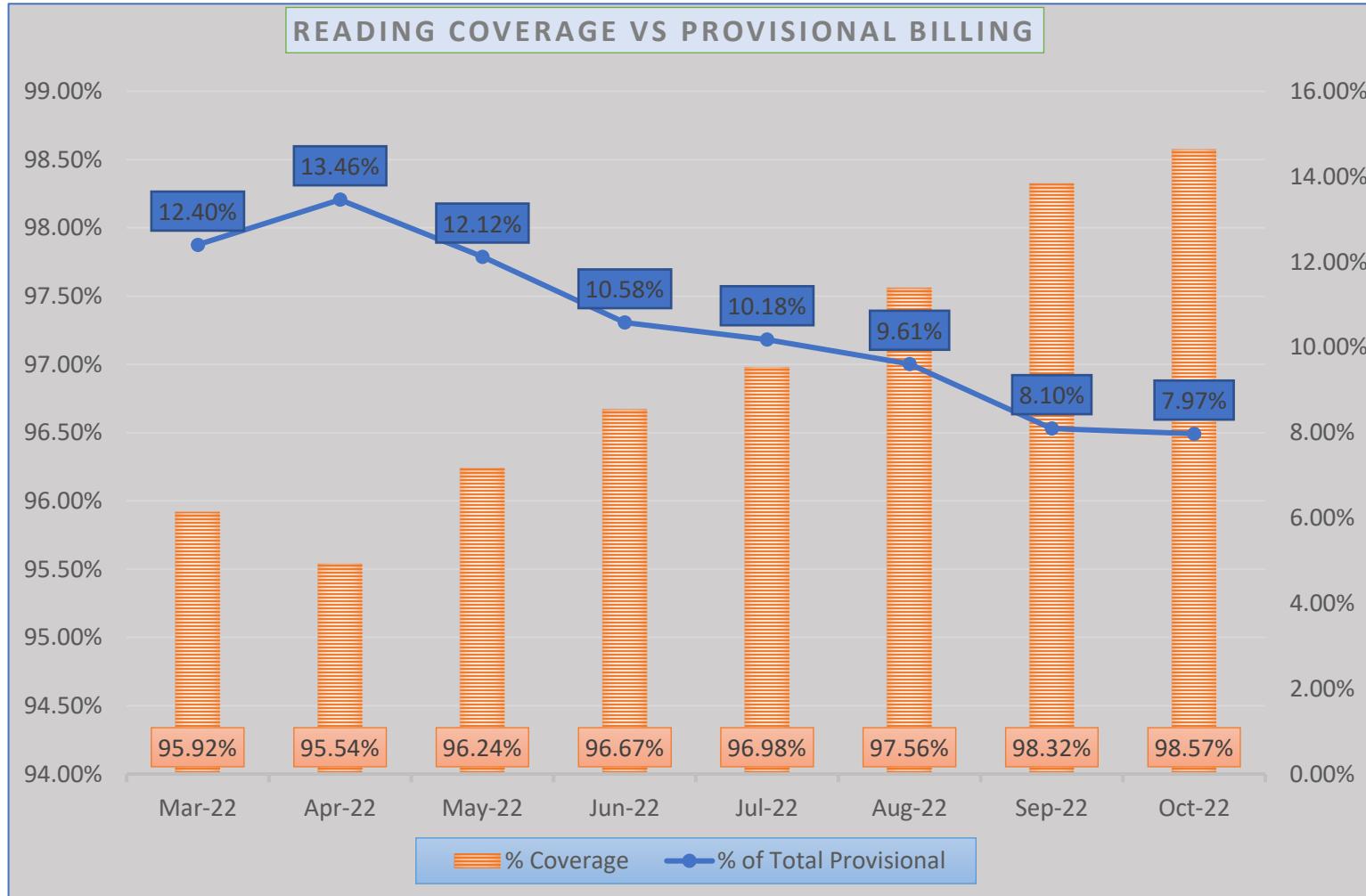
TPCODL's approach to improve “Billing & Collection Efficiency”

- **Replacement of defective/ mechanical meters**
0.85 Million meters have been installed till Aug'2022

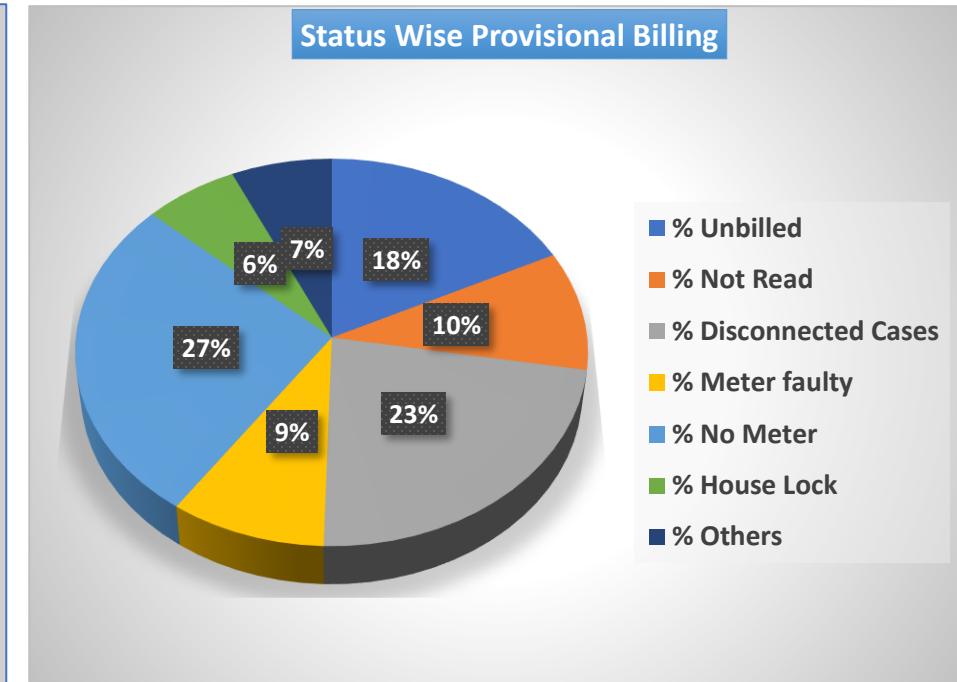


Achievement: Billing

Coverage enhanced from 95.54% to 98.57%



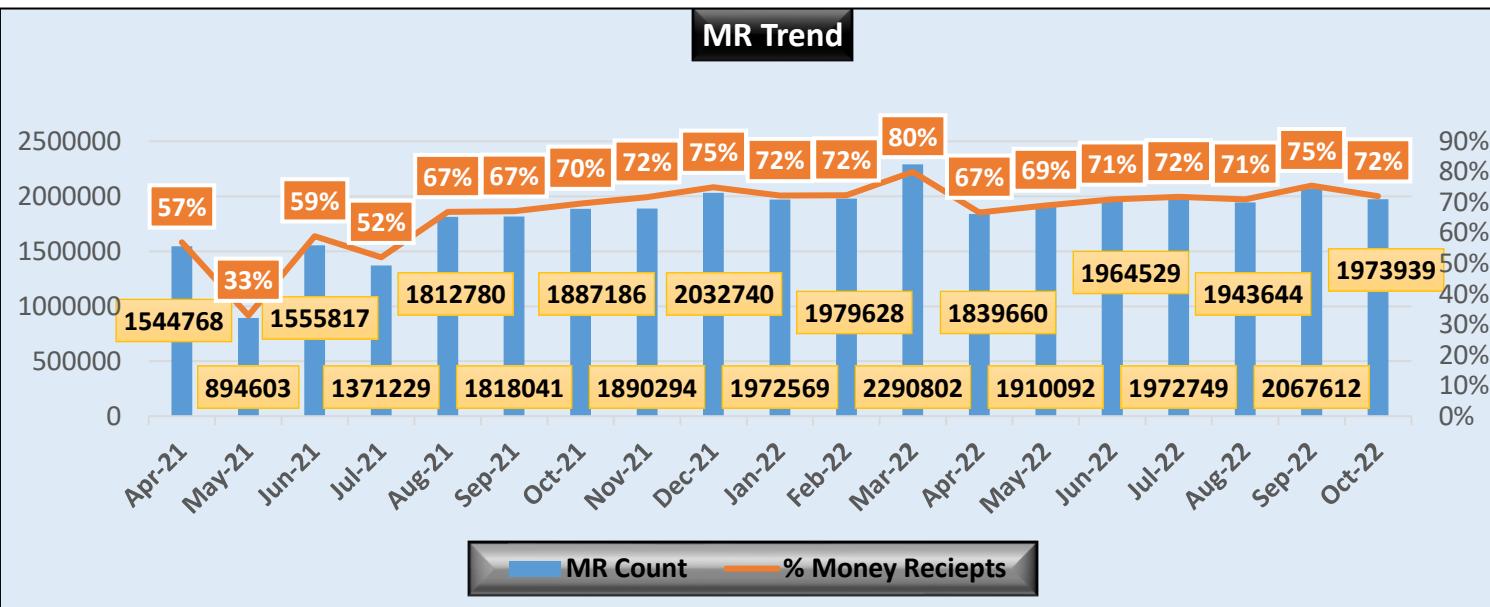
Provisional Billing reduced by 5.49%



% Total Provisional Billing including unbilled is 7.97% in which unbilled cases contributing 1.34%.

In H1 of FY 23, 47990 mechanical meters, 73662 defective, 0.12 million meters have been replaced

Achievement: Collection

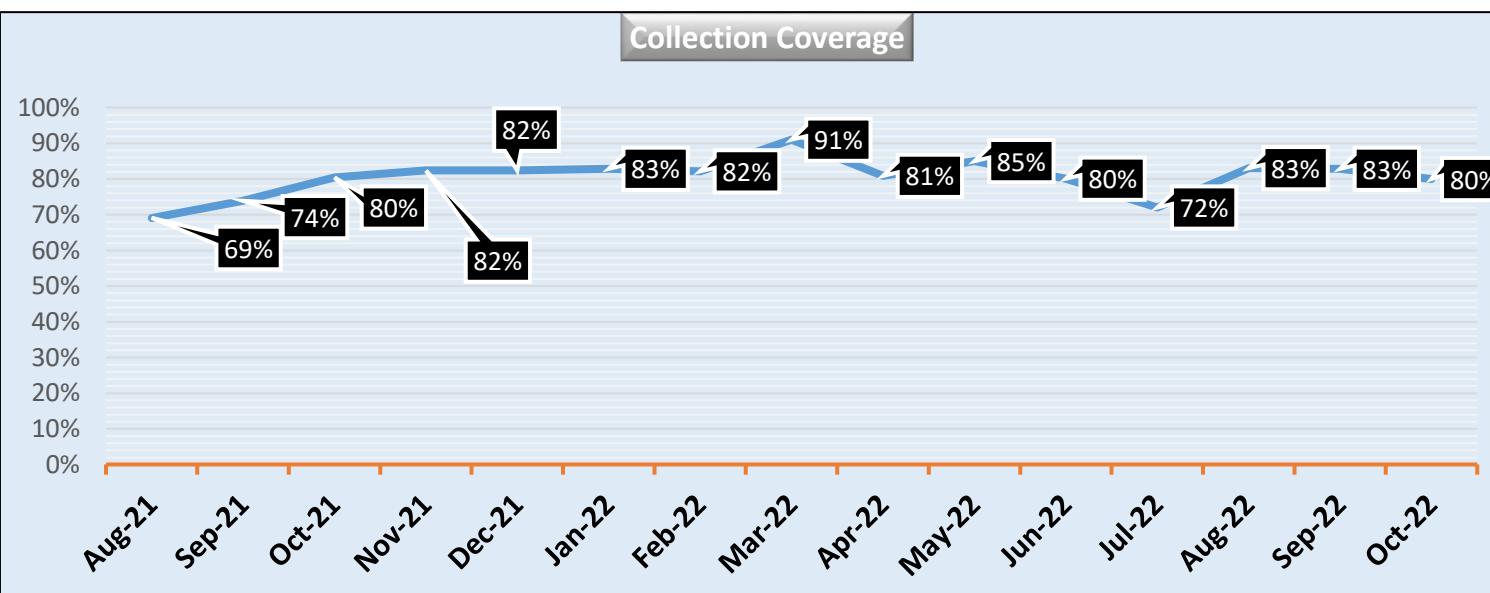


10 % increased in MR

MR receipt has been increased from 1.84 Million (Apr 22) to 2.04 Million (Sep 22).

7 % increased in MR%

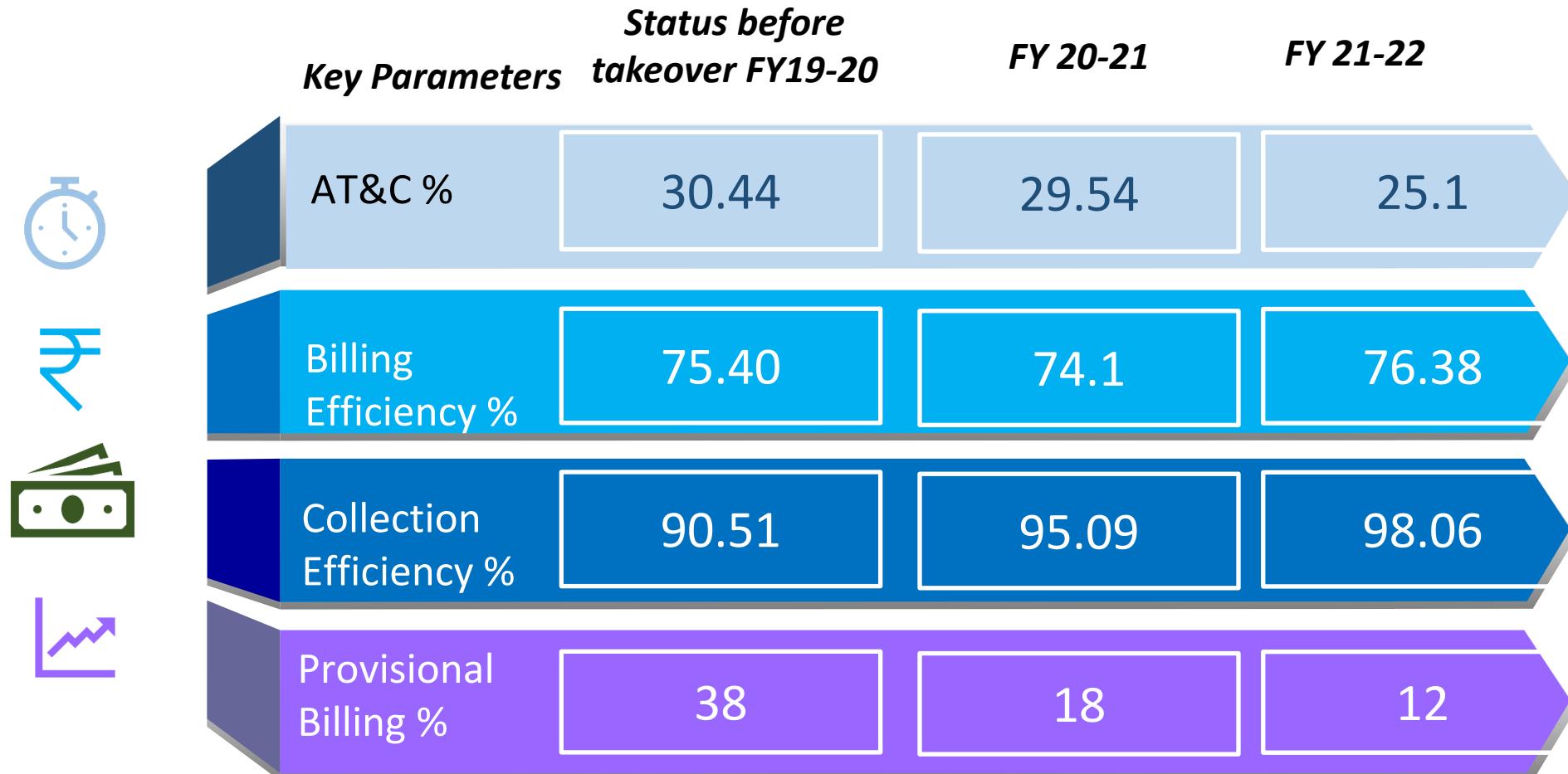
MR receipt % has been increased from 67 % (Apr 22) to 74% (Sep 22).



5 % increased in Coverage

Collection Coverage has been increased from 81% (Apr 22) to 86% (Sep 22).

Key Achievements in FY 21-22



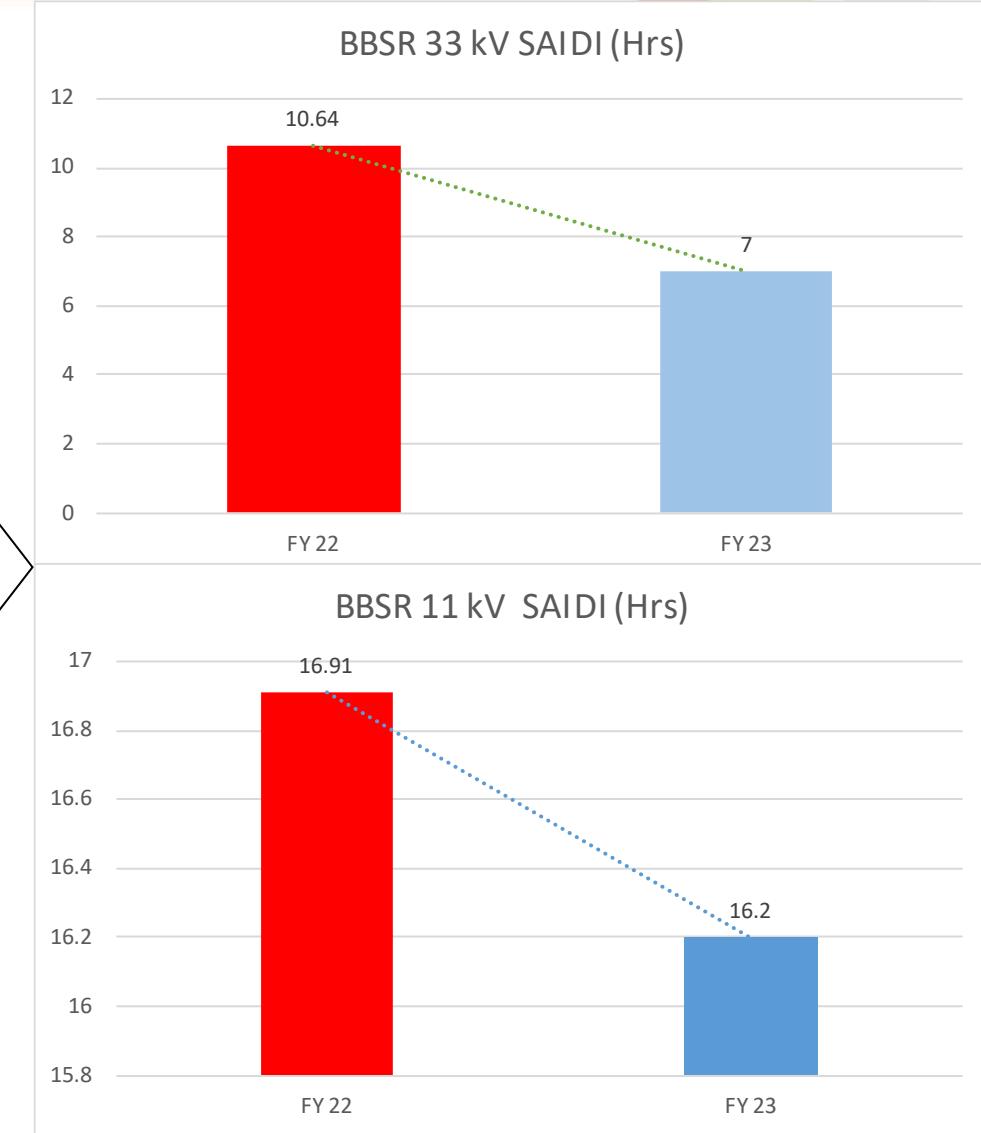
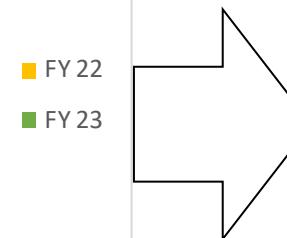
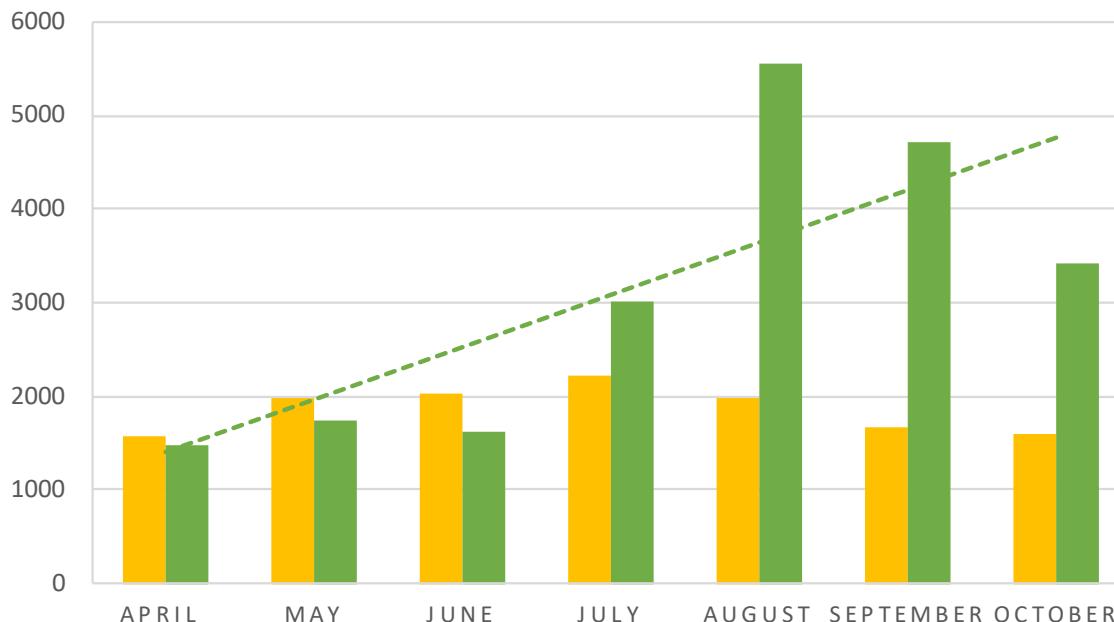


INITIATIVES

IMPROVED RELIABILITY WITH AUTOMATION



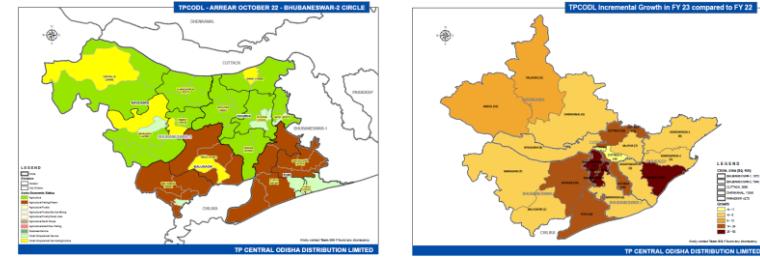
REMOTE OPERATIONS FROM SCADA



INCREASE IN REMOTE OPERATIONS FROM SCADA RESULTING INTO FASTER RESTORATION & IMPROVED RELIABILITY IN BBSR CITY

GIS @ TPCDL

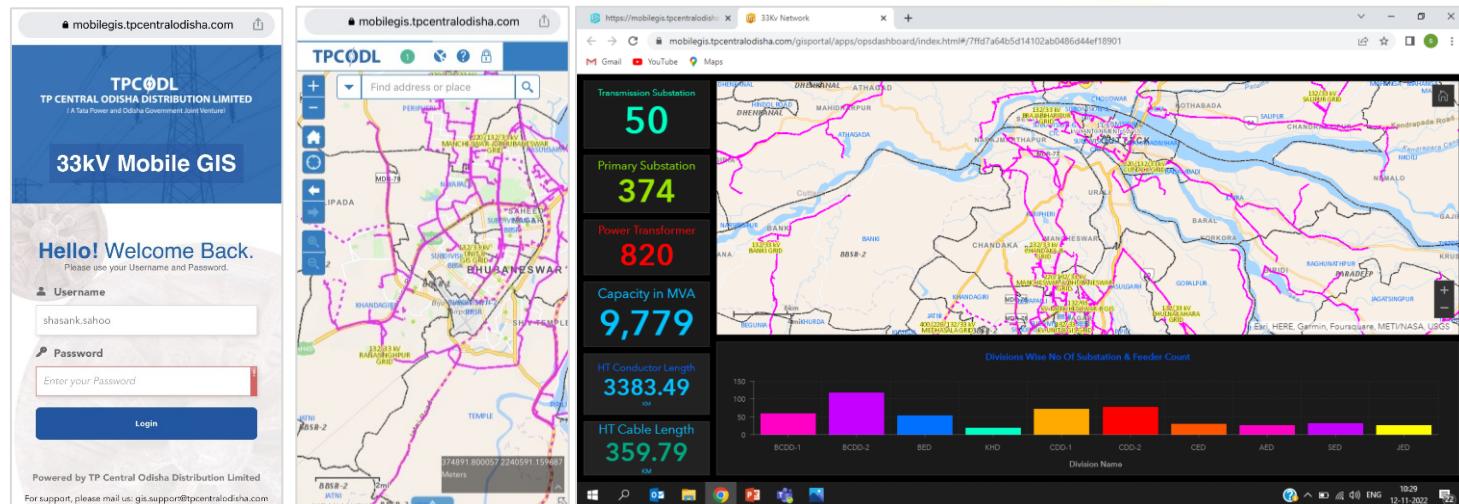
Thematic Maps – Analysis on Administrative Boundaries



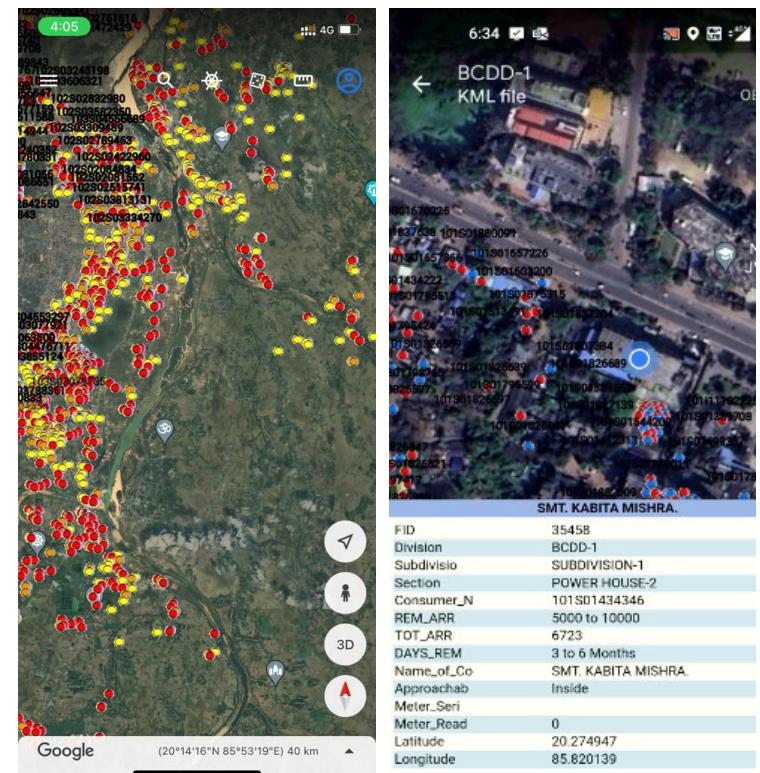
Collection Centre



Mobile GIS – Search Feeder Extent by its Name/Code, Consumer Search, Dashboard

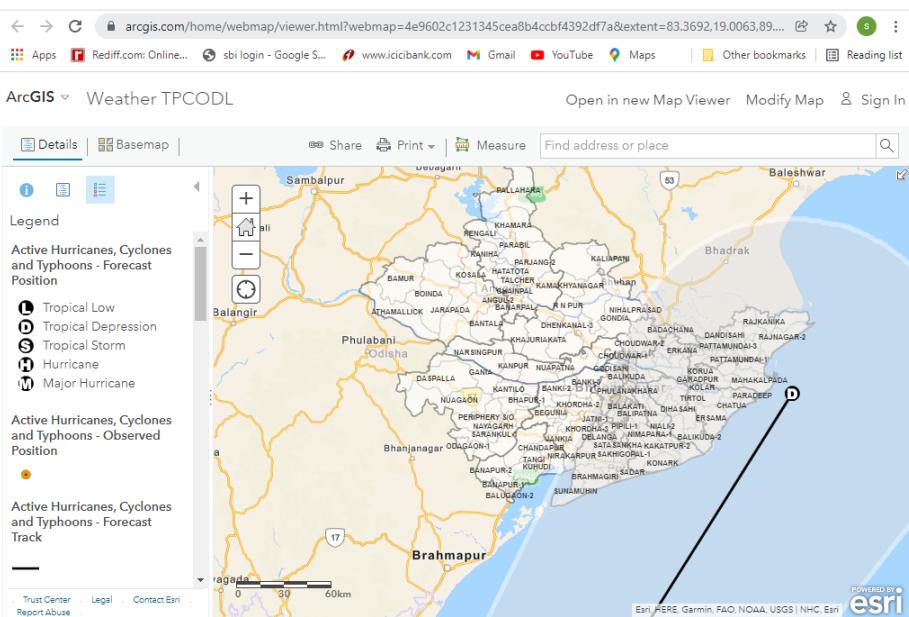


Provisional Consumers

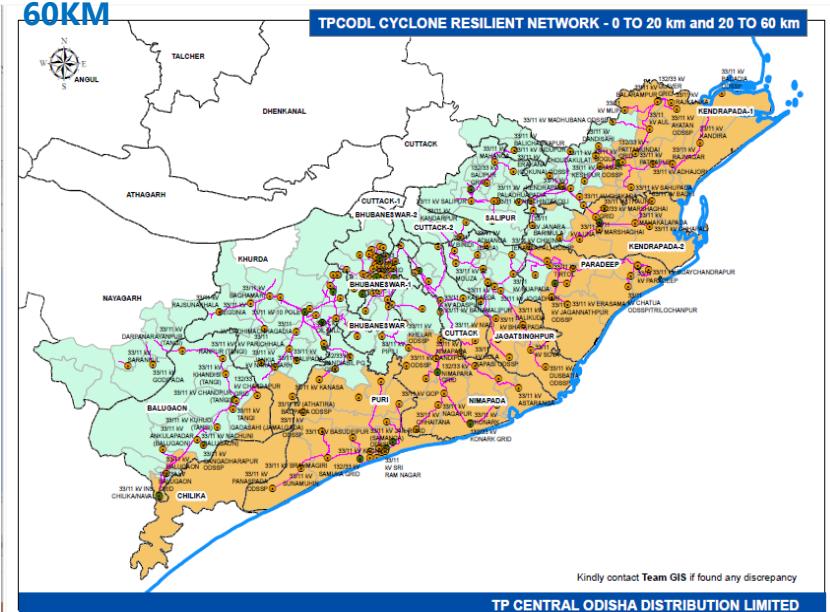


Payment Dues /Arrears

Cyclone affected Sections – Disaster Management



Identifying Infrastructure within 0-20KM & 21-60KM



Kindly contact Team GIS if found any discrepancy

New Service Connection -Hassel free Registration



Call us on the TPCODL Toll Free Number 1912 / 1800 345 7122



Visit online portal <https://mobidyut.com/NewConnection/ConnectionType> through mobile or laptop/desktop and register



Give us a missed call @ 8093009990 and we will call you back



SMS NC_Mobile Number_Name to 8093009990 and we will call you back



WhatsApp details like Name address mobile number to 8093009990



Email us the details like Name address mobile number @newconnection@tpcentralodisha.com

New Service Connection -Hassel free Document submission

Online Document submission

- Information by Call center during registration
- Document upload link through SMS
- Document Upload Link through WhatsApp
- Document Upload Link through Email

Document through what'sapp

- Share the documents through Whatsapp from the registered mobile number

Physical Document submission

- Document submission @ nearest Consume care/ Section Office

Hassel free Payment

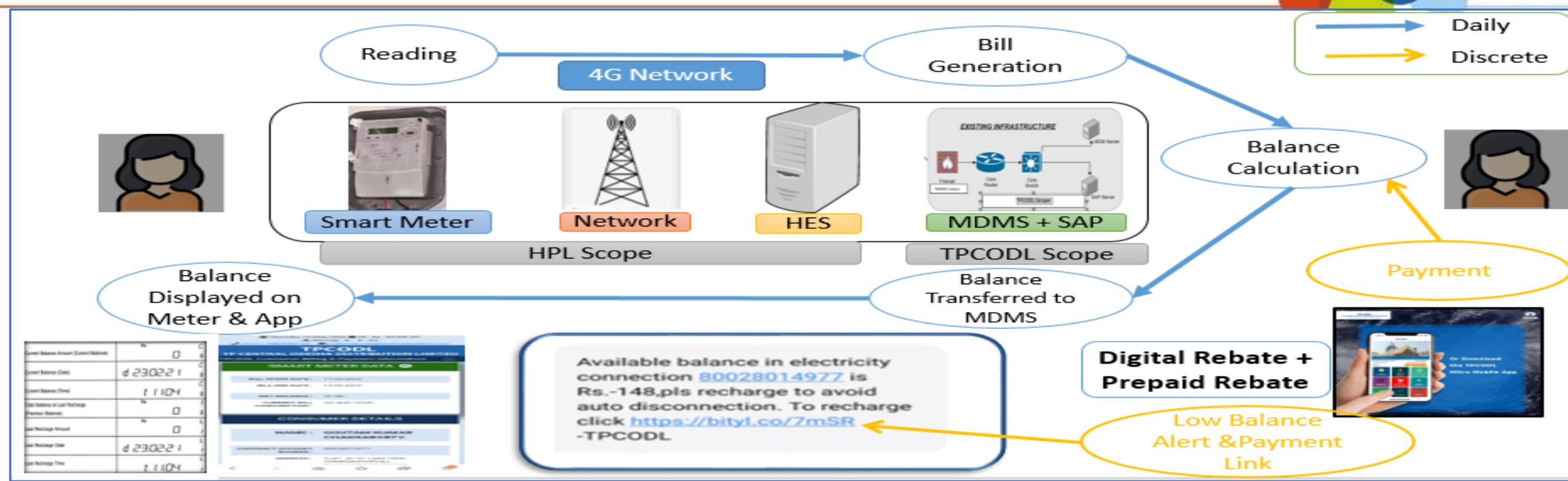
Online Payment

- Information by Call center during registration
- Payment link through SMS
- Payment Link through WhatsApp
- Payment Link through Email

Payment at Counters

- Payment @ nearest Consume care/ Any Section Office of the division

Smart Meter Journey



MIS OF REMOTE DISCONNECTION OF SMART METERS								
MIS AS ON	17.10.2022	Total Payment Received Today (RS)		₹ 20,000.00		Total Payment Received YTD (RS)		₹ 14,75,082.00
DATE	DISCONNECTION TRIGGERED (COUNT)	TOTAL AMOUNT DUE (RS)	PAYMENT RECEIVED (COUNT)	AMOUNT RECEIVED (RS)	RECONNECTION TRIGGERED (COUNT)	CONNECTION'S PAYMENT AWAITED (COUNT)	CONNECTION'S PAYMENT AWAITED (RS)	REMARK
17/10/2022	4	6553.00	3	20000.00	3	1	1586	
15/10/2022	2	5872.00	2	8352.00	2	0	0	
14/10/2022	Disconnection Hold Today for testing of auto disconnection and Reconnection in Integrated Test System							
13/10/2022	13	233729.00	4	40217.00	3	10	142394	3 Partial Payment Received



Online Mode - Digital Platforms for Customers (TPCODL MITRA APP)

TPCODL



TPCODL
TP CENTRAL ODISHA DISTRIBUTION LIMITED

TPCODL
TP CENTRAL ODISHA DISTRIBUTION LIMITED

Select Consumer ID

80028014977

GOUTAM KUMAR CHAKRABORTY.

SUBMIT

SMART METER CONSUMPTION/HISTORY DETAILS

BILL START DATE	BILL END DATE
29.06.2022	29.06.2022

NET BALANCE
Rs: 1597.00

7.0
CURRENT
CONSUMPTION

Current Balance &
Consumption Details

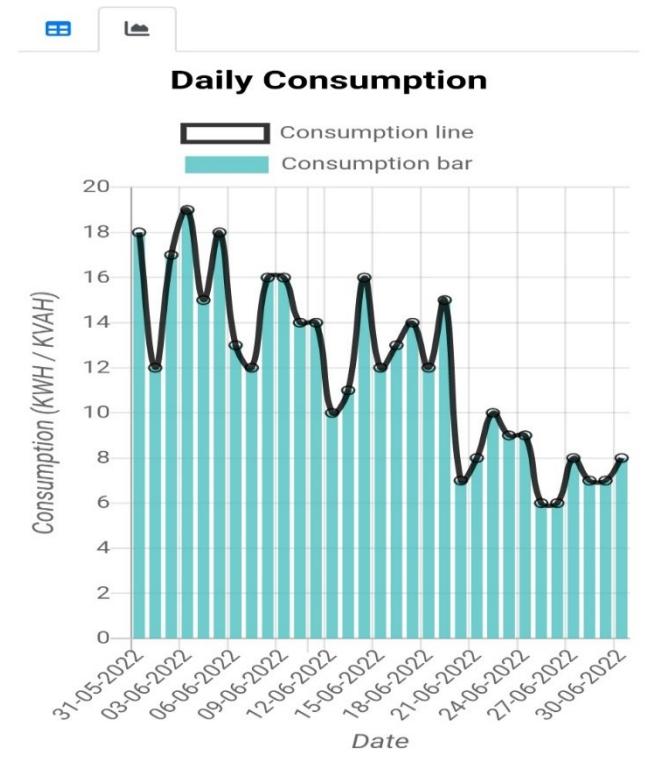
TPCODL
TP CENTRAL ODISHA DISTRIBUTION LIMITED

Consumption for meter number
AP3000107

DATE	REGISTER CODE	METER READING	CONSUMPTION (KWH / KVAH)
31-05-2022	CKWH	226.0	18.0
01-06-2022	CKWH	244.0	12.0
02-06-2022	CKWH	256.0	17.0
03-06-2022	CKWH	273.0	19.0
04-06-2022	CKWH	292.0	15.0
05-06-2022	CKWH	307.0	18.0

Daily Reading &
Consumption for last
one Month

Consumption for meter number
AP3000107

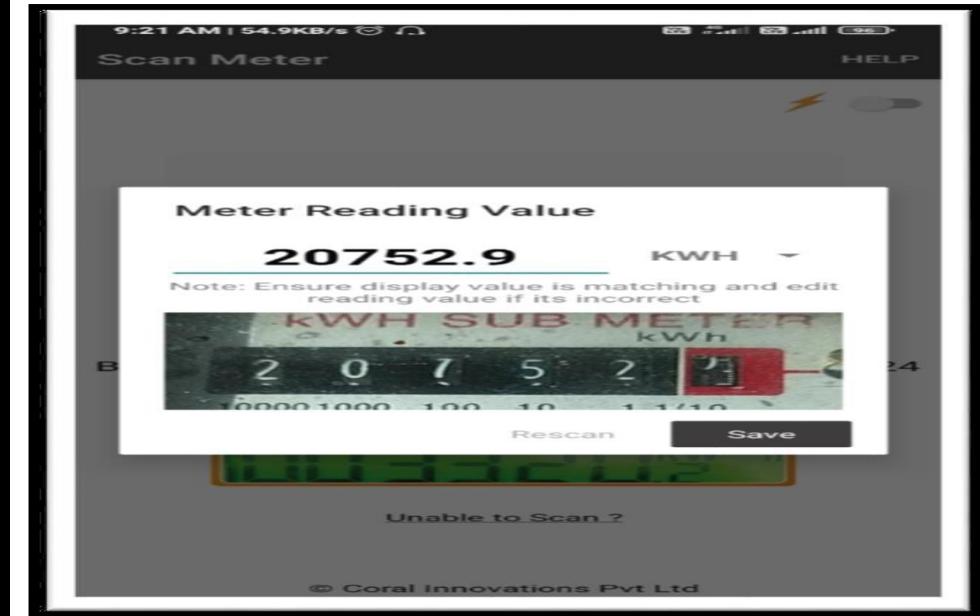
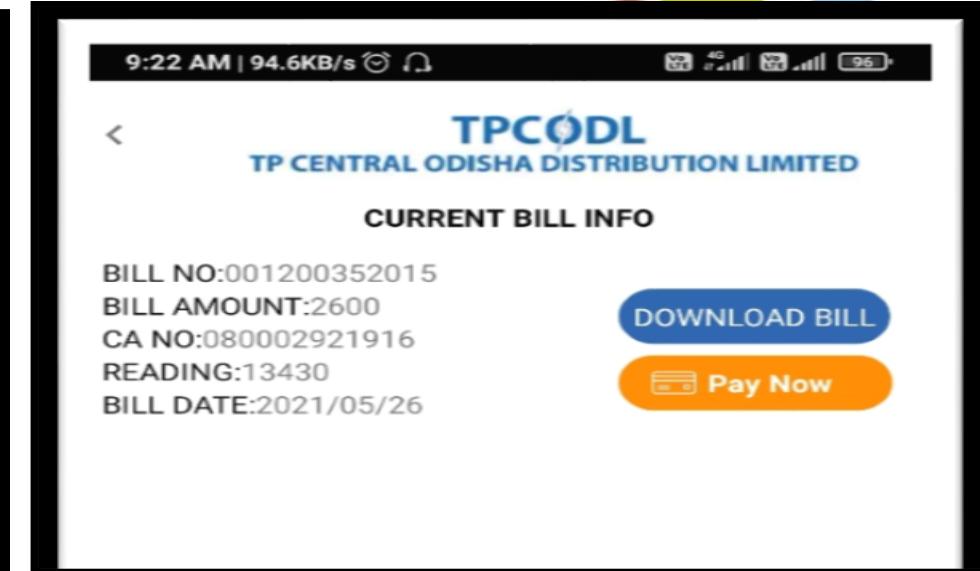
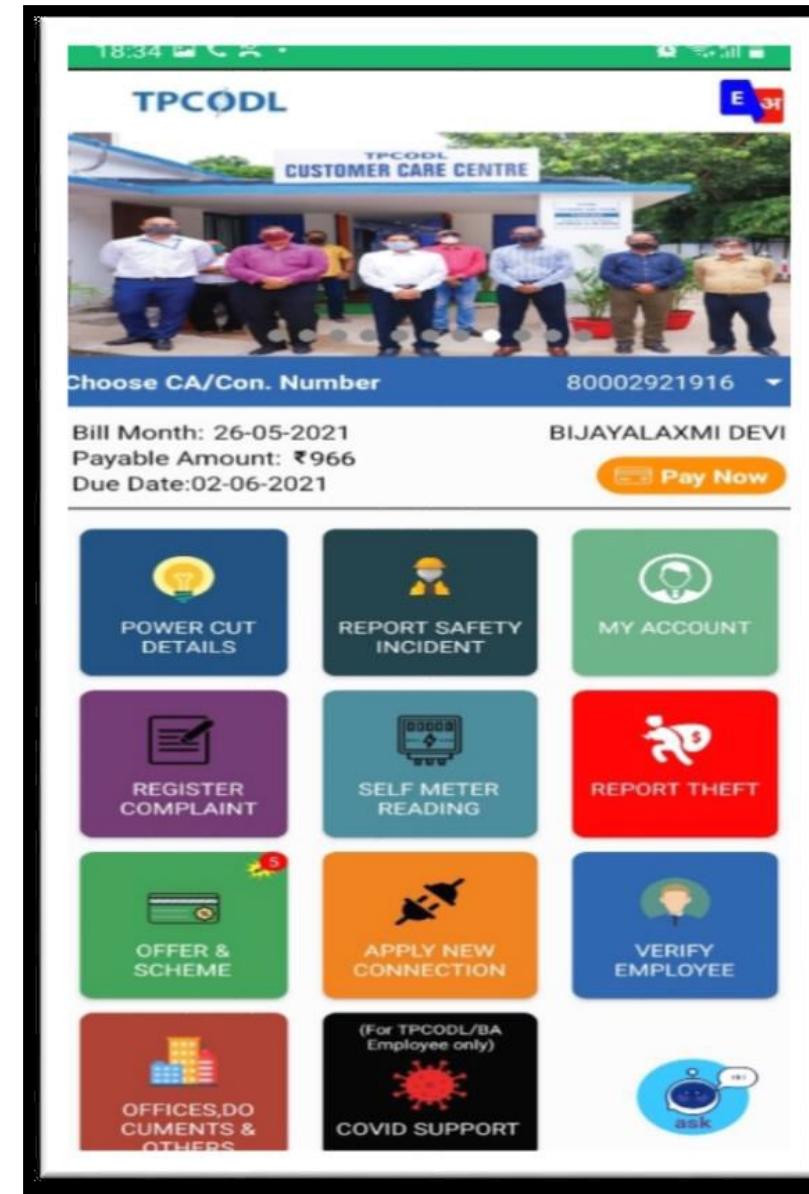


Daily Consumption
Graph for last one
Month

Self Meter Reading

Introducing - Self Meter Reading, Billing & Payment through TPCODL Mitra

TPCODL had launched **TPCODL Mitra** Mobile App with most of customer services at one place. In the Journey of Excellence by adopting Digital Platform and with focus on modernization of our business processes, the TPCODL Information Technology team has added one more feature by implementing "**Self Meter Reading & Billing**" accessible through our **TPCODL Mitra Mobile App**. This feature facilitates our most important stakeholders i.e. consumers to directly involve in our business processes digitally.





An initiative towards consumer convenience has been taken i.e. E-Bill on WhatsApp.

For this Consumer consent required to Opt-in this service and we have already started taking consent by different modes:

- WhatsApp consent form printed and distributed among division to get consumer consent with help of ground staff.
- We have started printing WhatsApp number and a QR Code on Electricity bill by which consumer can send "Hi" by their WhatsApp number to register their mobile number.
- Missed Call Service.
- Walk-in consumer to CCC.
- We have developed a portal through we can easily find those consumers who are interested to opt this facility.
- We have already get consent of approx. 5500 nos. of consumer and out of which approx. 4800 nos. of E-bill on WhatsApp has been delivered till now.

Row Labels	Delivered	% Delivery
Mar-22	99,136	78.19%
Apr-22	1,14,018	85.71%
May-22	1,20,734	88.58%
Jun-22	1,29,912	89.00%
Jul-22	1,50,320	90.03%
Aug-22	1,75,390	90.62%
Sep-22	2,85,390	91.06%
Oct-22	2,50,061	91.45%

Digital Payment Journey – Initiatives Implemented



Awareness created through
Print Media, Social Media,
Scroll on TV and FM
Channels

TPCDL
TP CENTRAL ODISHA DISTRIBUTION LIMITED
A Unit of Power and Odisha Government Joint Venture

BILL PAY & WIN

SCHEME - SEPTEMBER'22

Below are the 2 SCHEMES

- Lucky Customer on Digital Payment
- Lucky Customer having zero arrear as on 30th Sep 22

*Get 3% REBATE on Digital Payment

For any further queries, please contact us at 1912 / 1800 - 345 - 7122

Digital Payment Option:

ODISHA HYDRO POWER CORPORATION LIMITED
(A Government of Odisha Undertaking)
Royal Office, Odisha State Power Housing & Welfare Corporation Building,
Joranda, Bhubaneswar, Odisha - 751011
Ph: 06742-254200, 254201-05-15 Fax: (0674) 25222000; www.ohpc.org.in
CIN: U41110OR1985G00088
ADVERTISEMENT NO.DHPC/HOB/R-BETT-03/2022 Dated 27.08.2022

CAREER OPPORTUNITIES FOR YOUNG PROFESSIONALS

The Corporation intends to recruit young, bright and energetic Professionals & Management Trainees (MTs) & Diploma Engineer Trainees (DETs) in various disciplines.

Odisha Hydro Power Corporation Limited (OHPC) is an ISO 9001:2015 certified Govt. of Odisha Public Sector Undertaking with installed capacity of 2089.00 MW having 6 hydro projects within the state and an inter-State Project. OHPC is also promoting investment in renewable energy projects and various green energy sources through GEODCL, a wholly-owned subsidiary of OHPC.

OHPC intends to recruit bright, qualified and energetic professionals to be inducted as Management Trainees (MTs) & Diploma Engineer Trainees (DETs) in various disciplines as per the following for their placement at various Units and Projects:

MT [Fin]	MT [HR]	MT [E&EE]	DET [PR]	DET [Electrical]	DET [Civil]	DET [Mechanical]
16	07	02	01	09	04	04

Important Dates:-

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BILL PAY & WIN

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BILL PAY & WIN

SCHEME - SEPTEMBER'22

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- Lucky Customer on Digital Payment
- Lucky Customer having zero arrear as on 30th Sep 22

*Get 3% REBATE on Digital Payment

For any further queries, please contact us at 1912 / 1800 - 345 - 7122

Digital Payment Option:

TP Central Odisha Distribution Ltd on Twitter

"Only few days left. Pay your electricity bill o... [twitter.com](https://twitter.com/TPCentralOdisha/status/1574626693607661568?t=9TdN_HJYYGVClfVvAGzwA&s=08)

https://twitter.com/TPCentralOdisha/status/1574626693607661568?t=9TdN_HJYYGVClfVvAGzwA&s=08 10:38

Scheme Launched and Promotion through various channels



Prize Distribution across all Circle Office

Digital Payment Journey – Initiatives Implemented

10:18



Tweet



TP Central Odisha Distribution...
@TPCentralOdisha

Guaranteed rewards on electricity bill payments through PhonePe. Get flat Rs. 75 cashback on your first payment. #BillPayment #HappyCustomerHappyUs

TPCDL
TP CENTRAL ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

Get exciting rewards on bill payments through PhonePe

Get Flat ₹ 75 Cashback*

*Offer is applicable until September 2022, on your first PhonePe transaction.

PAY NOW

Add another Tweet

Home Search Message Bell Mail



Promotion in Market Area



Promoting Digital payment from CSC & Bharat Money Store

Cash Back Offer from Wallet



Putting Banners on Electricity Pole with QR code for Digital Payment

Digital Payment Journey – Initiatives Implemented



TP Central Odisha Distribution Ltd @TPCentralOdisha - Oct 10
You have one less task to worry about with instant digital bill payments.
#GoDigital #DigitalPayments #HappyCustomerHappyUs



Awareness Camp through Social Media



Video Played in Customer Care Centre and Social Media



Posters are placed on TPCDL Van



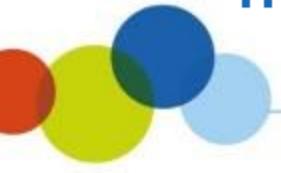
Stall in Puja Pandals

Pamphlet in New Paper and distribution through counter/market area

Digital Payment Journey – Initiatives Implemented

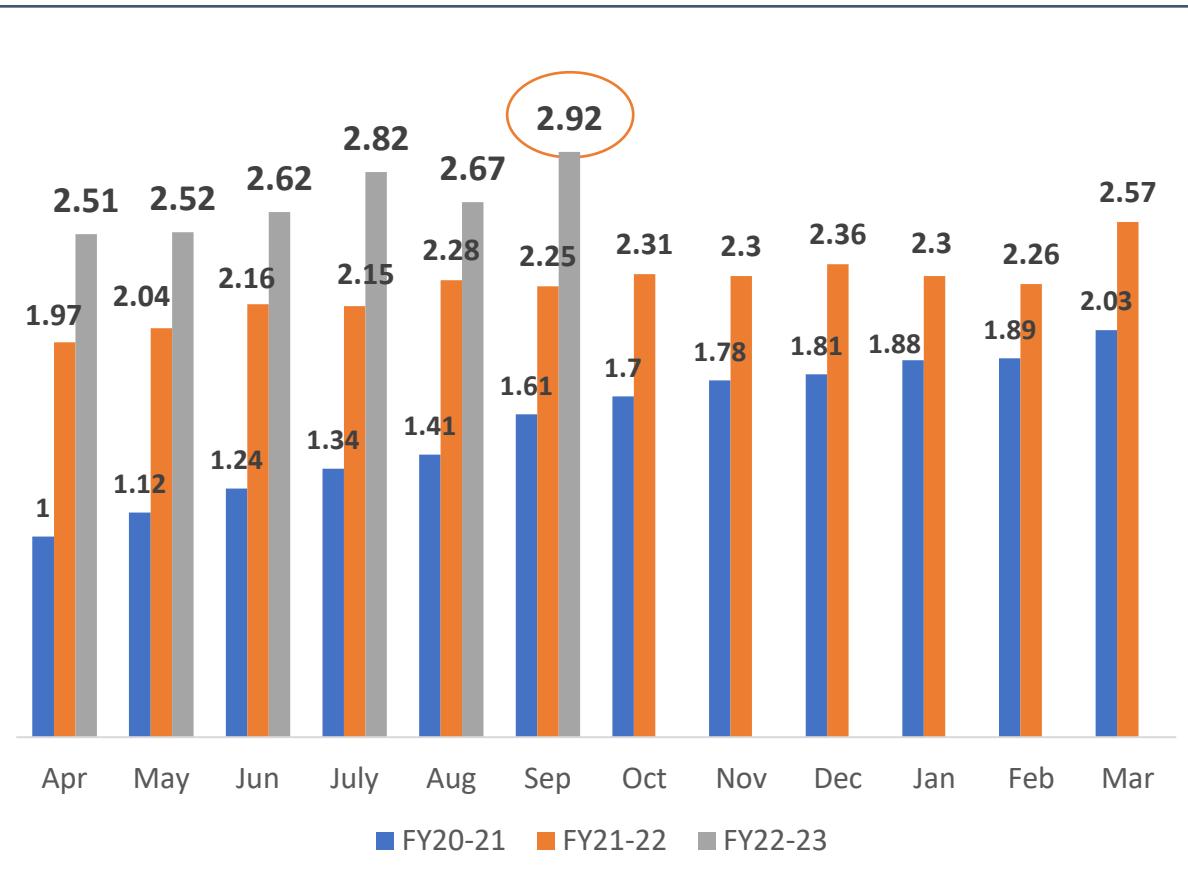


Covered 5000 + Student through awareness Session in School / Energy Club

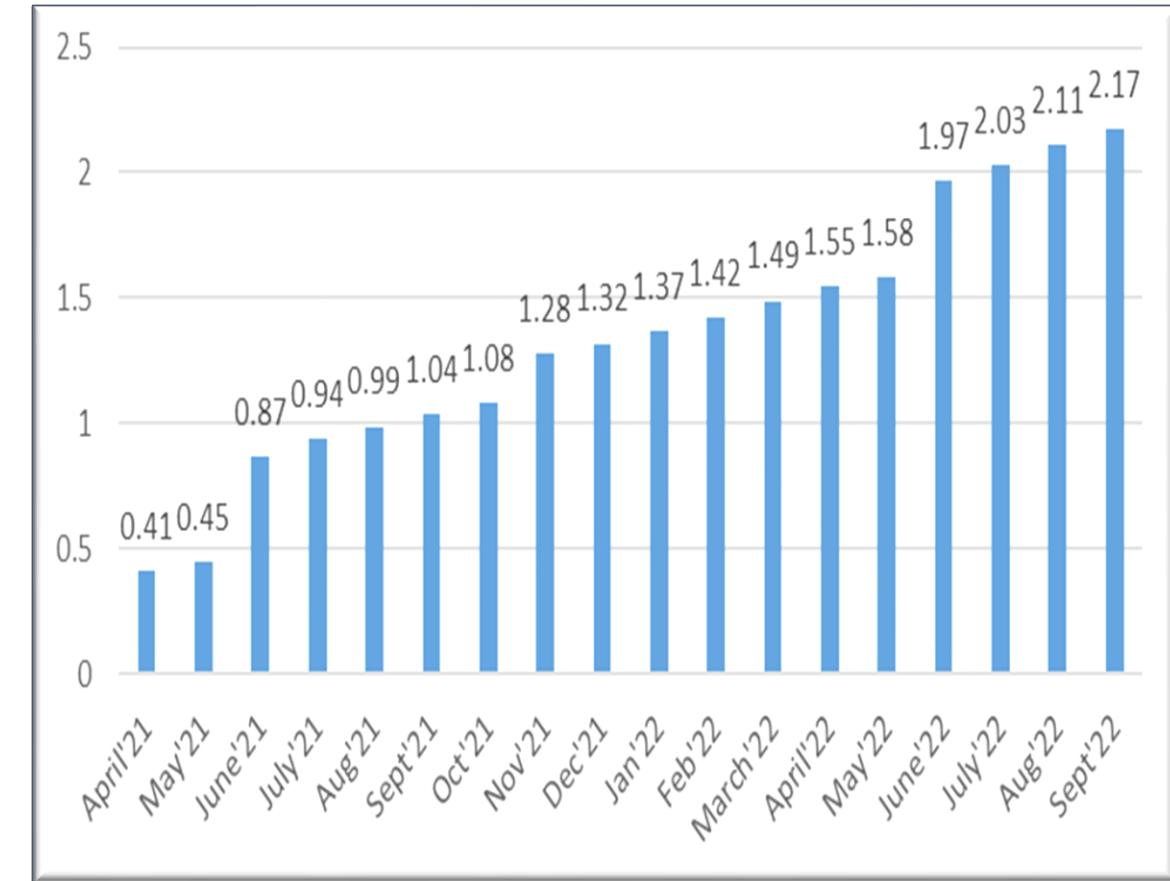


Digital Journey Status – H1 FY 22-23

Online Payment Transaction (In Lakhs)



TPCODL MITRA App Cumulative Downloads (In Lakhs)



Digital payment enhanced 30% in Sep'22 vis a vis Sep'21 and 81% Increase vis a vis Sep'20

108% net improvement registered in downloading of TPCODL Mitra App in last 12 months.

Major Initiatives Planned in H-2 FY-22-23



FY- 22-23

Top 3 initiatives

- Dynamic QR Code based payment

- Facility of 3% Instant Rebate & availability of POS Machines

- Complete coverage of Urban area under No Door to Door Collection

QR based payment shall be available at:-

Consumer Portal (Website)



Door to Door Collection App



Customer Care Centre / Collection Centre



Instant Rebate :-

- ✓ 3% rebate will be provided to customer at the stage of online payment instead of next bill.

Parameter	Previous Reading	Current Reading	M.P.	Meter Reading Details			Due Date 13/10/2022 (Immediate for Amount) Total Amount Payable Rs. 7,742.326.00
				Dif	T.F. Loss	Total	
KWH	5,005.96	5,127.57	2,000.00	121.61	0.00	249,220.00	
KVAH	5,269.53	5,394.98	2,000.00	125.45	0.00	259,900.00	
MD-KVA	0.00	0.35	2,000.00	0.35	0.00	705.60	
OFF Peak KWH	763.98	784.76	2,000.00	20.78	0.00	43,560.00	
Off Peak MD-KVA	0.00	0.29	2,000.00	0.29	0.00	574.40	
Peak MD-KVA	0.00	0.35	2,000.00	0.35	0.00	705.60	

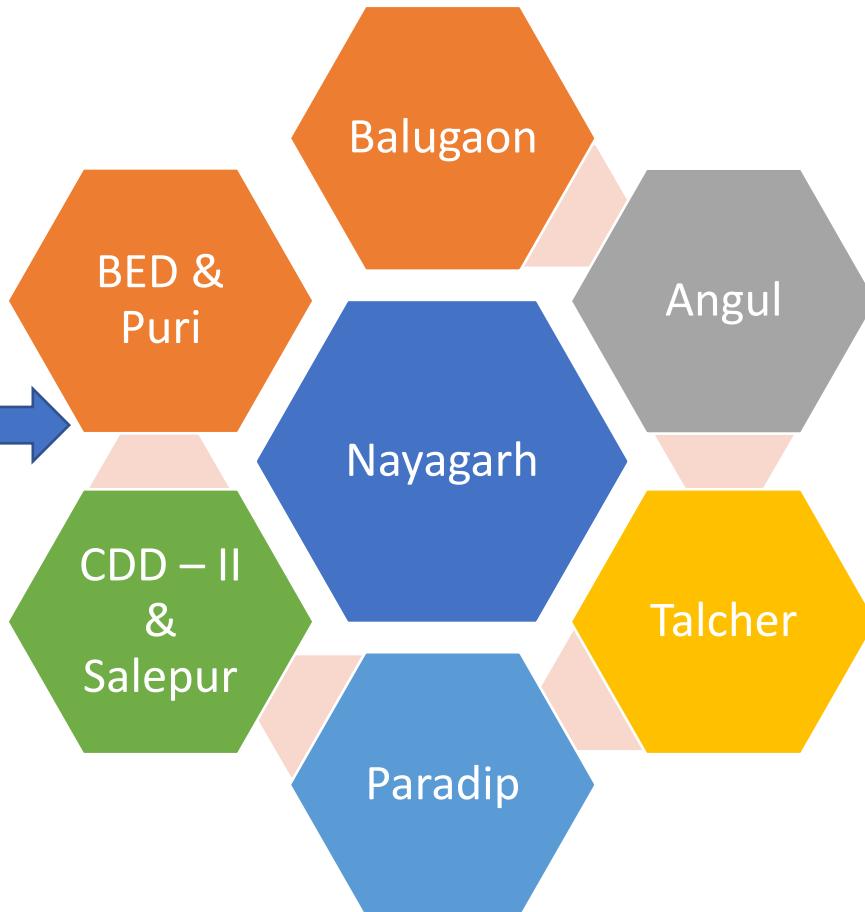
TPCDL LTD.	EC:100.0X3.00=	300.00
EC:211.0X4.00=	844.00	
ED CHRG:	52.51	
METER RENT:	0.00	
DPS CHRG:	0.00	
Payonline	- XXXX	
ARREARS:	-62+25	
P.ADJ.+RHT EC:	1095.00	
P.ADJ.+RHT ED:	43.00	
INTRM BL ADJ:	8.00	
SD AVAIL:	2050.00	

Community Involvement in Rural Areas -WSHGs



502 Women Self Help Groups (WSHGs) engaged in livelihood opportunities comprising of 895+ women in 9 divisions

Division Wise WSHG presence



SDGs Alignment



- *Abha Shaktis Catering to approx. 4.50 Lakhs Consumers*
- *713 Lakhs Paid Remuneration Paid to Abha Shakti's in FY 21 – 22.*
- *Average Monthly Income of Abha Shakti's – Rs. 8000 – 9000/-*
- *Future Engagement Prospective - 50 more WSHGS to be engaged as ABHA SHAKTI's*
- *Induction of 29 new Shakti Sahayikas – Piloted at Paradip, Nayagarh and Balugaon Division*

Glimpses of WSHGs Engagement in Livelihood Activities



WOMEN EMPOWERMENT PROGRAM FOR ABHA SHAKTI

(Providing Identity to Rural Women) 6th Aug'2022

TPCDL



Model Gram Panchayats (GP)

-
- SDO adopting one Gram Panchayat as a model Gram Panchayat.
- **Arrear collection** through Disconnection Drives and bill revision camps.
 - **Controlling of pilferage of energy** through De-hooking drives and enforcement activities.
 - **Ensuring Safety** Elimination of Un-Safe conditions within GP.
 - **100 % billing coverage**- No consumer shall be left unbilled. Repeated visits will be made for HL cases to ensure zero provisional billing.
 - **100 % OK metering**- Meter replacement against all defective, no meter and mechanical meters.
 - **100 % Collection Coverage**- No consumer will be untouched and repeated visits will be made to ensure 100 % collection coverage.
 - Rewards and Recognitions:** SDOs successfully declaring the adopted Gram Panchayat as Model to be rewarded.

Converting Fuse Call Centres (FCC) to Bidyut Seva Kendras (BSK)

75 no's of Bidyut Seva Kendras were inaugurated on the 75th independence day.

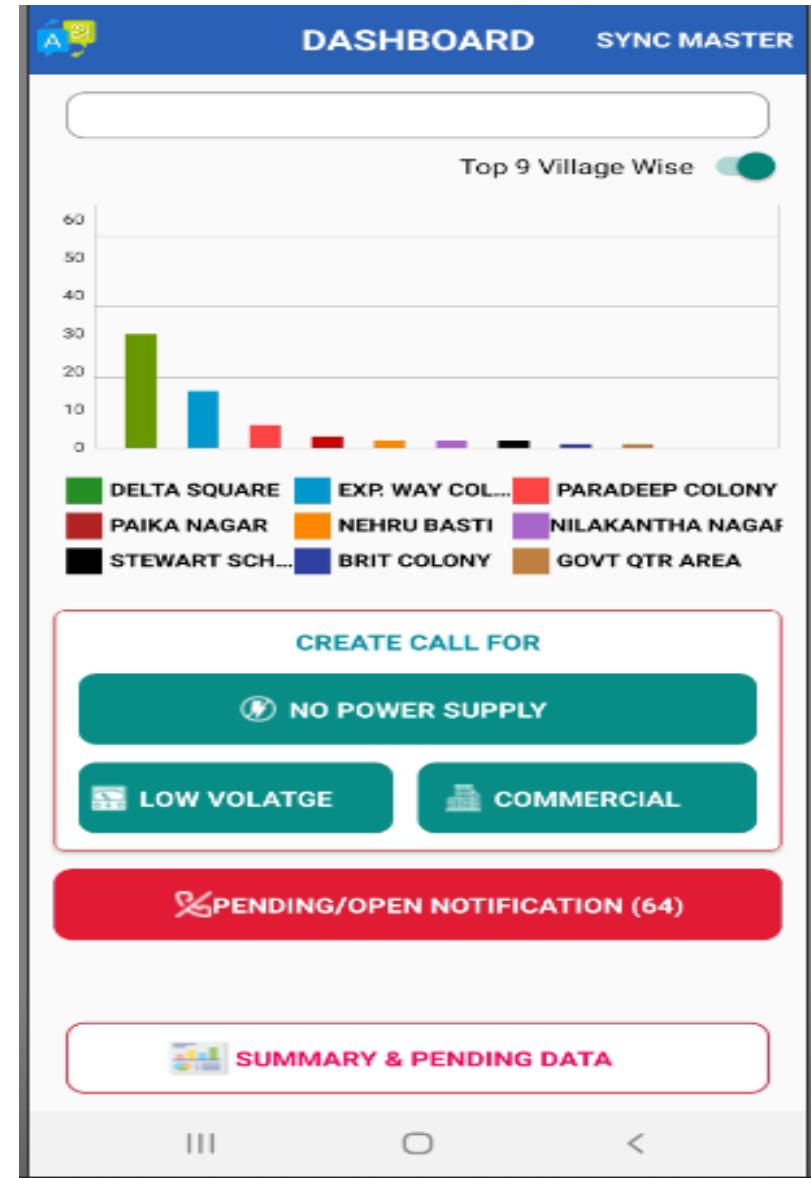


Bidyut Seva Kendra (BSK) App

Objective is to have an end-to-end solution for Customer complaint management through Mobile App.

This application will be used by Line man and section in-charge to support the existing process of monitoring and resolution of No Power Supply, Low Voltage complaints and Commercial activities.

User can read, create, close and transfer complains through the application.



“Gaon Chalo”to enhance our rural connect

To motivate proactive customer interaction, Consumer Interaction Camps (CIC) organized across TPCODL under '**Gaon Chalo**' (Let's Go to Village) Campaign. In these camps, customers are visiting for following activities.

Below are the services being offered during Gaon Chalo Camps: -

- ✓ On Spot resolution of Complaints and Grievances.
- ✓ New Service Connection – Document Collection and Query Resolution.
- ✓ Informing about Complaint/Query registration through Call Centre 1912/1800-345-7122.
- ✓ Informing about Digital Payment Avenues/Nearby Payment Avenues.
- ✓ Accepting Bill Payment.
- ✓ Informing about Safety Aspects.



FY-
21-22
stats

Total Camp Organized - 688

Total Complaint Received - 23951

On Spot Resolution – 13170 (55%)

Total Amount Collected (In Crs) – 3.14

Vs

H-1
FY-
22-23
stats

Total Camp Organized - 305

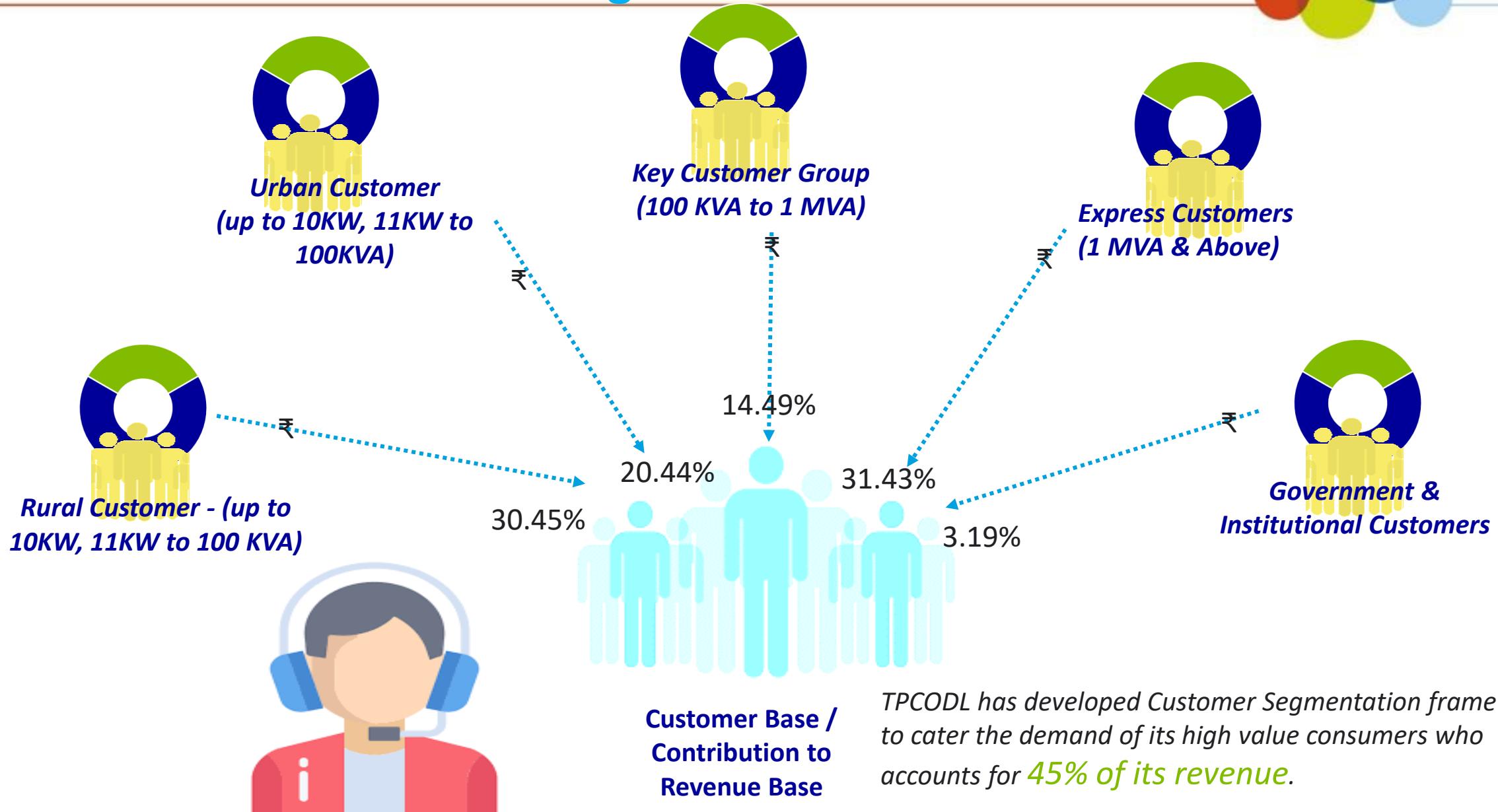
Total Complaint Received - 4836

On Spot Resolution – 2466 (51%)

Total Amount Collected (In Crs) – 0.79

*Our “Consumer First
Approach” to improve
Consumer services and
loyalty*

TPCODL's- Consumer First Approach- Need for Customer Segmentation



Glimpse of our Consumer Touch points

01

Call Centre Upgradation

Call Centre upgraded from 10 seats to 70 Seats has been done. Now, number of calls at the centre has increased by 180% vis a vis LFY .

**02**

Customer Care Centre

16 Customer Care Centres are established.

Remaining 4 Customer Care Centre will be established within FY 22-23



BCDD-1



Cuttack



Puri



Nayagarh

3

KCG Group

Client Managers are being posted at different Circle Office level for providing single point service delivery to High End Customers



Salepur



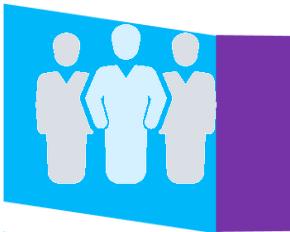
BED



Dhenkanal

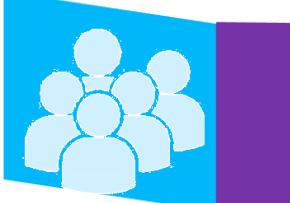
Monitoring Mechanism

Circle Office
Circle Head,
HoD/HoG -
Comm



Overall billing performance of the Circle

Division Office
DM, CSM, TL-
MBC



Monitoring of Collection / Recovery Activities

Sub-Division
Office
SDO-Ele,
SDO-Comm



Overall Collection performance of the Circle

Section Office
Section
Manager and
JM Commerce



1. 100% Allocation of consumers to device/meter readers
2. Ensuring Strat of billing
3. Ensuring slab maintenance
4. Reconciliation of allocation data/ RQC & BQC

1. Initiation of work as per time line.
2. Daily monitoring of Reading progress (Actual & Provisional)
3. RQC & BQC
4. Ensuring slab maintenance

1. Initiation of work as per time line.
2. Daily monitoring of Reading progress (Actual & Provisional)
3. RQC & BQC
4. Ensuring slab maintenance

1. Creation of IDs / tracking of allocation/ wallet recharge
2. Providing not paid list to the field teams
3. Bill revision

1. Initiation of collection and recovery activities through squads as per time line.
2. Daily monitoring of collection and recovery progress.
3. Disconnection and RE-connection activities

1. Allocation of consumers to Bill collectors
2. Daily monitoring of collection and recovery (DC/Bike Sqd. Ex-Service men) progress.
3. Monitoring of Collection coverage (MR)



KEY TAKEAWAYS

- **Capex Investment on System Improvement, Safety , Customer Care Centers, Call Centre , Upliftment of Fuse Call Centers and its conversion to Customer Service Centers**
- **Customer Centricity Approach in everything We do**
- **Streamlining MBC process through technology intervention like OCR for ensuring delivery of actual bills in the scheduled time interval as per Regulation**
- **Digitization process for capturing all transactions in digital mode ,like abolition of manual money receipts , capturing safety related information helps not only in real time monitoring but also early resolution of various issues faced by customers**
- **Ist Phase Implementation of Smart Meter Project will go a long way for correct meter reading and protecting 70% of total Revenue**
- **Capacity Building of existing employees / BA employees for Developing a Performance Oriented Culture**

#DUM2022

Host Utilities



TPCSDL
TP CENTRAL ODISHA DISTRIBUTION LIMITED
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TPNODL
TP NORTHERN ODISHA DISTRIBUTION LIMITED
(A Tata Power and Odisha Government Joint Venture)

Co-Host Utilities



DISTRIBUTION UTILITY MEET DUM2022

THANK YOU

Organizer



India Smart Grid Forum

