



POWERING DELHI
EMPOWERING CONSUMERS

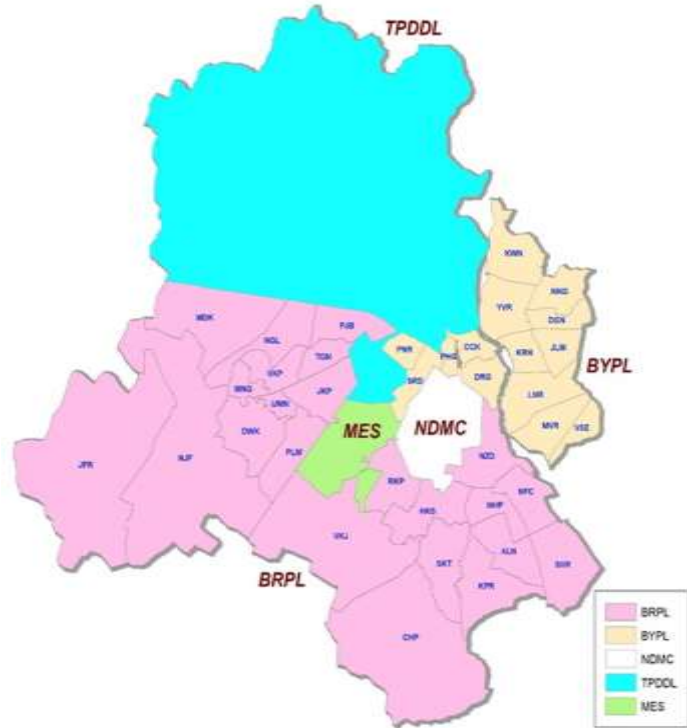


BSES Yamuna Power Ltd.

“23 years of serving the National Capital”

Energy Bill Recovery Process in BSES Yamuna Power Limited (BYPL)

DISCOM & Consumer Profile



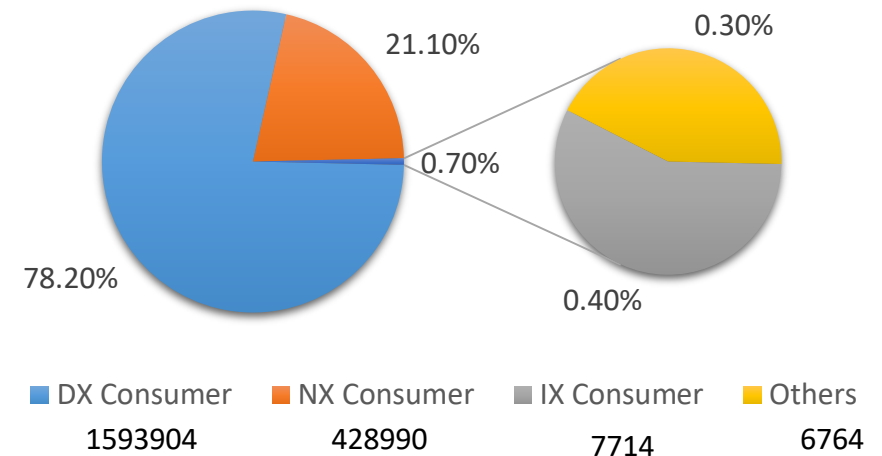
- ❖ BSES Yamuna Power Limited (BYPL) is one of Delhi's leading electricity distribution companies, responsible for supplying reliable and quality power across East and Central Delhi.
- ❖ Formed as a joint venture between Reliance Infrastructure and the Government of NCT of Delhi,
- ❖ BYPL manages an extensive distribution network, leveraging advanced technologies, digital solutions, and operational excellence to ensure high-quality electricity services for urban, commercial, and industrial consumers.

Consumer Profile:

BYPL serves a diverse consumer base of **residential households, commercial establishments, small and medium enterprises, and essential public services**

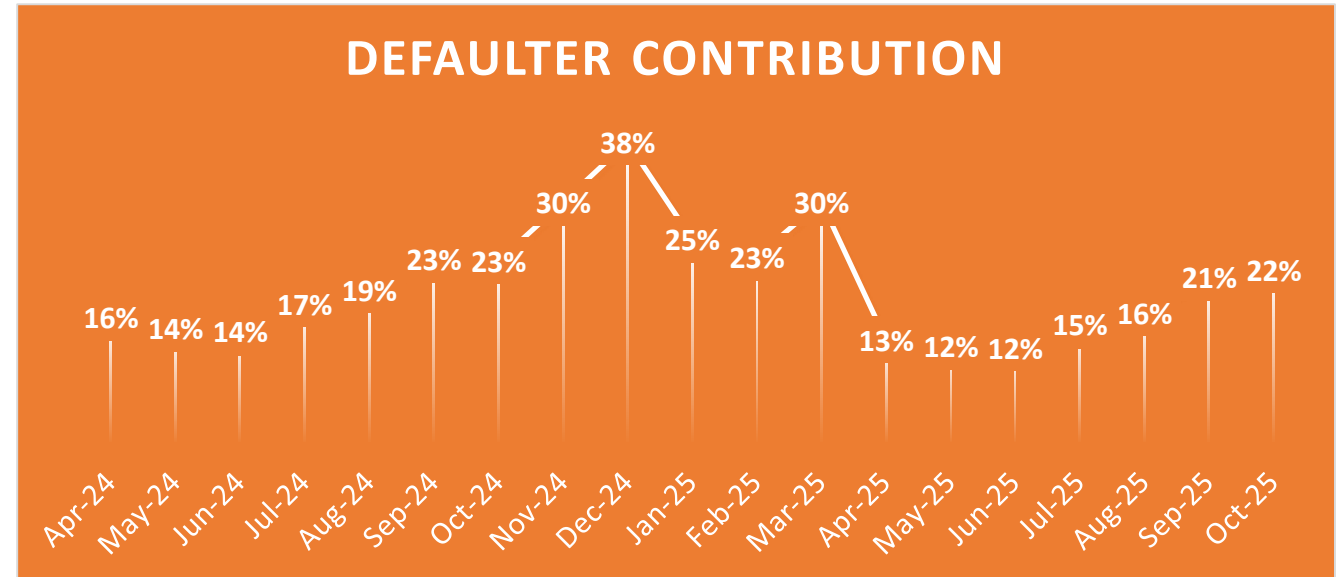
Key Parameters	FY25
Distribution Area	160 sq KM
Consumers	2.37 million
Sanctioned Load	5563 MW
Peak Load	1,824 MW
Customer Density	~12,733 /Sq.Km
AT&C Loss	6.02%
Collection Efficiency	100.59%

Consumer Profile



Billing & Defaulter Trend Analysis (Apr-24 to Oct-25) - BYPL

Month	Bills Generated	Zero Bills issued	Non Zeros Bills	Defaulter	% Defaulter wrt Non Zero Bills
Apr-24	1977435	897120	1080315	168589	16%
May-24	1977435	668363	1309072	185420	14%
Jun-24	1984224	441362	1542862	212628	14%
Jul-24	1990911	435957	1554954	268174	17%
Aug-24	2001208	444293	1556915	296173	19%
Sep-24	2003526	561805	1441721	329282	23%
Oct-24	2017279	644553	1372726	310968	23%
Nov-24	2020062	975851	1044211	312813	30%
Dec-24	2020056	1235960	784096	294484	38%
Jan-25	2026574	1098858	927716	235431	25%
Feb-25	2035909	1199260	836649	193786	23%
Mar-25	1858499	1219650	638849	191963	30%
Apr-25	2033170	815665	1217505	155386	13%
May-25	2049768	676955	1372813	164035	12%
Jun-25	2055819	529621	1526198	178537	12%
Jul-25	2062296	483458	1578838	231449	15%
Aug-25	2059991	506967	1553024	250384	16%
Sep-25	2061743	580943	1480800	304273	21%
Oct-25	2073601	711391	1362210	293279	22%



Key Legal Provisions:

- Under the Electricity Act, 2003 Section 56 permits a licensee to disconnect supply after giving notice for unpaid charges.
- The distribution licensee must issue a **written notice** of at least 15 days before disconnection for non-payment. Regulatory oversight by Delhi Electricity Regulatory Commission (DERC) ensures tariff setting, cost recovery and ensures discoms have mechanisms to recover dues.



Consumer Credit Rating System

BYPL employs a **Credit Rating system** to evaluate the payment behaviour of its consumers. Credit Rating is a methodology used to determine a score for each CA Number based on predefined logical parameters.

An increase in the credit rating score indicates a rise in the criticality of the consumer's payment behaviour.

The trigger points and their respective weightages—used to assign scores and compute the final credit rating index—are defined as per the below specified logic.

Sr. No	Parameter	Points
1	Dunning Level 1	10
2	Dunning Level 2	20
3	Cheque Dishonoured	20
4	Manual- Police Case	1000
5	Manual- Recovery Officer	500

Sr No	Months	Weightage (MF)
1	0 to 6	1.5
2	7 to 12	1
3	12 to 24	0.5
4	> 24	0

Both soft and hard actions are prioritized based on credit ratings. Cases are allocated to FE with experience based resulting resolution after soft actions. Manpower is managed to target productivity of 22 cases per day.

Action Plan Based on Credit Rating

Soft Actions

- A) SMS at (N+3) days
- B) IVRS at (N+4) days
- C) Disconnection Notice over WhatsApp and Speed Post
- D) Calling through Call Centre
- E) Red Colour Bill for defaulters

Note : 4-8% cases are resolution

Hard Actions

- A) Temporary Disconnection in field
- B) Permanent Disconnection (removal of meter and service line)

Monitoring & Performance Control



Key Performance Indicators (KPIs)

- **Collection Efficiency:** AOP target for monthly cycles.
- **Average Collection Period:** Number of days from bill date to actual payment.
- **Outstanding Energy Dues:** Amount & ageing analysis.
- **Disconnection Rate:** Ratio of disconnected accounts to total billed accounts.
- **Reconnection Ratio:** Percentage of reconnected consumers after dues clearance.

Defaulters Nomenclature : Defaulters nomenclature is designed to prioritize action..

- Never Paid
- Sticky (>6M + >50K + >500 Credit Rating - Never Paid)
- Chronic (>6M - Sticky - Never Paid)
- Focused (>50K - Chronic - Sticky-Never Paid)
- Defaulter (<6M + <50K)

Review Mechanism

Daily: Payment collection summaries reviewed at Division Level.

Weekly: Defaulter reports and disconnection status monitored at Circle Level.

Monthly: Collection efficiency discussed in performance review meetings at Corporate Levels

Digital Tools & Automation

Digital Tools & Automation

SAP-based billing system tracks real-time payment data and arrears.

e-Billing & Online Payments: Reduce manual delays and improve traceability.

Auto SMS: Inform consumers at bill generation, before due date, and upon overdue.

Mobile App & WhatsApp Integration: Consumers can instantly check bill status or pay dues.

DTM Module : This module automates the extraction of defaulter data, allocates cases to field executives, and maintains the daily progress of field executives along with the updated defaulter status with history data.

Dedicated Mobile App for Field Executives: Cases allocated through the system are transferred directly to the field executives' mobile app, allowing them to update site visit status and recovery progress in real time.

Bill Payment Options - BYPL

BSES Website

BYPL Mobile App

Payment link via SMS

QR Code on Bills

E-wallets

Cash/ Cheque at counters

Drop box

Pay Now Options (On E-bill)

BSES Payment Channels (ONLINE/ OFFLINE)

Digital Payment Options

Pay Electricity
Bills anytime &
from anywhere

E-wallets



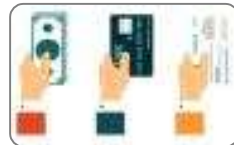
Net Banking



Credit/Debit Card

Other conventional Options

Cash, POS



Cheque, Drop Box

With Promotion of E-payments achieved >91% Digital Payments of Bills

BYPL offers almost all payment modes across all major platforms...

Thank You

BSES
www.bsesdelhi.com

BSES Rajdhani Power Limited
BSES Bhawan, Nehru Place,
New Delhi – 11 00 19

BSES Yamuna Power Limited
Shakti Kiran Building, Karkardooma,
New Delhi – 11 00 32



@bses



@bsesdelhi



@bsesdelhi



@bsesdelhi



@bsesdelhiofficial