



WELCOME

# INTRODUCTION

## BANGLADESH

- **Area** : **144000 sq. km**
- **Population** : **140 Million**
- **Power Generation** : **3600 MW**
- **Per Capita Electricity Generation** : **144 kWh**
- **Access to Electricity** : **32% of Population**
- **Nos. of Consumer** : **7.1 Million**



# Bangladesh

# PHASES/SEQUENCE OF PRESENTATION

- **PHASE-1** : **Dhaka electricity supply authority (DESA)**
- **PHASE-II** : **Bangladesh Power Development Board (BPDB)**
- **PHASE-III** : **Rural Electrification Board (REB)**
- **PHASE-IV** : **Dhaka Electric Supply Company Limited (DESCO)**

# SUBJECTS

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- **Customer Service**
- **Billing/Collection Practices**

# ACTIVITIES OF DISTRIBUTION UTILITIES

- **Buys energy generally at 132 kV or 33 kV level**
- **Sells energy at different levels to Various categories of consumer**
- **Connects the new consumers**
- **Supply uninterrupted power**
- **Regular and proper billing**
- **Collect revenues the system replace repair replace and renovate**
- **Develop and expand the system**
- **Administer the overall organizational activities.**

# ASSOCIATES OF DISTRIBUTION UTILITIES

- **Generation utility**
- **Transmission utility**
- **Development partners**
- **Consumers**

# TASK OF DISTRIBUTION UTILITY

- **Provide uninterrupted/quality electricity**
- **Maintain and augment the System**
- **Pay the bills of**
  - ❖ **Generation utility**
  - ❖ **Transmission utility**
- **Debt servicing**

# REQUIREMENT OF CONSUMERS

- **Get easy access to the system**
- **Uninterrupted/quality electricity**
- **Expects proper bills in time and easy payment system**
- **Wants to remain free from any type of harassment.**

# STATE OF CUSTOMERS SERVICES

- **Taking longtime to connect the new consumer**
- **Non billing of the new consumer**
- **Non delivery/Late Delivery of bills**
- **Not reading the meters**
- **Accumulate the meter reading**
- **Giving estimated bill (even if meter is good)**
- **Showing arrear (even if the bill has been paid)**

# STATE OF CUSTOMERS SERVICES (Contd.)

- **Non billing of temporary connections**
- **Hand billing (instead of computer bills)**
- **Billing the non existing consumers**
- **Load shedding**
- **Interruption**
- **Low voltage**

# WHY AND HOW DOES IT HAPPEN

- **Over all poor management**
- **Lack of manpower (meter reading)**
- **Combined effort**
- **Absence of payment culture and habit**

# REMEDIAL MEASURES

- **Introducing consumer service centre**
- **Restructuring the O & M and Commercial Division in to S & D Division**
- **Computerization of billing**
- **Credit Card payment system**
- **"Web Site" for checking bills and payment status**
- **Feeder based consumer accounting and billing**
- **Special monitoring of HT/LT(I)/3-phase Consumers**
- **Pre-payment metering**
- **Remote metering**
- **Use of digital meters**

# BILLING SYSTEM

- Meter reader takes the meter reading in Meter Reading Sheet (MRS) and sends to computer centre
- **Reading is entered in the computer (by operator)**
- **It is checked by another operator**
- Any anomalies found in computer checking is sent back to the division for recheck
- **The division rechecks and sent back to computer**
- **Computer makes the corrected entry**
- Bills are printed by the computer and sent to the division
- **Division checks the bills/put the signature/seal by XEN and delivers to the consumers**

# **BILLING SYSTEM (Contd.)**

- **Consumer pays the bill in the Bank**
- **Bank prepares the Daily Collection Sheet (DCS) and sends it to the division.**
- **Division tallies the DCS with computer counterfoil and sends it to computer centre**
- **Computer centre entry it in the computer as a record of payment of bills**

# DIFFICULTIES/LIMITATION

- **Result depends on the supply of correct meter reading**
- **Wrong entry creates problem**
- **Scope of correction/correction entry creates problems**
- **Non entry of DCS increases the harassment of consumers**
- **Entry/change of base data is a great risk**
- **Due date of bill payment**



THANK YOU