ANNUAL REPORT 2020

7th January 2021

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**Commercial Division**

The commercial Division, the main division to quantify the water consumed by the customers by taking meter reading, hand over the monthly bills on real time basis and to bring in revenue from the sale of water. This year due to COVID 19 Pandemic, delivery of water bill got disturbed in spite of those situation customers received monthly bills, there was slight delay due to lockdown periods. The Billing targets have been exceeded but collection could not be achieved. Delivery of monthly bills on time was emphasized, the customers receiving water bills on time, gives confidence of the process and satisfaction. The places where meter has to be accessed with the customer’s intervention, access gate to the meter could be kept open on anticipated days; customer will be relieved when the meter reading is taken on that date. This approach reduces customer complaints received on the preparation of bills considerably. In other words the customer satisfaction increases.

**Billing and Collection**

Many convenient methods have been initiated to settle monthly bills at customer’s convenience, the customers using those facilities have been observed and some shifting from one facility to other is noticeable. The customers have a habit of paying couple of months bills together since monthly bill value is low. The COVID 19 situation caused further delay in settlement by the customers, non adaptation of disconnection program could be one reason. All other approach to encourage customer payment along with mobile collection was implemented.

Customers were educated on benefits they receive by settling their dues within 14 days and the penalty that is imposed when payments are made after 30 days. The arrears collection has shown improvement.

**Reduction of Debt age**

The debt age is a measure of debt in relation to monthly bill. This has come down from 0.67 to 0.40 in 2019 but increased to 1.73. Where the key performance indicator (KPI) is 1.

**Internal & External Customer Satisfaction**

Continuous review of customers needs were analyzed for better service delivery, products were developed to delight the customers, those are mobile applications such as self care application, communication through SMS, delivery of monthly bill on time, staff capacity development, awareness creation on all levels of staff for better service delivery to customers.