Payment Defaulter Prediction

Problem Statement

- Develop a predictive model that can accurately identify customers who are at high risk of defaulting on their payments of total bill and/or current bill
- Trigger Soft calls, SMS, or email reminders to customers who are at risk of defaulting on their payments
- Multiple Strategy for liquidation of arrears based on payment behavior and/or revenue profile.

Value Proposition

- Prediction of total bill default
- Prediction of current bill default
- Probability of total bill default
- Probability of current bill default
- Consumer clustering based on payment behavior
- Consumer clustering based on revenue profile
- 50% reduction in Cost of Soft Call , SMS and Email

Consumer clustering based on payment behavior

Star → Amature → Climber → Irregular → Notorious → Strategist → Stubborn

Consumer clustering based on revenue profile

Diamond → Gold → Silver → Bronze → Copper

Proven solution in 7 Distribution Companies of TATA Power