

Procedure for Online Bill Payment & Registration of Consumers through www.apdcl.org

Consumers can pay their electricity bills through our official website www.apdcl.org.

The following two options are currently available: -

1. Instant Bill Payment
2. By Logging-In to user Account (For Registered users only)

1. Instant Bill Payment

- Click on the "**Instant Bill Payment**" button on the "**My Account**" section at the home page of www.apdcl.org or on the "**Pay my Electricity bill**" button under "**e-services**" as shown below: -

The screenshot displays the homepage of the Assam Power Distribution Company Ltd. (APDCL). The header includes the company logo, name, and CIN number (U40109AS2003SGC007242). A navigation bar contains links: Home, About Us, Information & Services, Regulatory, Projects, Tenders, Documents, and Contact Us. A banner below the navigation bar states: "Facility is extended to cover Jorhat town & is currently operational since 1st July, 2016 on Trial Basis (Central Customer Care Numbers are: 0361-2...".

The main content area is divided into two sections. On the left, there is a large image of server racks. On the right, the "My Account" section is visible, featuring a login form with fields for "User Name" and "Password", a "Log in" button, and links for "Register Here" and "Forgot Password". A red circle highlights the "Instant Bill Payment" button, which is also linked to "How to pay bills online". Below this, a text line reads: "For queries regarding Online Payment, please mail to support@apdcl.org".

At the bottom, there are three columns of links. The "Quick Links" column includes: "How to Recharge Prepaid Meter", "Complaint Helpdesk Number", "Present Power Status", "Schedule Weekly Outage", and "For 24X7 centralised...". The "e-Services" column includes: "Report Theft of Power", "View my Electricity Bill", "Pay my Electricity Bill", "Recharge my Prepaid Meter", and "Reprint my Prepaid Voucher". The "Associated Sites" column includes: "Ease of Doing Business", "RTI", "Grievance Redressal", "Career", and "FAQ". A red arrow points from the "Quick Links" section to the "Instant Bill Payment" button in the "My Account" section.

A screen appears as shown below:

- In this screen, the consumer will have to enter his/her Consumer Account Number (11-digit) as shown in the New Bill Layout (As shown on the left hand side of the screen)
- For old bill layout (As shown on the right hand side of the screen), the consumer has to enter the 12 digits' consumer account no.
- After entering the Consumer Account Number, Click on the "Next" button.

The following screen will appear:

- Consumers who are not registered will have to enter a valid e-mail address each time they are paying bills online. (Kindly note that the consumer shall allow mails from **www.apdcl.org** as a 'safe sender' in their mailbox in order to receive payment receipt in their inbox)
- Registered consumers are not required to enter their e-mail address. The system will automatically display the respective e-mail address provided during the time of registration.
- Kindly note that Pop-Ups shall be allowed for www.apdcl.org in the browser that the consumer is using. (This is a one-time activity for the first time they are attempting the online payment)

- Select the Check box corresponding to the Invoice and Click on the “Next” button. Following screen will appear:

- Click on the “Pay” button. It will re-direct to website of M/s Billdesk Ltd. which is our payment gateway for online payment. The following screen will appear:

Several new options for payment of Electricity bills such as *Airtel Money*, *Vodafone M-Pesa* have been introduced in addition to its normal methods (Internet banking, credit card, debit card etc.) to give the consumers more numbers of choices for online payment.

At present the following service charges are applicable while paying bills in online mode:

1. **For Net Banking:** ₹ 5.00 + Service taxes per transaction
2. **For Credit Card:** 1.1% of bill amount + service taxes subject to a minimum of ₹ 5.00 per transaction
3. **For Debit Card:** 0.75% of transaction amount + service taxes up to ₹ 2000.00 and 1.00% of transaction amount + service tax above ₹ 2000.00
4. **For Wallet payments (*Vodafone M-Pesa*, *Airtel Money*):** ₹ 5.00 +Service tax per transaction

By Logging-In to user Account (*For Registered users only*)

- To Log-In to the user account, consumer shall register themselves.
- Click on the "**Register Here**" button on the "**My Account**" section at the home page of www.apdcl.org as shown below: -



- The following User Registration Form will appear:

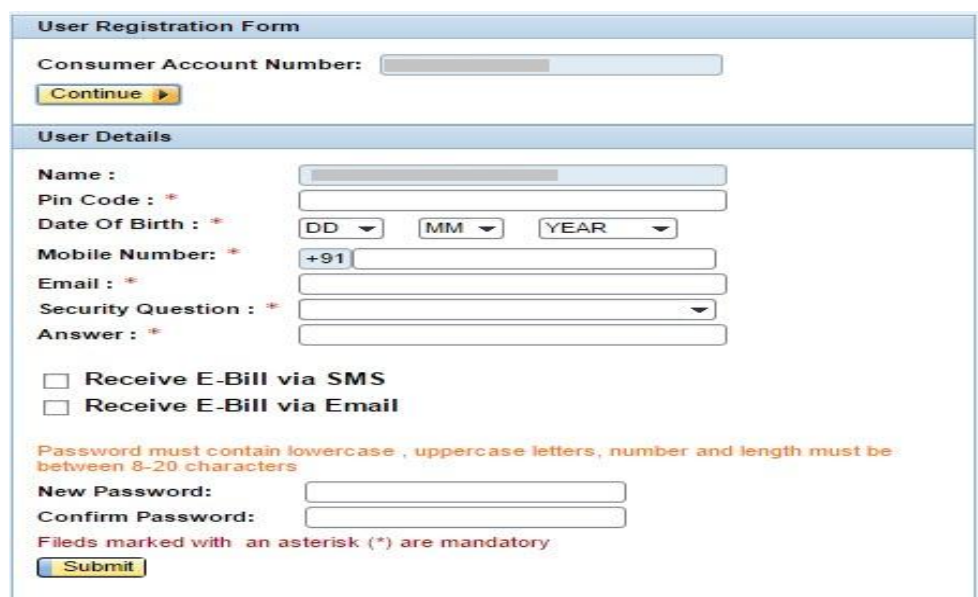


User Registration Form

Consumer Account Number: *

Continue ▶

- Enter the **Consumer Account Number** and Click on the "Continue" button. The User Details part of the User Registration Form will appear as shown below:



User Registration Form

Consumer Account Number:

Continue ▶

User Details

Name :

Pin Code : *

Date Of Birth : * DD ▼ MM ▼ YEAR ▼

Mobile Number : * +91

Email : *

Security Question : *

Answer : *

☐ Receive E-Bill via SMS

☐ Receive E-Bill via Email

Password must contain lowercase , uppercase letters , number and length must be between 8-20 characters

New Password:

Confirm Password:

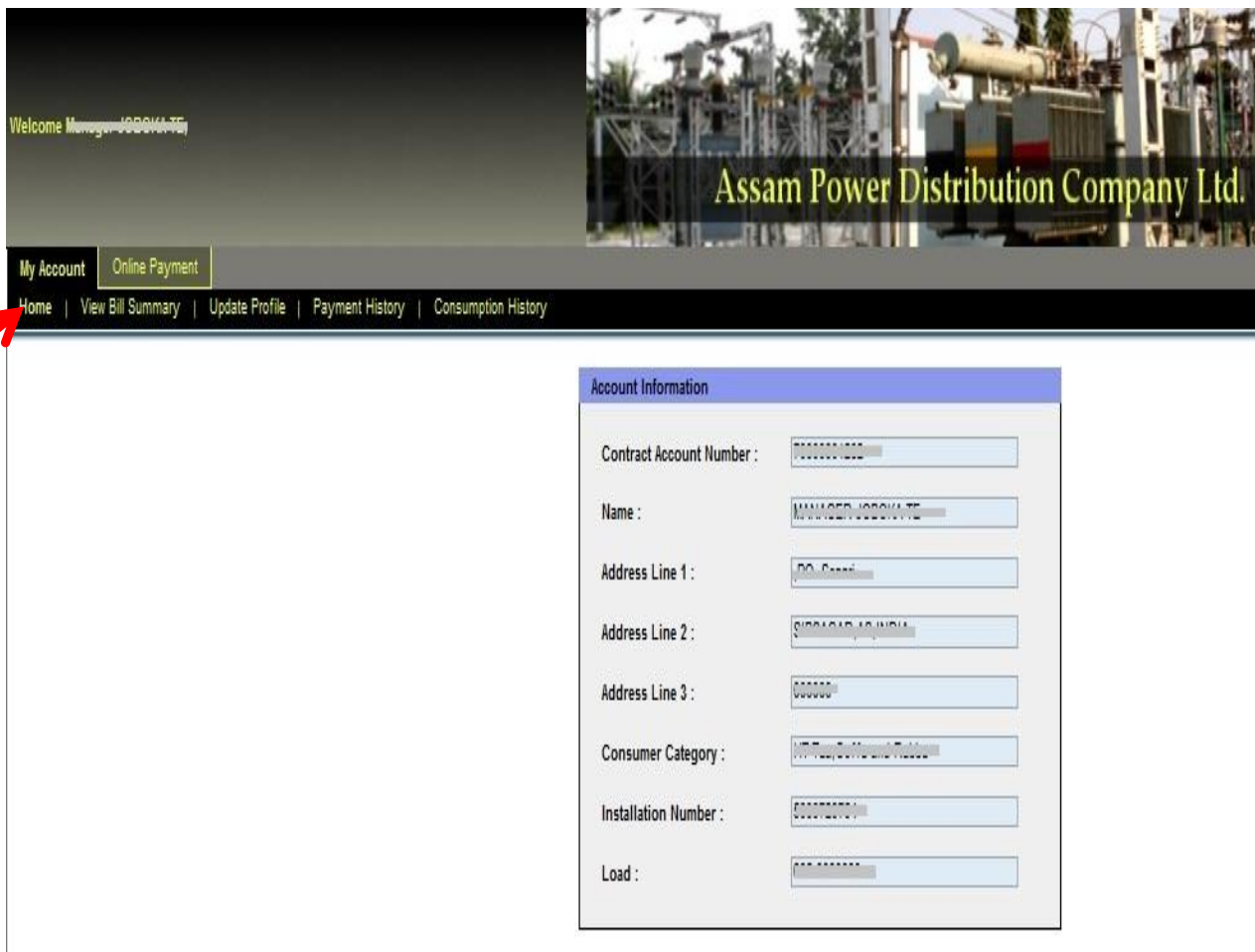
Fields marked with an asterisk (*) are mandatory

Submit

- Enter all the particulars and click on the "Submit" button (Kindly note that the consumer shall allow mails from **www.apdcl.org** as a 'safe sender' in their mailbox in order to receive mails in their inbox).
- Registered users can Log-In to the User Account with the 11-digit Consumer Account Number as the **Username** and the **Password** provided during the registration process.

- Kindly note that the passwords shall contain lower case letter, upper case letter, number & length must be between 8-20 characters.

After logging into APDCL portal, the following screen will appear:



The screenshot displays the APDCL portal interface. At the top, a banner features the company name "Assam Power Distribution Company Ltd." and a background image of power infrastructure. Below the banner, a navigation bar includes "My Account" and "Online Payment" tabs. A red arrow points to the "Home" link in the navigation bar. The main content area shows the "Account Information" section with the following details:

Account Information	
Contract Account Number :	XXXXXXXXXX
Name :	MANJIB JARDHATE
Address Line 1 :	PO, Gauri
Address Line 2 :	SINGHAR, K. J. J. J.
Address Line 3 :	000000
Consumer Category :	UPPER MIDDLE CLASS
Installation Number :	XXXXXXXXXX
Load :	XXXXXXXXXX

- The Registered consumers of www.apdcl.org can avail the following facilities:
 - Pay Bills Online
 - View Account Information
 - View Bill Summary
 - View Consumption History
 - Update Profile Information
 - View Payment History

A registered user can download or view their electricity bills for last one year including current bill under "View Bill Summary" tab and payment receipts under "Payment History" tab.

Update profile

Update Profile

consumer Account Number: 70000001232

Name: Manager JOBOKA TE

Mobile Number: * +91 9954098278

Date Of Birth: * 1 Jul 1980

E-Mail: * jaboka@apeejaygroup.com

Security Question: What was your first mobile number ?

Security Answer: * 9954098278

☐ Do You Want to change your Password?

Fields marked with an asterisk (*) are mandatory

Check Payment History

Online Payment History

Consumer ID : 70000001232

Receipt Number	Payment Date	Payment Amount	Payment Mode	View
130000979793	28/12/2015	803563.00	Cheque	
130001040111	25/01/2016	385868.00	Cheque	
305001123930	25/02/2016	384117.00	Cheque	
310001191993	28/03/2016	330975.00	Cheque	
130001256659	25/04/2016	421448.00	Cheque	
200001416473	28/05/2016	480662.00	Cheque	

Forget password option:

- If a registered user forgets his/her password, there is a provision to reset the password. Click on the **"Forgot Password"** button on the **"My Account"** section at the home page of www.apdcl.org as shown below: -
- The following screen will appear -

My Account

User Name

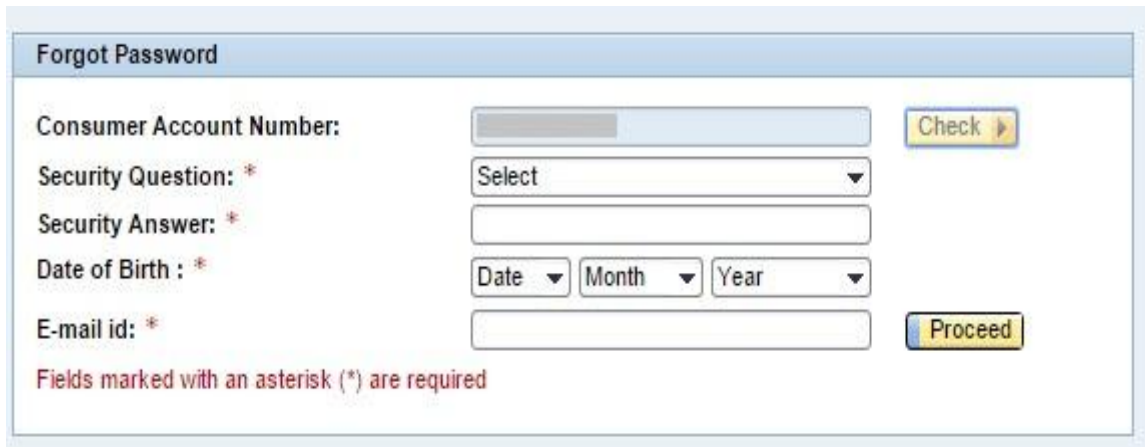
Password

Forgot Password

Consumer Account Number: *

Fields marked with an asterisk (*) are required

- Enter the Consumer Account Number and click on the "Check" button. The following screen will appear: -



The screenshot shows a web form titled "Forgot Password". It contains the following fields and controls:

- Consumer Account Number:** A text input field with a "Check" button to its right.
- Security Question: ***: A dropdown menu with "Select" as the current selection.
- Security Answer: ***: A text input field.
- Date of Birth : ***: Three separate dropdown menus labeled "Date", "Month", and "Year".
- E-mail id: ***: A text input field with a "Proceed" button to its right.

At the bottom of the form, a red text message states: "Fields marked with an asterisk (*) are required".

- Enter relevant data and click on the "Proceed" button. On successful submission, a new system generated password is sent to the user specified E-mail/Mobile Number.

For any type of queries regarding online payment the consumers can mail their issues at **support@apdcl.org*

Thank You. Happy e-payment