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:
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:

![Consumer Details](image)

• 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:

![Pay by Credit Card](image)

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:

![My Account Form](image)

- The following User Registration Form will appear:

![User Registration Form](image)

- 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](image)

- 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 Registered consumers of [www.apdcl.org](http://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.
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:
• Enter the Consumer Account Number and click on the “Check” button. The following screen will appear:

![Forgot Password Form]

- 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