

# Procedure for Online Bill Payment & Registration of Consumers through [www.apdcl.org](http://www.apdcl.org)

Consumers can pay their electricity bills through our official website [www.apdcl.org](http://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

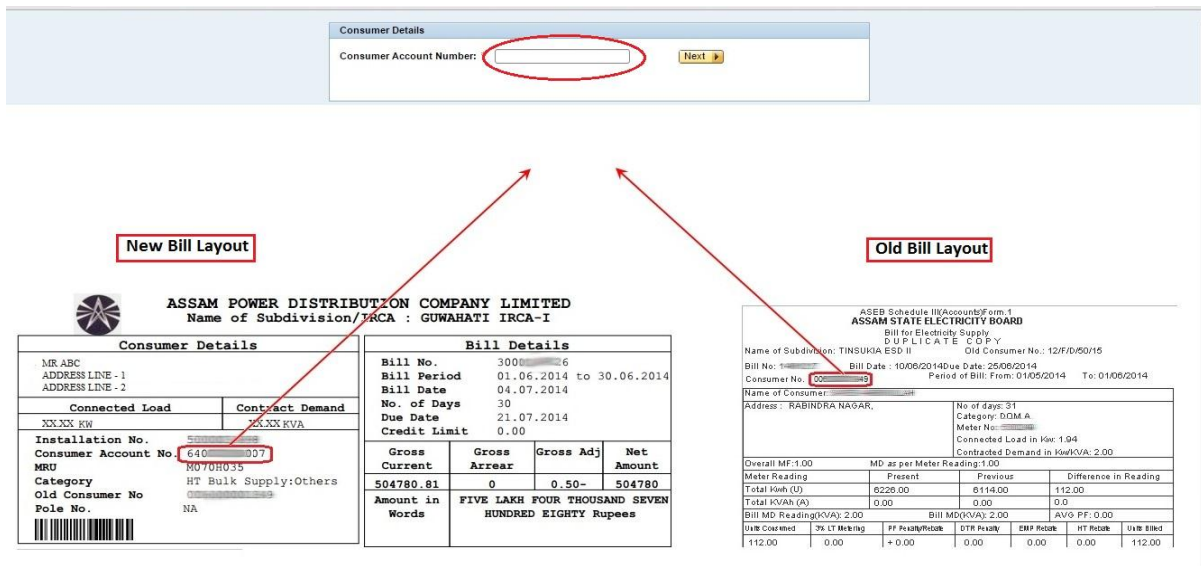
- Click on the "**Instant Bill Payment**" button on the "**My Account**" section at the home page of [www.apdcl.org](http://www.apdcl.org) or on the "**Pay my Electricity bill**" button under "**e-services**" as shown below: -

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

The main content area features a "My Account" section with a login form. The form includes fields for "User Name" and "Password", a "Log in" button, and links for "Register Here" and "Forgot Password". The "Instant Bill Payment" button is highlighted with a red circle, and a red arrow points to it from a server room image on the left. Below the login form, there is a link for "How to pay bills online" and contact information for support@apdcl.org.

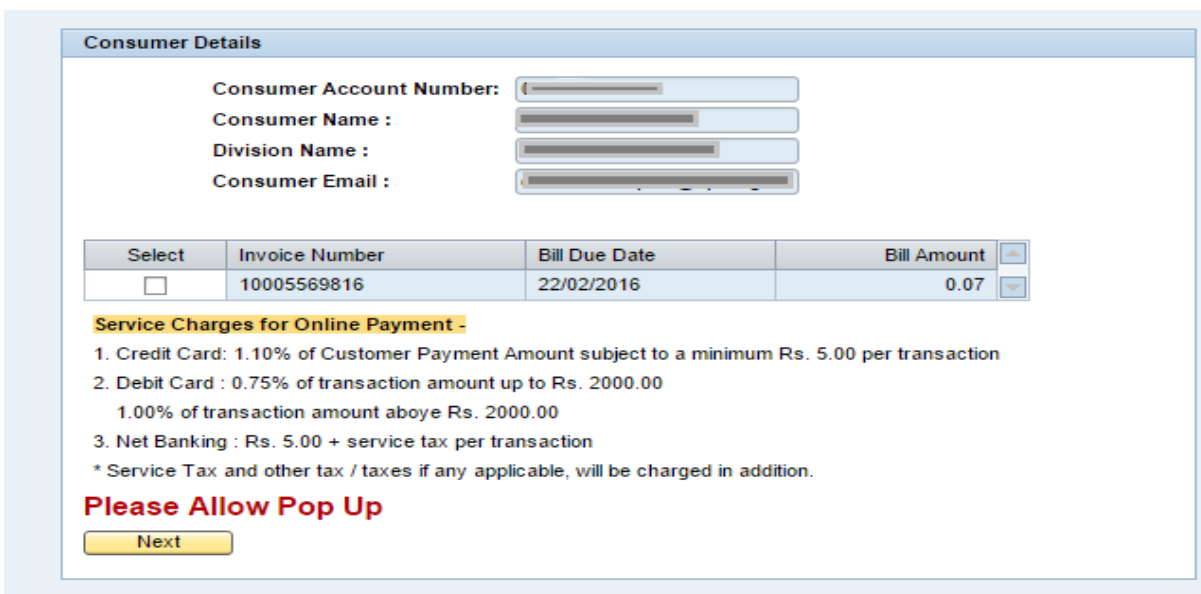
At the bottom, there are four columns of links: "Quick Links" (How to Recharge Prepaid Meter, Complaint Helpdesk Number, Present Power, Schedule Weekly Outage), "e-Services" (Report Theft of Power, View my Electricity Bill, Pay my Electricity Bill, Recharge my Prepaid Meter, Reprint my Prepaid Voucher), "Associated Sites" (Ease of Doing Business, RTI, Grievance Redressal, Career, FAQ), and "What's New". A red arrow points to the "Complaint Helpdesk Number" link in the Quick Links 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 details 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](http://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*)

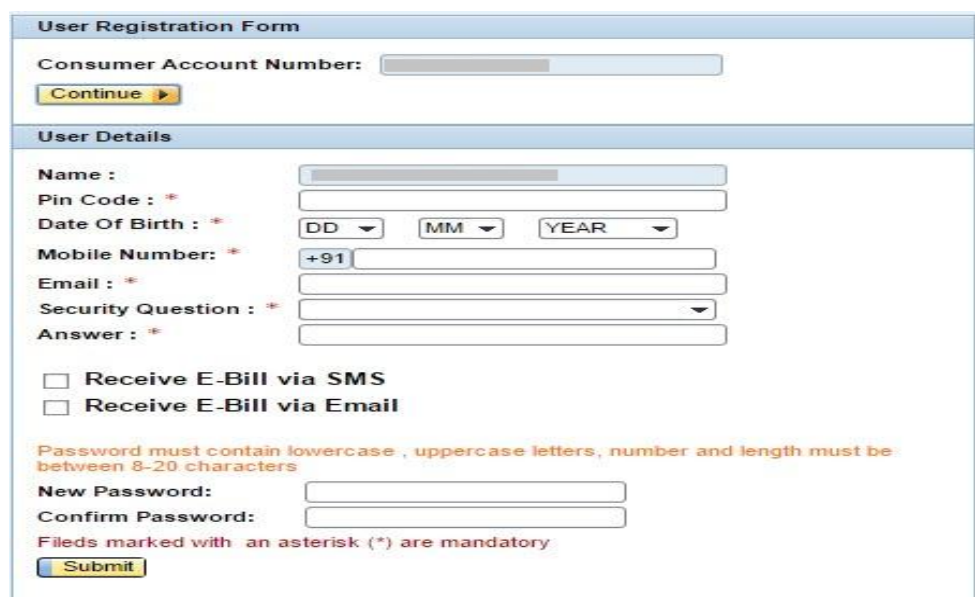
- To Log-In to the user account, consumer shall register themselves.
- Click on the "**Register Here**" button on the "**My Account**" section at the home page of [www.apdcl.org](http://www.apdcl.org) as shown below: -



- The following User Registration Form will appear:



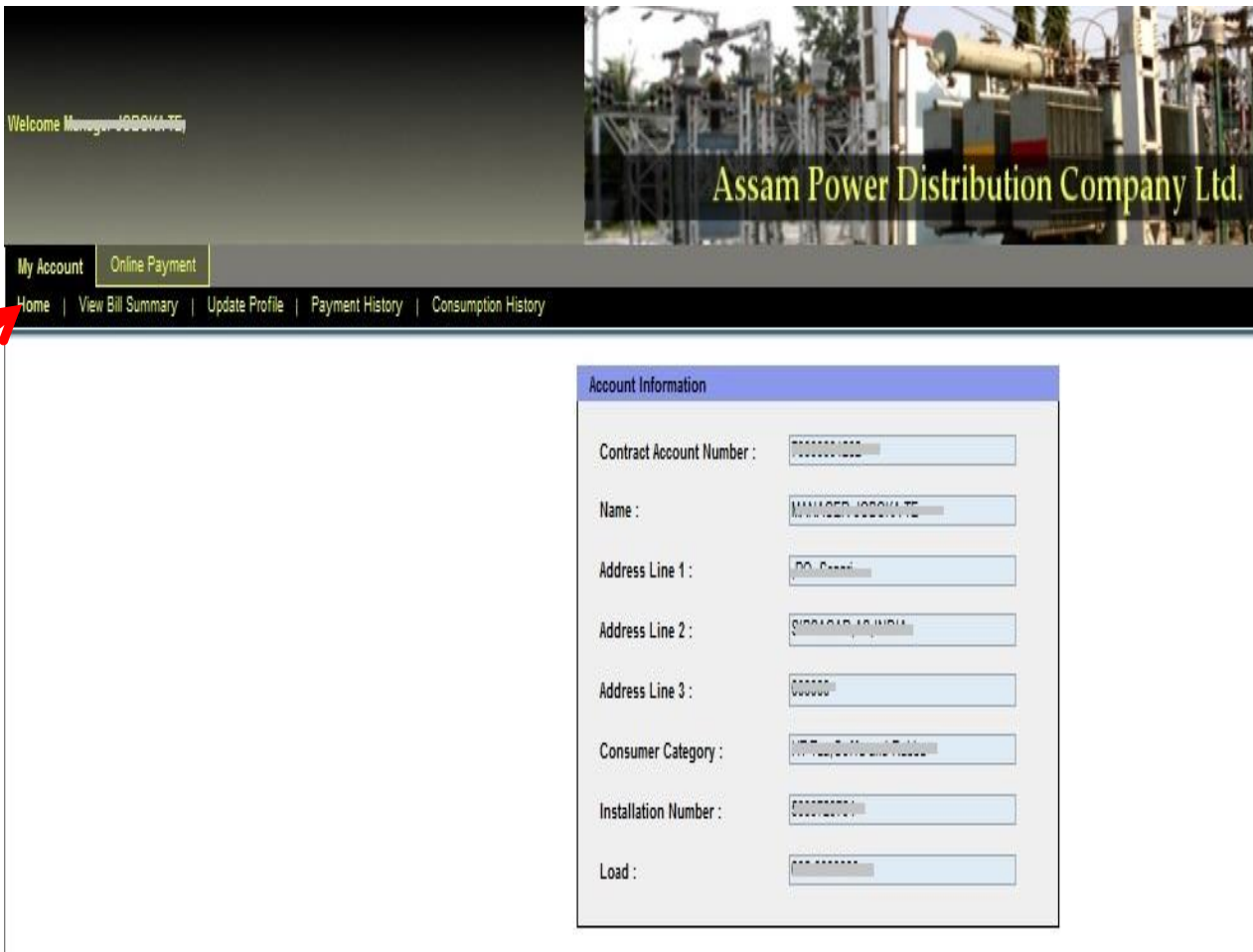
- Enter the **Consumer Account Number** and Click on the "Continue" button. The User Details part of the User Registration Form will appear as shown below:



- 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.



**Update Profile**

consumer Account Number: 7000001232

Name: Manager JOBOKA TE

Mobile Number: \* +91 9954098278

Date Of Birth: \* 1 Jul 1990

E-Mail: \* jaboka@apeejygroup.com

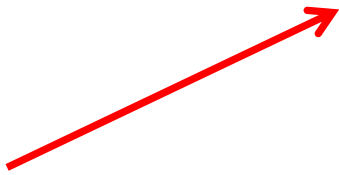
Security Question: What was your first mobile number ?

Security Answer: \* 9954098278

Do You Want to change yor Password?

Fields marked with an asterisk (\*) are mandatory.

Update profile



**Online Payment History**

Consumer ID : 7000001232

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	
130001258659	25/04/2016	421448.00	Cheque	
200001416473	28/05/2016	480862.00	Cheque	

Check Payment History



### 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](http://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: -

**Forgot Password**

Consumer Account Number:

Security Question: \*

Security Answer: \*

Date of Birth : \*

E-mail id: \*

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***