

USER MANUAL: Online Bill Payment

The www.sbpdcl.co.in Web Self Service portal offers the user the facility to view their electricity bills online, make payments and generate receipts of successful online payments made using this portal.

Quick Bill Payment

Quick Bill Payment functionality provides users the facility to make payments without logging in or registering on the portal.

In order to make payments, consumer is required to enter the CA Number printed on the Bill.

A] What is CA Number?

The CA Number is printed on your Electricity Bill as follows:



साउथ बिहार पावर डिस्ट्रीब्यूशन कम्पनी लिमिटेड
विद्युत बिल

प्रमंडल/कोड	Rajgir/BBB	अन्य प्रमंडल/कोड	Nalanda/BBBB	प्रशाखा/कोड	
नाम पता एवं टेलिफोन नं० Sri.Kumar Suraj, ,1,nalanda city, Nalanda, 800001	खाता संख्या 100041877	बिल माह MAR-2014	देय तिथि 15.04.2014	2502.00	
विद्युत कनेक्शन की तिथि	कन्स्यूमर आईडी नं० एम०आर०यू० संख्या MRU बिल संख्या 10000004459 दिनांक 31.03.2014	देय तिथि +10 दिन तक 25.04.2014	2557.00	देय तिथि +10 दिन के बाद 25.04.2014	2595.00

In case you do not have your Electricity Bill, you can also search your CA Number using your old Account Number or Consumer ID as follows:

B] Procedure to search CA Number:

1) On home page, Click on "Search CA Number" link as shown:



The screenshot shows the SBPDCL website home page. On the left is a navigation menu with options like 'Locate Payment Outlets', 'Instant Payment', 'Schedule Power Outage', etc. The main content area includes a welcome message from Jeetan Ram Manjhi, Honourable Chief Minister, and a 'View and Pay Bill Online' section. In the 'View and Pay Bill Online' section, there is a text input field for 'Enter CA Number (LT/HT)' and a button labeled 'Search CA Number' which is circled in red. Below this is a 'Consumer Login' section with fields for 'CA No' and 'Password'.

- 2) Select Your Division, Sub Division and Enter your old Account Number or Consumer ID as shown:

System will search your CA Number and return the result as follows:

CA No.	Consumer Name	Bill Month	Due Date	Net payable before due date	Amount payable upto due date+10 days	Amount payable after due date+10 days	Previous Payment Amount Rs.	Previous Payment Date		
100043873	First Las	AUG-2014	16-Aug-2014	0	0	0	0.00	0000-00-00	Pay Bill	View Bill

Along with the CA Number, system will also display the Latest Bill Information as shown above.

Once the CA Number is located, user can **save the CA Number for future reference**. CA Number can be directly used for making online payments and for other facilities such as User Registration.

C] Quick Bill Payment

Consumers who know their CA Number can directly go to **View and Pay Bill Online** section on home page and can pay their bill.



The screenshot shows the homepage of the South Bihar Power Distribution Company Ltd. (SBPDCL). The header includes the company logo, name, and government affiliation, along with a toll-free helpline number. A navigation menu on the left lists various services. The main content area features a banner image of a power transmission tower. Below the banner, there is a 'View and Pay Bill Online' section with a search input field for the CA Number, which is circled in red. Other sections include 'SBPDCL' welcome message, 'Consumer Login' with fields for CA No and Password, and a list of officials.

On entering the CA number, the consumer will be redirected to the payment page where in he can view Bill Month, Due Date, Net Payable before due date, Amount Payable upto duedate+10 days, Amount payable after duedate+10 days, Previous Payment Amount, Previous Payment Date.

On the same screen, consumer has been provided with two buttons to **Pay Bill** and **View Bill**.

On clicking the **View Bill** button, user will be shown his actual bill in PDF Format. User can save the bill or take a printout of the same.

Pay Bill button will allow the consumer to proceed to the payment. User will be shown a textbox with name "Total Amount" and asked to provide his Email Id and Mobile Number.

 **SOUTH BIHAR POWER DISTRIBUTION COMPANY LTD**
GOVERNMENT OF BIHAR

Toll Free Helpline 1800 3456 198

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- Projects
- Phone Directory
- Contact Us
- Online Feedback
- Employee Login

Latest Bill Information:

CA No.	Consumer Name	Bill Month	Due Date	Net payable before due date	Amount payable upto due date+10 days	Amount payable after due date+10 days	Previous Payment Amount Rs.	Previous Payment Date		
100030831	verma bittoo	JAN-2014	15-Mar-2014	31	121229	121910	3300	31-Jan-2014	<input type="button" value="Pay Bill"/>	<input type="button" value="View Bill"/>

Total Amount

Email Id

Mobile No

Note: In the above Screen, the "Total Amount" text box is editable. Consumer has the facility to edit the amount which he wishes to pay.

Once consumer clicks on **Confirm Payment** button, a confirmation section will be visible to consumer where consumer can verify details before making payment.

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Latest Bill Information:

CA No.	Consumer Name	Bill Month	Due Date	Net payable before due date	Amount payable upto due date+10 days	Amount payable after due date+10 days	Previous Payment Amount Rs.	Previous Payment Date		
100030831	verma bittoo	JAN-2014	15-Mar-2014	31	121229	121910	3300	31-Jan-2014	<input type="button" value="Pay Bill"/>	<input type="button" value="View Bill"/>

Total Amount

Email Id

Mobile No

Please Confirm your Payment Details

Primary CA Number **100030831**

Email Id

Mobile No **9322337844**

Payment Date **11-Jul-2014 04:44:29 PM**

Total Amount Payable **121910**

Total Amount in Words **One Lakh Twenty One Thousand Nine Hundred and Ten Rupees**

After verifying the details and clicking on "Pay Now" button, consumer will be redirected to the Payment Gateway where facility to make payment using Debit Card, Credit Card or Internet Banking is available.

Important Note: It is necessary to Allow Popups in your Browser for this step. The Payment Gateway Page will open in new Popup Window. Please allow the site www.sbpdcil.co.in to open popups when prompted by your browser. In case below window does not open, please ensure that it is not blocked by a popup blocker.

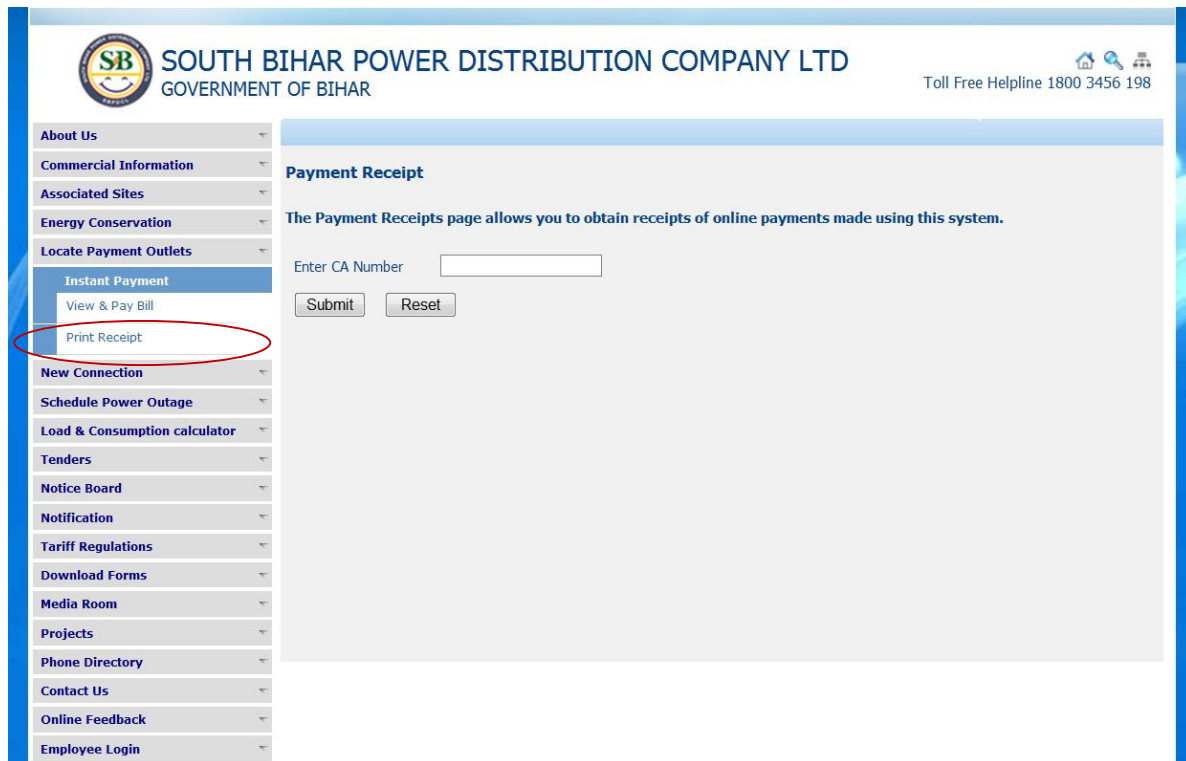
The screenshot shows the BillDesk payment gateway interface. At the top right is the BillDesk logo with the tagline "All your payments. Single location." Below the logo, the merchant name is "SOUTH BIHAR POWER DISTRIBUTION COMPANY LIMITED_RAPDR" and the transaction amount is "Rs. 121910.00". There is an "Email Address" field with an asterisk. Below this are three tabs: "Credit Cards", "Internet Banking", and "Debit Cards". The "Credit Cards" tab is selected. The text says "Please enter your credit card details and click on Make Payment below." There is a "Card Type" dropdown menu with the text "Please select the type of card" and the selected value is "== Credit Cards ==". Below the dropdown are "Cancel" and "Make Payment" buttons. A section titled "Processing Fee for each transaction" lists the following fees: Credit Card (Visa /Master) 1.00% of the transaction amount; Debit Card (Visa/Master) 0.75% of the transaction amount for transaction amount < Rs 2000.00; Debit Card (Visa/Master) 1.00% of the transaction amount for transaction amount > Rs 2000.00. A note states: "* Service Taxes and other Govt Levies as applicable would be charged extra on the above." At the bottom, there are links for "Terms & Conditions | Privacy" and "© 2014 IndiaIdeas.com Ltd." along with logos for "Verified by VISA", "MasterCard SecureCode", "AMERICAN EXPRESS SafeKey", "PCI Compliant Control Case Click to Validate", and "Norton SECURED powered by VeriSign".

Download Payment Receipt

Download Payment Receipt functionality provides users the facility to View, Print and Save receipts of latest online payments made through www.sbpdcl.co.in.

A] Procedure to download Payment Receipt

1) On home page, Click on "View/Print Receipt" link in Instant payment section as shown



The screenshot displays the website interface for South Bihar Power Distribution Company Ltd. The header includes the company logo, name, and government affiliation, along with a toll-free helpline number. A navigation menu on the left lists various services, with the 'Instant Payment' section expanded to show 'View & Pay Bill' and 'Print Receipt'. The 'Print Receipt' link is circled in red. The main content area is titled 'Payment Receipt' and contains a form for entering a CA Number, with 'Submit' and 'Reset' buttons.

2) Enter your CA Number as shown

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Payment Receipt

The Payment Receipts page allows you to obtain receipts of online payments made using this system.

Enter CA Number

Navigation Menu:

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System will search your CA Number and return the result as follows:

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Payment Receipt

The Payment Receipts page allows you to obtain receipts of online payments made using this system.

Enter CA Number

CA Number	Customer Name	Receipt No	Transaction Id	Invoice No	Amount	Bill Due Date	Payment Date	Trans. Status	
100027561	verma vkas	SBBD100000007949	SB6690876967	10000002478	2.000	16/12/2013	7/10/2014 7:03:24 PM	Successful Transaction	View

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3) Click on view button for Save, Print option

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Payment Receipt - Windows Internet Explorer provided by Reliance Infrastructure Ltd

**South Bihar Power Distribution Company Limited
Online Payment Receipt**

Receipt No	
Transaction ID	
CA Number	100041878
Consumer Name	Kumar Suraj
Bill No.	1000004428
Bill Due Date	15/02/2014
Amount Paid Rs	8063.000
Payment Date & Time	5/19/2014 3:42:25 PM
Mode of Payment	
Consolidated Transaction Amount: 2.000	
Thank You	
Print Save PDF Close	

Amount	Bill Due Date	Payment Date	Trans. Status	
2.000	15/02/2014	5/19/2014 3:42:25 PM	Cancel Transaction	View

Local intranet | Protected Mode: Off | 125%