

## Online payment FAQ

Sr. No.	FAQ	Answers
1	Whether pdf receipt generated for online payment will be valid as receipt ?	The PDF copy generated on website after online payment is valid as payment receipt.
2	Consumers demanded actual receipt of MSEDCL instead of receipt given by Vakrangee	The receipt provided by any franchisee network agencies is authenticated as MSEDCL payment receipt and SMS is sent from MSEDCL to acknowledge the receipt. Further, the same is also updated at MSEDCL website in payment history.
3	Whether online payment can be done any time?	The online payment can be done at any time.
4	Is there part payment available for online payment ?	Part payment of energy bill is available on website.
5	Can advance payment done through online ?	Online Advance Payment can be made. Just enter the amount how much you want to pay as advance instead of bill amount.
6	Can online payment done after due date?	The online payment can be done after due date.
7	Whether online payment of Addition Security Deposit is available or not ?	The additional security deposit amount can paid online.
8	Online payment is done but receipt not generated ?	if transaction is successfully received then the receipt will be updated within 3 working days from the date of transaction in Online Payment Option. If the transaction is a failure amount will be returned back to consumer bank account.
9	If online transaction failed or while processing online payment sometimes transaction stop due to error.	If the transaction is a failure, amount will be returned back to consumer bank account. Currently only 0.50 % transactions out of all online transactions are failed. Every failed transaction is refunded to consumer through system.
10	Consumers queried that they have got the late credit of payment made online by them (few consumers tried in past).	This is possible if payment is done on or nearby due date, it is recommended to make online payment within due date for timely updation of payment.
11	If consumer made double payment.	The excess amount paid by consumer will be adjusted in the next billing cycle and will get credit for the same in the next bill.
12	Whether payment can done through international cards ?	The MSEDCL online payment cannot be done through international card.
13	Is ECS/Auto debit facility available ?	ECS/Auto debit facility is available for MSEDCL consumers. Consumer needs to fill NACH form and submit to the subdivision office or concern representative of online agency.
14	Whether there is any discount on online payment ?	Prompt payment discount is applicable if online payment is done on or before the given prompt payment date on the bill.
15	How to download MSEDCL app?	MSEDCL app can be download from Google play store or MSEDCL website <a href="http://www.mahadiscom.in">www.mahadiscom.in</a>
16	If consumer forgot user ID and password ?	Please mail to <a href="mailto:helpdesk_pg@mahadiscom.in">helpdesk_pg@mahadiscom.in</a> for reset user password.
17	Go Green facility	Please mail to <a href="mailto:helpdesk_pg@mahadiscom.in">helpdesk_pg@mahadiscom.in</a> for registration/deregistration of Go green facility.
18	Pls print QR code on bill with consumer details	QR code on MSEDCL bills will be available soon.
19	Should we submit billing complaint online by app ?	Consumer can register and trace complaint on MSEDCL app.
20	Consumers asked to wave transaction charges for Debit / Credit Card payment	Net Banking facility for MSEDCL bill payment is free of cost for consumers.
21	Is it app secure for payment or not ?	Yes, the MSEDCL mobile app is secure. All type of online transactions are governed under Payment and settlement Act, 2007. online payment transactions are secured by set of standard security measures formed in 2004 called Payment Card Industry Data Security Standard (PCI DSS) by Visa, MasterCard, Discover Financial Services, JCB International and American Express. The compliance scheme aims to secure credit and debit card transactions against data theft and fraud.
22	some consumers demanded facility likes mobile recharge available	Prepaid meter facility of MSEDCL may be availed.
23	consumers have demanded the bill payment facility at ATM machines of Nationalised Banks so that their time will be saved and this machine should show the bill amount payable after logging in .	MSEDCL has already engaged agency for activating energy bill payment at ATM machines. The facility will be available soon.