

## **Frequently Asked Questions (FAQs)**

### **1. What is ATM Bill Pay?**

ATM Bill Pay is a convenient bill payment service launched by SBI & CSPDCL that allows you to pay your electricity bills through the network of SBI ATMs.

### **2. Who can use this service?**

All our individual customers having a valid ATM / Debit SBI Card can use this service at any of the SBI ATM.

### **3. How do I avail the service?**

To avail the ATM CSPDCL Bill Pay service, you need to register for this service as instructed below.

- (a) Fill up the ATM Bill Pay registration form.
- (b) Attaching any recent Balance enquiry Transaction slip printed from the ATM & Current Electricity bill of CSPDCL.
- (c) Submit the above at the ATM Bill Pay drop-boxes kept at selected ATM centers / branches / CSPDCL Bill Collection Centre.

### **4. What bills can I pay by using this service?**

Currently you can pay only your Electricity bills for CSPDCL.

### **5. How do I start using the service?**

After you submit your registration form, you will receive a confirmation letter from the Bank, confirming your service registration with the CSPDCL. From the next bill onwards, your bill amount and due date details will be displayed in the ATM. You can view this and make the payment anytime before the due date of the bill.

### **6. How do I pay a CSPDCL bill on the ATM?**

- (a) In the main menu, select "SERVICES" option.
- (b) Enter your PIN.
- (c) Select the "BILL PAY" option.
- (d) Select "VIEW AND PAY BILLS" options.
- (e) A list of your current unpaid bills (in respect of the Bills registered by you) will be displayed on the screen.
- (f) Choose the Serial No. of the bill you want to pay to view the specific bill details.
- (g) Enter the payment option for full payment and confirm payment to pay the bill.
- (h) You will be issued a transaction confirmation receipt for your bill payment.

### **7. Do I get a receipt on payment of the bills?**

Yes, you will get a transaction receipt bearing a Transaction ID (TID)

number) acknowledging the receipt of your payment. Please use this for any future reference.

**8. Do I continue to get bill in physical form?**

Yes, you will continue to get the physical bill(s) as usual.

**9. Can I pay bills of other persons also?**

Yes, you may pay bills of your company, spouse, children etc. with registering your card for the same.

**10. Can I pay an amount less than the bill amount?**

No.

**11. Can I pay bills after due date?**

No. You can pay the electricity bill within Cash Due Date.