

Goa Electricity Department has introduced electricity bill payment facility to its valued consumers through Online mode using various payment options viz: - Debit Card, Credit Card, Net Banking, UPI etc. by associating with TJBS Sahakari Bank Limited. TJSB Sahakari Bank has provided payment gateway facility through Payu Payment Pvt. Ltd for implementation of electricity bill payment through online mode.

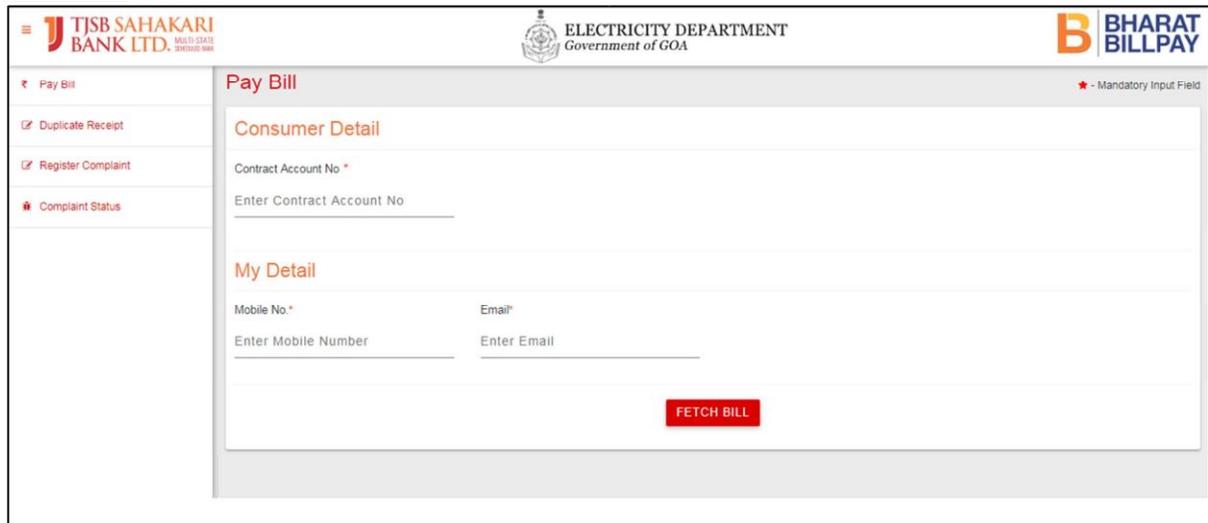
Consumer has to use following URL of GOA Electricity department for electricity bill payment:- <https://www.goaelectricity.gov.in/>

Screen -01

The screenshot shows the homepage of the Government of Goa Electricity Department. At the top, there is a navigation bar with links for Home, Contact Us, and Site Map, along with a search box. Below this is a main menu with categories like Home, About Us, Vendors/Tenders, Departmental Information, Customer Services, Power Outage, and FAQ. The central content area features a large banner image of power lines with the text "ebill Online Pay Bill" and the "BHARAT BILLPAY" logo. To the right of the banner is a "General Information" sidebar with various links. On the far right, there is an "Online Services" sidebar with a list of options: Consumer Login, BHARAT BILLPAY (highlighted with a yellow arrow), Pay Online, Request Status, and Vendor Login. Below this is a "Directories" sidebar with links for Elect Dept Tel Dir 2018, Govt of Goa Directory, and GOI Directories. At the bottom, there is a "Citizen's Charter" sidebar with links for Conditions of Supply, Mandatory Income Tax, and Deduction for payment of interest on Consumers. The main content area contains a welcome message and several announcements, including one about online bill payment using Bharat Bill Pay services (highlighted with a yellow arrow) and another about LED Streetlight and control panels (CCMS) complaints. At the bottom of the page, there is a footer with the text "1 | Page".

Click on “BHARAT BILL Pay” option following screen-02 will appear:

Screen-02



Consumer has to fill-up all the mandatory details as requested in screen-02 like Contract Account Number, Mobile Number, e-mail id etc. and then have to click on “FETCH BILL” button/tab to view the Bill details.

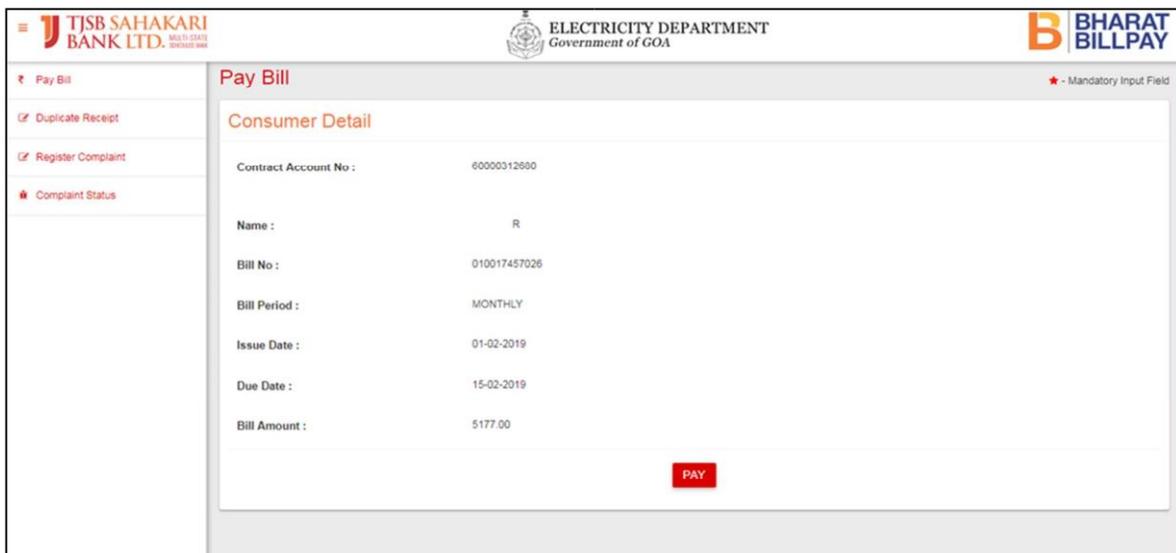
In case If Bill was already paid by the consumer, screen-03 will be displayed with Message as “Payment Received for the Billing, No Bill Due”.

Screen-03



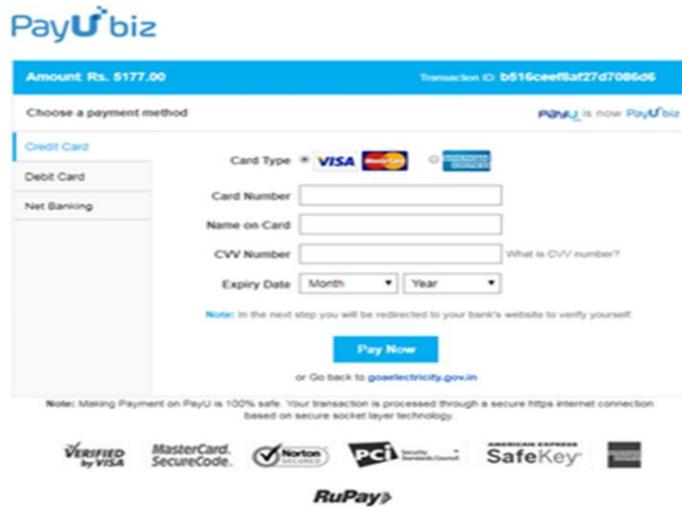
If Bill is un-paid then un-paid bill details will appear on screen as shown in screen-04. Once bill details get confirmed by the consumer then only proceed for bill payment by click on PAY button/tab.

Screen-04



After clicking on PAY button/tab system will re-direct consumer on the page of Payment Gateway as shown in below screen-05 with multiple payment options like Debit Card, Credit Card Net Banking etc.

Screen-05



PayU biz

Amount: Rs. 5177.00 Transaction ID: b516ceef8af27d7086d6

Choose a payment method PayU is now PayU biz

**Credit Card**

Card Type \* **VISA**  

Card Number

Name on Card

CVV Number  What is CVV number?

Expiry Date Month  Year

**Pay Now**

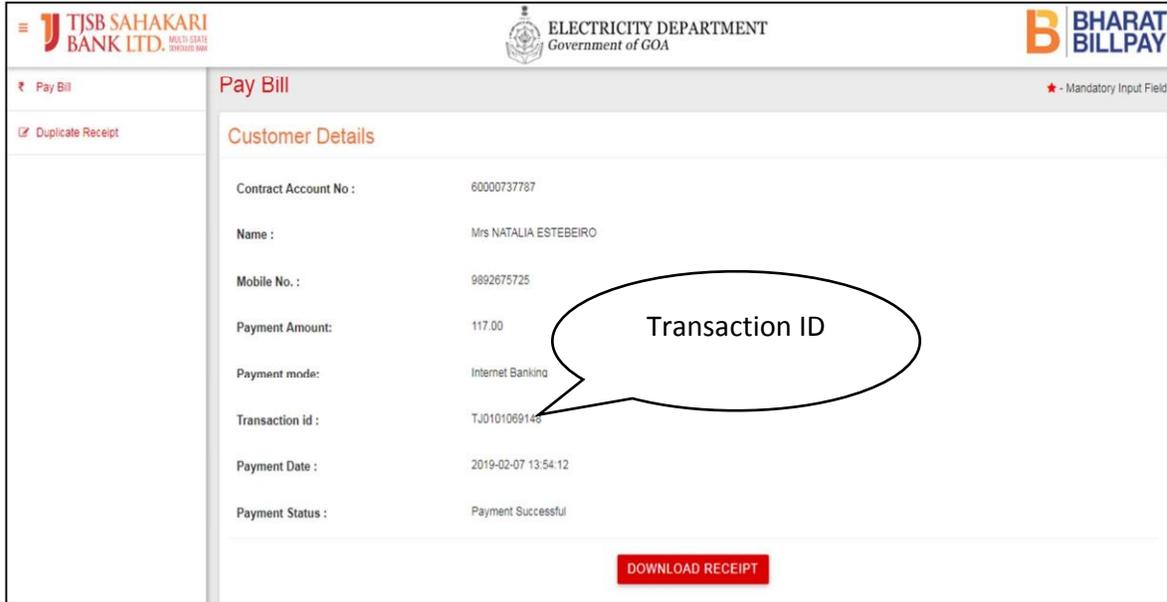
or Go back to [goaelectricity.gov.in](http://goaelectricity.gov.in)

Note: Making Payment on PayU is 100% safe. Your transaction is processed through a secure https internet connection based on secure socket layer technology.

After Successful bill payment, system will generate bill payment receipt as shown in screen-06. Unique Transaction ID will also be shown on bill payment receipt as displayed in screen06. Consumer has to use Transaction ID mentioned on receipt for further communication with GOA Electricity Department. Consumer can download the receipt by clicking on “DOWNLOAD RECEIPT” button/tab. In addition to this consumer will also receive SMS on successful payment on the mobile number he/she has entered by the time of bill fetching.

Screen-06



The screenshot shows the 'Pay Bill' interface. On the left, there is a sidebar with 'Pay Bill' and 'Duplicate Receipt' options. The main area is titled 'Pay Bill' and contains a 'Customer Details' section. The details are as follows:

Contract Account No :	60000737787
Name :	Mrs NATALIA ESTEBEIRO
Mobile No. :	9892675725
Payment Amount:	117.00
Payment mode:	Internet Banking
Transaction id :	TJ0101069148
Payment Date :	2019-02-07 13:54:12
Payment Status :	Payment Successful

A callout bubble points to the 'Transaction id' field, containing the text 'Transaction ID'. At the bottom right, there is a red button labeled 'DOWNLOAD RECEIPT'.

Consumer can able to generate duplicate Receipt using “Duplicate Receipt” option by clicking on Top left hand panel. Following screen will be appearing after selecting “Duplicate Receipt” option. Please enter “Transaction Id” as shown in above screen and click on “DOWNLOAD RECEIPT” button/tab.

Screen-07



The screenshot shows the 'Duplicate Receipt' interface. The sidebar has 'Duplicate Receipt' selected. The main area is titled 'Duplicate Receipt' and contains a 'Consumer Detail' section. The details are as follows:

Reference Id *	TJ0101069148
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At the bottom right, there is a red button labeled 'RECEIPT'.

After click on “RECEIPT” button/tab system will generate Duplicate Receipt. Refer Screen-08:-

Screen-08

<b>TJSB SAHAKARI BANK LTD.</b> MULTI-STATE SCHEDULED BANK		<b>BHARAT BILLPAY</b>	
<b>Bill Payment Receipt ::</b>			
Bill Category :	Electricity	Billier Name :	Goa Electricity Department - GOA
<b>Customer Details ::</b>			
Customer Name :	XXXXXXXXXXXX	Mobile Number :	98XXXXXX93
Contract Account No :			
<b>Bill Details ::</b>			
Billier Id :	GEDPPWR00GOA01	Bill Number :	
Bill Date :	06-02-2019	Bill Due Date :	20-02-2019
Bill Amount :	117.00	Convenience Fees :	0.00
		Bill Period :	MONTHLY
		App Ref NO. :	92310678
		Total Amount:	117.00
<b>Bill Payment Details ::</b>			
Payment Mode :	Internet Banking	Payment Channel :	Internet
Payment Status :	Payment Successful	Payment Date :	07-02-2019 01:55:40
<b>Other Details ::</b>			
Transaction Id :	TJ0101069148	HelpDesk :	ibenquery@tjsb.co.in 1800223466
This is System Generated Bill Payment Receipt. Payment Confirmation SMS Sent to Mobile Number 98XXXXXX93			

Consumer can download or print the receipt as per his/her requirement.

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