

HELPLINE SERVICES AVAILABLE AND ENABLED FOR CONSUMERS ALL OVER STATE OF GOA

1. The Department has enabled web service for payment of electricity bills online. A link has been provided on the department's own website i.e. www.goaelectricity.gov.in.
2. The procedure for payment has been explained therein.
3. The consumer shall use the link "pay online" (on the right hand side of the home page under box labeled "Directories").
4. The consumer shall be prompted to enter the contract account no. and then click on "view bill".
5. On confirmation of the details the button "proceed payment" shall be clicked which will be taken to an external website i.e. "Directorate of Accounts" website for creation of e-challan. The procedure shall be followed as required and finally on successful payment a receipt shall be displayed on the screen which can be printed or saved in soft copy in pdf version.

Alternately

1. The consumer can also pay online after going through the process of registering on link "Consumer Login" on the top right hand side of the home page.
2. After successful registration one can click on tab "bills" in the consumer login and use the link "pay online" and complete the payment process as explained above.
3. In addition, the consumer in the consumer login has the facility to view historical bills and payments and also print his latest bill.

4. The consumer after login can activate SMS and email facility and receive bills in his email with alerts on mobile registered.
5. Many various facilities and information about the connection are available which are placed in separate named tabs.

NOTE : For a quick service to consumers having any issue during online payment we request the consumers to note down the e-challan no. at all times as one proceeds and the mobile no. that you have utilized for the process. Tracing of payments during complaints are authenticated using the e-challan no. and the registered mobile no.

Consumers can Open the below link

<https://egov.goa.nic.in/echallanpg/mainpage.aspx>

and self trace the payment status and even retrieve their receipts for their record at ease.

6. For any online payment issues, the consumer can utilize the 24 by 7 Call Centre 1912 for registration of complaints. You will get an intimation within 24hrs on registration of your complaint.
7. The face book page on the website is also an alternative to intimate your issues.
8. Kindly use the “Contact Us” details as per the area concerned and explain your issues for quick resolve.
9. A screen shot explanation of the above processes is also attached for your understanding.