**38.Utility Bill Payment Collection Center**

**Abstract:**

Objective of this project is to manage online process where in Customer can pay the utility bill through Cash, Cheque or DD. Like Electricity, Water & BSNL telephone bills can be paid through this.

### Existing System:

### The existing approach includes a lot of manual intervention for bill payment. Customer can pay the utility bill through Cash, Cheque or DD. Like Electricity, Water & BSNL telephone bills. The consumers have to pay the money directly to the Electricity board office. It needs more manual work and as well as leads to employees to manage the Any Time Payment (ATP) System has been established in major cities at Government affiliated bank. It also needs the consumers to come to the bank and to pay the money. The customer has to stand in Queues to pay the utility bills, in case if late payment is there he has to pay the penalty, and if the customer has lost his bills then he has to apply a new bill. so the entire process is manual and time consuming process.

**Proposed System:**

The Government of Andhra Pradesh has a clear vision to create a knowledge society by using Information Technology in all aspects of development and governance. Pioneering efforts are being made to reach the benefits of IT to the citizens - urban and rural, rich and poor, literate and illiterate. Now the government is planning to introduce a online portal where the customer will have the luxury of paying their bills at their convenience through Internet, . Types of bills Telephone bills, Electricity bills, water bills.

**Modules:**

**Administrator**

Administrator should be able to add/edit users give roles and permissions.

**Operator/System User**

Operator/System user should be able to login, collect bills and operate on bill records to insert on centralized server based on authorization key . Based on the Department & customer id selection, system should pull out form from the department server and should show if any outstanding exists. Operator should have only insert new transaction permission.

**Supervisor**

Supervisor should have add and edit permissions so that in case of mistake he can rectify it.

**Center Manager**

Center manager should have permission to view reports in addition to Supervisor permissions

**External Auditor (Govt appt)**

External Auditor should have permission to see all transactions along with details and log files. There should be provision to receive advance payment from the customer