DOs & DONTs - Bill Payment across the counter at ICICI Bank Branches (Cash & Cheque Only)

Tata Power consumers may approach the ICICI bank branch during respective branch timing to make <u>only</u> **over the counter (OTC)** cash and cheque payments.

ICICI Bank account details

Sr	Field Head	Field input
a)	Name as appearing in the account/ Name of Account Holder	The Tata Power Co. Ltd – Consumer A/c No. xxxxxxx
b)	Type of Account	Current
c)	Account Number (for deposit in bank)	039305007823

Note: For ready reference, scan copies of sample deposit slips (with different scenarios) has been given in the attachment

- Consumer has to fill in above mentioned ICICI Bank A/c No. in pay-in-slip
- Consumer can drop their cheques into the ICICI Bank Branch Drop Box. However, consumer **should not** drop their cheques into the ICICI ATM drop box.
- Consumer should not use above mentioned ICICI bank account number information to make payment through NEFT/RTGS.
- Consumer has to follow the appended ICICI bank process to make their Tata Power Bill payment over the counter.
 - take a token from DQM(Digital Queue Management-Machine);
 - invoice number; Tata Power Bank account number; cheque/cash details)
 - attach Tata Power Invoice stub to the pay-in-slip
 - > consumer has to make payment for the amount due on cash discount date or the amount due as per due date as applicable.
 - > any partial payment or on account payment will not be accepted.
 - wait for their turn;
 - submit cash/cheque along with the stubs over the counter.
 - get acknowledgment on the ICICI bank pay-in-slip (No acknowledgment will be given on Tata power Invoice.)
 - > no queries / complaints will be entertained by ICICI bank branches or ICICI customer Care.
 - consumer has to raise their query / lodge complaints at Tata Power Call Center and has to duly stamped ICICI bank pay-in-slip counterfoil pertaining to the query or complaint.

• Cheque payment over the counter

- should be made by crossed cheque in favour of "The Tata Power Co. Ltd. Consumer A/c No. xxxxxxxxx" (respective consumer's Tata Power A/c number)
- consumer has to write his Invoice Number and Bill Number on the pay-in-slip and also back side of the cheques.
- > should not issue post dated or outstation cheque
- once the cheque is deposited over the counter and acknowledgement is given, then the cheque will not be returned to the consumer under any circumstances

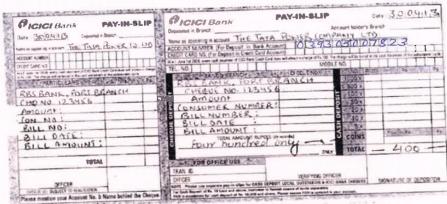
Cash payment over the counter

should fill up the cash denomination in the pay-in-slip

- > any fake note detected during cash deposition during cash deposition will be impounded and will not be returned to the consumer under any circumstances.
- > once the cash is deposited over the counter and acknowledgment is given, then it will not be returned to the consumer in any circumstances

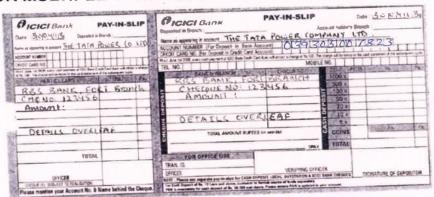
HOW TO FILL IN THE DEPOSIT PAY-IN-SLIP:

1. FOR SINGLE CONSUMER NUMBER (CHEQUE DEPOSIT)



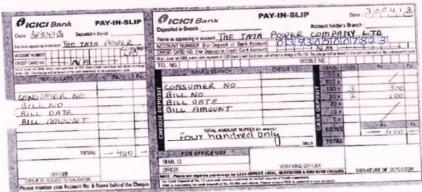
ICICI A/C NO: 039305007823

2. FOR MULTIPLE CONSUMER NUMBERS (CHEQUE DEPOSIT)



ICICI Alc No: 039305007823

3. FOR SINGLE CONSUMER NUMBER (CASH DEPOSIT)



ICICI A/C No: 039305007823