

## **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 only 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. xxxxxxxx
b)	Type of Account	Current
c)	<b>Account Number</b> (for deposit in bank)	<b>039305007823</b>

*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);
  - fill up the ICICI bank pay-in-slip (mentioning beneficiary name; Tata Power consumer number-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. xxxxxxxx” (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 Bank PAY-IN-SLIP** Date: 30.04.13

Name as appearing in account: THE TATA POWER COMPANY LTD

ACCOUNT NUMBER (For Deposit in Bank Account): 039305007823

CREDIT CARD NO. (For Deposit in Credit Card Account): N/A

TEL. NO.: 9876543210 MOBILE NO.: 9876543210

BRANCH: RBS BANK, FORT BRANCH

CHEQUE NO: 123456

AMOUNT: 400

CONSUMER NUMBER: 039305007823

BILL NUMBER: 1

BILL DATE: 30.04.13

BILL AMOUNT: 400

TOTAL AMOUNT RUPEES IN WORDS: Four hundred only

TOTAL: 400

FOR OFFICE USE: OFFICER: [Signature] VERIFYING OFFICER: [Signature] SIGNATURE OF DEPOSITOR: [Signature]

ICICI A/c No: 039305007823

### 2. FOR MULTIPLE CONSUMER NUMBERS (CHEQUE DEPOSIT)

**ICICI Bank PAY-IN-SLIP** Date: 30.04.13

Name as appearing in account: THE TATA POWER COMPANY LTD

ACCOUNT NUMBER (For Deposit in Bank Account): 039305007823

CREDIT CARD NO. (For Deposit in Credit Card Account): N/A

TEL. NO.: 9876543210 MOBILE NO.: 9876543210

BRANCH: RBS BANK, FORT BRANCH

CHEQUE NO: 123456

AMOUNT: 400

CONSUMER NUMBER: 039305007823

BILL NUMBER: 1

BILL DATE: 30.04.13

BILL AMOUNT: 400

TOTAL AMOUNT RUPEES IN WORDS: Four hundred only

TOTAL: 400

FOR OFFICE USE: OFFICER: [Signature] VERIFYING OFFICER: [Signature] SIGNATURE OF DEPOSITOR: [Signature]

ICICI A/c No: 039305007823

### 3. FOR SINGLE CONSUMER NUMBER (CASH DEPOSIT)

**ICICI Bank PAY-IN-SLIP** Date: 30.04.13

Name as appearing in account: THE TATA POWER COMPANY LTD

ACCOUNT NUMBER (For Deposit in Bank Account): 039305007823

CREDIT CARD NO. (For Deposit in Credit Card Account): N/A

TEL. NO.: 9876543210 MOBILE NO.: 9876543210

BRANCH: RBS BANK, FORT BRANCH

CONSUMER NO: 039305007823

BILL NO: 1

BILL DATE: 30.04.13

BILL AMOUNT: 400

TOTAL AMOUNT RUPEES IN WORDS: Four hundred only

TOTAL: 400

FOR OFFICE USE: OFFICER: [Signature] VERIFYING OFFICER: [Signature] SIGNATURE OF DEPOSITOR: [Signature]

ICICI A/c No: 039305007823