

FAQs

Q 1. How to register for a New Connection?

Consumer may apply the connection at concerned Sub Divisional Office .

For 100 KW and above consumer can apply on line through Single window portal at PSPCL website.

Q 2. In what conditions second electric connection can be given to separate dwelling?

Wherever, one dwelling unit has been sub-divided and separate kitchen as well as separate entry is available, second electric connection may be given to the lawful occupant.

Q 3. What are the various reasons of meter change?

A Distribution Licensee can change the meter any time to ensure correct meter reading. Reasons of meter change may be any one of the following:

- ♣ Meter is burnt
- ♣ Meter is faulty
- ♣ Meter is damaged
- ♣ No display in the meter
- ♣ Suspected to be tampered.

Q 4. What should I do if I have a Billing complaint?

Consumer can approach at concerned Sub Divisional Office.

Q 5. What are the timings of Cash Counters at Sub Divisional/Divisional Offices?

Our Cash Collection Counters at all Sub divisional offices are open from 9 a.m. to 3 p.m. from Monday to Friday of every week (except public holidays).

Q 6. I have not received my Electricity Bill, How can I get my copy?

Consumer can get the Duplicate Bill from the concerned Sub Division . Bill can also be downloaded from PSPCL website.

Q 7. Where can I send my complaints and suggestions?

You can contact Round the Clock Customer Service Centres Centralised Call Centres (dial 1912).

Or Give suggestions at Consumer grievance column at PSPCL Website.

Q 8. What is Spot Billing?

The meter reader will visit your place, record the meter reading, and issue the bill using a hand-held computer.

Q 9. What are the modes for on line payment?

You can pay by Net Banking, Credit Card or Debit Card, RTGS, PayTm, Various wallets, BBPS.

Q 10. How can I correct my address and spelling of my name?

You need to give an application quoting your Account number from the latest bill and the supporting documents regarding correction including your photo identity card to the concerned Sub division.

Q 11. What is the address of PSPCL e-tendering website?

<https://pspcl.abcprocure.com>

Q 12. Which tenders can I see on PSPCL e-tendering website and which on normal PSPCL website?

Tenders valuing above Rs. 5 Lac on e-tendering portal and below that value on normal PSPCL website.

Q 13. What are the contact details of company persons dealing with e-tendering?

<https://pspcl.abcprocure.com/EPROC/contactus>

Q 14. Can I download tender specification without logging on to the e-tendering portal?

Yes.

Q 15. What are the charges for issue of DSC and for registration on e-tendering website?

It is free of cost.

Q 16. Can I make advance payment against my bill?

Yes. You can pay the advance payment of bill at below mentioned Link:

<https://billpayment.pspcl.in/pgBillPay.aspx?uc=BillPayAdvance>

Q 17. Can I make part payment of my current bill?

Yes, one can do the part payment of the bill at advance payment link on PSPCL's Official website.