



उत्तर प्रदेश पावर कारपोरेशन लिमिटेड

14-अशोक मार्ग, शक्ति भवन, लखनऊ।

संख्या: 646/एम0बी0सी0/पाकालि/2022(212)

दिनांक: 29/06/2022

कार्यालय ज्ञाप

एतद्वारा बिल संशोधन प्रक्रिया को प्रभावी एवं अधिक पारदर्शी बनाये जाने हेतु उपभोक्ताओं से प्राप्त होने वाली समस्त बिल संशोधन सम्बन्धी शिकायतों को ऑनलाइन माध्यम से प्राप्त कर निस्तारण किये जाने के सम्बन्ध में निम्नवत् आदेशित किया जाता है :-

1. उपभोक्ताओं से प्राप्त होने वाली समस्त बिल संशोधन सम्बन्धी शिकायतों को उ0प्र0 पाकालि की वेबसाइट (<https://www.upenergy.in/>) के माध्यम से पंजीकृत कराया जाये।
2. 1912 एवं अन्य सभी ऑफलाइन माध्यमों पर उपभोक्ताओं द्वारा बिल संशोधन सम्बन्धी शिकायतों के पंजीकरण हेतु सम्पर्क करने पर उपभोक्ताओं को उ0प्र0 पाकालि की वेबसाइट (<https://www.upenergy.in/>) के माध्यम से पंजीकरण किये जाने हेतु सूचित किया जायेगा।
3. उपभोक्ताओं से प्राप्त होने वाली समस्त बिल संशोधन सम्बन्धी शिकायतों का पंजीकरण उ0प्र0 पाकालि की वेबसाइट (<https://www.upenergy.in/>) से ही किये जाने का सभी डिस्काम द्वारा व्यापक प्रचार-प्रसार किया जाये।
4. उपभोक्ताओं द्वारा उ0प्र0 पाकालि की वेबसाइट (<https://www.upenergy.in/>) पर बिल संशोधन सम्बन्धी शिकायतों का पंजीकरण करने के उपरान्त उपभोक्ता के रजिस्टर्ड मोबाइल नम्बर पर पंजीकरण संख्या एस0एम0एस0 के माध्यम से प्रेषित किया जायेगा।
5. उ0प्र0 पाकालि की वेबसाइट (<https://www.upenergy.in/>) पर बिल संशोधन सम्बन्धी शिकायत का पंजीकरण होने के उपरान्त सम्बन्धित उपखण्ड अधिकारी/अधिकासी अभियन्ता (वितरण) के To do list में सभी प्रकरण प्रदर्शित होंगे। बिल संशोधन सम्बन्धी लम्बित शिकायतों का एम0आई0एस0 के आधार पर अनुश्रवण किया जाये।
6. वर्तमान में 1912 में प्रचलित व्यवस्था के अनुरूप बिल संशोधन हेतु लम्बित प्रकरणों की Escalation Matrix यथावत रहेगी।
7. उपभोक्ता से प्राप्त होने वाली शिकायतों के अतिरिक्त अन्य बिल संशोधन के प्रकरणों यथा मीटर प्रतिस्थापना, बिल ऑन होल्ड इत्यादि में बिल संशोधन का कार्य अधिकारी यथावत कर सकेंगे।

सुलभ सन्दर्भ हेतु ऑनलाइन बिल संशोधन एस0ओ0पी0 संलग्न है।

उपरोक्त व्यवस्था दिनांक 01 जुलाई 2022 से प्रभावी होगी।

संलग्नक : ऑनलाइन बिल संशोधन एस0ओ0पी0।

(पंकज कुमार)
प्रबन्ध निदेशक

संख्या: 646/एम.बी.सी.पाकालि/22(212) तददिनांक: 29/06/2022

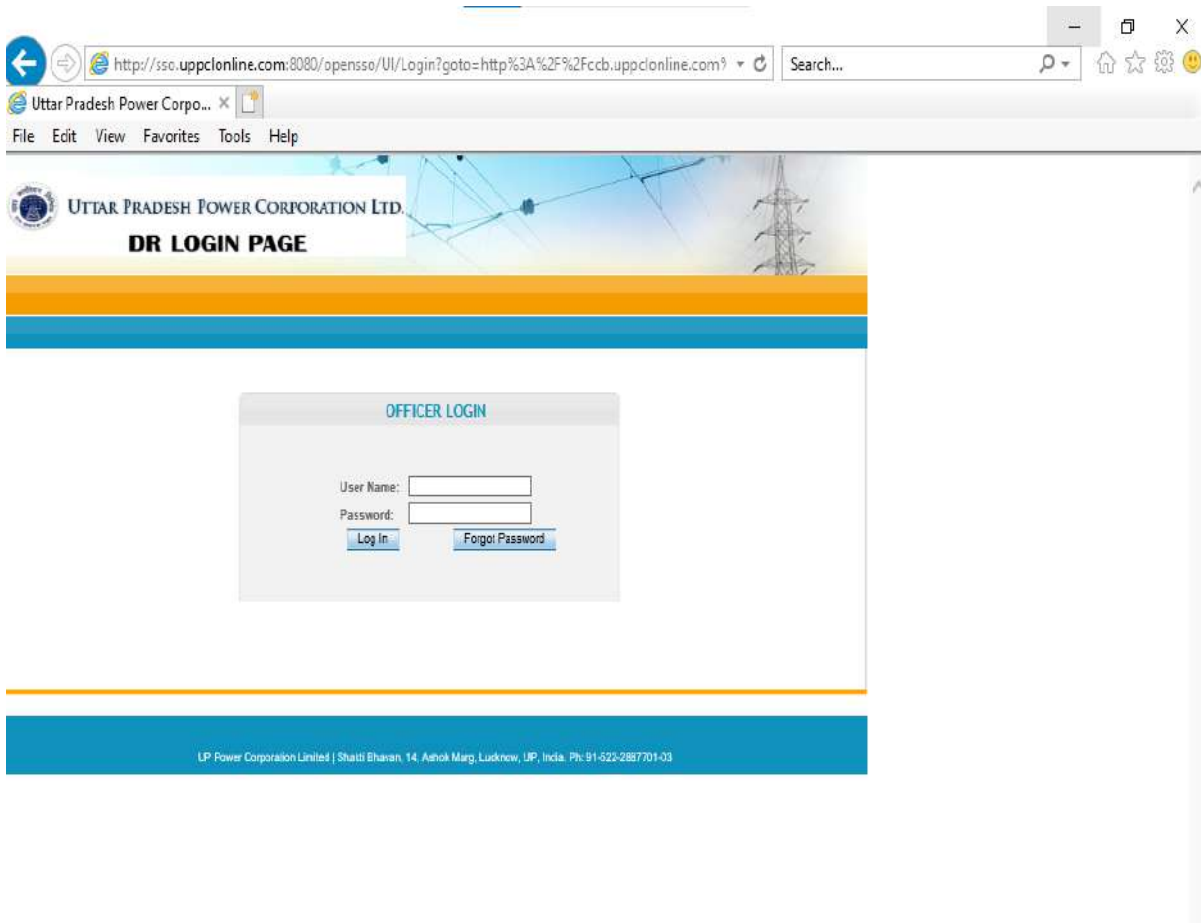
प्रतिलिपि :-

1. अध्यक्ष, उ0प्र0 पाकालि।
2. प्रबन्ध निदेशक, पूर्वांचल/मध्यांचल/दक्षिणोंचल/पश्चिमोंचल विद्युत वितरण निगम लि0 एवं केस्को-कानपुर।
3. निदेशक (वाणिज्य/वितरण/वित्त/का0प्र0 एवं प्रशा0), उ0प्र0 पाकालि।
4. निदेशक (वाणिज्य/तकनीकी/वित्त/का0 एवं प्रशा0), पूर्वांचल/मध्यांचल/दक्षिणोंचल/पश्चिमोंचल विद्युत वितरण निगम लि0 एवं केस्को-कानपुर।
5. मुख्य अभियन्ता (आई0टी0), उ0प्र0 पाकालि।
6. समस्त मुख्य अभियन्ता (वितरण), पूर्वांचल/मध्यांचल/दक्षिणोंचल/पश्चिमोंचल विद्युत वितरण निगम लि0 एवं केस्को-कानपुर।
7. समस्त अधीक्षण अभियन्ता (वितरण), पूर्वांचल/मध्यांचल/दक्षिणोंचल/पश्चिमोंचल विद्युत वितरण निगम लि0 एवं केस्को-कानपुर।
8. समस्त अधिकासी अभियन्ता (वितरण), पूर्वांचल/मध्यांचल/दक्षिणोंचल/पश्चिमोंचल विद्युत वितरण निगम लि0 एवं केस्को-कानपुर।

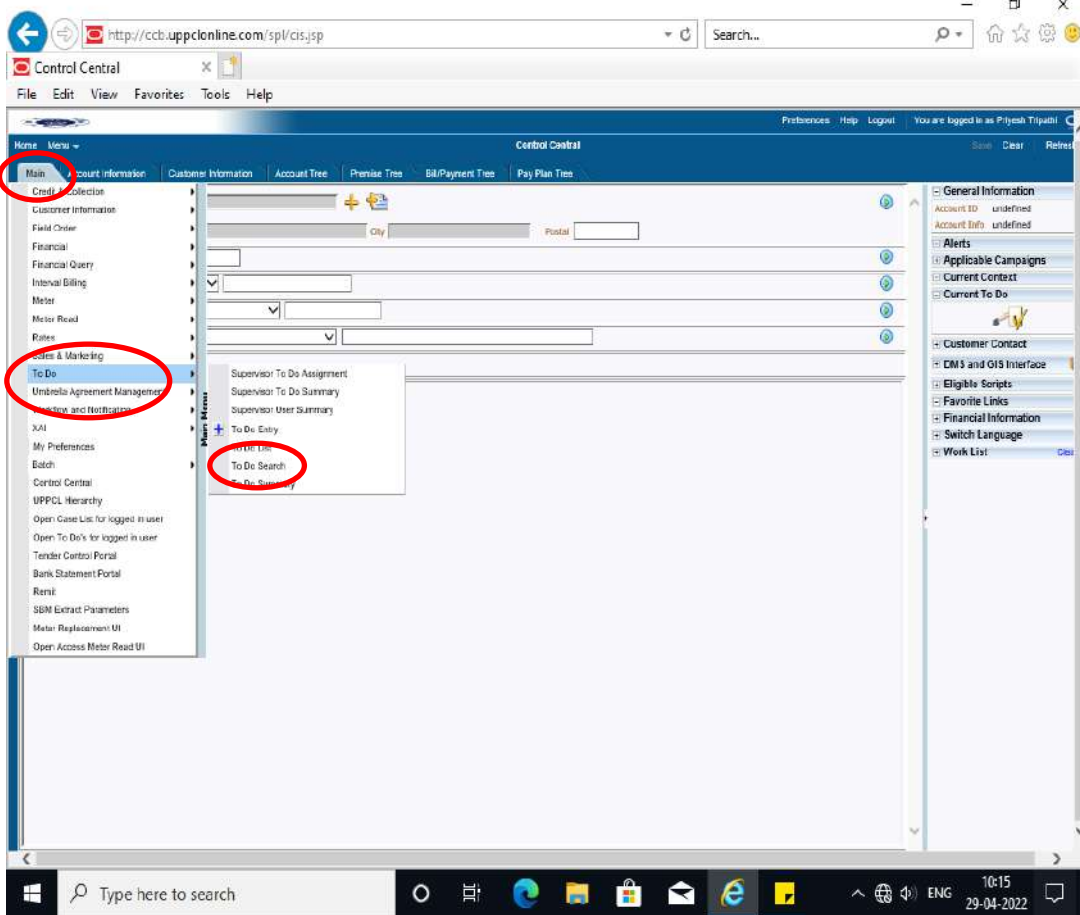
(पंकज कुमार)
प्रबन्ध निदेशक

RAPDRP-SOP for Billing Clerk/SDO/EE to access billing related complaints received through WSS

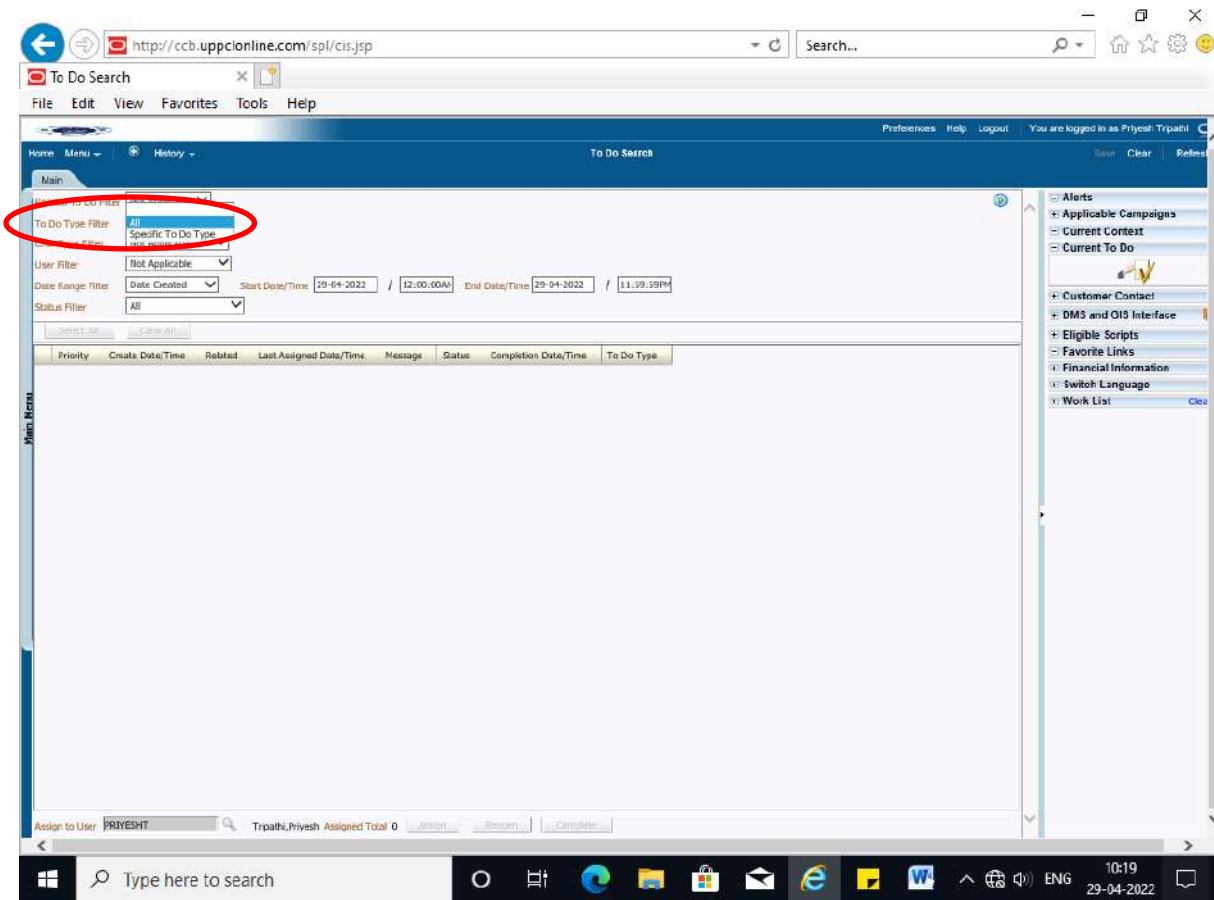
1. User needs to log in into CC&B billing system to see billing related complaints received from WSS.



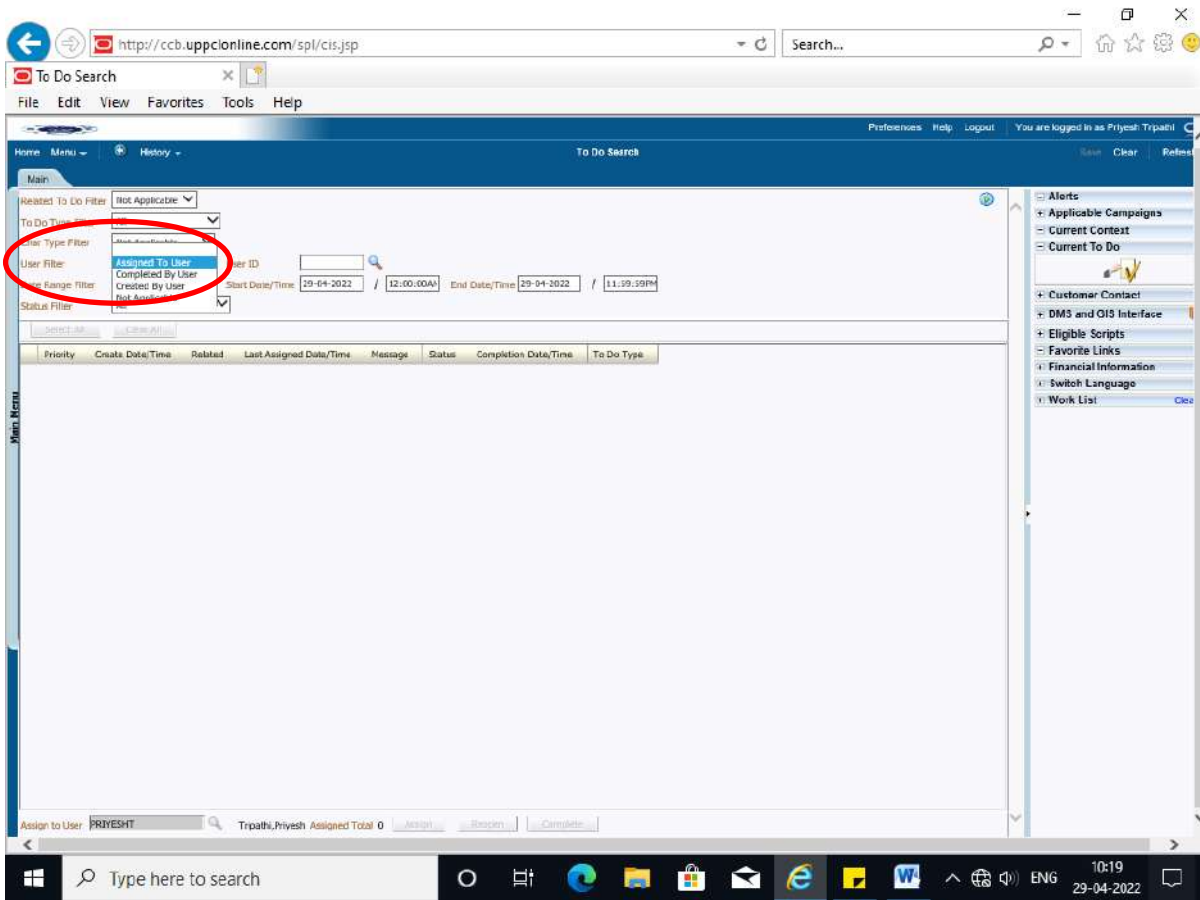
2. After login, Consumer needs to click on Main->ToDo->ToDo Search



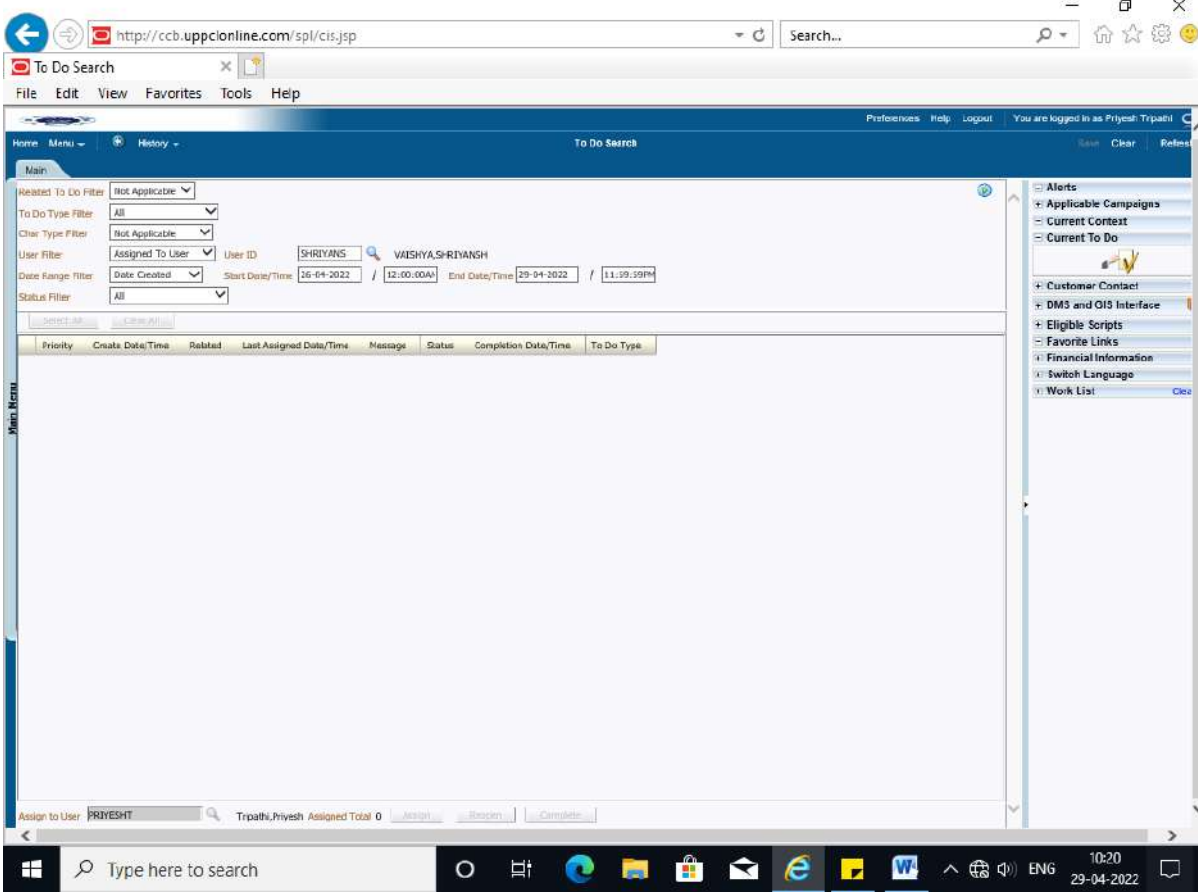
3. In Next page under “To Do Type Filter” user needs to select “all”.



4. Under User Filter, user needs to select “Assigned to User” and enter his user ID in “UserID field” if it’s not auto filled.



5. In Start and End date/time user needs to provide dates during which complaints are required to be fetched.



6. After clicking on arrow as shown below all the complaints routed to the user will be shown which will also consist of complaints received from WSS.

The screenshot shows a web browser window with the URL <http://ccb.uppcionline.com/spl/cis.jsp>. The page title is "To Do Search". The interface includes a navigation menu, filter options, and a table of records. The table has columns for Priority, Create Date/Time, Related, Last Assigned Date/Time, Message, Status, Completion Date/Time, and To Do. A red circle highlights a green arrow icon in the top right of the table area. A red rectangle highlights the bottom 10 rows of the table, which include records with priority 50 and messages about "Disputed Bill" and "Load Enhancement request".

Priority	Create Date/Time	Related	Last Assigned Date/Time	Message	Status	Completion Date/Time	To Do
Priority 10 -- Highest	25-04-2022 03:25:12PM	8	26-04-2022 03:25:12PM	New Connection Case s created. (90000, 90173)	Being Worked On		New
Priority 10 -- Highest	25-04-2022 02:30:30PM	3	26-04-2022 02:30:30PM	New Connection Case s created. (90000, 90173)	Being Worked On		New
Priority 10 -- Highest	25-04-2022 01:48:57PM	5	26-04-2022 01:48:57PM	New Connection Case s created. (90000, 90173)	Being Worked On		New
Priority 10 -- Highest	25-04-2022 01:33:09PM	7	26-04-2022 01:33:09PM	New Connection Case s created. (90000, 90173)	Being Worked On		New
Priority 10 -- Highest	25-04-2022 12:13:44PM	7	26-04-2022 12:13:44PM	New Connection Case s created. (90000, 90173)	Being Worked On		New
Priority 10 -- Highest	25-04-2022 10:22:13AM	11	26-04-2022 10:22:13AM	New Connection Case s created. (90000, 90173)	Being Worked On		New
Priority 10 -- Highest	25-04-2022 10:19:35AM	11	26-04-2022 10:19:35AM	New Connection Case s created. (90000, 90173)	Being Worked On		New
Priority 50	28-04-2022 12:14:44PM	2	28-04-2022 12:14:44PM	Please Investigate Disputed Bill (90000, 90746)	Being Worked On		Start
Priority 50	28-04-2022 10:10:58AM	0	28-04-2022 10:10:58AM	Investigate Load Enhancement request. (90000, 90443)	Being Worked On		Start
Priority 50	28-04-2022 08:50:18AM	0	28-04-2022 08:50:18AM	Investigate Load Enhancement request. (90000, 90443)	Being Worked On		Start
Priority 50	27-04-2022 10:46:17AM	2	27-04-2022 10:46:17AM	Please Investigate Disputed Bill (90000, 90746)	Being Worked On		Start
Priority 50	26-04-2022 10:29:40PM	0	26-04-2022 10:29:40PM	Investigate Load Enhancement request. (90000, 90443)	Being Worked On		Start
Priority 50	26-04-2022 09:26:33PM	2	26-04-2022 09:26:33PM	Please Investigate Disputed Bill (90000, 90746)	Being Worked On		Start
Priority 50	26-04-2022 09:13:45PM	2	26-04-2022 09:13:45PM	Please Investigate Disputed Bill (90000, 90746)	Being Worked On		Start

7. After Clicking on particular complaint consumer can see the details of complaint

The screenshot displays a web browser window with the URL <http://ccb.uppcionline.com/spl/cis.jsp>. The browser's address bar shows the page title "To Do Entry". The application interface includes a navigation menu with "Home", "Menu", and "History" options. The main content area is titled "To Do Entry" and shows the following details:

- To Do ID:** 63872731933049
- To Do Type:** IMITCASE - Start Investigation for Bill Revision Request through WSS
- Role:** TR-SDC - To Do Role for Sub Divisional Clerk
- Message:** Please Investigate Disputed Bill (9000, 98746)
- Status:** Being Worked On
- Priority:** Priority 30
- Assigned To:** VAISHYA,SHRIYANSH (SHRIYANSH)
- Sent By:** (field is empty)
- Comment:** (field is empty)

Below the details, there is a section for "Actions" with a table of characteristic types and values:

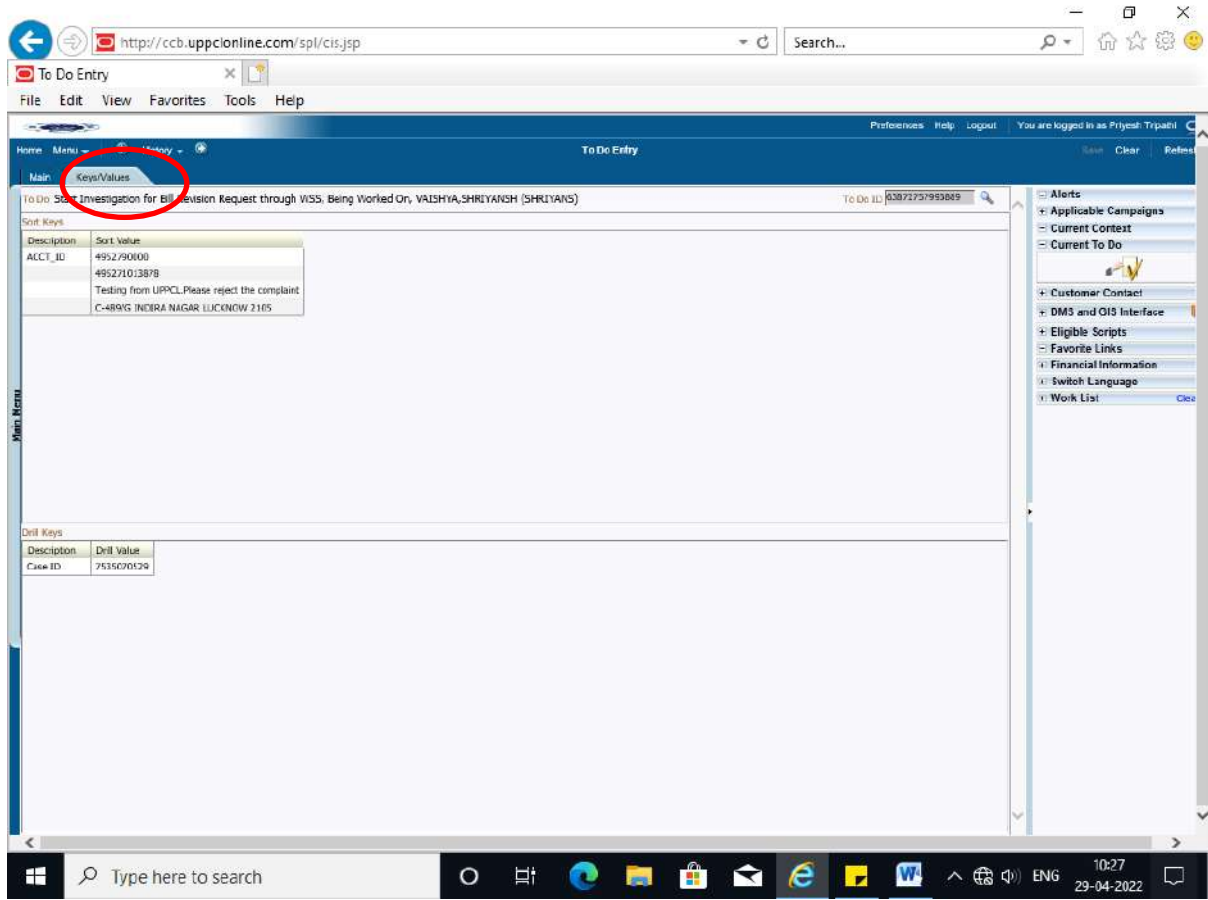
Characteristic Type	Characteristic Value
CASE	CASE 7335070529

The "Log" section contains a table with the following data:

Date / Time	Log Type	Details	Log User	Assigned To
28-04-2022 12:14:44PM	Created		HS/S,HS/S	(HS/S)

The right sidebar contains a navigation menu with items such as Alerts, Applicable Campaigns, Current Context, Current To Do, Customer Contact, DMS and OIS Interface, Eligible Scripts, Favorite Links, Financial Information, Switch Language, and Work List. The Windows taskbar at the bottom shows the system time as 10:22 on 29-04-2022.

8. In the same window consumer can access the account ID and Case ID by clicking on Keys/Values Tab



8.

Current Context
Person: S R CHAUDHRY
Account ID: 4952790000 2 5 R CHAUDHRY, MV Residential / Domestic, 1,333.61INR, 4952790000
Current Balance: 1,333.61INR
Payoff Balance: 733.61INR
Premise: C-489/G INDIRA NAGAR LUCKNOW 2105, LUCKNOW, UP

Customer Information | Financial Information

SA Premise List

Account Activity History

Date	Activity	Description
28-04-2022	Case	Open - Initiate Bill Complaint, Bill Revision Through WSS, Created: 28-04-2022 12:14:21PM
27-04-2022	Case	Open - Initiate Data Correction, Data Correction Through WSS, Created: 27-04-2022 09:28:42PM
27-04-2022	Customer Contact	S R CHAUDHRY, Request and Complaint / Meter Replacement Case Rejected Contacted: 27-04-2022 03:14:03PM
27-04-2022	Case	Open - Bill Revision Required, Bill Revision Through WSS, Created: 27-04-2022 10:46:06AM
26-04-2022	Case	Closed - Case Completed, Bill Revision Through WSS, Created: 26-04-2022 09:26:24PM
26-04-2022	Case	Closed - Reject the Case, Case for Meter Replacement Thr, Created: 26-04-2022 09:22:42PM
26-04-2022	Case	Open - Initiate Bill Complaint, Bill Revision Through WSS, Created: 26-04-2022 09:13:35PM
08-07-2021	Customer Contact	S R CHAUDHRY, Bill Revision / Bill Revision Complete Contacted: 08-07-2021 06:03:37PM
08-07-2021	Customer Contact	S R CHAUDHRY, Bill Revision / Bill Revision Initiate Contacted: 08-07-2021 03:40:17PM
17-07-2020	Case	Closed - Completed, Bill Revision Case, Created: 17-07-2020 05:15:44PM
28-02-2020	Case	Closed - Completed, Bill Revision Case, Created: 28-02-2020 02:00:30PM
20-02-2020	Case	Open - Case Initiated, Case for Meter Testing, Created: 20-02-2020 08:08:42PM
13-06-2013	Case	Closed - Completed, Bill Revision Case, Created: 13-06-2013 12:26:06PM
31-01-2013	Case	Closed - Load Correction Complete, Load Correction Case for Paym, Created: 31-01-2013 04:13:11PM

Account Financial History | Applicable Campaigns

Alerts

Bill Graph

Billed Consumption

Credit and Collection Info

Field Activity Information

Premise Information

Premise Information: C-489/G INDIRA NAGAR LUCKNOW 2105, LUCKNOW, UP

Discom	Madhyanchal Vidut Vibhan Nigam Limited
TOWN	LUCKNOW
SCO OFFICE	Administrative/HAL, UP
Location Type Rural or Urban	Urban

Check whether smart meter is installed or not. Check whether smart meter is installed.

General Information
Account ID: 4952790000
Account Info: undefined

Alerts
Last Contact: 2 days ago - VAISHYA,SHREYANSH
Reactivated SAS Exit.
Pending Start
Case For Meter Testing Case - Case Initiated

Applicable Campaigns
Current Context
S R CHAUDHRY
4952790000 2 5 R CHAUDHRY, MV Residential Domestic, 1,333.61INR, 4952790000
C-489/G INDIRA NAGAR LUCKNOW 2105, LUCKNOW, UP

Current To Do

Customer Contact

DMS and GIS Interface

Eligible Scripts

Favorite Links

Financial Information

Switch Language

Work List



Bill Revision Request through Web Self Service(WSS)

UPPCL webpage link <https://www.upenergy.in>
Under My Connection, Urban Services or Rural Services link are available

The screenshot displays the UPPCL Consumer Corner webpage. The browser address bar shows the URL <https://www.upenergy.in>. The page features a navigation bar with links for SCREEN READER ACCESS, SKIP TO MAIN CONTENT, E-BOOK, SITEMAP, and OUTSOURCE KARMi PORTAL. Below the navigation bar, the main content is organized into several sections:

- Consumer Corner** (Main heading)
- BILL GENERATION AND PAYMENT** (Icon: ₹)
 - Bill Payment (URBAN)
 - Bill Payment (RURAL)
 - Bill Payment (Kesco)
 - Prepaid Recharge (Genus Meters)
 - Smart Meter Prepaid Recharge
 - Net-Meter Self Bill Generation (URBAN)
 - Net-Meter Self Bill Generation (RURAL)
 - Self Bill Generation (URBAN) (upto 9 kw)
 - Self Bill Generation (RURAL)
- CONNECTION SERVICES** (Icon: plug)
 - Apply for New Electricity Connection (Jhatpat Connection)
 - Apply for New Electricity Connection for Private Tube Well
 - Change in Ownership of Electricity Connection through Property Registration
 - Permanent Disconnection (Rural)
 - Apply for New Electricity Connection for Commercial, Industrial & Institutional Users (Nivesh Mitra)
- MY CONNECTION** (Icon: person)
 - Urban Services Request **new** Video
 - Rural Services Request **new** Video
 - History
 - View Bill
 - Processing fee for change of tenancy of Connection
 - Track My New Connection (Offline Mode)
- COMPLAINTS / STATUS** (Icon: person with speech bubble)
 - Register Complaint
 - Track Complaint
 - Apply Compensation of Electrical Accidents
 - COEC Status Report
- IMPORTANT LINK** (Icon: link)
 - UPERC
 - Minimum Wage for outsource Person
 - Janhit Guarantee Act 2011
 - Energy Savings Tips General
- VIDEO GUIDE** (Icon: play button)
 - How to get New Electricity Connection Online
 - How to get New Private Tubewell Connection Online
- SERVICES** (Icon: hand)
 - SMS
 - Download Form
 - Find Common Service Center (VLE)
 - Pending Arrear (Urban)
- OTHER** (Icon: document)
 - Vigilance Team and Police
 - Smart Meter Online Feedback Form
 - Scheduled Outages of Industrial Feeders
 - Monthly Outage of Industrial Feeders

Additional elements include an INTRANET button on the left, an EMPLOYEE CORNER button, and an ASK UPPCL chatbot icon in the bottom right. The Windows taskbar at the bottom shows the search bar, system tray with weather (38°C Haze), and date/time (10:46, 28-04-2022).

After Clicking on Rural/Urban service request link, list of services will be displayed

The screenshot shows a web browser window displaying the Uttar Pradesh Power Corporation Limited (UPPCL) website. The page title is "RURAL SERVICES REQUEST". The navigation menu includes "About UPPCL", "Act & Rules", "Investors", "Tenders", "Documents/Reports", "RTI", "Vacancy/Results", "Defaulter List", and "Contact Us". The main content area features a table with the following services:

S.No.	Name of Services
1.	Mobile Number and Email Updation
2.	Name and Address Correction
3.	Bill Correction Request
4.	Category Change
5.	Ownership Change
6.	Meter related Requests
7.	Load Change Request
8.	Permanent Disconnection (PD) Request

The page also includes a search bar, a "LOGIN" button, and a "हिंदी संस्करण" (Hindi version) link. The footer shows the system tray with the date 28-04-2022 and time 10:56.

After Clicking on Bill Correction request WSS registered consumer is asked to login into its account.

The screenshot displays the login interface of the Uttar Pradesh Power Corporation Ltd. website. The browser's address bar shows the URL: https://www.uppclonline.com/dispatch/Portal/appmanager/uppcl/wss?_nfpb=true&_pageLabel=uppcl_loginreg_login&pageID=LR_002. The page header includes the company logo and name, "UTTAR PRADESH POWER CORPORATION LTD.", and a navigation menu with links for Home, Energy Saving Tips, Policies, Tender Information, Right To Information, FAQs, Contact Us, and Feedback. The main content area is titled "LOGIN" and contains a login form with the following fields:

- Account No.: 4952790000
- Password: [Redacted]
- Captcha: 6 + 4 = 10

Below the captcha field, there is a "LOGIN" button and two links: "Forgot Password" and "Register Here". The footer of the page contains a "secure GlobalSign" logo and a list of links: About Us, Commercial, Distribution, Transmission, Power Sector Reforms, Personnel, Accounts, Associated Sites, Disclaimer, and Sitemap. The Windows taskbar at the bottom shows the search bar, task view, and various application icons, along with the system tray displaying the time as 12:10 and the date as 28-04-2022.

Registered consumers can submit the bill revision request by providing “disputed bill no.”

The screenshot displays a web browser window with the URL https://www.uppclonline.com/dispatch/Portal/appmanager/uppcl/wss?_nfpb=true&_pageLabel=uppcl_change_request_default&pageID=CR_Bill.... The page features a navigation menu with links for Home, Energy Saving Tips, Policies, Tender Information, Right To Information, FAQs, Contact Us, and Feedback. Below this, a secondary menu includes My Account, Bill Information, Consumption, Manage Accounts, View Bill, and Pay Bill. The main content area is titled "Bill Correction Request" and includes a welcome message for user S R CHAUDHRY, with a last login time of 28/04/2022 10:37:36 AM. The form contains the following fields: Account No. (4952790000), Consumer Information (Name: S R CHAUDHRY, Supply Type: 10, Address of Installation: C-489/G INDIRA NAGAR LUCKNOW, Mobile No.: 9450096673), Disputed bill No.* (495271013878), and Reason for Change / Details.* (Testing from UPPCL. Please reject the complaint). A Submit button is located at the bottom of the form. The browser's taskbar at the bottom shows the Windows logo, a search bar, and various application icons, along with system tray information including the time 12:12 and date 28-04-2022.

Account No.

Consumer Information

Name Supply Type

Address of Installation Mobile No.

Disputed bill No.*

Reason for Change / Details.*

After submitting the request, consumers will be provided complaint no. for the same, through which status can also be checked in WSS portal.

The screenshot displays a web browser window with the URL https://www.uppclonline.com/dispatch/Portal/appmanager/uppcl/wss?_nfpb=true&_windowLabel=portletInstance_manageAccount_changeRequ.... The page header features the logo of Madhyanchal Vidyut Vitaran Nigam Ltd. LUCKNOW and a navigation menu with items: Home, Energy Saving Tips, Policies, Tender Information, Right To Information, FAQs, Contact Us, and Feedback. Below the header, there is a secondary menu with: My Account, Bill Information, Consumption, Manage Accounts, View Bill, and Pay Bill. The main content area is titled "Bill Correction Request" and includes a welcome message: "Welcome : S R CHAUDHRY | Logout" and "Last Login : 28/04/2022 10:37:36 AM". A prominent red message states: "Your outstanding amount is ₹ 1334". Below this, a grey box contains the text: "Your request has been registered successfully. Request Id is 7535070529". The bottom of the page shows a Windows taskbar with the search bar, system tray, and a "secure GlobalSign" logo.

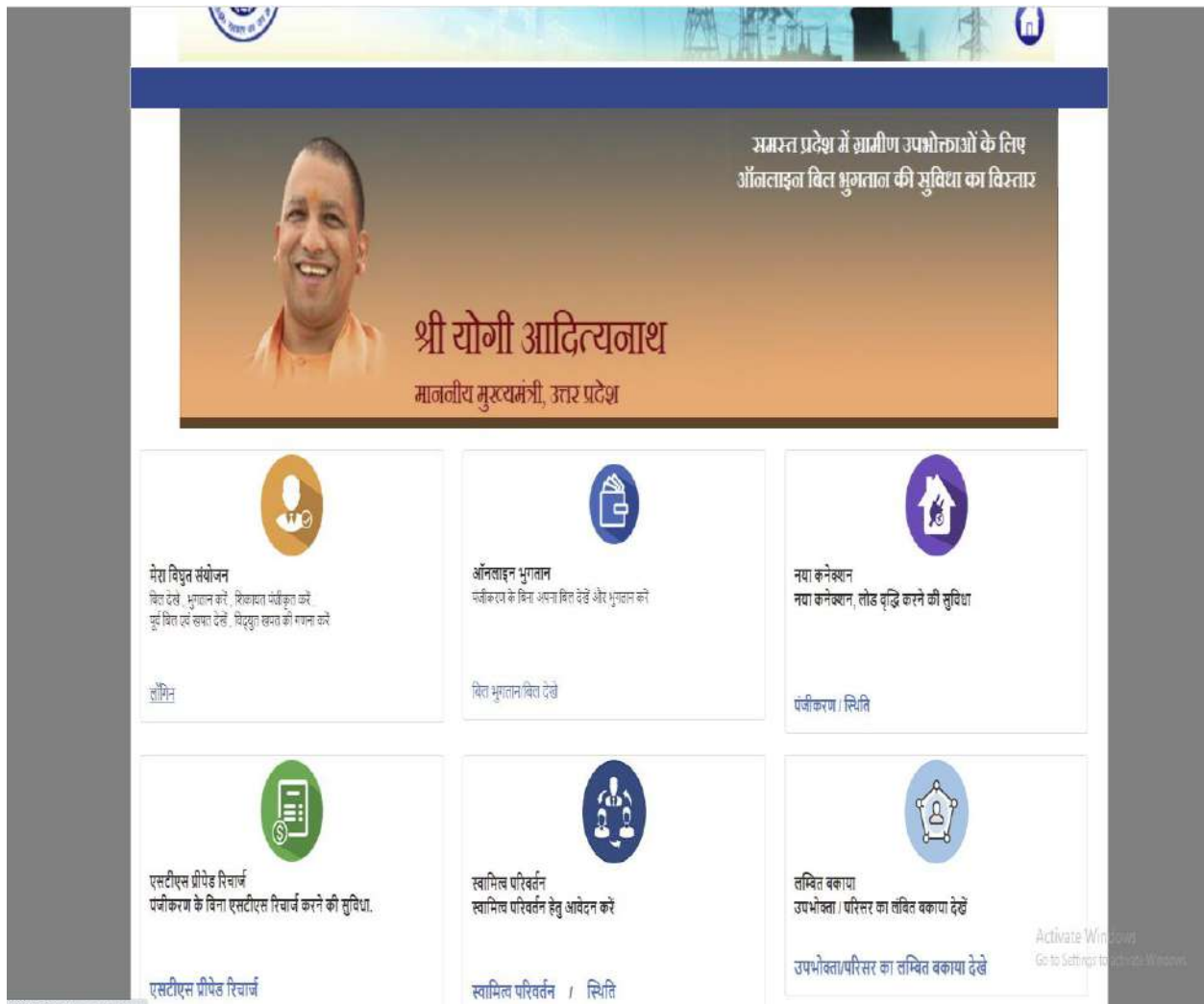
Consumer can see the progress of the registered complaints

The screenshot shows the website of Madhyanchal Vidyut Vitaran Nigam Ltd., Lucknow. The user is logged in as S R CHAUDHRY. The page displays the Service Request Status for account number 4952790000, with a balance due of ₹ 1334. A table lists three registered complaints:

Request ID	Open Date	Request Type	Status	Comments	Case Logs
7535070529	28-04-2022	Bill Revision Through WSS	Initiate Bill Complaint		
4655862100	27-04-2022	Data Correction Through WSS	Initiate Data Correction		
0173220842	27-04-2022	Bill Revision Through WSS	Bill Revision Required		

WSS Consumer Registration process

1. Use the mention address for WSS consumer registration home page- <https://uppcl.mpower.in/wss/index.htm>
2. When you browse the given link you will go on the home page of WSS as in below Screenshot.



3. Now click on the Login tab and get as the below screenshot.

UTTAR PRADESH POWER CORPORATION LTD.

Consumer Login

Account Number:

Password:

Enter below captcha:

Reload Image:

[LOGIN](#)

[Forgot password?](#) [Forgot User Name?](#) [Update Mobile Number](#)

Are you a new user?

Click Register Now to create your username and password to access this secure application [REGISTER NOW](#)

Benefits of registering :

- Online account access is FREE and offers 24/7 convenience
- View your bill
- Complaint/ Service Request registration
- Customize notifications and payment options
- Access billing & consumption history
- Find helpful calculators and energy-saving tips specific to your home or business
- Set reminders or alerts to help you stay within your budget
- Self Bill Generation [Help](#)

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4. For the consumer registration click on the REGISTER NOW tab as in above screenshot.

5. When you will click on the REGISTER NOW tab you will get the consumer registration page as in below screenshot.

- Now Fill the Mandatory (*) User Details as filled in the above screenshot.
- Check in the SMS alerts box where you want to further update regarding your bill Email or SMS.
- Also check in the Terms and Conditions box and do click on the Register tab.



New User Registration

Account Number : 742102147266 ✖
Service Connection Number : ✖
Password : ✖
Password Strength Very Strong.
Confirm Password : ✖
Full Name rahul maurya ✖
Mobile : 9840684256 ✖
Primary Email : rm10596@gmail.com ✖
Secret Question : What is your Pet Name ✖
Secret Answer : ✖
 Yes, I would like to receive Bill Alerts through SMS
 Yes, I would like to receive Bill Alerts through Email
Image Verification : 964cc
Reload Image
Type the characters you see in the picture below
964cc
 I/we have gone through the [Terms and Conditions](#) before using the Service.



REGISTER RESET BACK



New User Registration

The User has been registered successfully with the Web Self Service Portal.
Please check your mail to activate your Account.

Enter OTP:

Please enter the OTP against this reference number:23101190

VALIDATE OTP

- After clicking on the Register tab you will get above screen as in screenshot and receive an OTP on your entered mobile number in Registration page.
- Enter the OTP and click on the VALIDATE OTP tab.
- After the click on the VALIDATE OTP you will get successfully registered for Consumer Login.
- Now go in the Login page and enter the Consumer account number and Created password as you created at the time of registration.
- Click on the Login tab as in below screenshot.

Consumer Login

User has been activated successfully

Account Number :

Password :

Enter below captcha:

Reload Image **12 + 4**

LOGIN

[Forgot password?](#) [Forgot User Name?](#) [Update Mobile Number](#)

Are you a new user?

Click Register Now to create your username and password to access this secure application **REGISTER NOW**

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- Set reminders or alerts to help you stay within your budget
- Self Bill Generation [Help](#)

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6. When you will click on the Login tab you will reach in your account successfully as in below screenshot.

[My Account](#) [Update Profile](#) [Change Password](#) [Logout](#)

Please update your **PAN** by clicking on [Update PAN](#)

Welcome rahul maurya

स्वयं बिल बनाने के लिए सहायक निर्देश

My Account

Account Number	Name	Service Status	Due Date	Bill Amount	Net Payable Amount	Payment Status
742102147266	DINDAYAL JAIN	LIVE	23-FEB-2022	21070.00	21070.06	PENDING
† Please click on consumer Number for account summary and other features				Total Amount Due	₹21070.06	

7. Click on the account No, then new window will be displayed.

The screenshot shows a user interface with a navigation bar at the top containing buttons for 'My Accounts', 'Update Profile', 'Change Password', and 'Logout'. Below this is a row of icons for various services: Account Info, Consumption History, Bill History, Self Bill Generation, Aasani/Kisan Kist Yojana, Payment History, Complaint Registration, Service Request, Calculator, and My Connection. The account number '731915836237' is displayed. The 'Account Summary' section shows 'Your Outstanding due amount is ₹ 7520.00' and a message 'Payment information not available'. A link 'Click here to generate OTS notice' is present. A 'Latest Bill' table is shown with the following data:

Latest Bill	
Account Number	731915836237
Name	Ms. VEDVATI SHARMA
Bill Date	03-Mar-2022
Bill Month	Mar-2022
Amear	7322.08
Due Date	18-Mar-2022
Bill Amount	199.18
Net Payable Amount	₹ 7520 (Pending)

8. After that click on the "service request" tab.

The screenshot shows the 'Request Registration' form. It features a navigation bar at the top with buttons for 'My Accounts', 'Update Profile', 'Change Password', and 'Logout'. Below this is a row of icons for various services: Account Info, Consumption History, Bill History, Self Bill Generation, Aasani/Kisan Kist Yojana, Payment History, Complaint Registration, Service Request, Calculator, and My Connection. The form fields are: 'Request Type' (dropdown), 'Request' (dropdown), 'Division' (dropdown with 'EDD-II-MOHAMMA' selected), and 'Sub Division' (dropdown). A 'Request Details' text area is also present. At the bottom, there are three buttons: 'REGISTER', 'RESET', and 'BACK'.

9. Select the Request type, Request and remain fields will be auto populate. User can upload bill revision related Document (Option)



10. Click on the “Register” Button then complaint will be register and user can check the registered complaint status in profile page.



11. Then complaint will move in Respective Module In m-Power (Billing) and showing in dashboard of user.

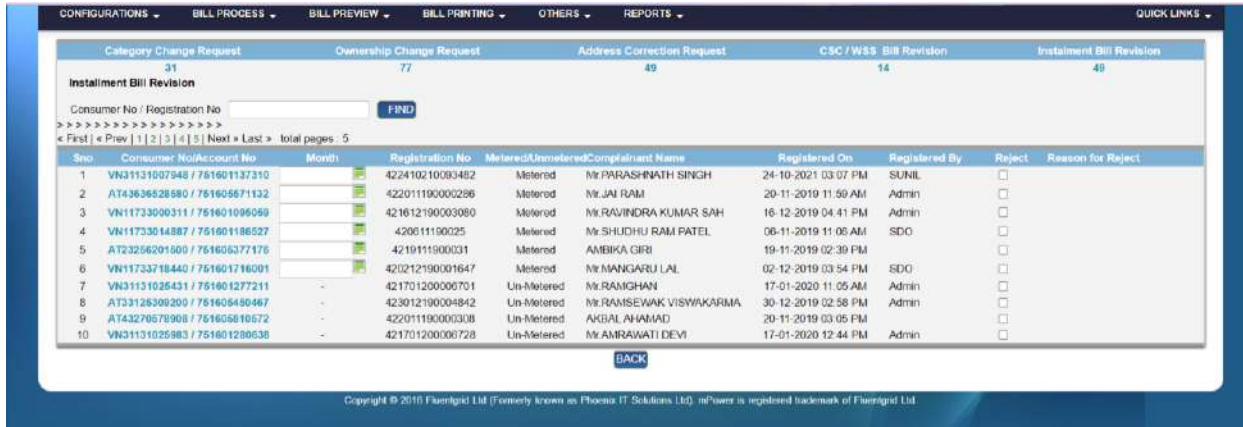
12. Open the billing Module, select the “Pending Request” Under the “Others” tab.



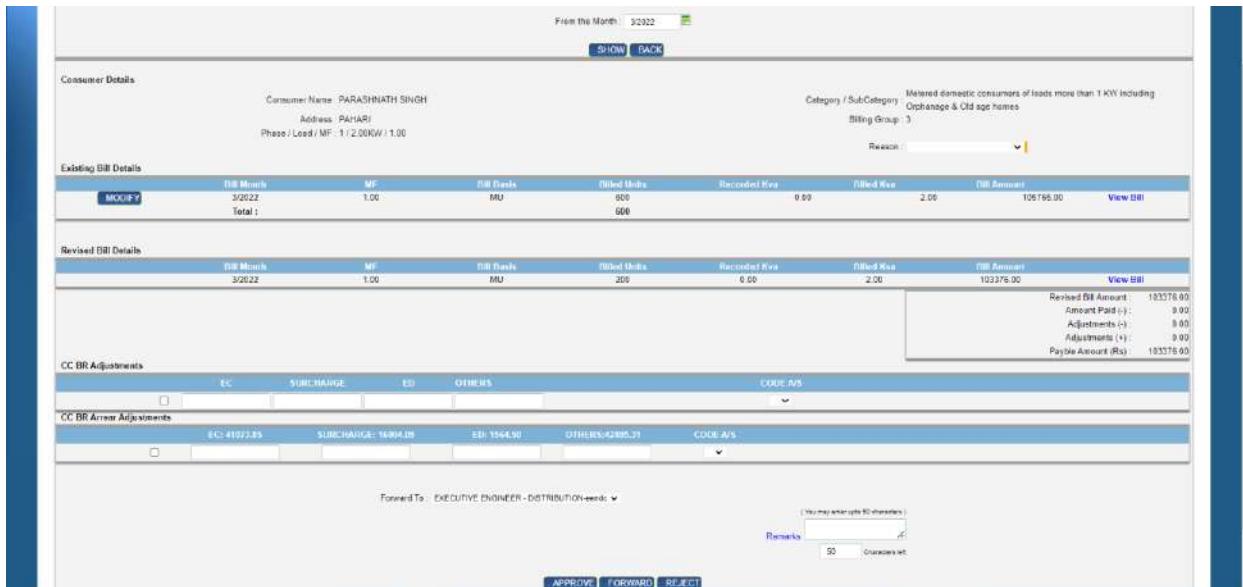
13. Click on the “billing Related Request” and then select “CSC/ WSS Bill Revision” as given below.
 For WSS bill revision (SDO/BC/EE-DIST) can access the request



14. All request Will be display



15. Select the “Account No” then Bill Revision Page will be open, user can do the Bill Revision and Approve.



WSS Consumer Registration process (RAPDRP)

- Use the mention address for WSS consumer registration home page-
<https://uppclonline.com>
- When you browse the given link you will go on the home page of WSS as in below Screenshot.

UTTAR PRADESH POWER CORPORATION LTD.

Home Energy Saving Tips Policies Tender Information Right To Information FAQs Contact Us Feedback

Energy **Saved** is Energy **Produced**

SWITCH TO ENERGY EFFICIENT LED LIGHTING

My Connection

View Bill, Pay Bill Online, Register Complaint, Check Status, Billing History, Calculate Consumption, Know Your Bill, Duplicate Bill, Manage your Account

Login Register

Pending Arrear Status **NEW**

Update PAN Number **NEW**

Update Mobile Number

Consumer Services

Latest News

NEFT/RTGS Payment **NEW**

Smart Meter Prepaid Recharge **NEW**

SmartMeter Reconnection **NEW**

Genus Prepaid Recharge

UPPCL launches **SMS Services**

Now get your bill related information on your mobile, register complaint just by sending SMS

Insta Bill Payment

Pay Your Electricity Bill

Visit Our Photo Gallery

secure GlobalSign

About Us | Commercial | Distribution | Transmission | Power Sector Reforms | Personnel | Accounts | Associated Sites | Disclaimer | Sitemap

UP Power Corporation Limited | Shakti Bhavan, 14, Aashok Marg, Lucknow, UP, India. Ph: 91-522-2887701-03

This website is best viewed at a resolution of 1024 X 768, and in latest version of browsers.

- Now click on the Register tab and Registration Page will open.

UTTAR PRADESH POWER CORPORATION LTD.

Home Energy Saving Tips Policies Tender Information Right To Information FAQs Contact Us Feedback

LOGIN Login

LOGIN

Account No.

Password

9 + 5 = 14

Enter the sum of digits shown in above image (e.g. 2+3= 5)

Captcha

LOGIN

[Forgot Password](#) | [Register Here](#)

- For the consumer registration click on the Register Here tab as shown in above screenshot.
- When you will click on the Register Here tab you will proceed to the step 1 of 2 of the consumer registration page as in below screenshot.

UTTAR PRADESH POWER CORPORATION LTD.

Home Energy Saving Tips Policies Tender Information Right To Information FAQs Contact Us Feedback

Registration Step 1 of 2 (Mandatory fields are marked red and must be filled)

Please enter following bill details.

Account No. *

Bill No. *

OR

SBM Bill No *

CONTINUE

NOTE: If you want help in locating your Account No. and Bill No. please click [here](#)
 If you want help in locating your Account No. and SBM Bill No. please click [here](#).
 If you don't know these details please click on Feedback link and submit your details and we would revert to you.

Secure GlobalSign by GCM

- Now fill Account no., Bill no. or SBM Bill No. in above Registration screen and Click CONTINUE.
- After Click CONTINUE step 2 of 2 of Registration screen will come, screenshot as below.

Registration Step 2 of 2 (Mandatory fields are marked red and must be filled) Login

Please enter following bill details.

Account No. Bill No.

Your Details

Sanctioned Load Name Discome Name

Security Amount (₹) Billing Address Division

Premise Address Sub-Division Supply Type

Please edit/enter the following details

Email * Confirm E-mail * Mobile No. *

Password * Confirm Password * Phone No.

Security Question * Security-Q Answer *

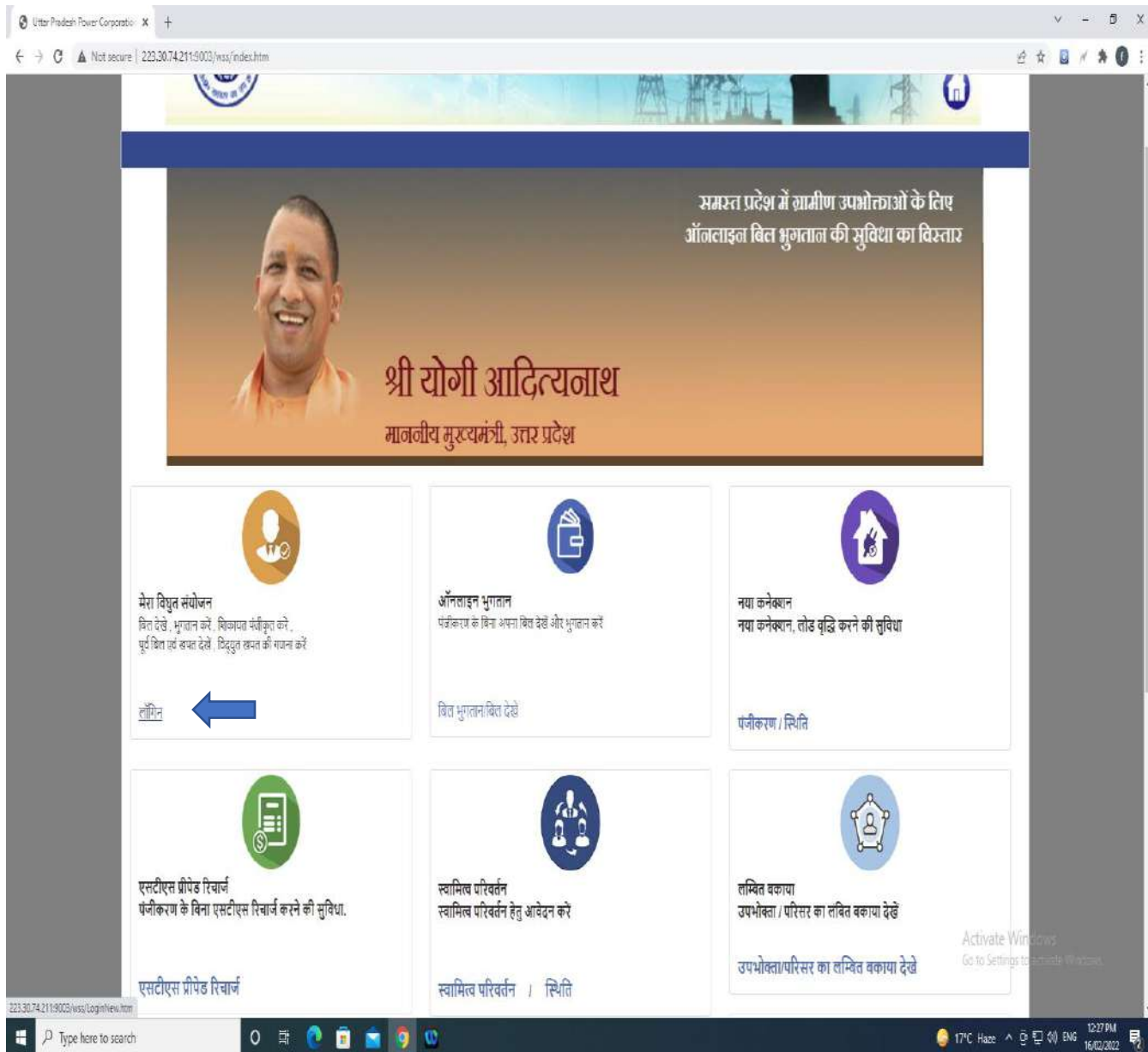
Agree to Register * [Terms and conditions](#)

Submit



- Now Fill the Mandatory (*) User Details as shown in the above screenshot.
- Also check in the Terms and Conditions box and click on the Submit tab.
- WSS Account Registration is completed and an email is sent to the provided email address for activation

WSS Consumer Registration process

- Use the mention address for WSS consumer registration home page- <https://uppcl.mpower.in/wss/index.htm>
- When you browse the given link you will go on the home page of WSS as in below Screenshot.



- Now click on the Login tab and get as the below screenshot.


UTTAR PRADESH POWER CORPORATION LTD.


Consumer Login

Account Number :

Password :


Enter below captcha:

Reload Image: **8 + 7**

LOGIN

[Forgot password?](#)
[Forgot User Name?](#)
[Update Mobile Number](#)

Are you a new user?



Click Register Now to create your username and password to access this secure application **REGISTER NOW** 

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- Self Bill Generation [Help](#)

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- For the consumer registration click on the REGISTER NOW tab as in above screenshot.
- When you will click on the REGISTER NOW tab you will get the consumer registration page as in below screenshot.


UTTAR PRADESH POWER CORPORATION LTD.


New User Registration

Account Number :

Service Connection Number :

Password :

Password Strength: **Very Strong.**

Confirm Password :

Full Name :

Mobile :

Primary Email :

Secret Question :

Secret Answer :


Yes, I would like to receive Bill Alerts through SMS
 Yes, I would like to receive Bill Alerts through Email

Image Verification : **964cc**

Reload Image

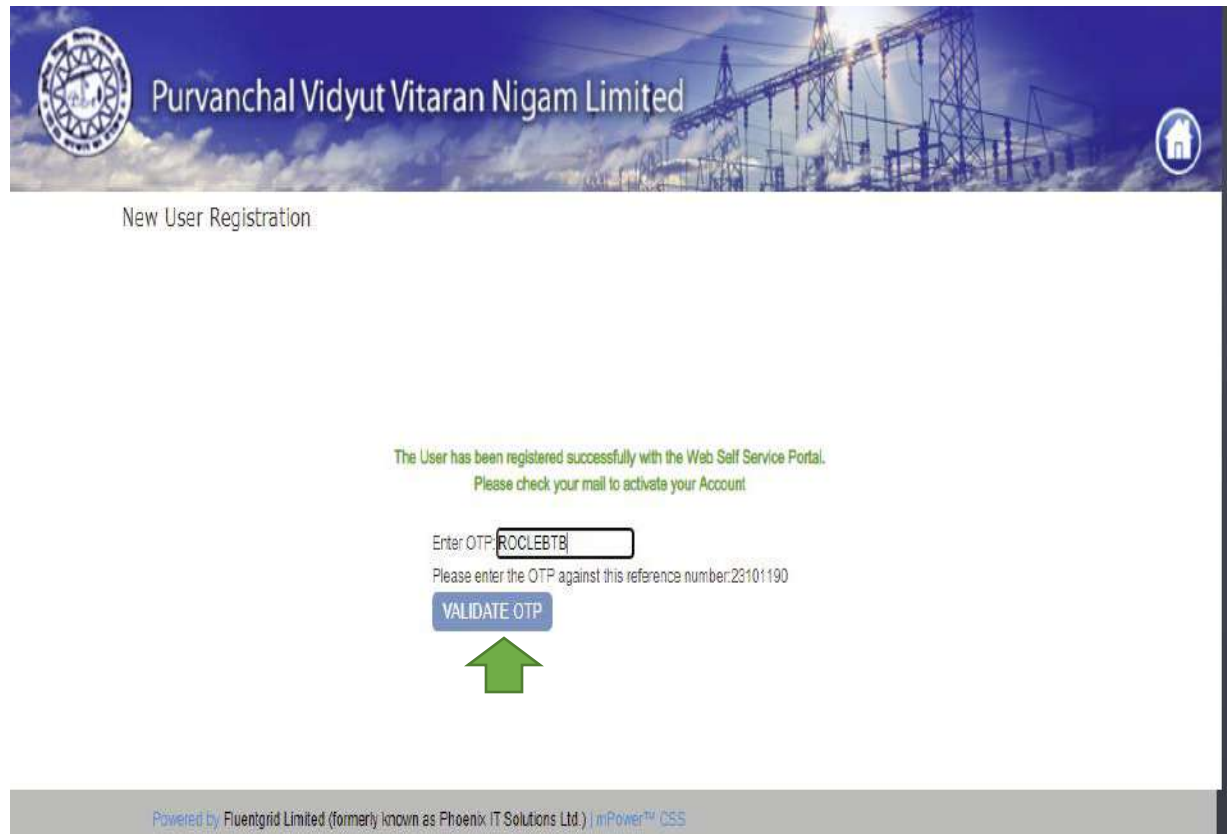
Type the characters you see in the picture below

I/we have gone through the [Terms and Conditions](#) before using the Service.

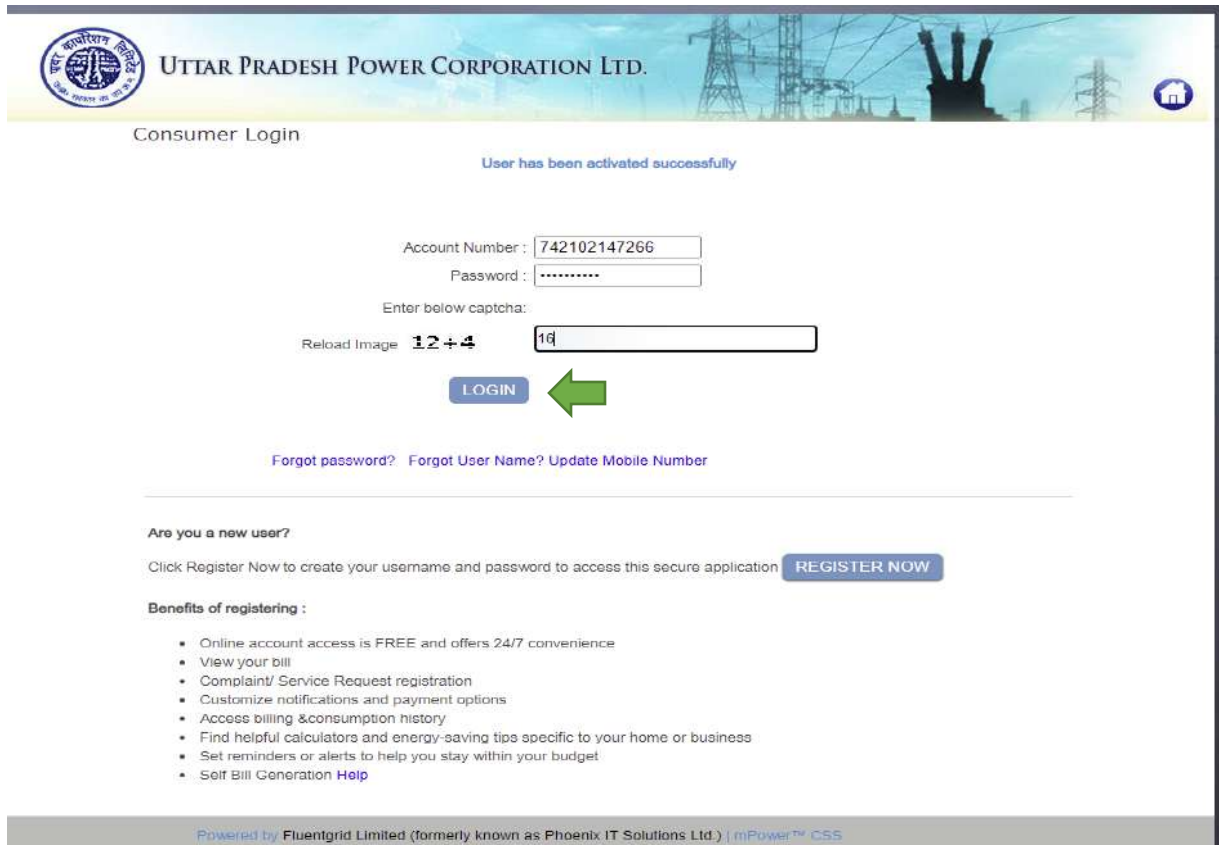
 **REGISTER** **RESET** **BACK**

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- Now Fill the Mandatory (*) User Details as filled in the above screenshot.
- Check in the SMS alerts box where you want to further update regarding your bill Email or SMS.
- Also check in the Terms and Conditions box and do click on the Register tab.



- After clicking on the Register tab you will get above screen as in screenshot and receive an OTP on your entered mobile number in Registration page.
- Enter the OTP and click on the VALIDATE OTP tab.
- After the click on the VALIDATE OTP you will get successfully registered for Consumer Login.
- Now go in the Login page and enter the Consumer account number and Created password as you created at the time of registration.
- Click on the Login tab as in below screenshot.



UTTAR PRADESH POWER CORPORATION LTD.

Consumer Login


User has been activated successfully

Account Number : 742102147266

Password :

Enter below captcha:

Reload Image **12 + 4**

[LOGIN](#) 

[Forgot password?](#) [Forgot User Name?](#) [Update Mobile Number](#)

Are you a new user?

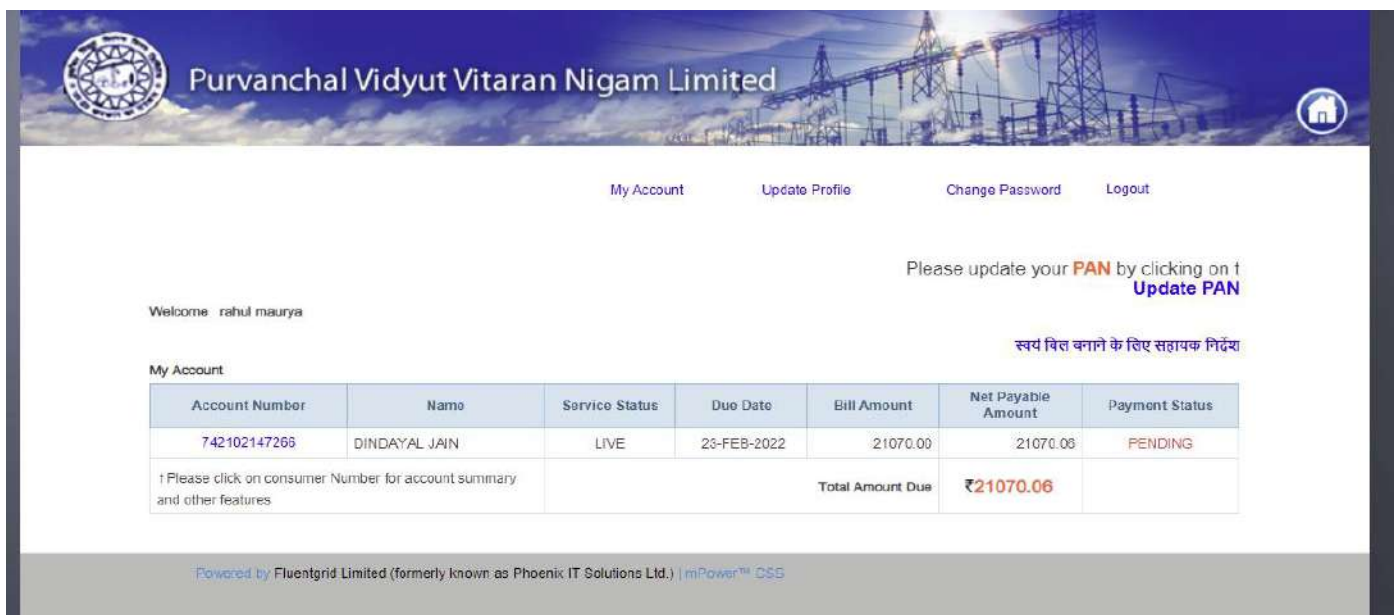
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- Self Bill Generation [Help](#)

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- When you will click on the Login tab you will reach in your account successfully as in below screenshot.



Purvanchal Vidyut Vitaran Nigam Limited

My Account Update Profile Change Password Logout

Please update your **PAN** by clicking on [Update PAN](#)

Welcome rahul maurya

स्वयं बिल बनाने के लिए सहायक निदेश

My Account

Account Number	Name	Service Status	Due Date	Bill Amount	Net Payable Amount	Payment Status
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† Please click on consumer Number for account summary and other features				Total Amount Due	₹21070.06	

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