

APDCL Easy-Pay

Draft Standard Operating Procedure

1. Introduction

Easy Pay is a software designed for easy, safe and secure collections of monthly revenue from the electricity consumers of APDCL which can be operated from Smart Phone through a mobile app called “APDCL EasyPay” and the receipt can be immediately generated from a portable thermal printer, as well as payment acknowledgement will be sent through SMS immediately to the designated mobile number.

2. Purpose

- The purpose of introduction of Easy Pay system is to enhance the avenues of electricity bill payment of APDCL, so that the consumers of APDCL can pay their electricity bills at close proximity without travelling long distance, which in return will facilitate increase in revenue collection of APDCL.
- The system will also enable door to door collection by agents engaged by APDCL in order to emphasize timely collection of revenue with limited resources.
- The system will eventually reduce the operating cost of APDCL on setting up out collection centres at remote areas as well as nullifies the risk involved in carrying huge amount of cash during out collection.

3. Scope of Operational Area

- The EasyPay system will be emphasised basically in the rural areas (outside RAPDRP/IPDS ring fenced areas) and in the areas with low revenue collection efficiency.
- Initially, the areas operating under Franchisee (CBDF/IBDF) will be kept out of the purview of the EasyPay operation.
- The EasyPay agent will be able to collect bills from the consumers within the respective ESD only. However, the scope can be extended at the discretion of APDCL in future.
- The system is designed for retail consumers of ESDs only. Consumers of IRCAs will not be able to make payment through EasyPay system.

4. Pre-requisites of Applicants applying for Easy Pay Agency

- **Following are the pre-requisites for qualification of the agent:**
 - A valid GST Registration
 - Valid PAN Card
 - Valid Photo Identity: AADHAR/Voter Card/Driving Licensee.
 - The applicant must be a permanent resident of the operational area, i.e. within the jurisdiction of the concerned ESD with valid electricity connection (to

be self-certified, if in the name of ancestor, and subject to verification by APDCL to its satisfaction) substantiated by latest electricity bill.

- No outstanding dues to APDCL.
- The applicant shall have or set up a permanent contact point in the operational area (i.e. within the jurisdiction of the ESD)
- Should not be a regular/permanent employee of APDCL/AEGCL/APGCL.

5. Process of application and selection Agent

- Any interested person/agency/individual/NGO can apply for agency of EasyPay in the ARMS Portal by filling up mandatory fields and unconditionally accepting the terms and conditions.
- The applicant will upload all the requisite documents (GST Registration/PAN card/ID Proof/address proof) and recent passport size photo in the portal.
- In case of engagement of sub-agents, details of the sub-agents and requisite documents of the sub-agents shall be uploaded in the Portal by the Agent.
- On successful submission of the application, the same will be automatically forwarded to the concerned SDE through ARMS Portal for needful verification and recommendation on satisfaction of the eligibility criteria.
- The applicants have to visit the ESD with the original documents for verification on call from APDCL officials. The SDE, at his own discretion, will verify the uploaded documents and cross check the same with the original documents. The SDE will also physically verify the contact point of the applicant.
- After verification, the SDE will either RECOMMEND the application or REJECT it.
- If REJECTED, the applicant will be intimated accordingly in the Portal and through SMS and no further action needs to be processed.
- If RECOMMENDED, the application will be re-directed automatically to the Central Monitoring Team at Head Quarter under the administrative control of the CGM (Com & EE).
- The Central Monitoring Team will cross-check the documents and check the comment of the SDE, if any, and will propose for either APPROVAL or REJECTION of the application on merit.
- FC-I will be the final authority for selection of agents. However, for expeditious disposal of applications, CGM (Com&EE) is authorised for selection subject to ratification in next meeting of FC-I. The applicant will be intimated regarding Approval or Rejection of the application via SMS and also in the ARMS portal.
On approval of the application, the applicant will have to execute an agreement in non-judicial stamp paper of denomination of Rs. 100/- with the concerned SDE initially

for a period of two years. The standard format of the agreement will be provided in the ARMS Portal.

6. Process of Operation

- The selected agent can opt for either of the two systems for acting as Easy Pay Operator:
 - **Option-I:** The Agent can operate the system himself/herself without any sub-agent (s) under him/her.
 - **Option-II:** The Agent can employ sub-agent (s) for working on behalf of him/her. In this option only the sub-agents will be allowed to collect money and the main agent will not be allowed to collect money.
- The applicants have to mention the desired Option (**either Option-I or Option-II**) at the time of application which cannot be altered subsequently.

7. Mandatory Hardware requirement by Agents

The agents should mandatorily possess the following hardware for carrying out the Easy Pay collection activities:

- Smart Phone for installing the Easy Pay mobile application
- A portable Bluetooth thermal printer (of specified configuration)
- Thermal paper for receipt printing

8. Deposit by Agents:

- Selected agent(s) has to deposit money in advance to operate the app.
- Initial deposit shall not be less than Rs. 10000/- per user ID.
- Subsequent deposits have to be in multiple of rupees thousand only.
- The agent(s) will be able to operate the app only to the extent of available balance in his credit.

9. Responsibility of the Agents:

- The agent shall have, or shall set up and operate a fixed contact point to facilitate contact by consumers for payment of bills or any other need, grievance related to the bill payment, etc. and visibly display active phone number.
- The contact point has to be kept open with presence of designated person at least 8(Eight) hours a day. The agent is free to keep the contact point open even on holidays. Maintenance of proper atmosphere in the contact points will be the sole responsibility of the agent and APDCL will no way be responsible for any unlawful activities carried out from the contact point.
- Any unlawful activities carried out in the fixed contact point will attract civil/criminal proceeding (as applicable) against the agent only.
- The Agent will display posters/flex in front of the fixed contact point/commercial establishment/shop, etc. to sensitize amongst consumers.
- The agents may also opt for carrying out door to door collection.

- It will be the responsibility of the agent to ensure that the consumers are able to make prompt payment and provide the money-receipt printed through a thermal printer on the spot.
- The agent will be solely responsible for all issues relating to amount collected from the consumers and APDCL will no way be made party to any such disputes.
- Submission of GST invoice within stipulated timeline.

10. Mode of collection:

- The agent is free to avail any legal mode of collection using any financial instruments from the consumers at its discretion in its commercial interest. Adoption of any illegal means to collect payment from consumers will attract civil proceedings at the discretion of APDCL.

11. Part Payment

No adhoc/part/advance payment of bill will be possible through the app. Only net payable amount of bill on the date of payment can be collected through the app.

12. Responsibility of APDCL:

- Identification of area with poor collection efficiency and selection of agents as well as entering into agreement.
- Providing authorization to the selected agents for using the app including enrolment of sub-agents.
- Providing adequate publicity in the area of operation and display materials like standee, flex, banner etc. at the fixed contact point of the agent(s).
- Issuing ID cards to the Agents and Sub-agents.
- Make regular vigil to the area of operation by the agent including the contact point to ensure smooth operation and boosting consumer confidence.
- Collection of feedback from the consumers time to time regarding operation of Easy Pay App.
- Daily Monitoring of operations and reporting to concerned offices.

13. Bank Account for deposits by agent:

A dedicated bank account will be maintained by APDCL for proper maintenance of accounts in respect of all the agents under EasyPay operation.

14. Commission to agent

- The agent will be entitled for a commission at the rate of 3% of the amount collected. Applicable GST will be added. The entitlement will be only on the amount collected by the Agents against Energy bills and not on amount deposited.
- All commission earned will automatically get credited to Agent's account under EasyPay on real time basis.

- Necessary statutory deduction will be made from the amount entitled at source.
- Rate of commission is the sole discretion of APDCL and binding on the agent.

15. Invoice:

- The agent will require to submit GST invoice on calendar monthly basis on the basis of app generated summary statement.
- All such invoices shall be sent to the designated email ID apdcleasypay@gmail.com by 3rd working day of next month.

16. Termination of the Agents:

- The agreement with the agent is subject to immediate termination with forfeiture of entire amount at the credit in the event of any of the following :
 - Found to have concealed any material facts at the time of application
 - Found to be involved in any unlawful activities (irrespective of status of legal proceedings)
 - Found involved in forgery with APDCL consumers in the name of bill payment on the basis of complaint from any consumer.
 - Found guilty of misusing the name and goodwill of APDCL.
 - Found to be in breach of contract.
 - Non collection of bills from consumers for continuous one month.
- In the event of any change in policy of APDCL, the agreement(s) will be terminated with individual/omnibus notice of period not less than one month.

17. Exit by the Agent:

- Agent will have the option of exit from the contract subject to one month prior notice to APDCL through the designated Portal.
- The **ID Card issued** shall be returned to the ESD in original.
- Balance amount available at the credit of the Agent at the time of deactivation of the account on exit will be refunded to the without any interest within 60 days.

18. Dispute resolution

Managing Director, APDCL will be the final authority for settlement of all disputes remaining unsettled under EasyPay contract parties up to the level of the CGM (Com & EE). Any decision of Managing Director, APDCL will be binding on both the parties.

19. Legal Jurisdiction:

Any dispute on EasyPay contracts involving APDCL will be under the Jurisdiction of Gauhati High Court only.

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