

Navigating the Future with Digital Payments of Electric Bills



In recent years, India has witnessed a rapid and transformative shift towards a digital economy, with online payments playing a pivotal role in this evolution. The advent of technology has ushered in a new era of convenience, efficiency, and transparency in financial transactions. Digital payments, encompassing various modes such as mobile wallets, UPI (Unified Payments Interface) like PhonePe, Google Pay, Amazon Pay and BHIM, and online banking, have become increasingly popular, offering myriad benefits to individuals, businesses, and the economy at large.

Committed to the goal of simplifying lives, sustainable development, and a greener world, CESC has been working tirelessly, so that Consumers can avail of services from anywhere and at any time and through any channel with utmost ease and convenience. Payment of monthly bills is one of the most opted digital services of our Consumers and the organization is dedicated to providing Consumers with the best experience and maximum choices when it comes to online bill payment.

Online payment is secure, fast, and economical, and can be executed in fractions of seconds, without the hassle of queuing up. It is also environmentally friendly as it saves paper and fuel. CESC Consumers paying online within the due date are entitled to a 1% additional rebate over and above the regular rebate.

There are multiple avenues to opt for digital payments. The CESC website has options for payment of both single and multiple accounts. Consumers can also opt for advance payment and earn an interest of up to 10% a year on their bills. Besides, Consumers can also opt for online payments using CESC's mobile application (CESCAPPS) on iOS and Android, through the organization's WhatsApp bot on 7439001912, on the chatbot 'E-buddy' and on the CESC metaverse platform, hosted on the website.

For Consumers irrespective of whether they are users of smart phones or non-smart phones, CESC has launched the 'Call and Pay' facility. Consumers need to simply dial 8045471912 from a phone whose number is registered with their bank account and they can pay their bill on a call and earn rebate, without really using

the internet. Consumers can also pay their bill through the extremely secure Bharat bill payment system, through WhatsApp by dropping a "Hi" to 9167777776.

Online payers do not need to preserve hard copy receipts of their payments or remember their payment dates as all records of their transactions are readily available digitally, making it a convenient mode of transaction for CESC Consumers. This convenience is particularly crucial in today's fast-paced world, where time and accessibility are valued commodities.

In this era when environmental concerns have become paramount, it is our collective responsibility to adopt eco-friendly practices to protect our Planet for the future and digital payments have emerged as crucial step to contribute to a greener future.