

## AG Policy 2020 Payment at Authorised Collection Agency.

### Frequently Asked Questions

**Q 1. Which type of consumers can pay at Authorised Collection Agency?**

A: AG Consumers which are eligible under AG Policy 2020 can pay at Authorised Collection Agency.

**Q 2. How Collection Agency User can log in to Application?**

A: Collection Agency User can login to Application through registered Mobile no and OTP sent to that mobile number.

**Q 3: Which details of consumer are displayed on Application Page?**

A: Consumer Details with Name, Tariff Code, Subdivision Name, Address, Billing Category LT/HT etc. and Payable details like Revised Payable Arrears, Current bill from Sep 2020, Amount to be paid, Current Bill amount paid during scheme, Arrears amount paid during scheme, Total amount paid during scheme, etc. details.

**Q 4. Which Payment modes are available for Online Payment of AG consumer?**

A: Following Online payment Modes are available for online Payment.

- a. Net Banking
- b. Debit Card
- c. Credit Card
- d. Wallet
- e. Digital Cash Cards
- f. UPI etc.

**Q. 5. How Payment Acknowledgment Receipt will be available?**

A: After Successful Transaction, real time receipt of Online Transaction made by Agency User will be displayed on screen. And Agency User can issue separate Cash payment Receipt to consumer paid to him/her.

**Q.6. How Payable amount and Arrears displayed on Application page are calculated?**

A: All values like Payable amount and Arrears are calculated as per Circular by CE (Distribution) AG POLICY 2020 dtd.15.01.21.

**Q.7 How Incentive Amount for Collection Agency User is calculated?**

A: All Incentive Calculations are computed as per guidelines mentioned in as per Circular by CE (Distribution) AG POLICY 2020 dtd.15.01.21.

**Q.8 whom to contact with regarding Online Payment related queries?**

A: You can write to [helpdesk\\_pg@mahadiscom.in](mailto:helpdesk_pg@mahadiscom.in) for any query related to online payment.