

It is to inform all the esteemed consumers of TSECL that due to system up-gradation process in TSECL of its Revenue Management System and Consumer Portal, TSECL cash counters will be closed in its 28 Urban electrical subdivisions between 6th November to 8th November. During this time online payment systems will also be closed for system up-gradation purpose. During this period consumers will not be able to make payments online or in the cash counters. Consumers whose bill payment due date is falling between 6th to 8th November will be further extended till 10th November 2021 in order to avoid any late payment fees.

From 9th November 2021 onwards all consumers can download **BidyutBandhu** App for both Android and i-OS for online View Bill, Pay Bill, New Connection Application, View Connection Status, Prepaid Recharge etc. Further to this, all the above transactions can be performed by creating an account in www.bidyutbandhu.com web portal as well.

Inconvenience caused to the consumers during this transition phase is deeply regretted.