

Self-Billing Mobile Application SOP

1. Download and Install IOAGPL Suvidha Application from Play Store
2. Open Application from Phone Apps. First Time User Needs to Register by Selecting Create an Account Option



The image shows the login screen of the IOAGPL Suvidha Application. At the top, there is an orange header with the IOAG logo and the text "IndianOil-Adani Gas Pvt. Ltd.". Below the header, the word "Login" is displayed in a large, bold, black font. Underneath, there are two input fields: "User Name/ Mobile No" and "Password". Below these fields is an orange "Login" button. At the bottom, there is a red-bordered box containing the text "Are you Existing Customer? Create an Account". Below this box, there is a link "Forget Password? Click Here".

IOAG
IndianOil-Adani Gas Pvt. Ltd.

Login

User Name/ Mobile No

Password

Login

Are you Existing Customer? [Create an Account](#)

Forget Password? [Click Here](#)

3. User Needs to Enter Details for Registration on App. Click on Register

The registration form consists of the following fields:

- First Name
- Last Name
- E-Mail ID
- Mobile Number
- Password
- Re-Password

By clicking the Register button, you are agree to the terms & Conditions.

Register

4. User will be Prompt to Enter OTP which will be Received on Mobile No used while Registration in step 3. On Entering OTP, it will Display Message on Screen "Registration successful."

The code verification screen displays the following information:


- Code Verification
- OTP will be sent on registered mobile number ending with *0005
- Four empty boxes for entering the OTP
- Seconds remaining: 40
- Enter confirmation code from SMS
- Verify button

On the right screenshot, the OTP 9339 is entered, and a message is displayed:


Congrats!
Registration successfully complete!
Login Now:
OK


5. App will now Move on to User Dashboard. Here You can Select Add Profile/Customer ID Option to add your IOAGPL Customer ID Profile for Self-Billing Purpose. On Entering


Customer ID Click on Submit Button. Now It will ask for OTP. OTP Will be Received on Registered Mobile No with IOAGPL Against that Particular Customer ID.



IndianOil-Adani Gas Pvt. Ltd.


Welcome Ankush Singal


Add Profile


View Customer(s)


Insta Pay



Remove Profile


IndianOil-Adani Gas Pvt. Ltd.

Add Customer ID


OTP will be sent on your registered mobile Number. Please keep your registered mobile number associated with above details with you.

On Entering OTP Click on Verify Button. In Case OTP is Not Received within 45 Seconds in that case Re-Send OTP Button will be enabled for Resending OTP


IndianOil-Adani Gas Pvt. Ltd.

Add Customer ID

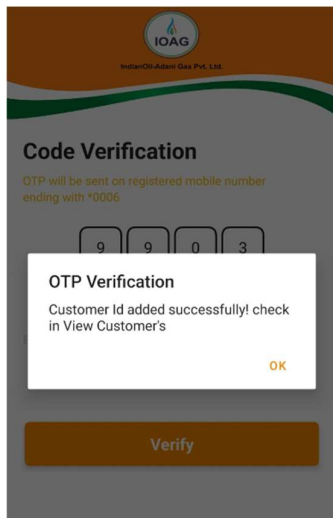
OTP will be sent on your registered mobile Number. Please keep your registered mobile number associated with above details with you.


IndianOil-Adani Gas Pvt. Ltd.

Code Verification

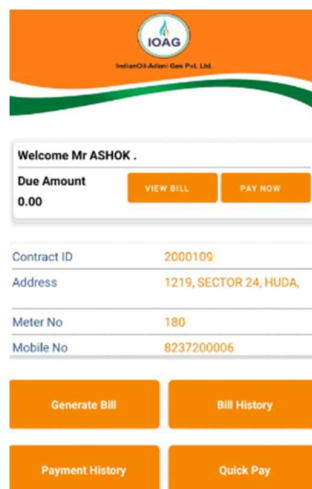
OTP will be sent on registered mobile number ending with *0006

Enter confirmation code from SMS



Here After Verification of OTP App will Show Customer ID added in Registered App Login User.

6. Click on Customer ID for which we want to Do Self Billing. It Will Open Profile of Customer ID Added and Will Show Options
 - Due Amount : Against Last Pending Bill
 - View Bill : User can View Last Billed Invoice
 - Generate Bill : Self Billing
 - Pay Now : Instant Pay



7. For Self-Billing : Please Select Generate Bill Option . Now we Need to Enter Meter Reading.

Guidelines for Entering Meter Reading

→ Submit meter reading from Left to Right (Ex. Meter reading is **00750.134**) then Please Follow the below steps for entering Reading.

STEP 1: PRESS ZERO (0)

STEP 2: PRESS ZERO (0)

STEP 3: PRESS THREE (7)

STEP 4: PRESS FIVE (5)

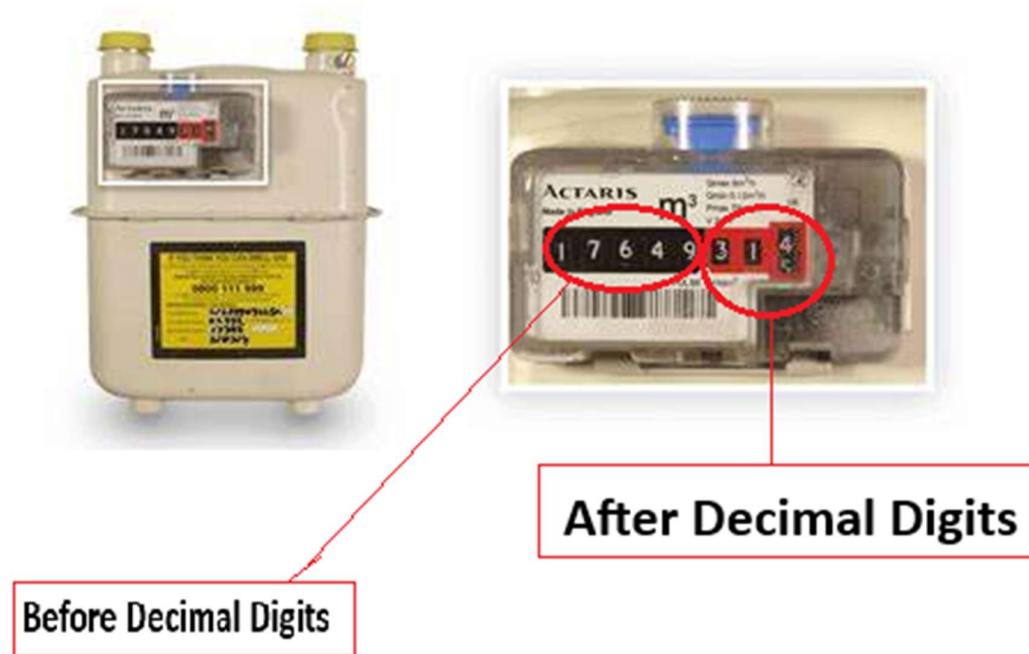
STEP 5: PRESS FIVE (0)

STEP 6: PRESS DECIMAL (.)


STEP 7: PRESS ONE (1)

STEP 8: PRESS ZERO (3)

STEP 9: PRESS FIVE (4)



8. After Entering Meter Reading Click on Camera Option which will open Camera of Mobile Device and will ask to capture Meter Image and Submit.
Please Note



Indian Oil Asian Gas Pvt. Ltd.

Welcome Mr ASHOK .

Due Amount
0.00

VIEW BILL PAY NOW

Contract ID 2000109

Address 1219, SECTOR 24, HUDA,

Meter No 180

Mobile No 8237200006

Generate Bill Bill History

Payment History Quick Pay



Indian Oil Asian Gas Pvt. Ltd.

ser, after every 3 Self Billing next Billing will be do.

Welcome Mr ASHOK .

Self Billing

Customer ID: 2000109

Meter No: 180:

Enter Reading

Re-Enter Reading

Click On Camera

Camera Icon

Please Enter Reading

Submit



Indian Oil Asian Gas Pvt. Ltd.

Self Billing next Billing will be done by IOAGPL Exec.

Welcome Mr ASHOK .

Self Billing

Customer ID: 200010

Meter No: 180

Enter Reading

00750.134

Re-Enter Reading

00750.134

Gas Meter Image

Submit



Indian Oil Asian Gas Pvt. Ltd.

Self Billing next Billing will be done by IOAGPL Exec.

Welcome Mr ASHOK .

Self Billing

Customer ID: 200010

Meter No: 180

Enter Reading

00750.134

Re-Enter Reading

00750.134

Billing Confirmation!

Bill in Progress! check Status.

OK

Submit

9. Click on Ok Button and Billing will be Completed. Invoices will be Displayed on App instantly. Also user can view his/her Bills on Customer Profile Page → Bill History Option as Displayed in Step 6.