Frequently Asked Questions

Step by step guide to use the new GGL Engage App.

How do I get the GGL Engage App?

The GGL Engage App is available to download from Google PlayStore.

What is Mobile No. and CID?

TIN No 09352304706	GSTIN : 09AACCG5233G1ZR
CID	XXXXX
Old CRN No.	XXXXXXXXXX
New CRN No.	XXXXXXXXXXXXXX
Consumer Name	XXXXXXXXXXXXXX
Address	XXXXXXXXXXXXXX
Email:	XXXXXXXXXXXXXX
Mobile	XXXXXXXXXX
GSTIN	
GSTIN Type	

The two ways of Creating or Logging In to your GGL Account is by using your

- Mobile Number registered with GGL

- Connection ID. (CID)

Both can be found on top left section of your GGL Bill.

How do I log in to GGL Engage App for the first time with Phone Number?
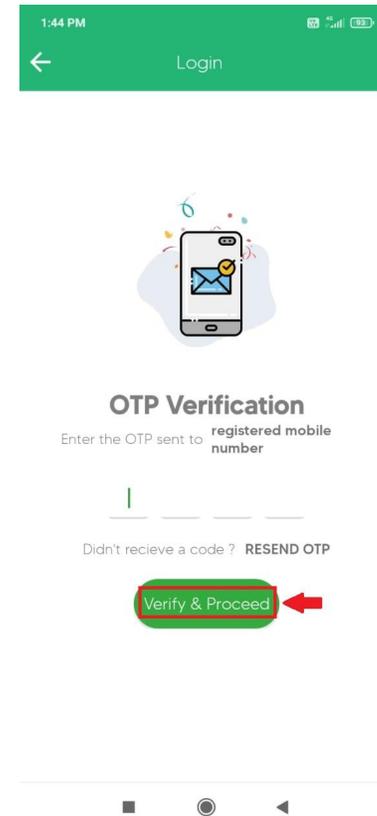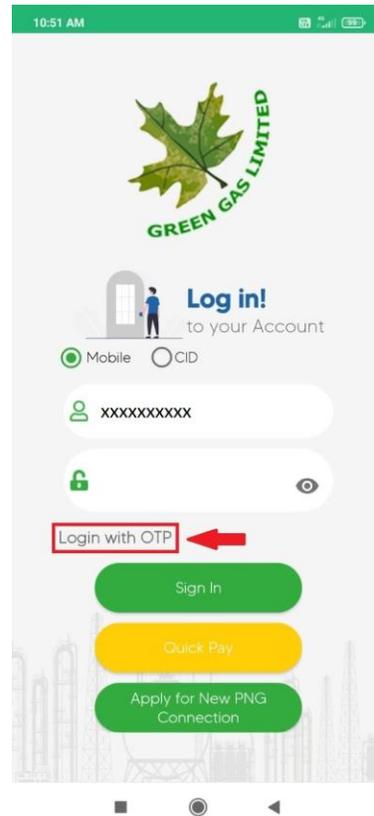
- Mobile option is selected by default on the App.

- Please enter your mobile number registered with GGL and Click on Login with OTP.

- You will shortly receive an OTP on the registered phone. Use the OTP and Click on Verify & Proceed.

- You will be taken to the next page where you will be asked to create a password

Error message saying, This Mobile No. is not Registered, Kindly provide Correct Mobile No.
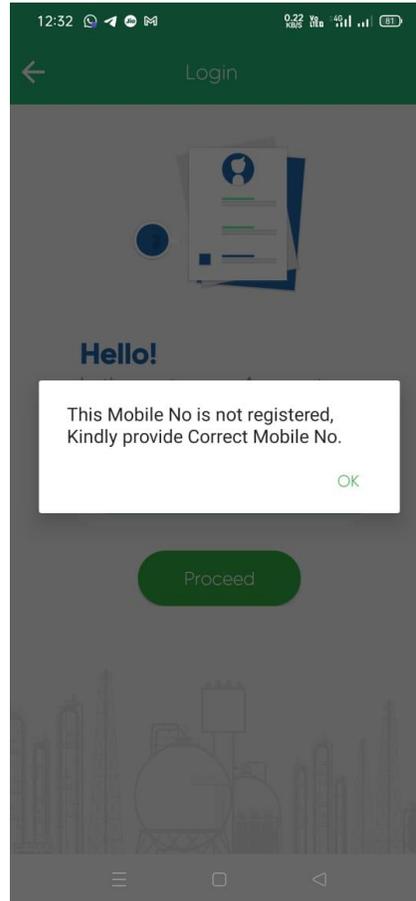
Please Contact Customer Service at 6390905003 for Lucknow and 6390905004 for Agra and they will be more than happy to update Your Mobile Number.

Note: You need to get your Mobile No. updated before you can Log In using CID. The OTP will be sent to the new Mobile Number.

How do I log in to GGL Engage App for the first time with my CID?
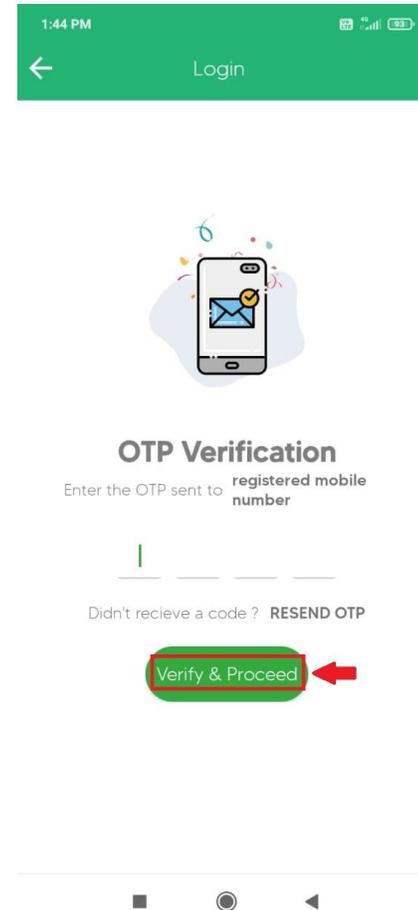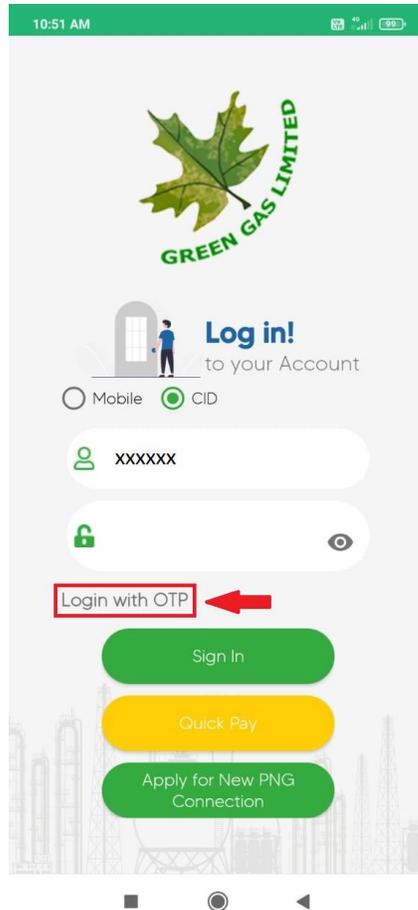
- Click on CID option.

- Please enter your CID and Click on Login with OTP.

- You will shortly receive an OTP on the registered phone with GGL. Use the OTP and Click on Verify & Proceed.

- You will be taken to the next page where you will be asked to create a password.

How do I Create my GGL account Password?
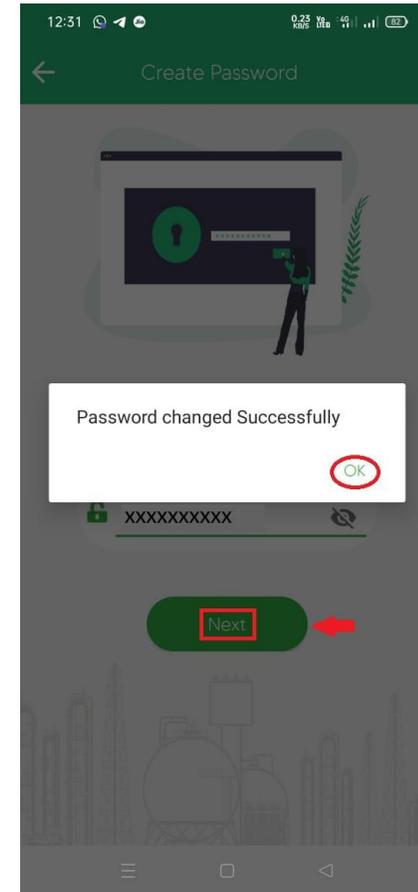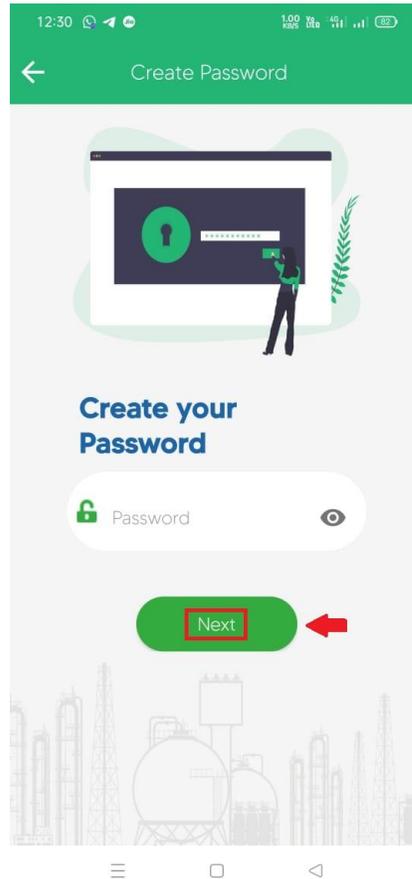
- Please Create a New Password. Should be minimum 8 Characters.

- Valid values for passwords include Numerals, Capital letters, !, @, #, $, %, ^, &, or *

- Click on Next. And Click on OK on the Password Successfully Changed pop-up.

What is Quick Pay?
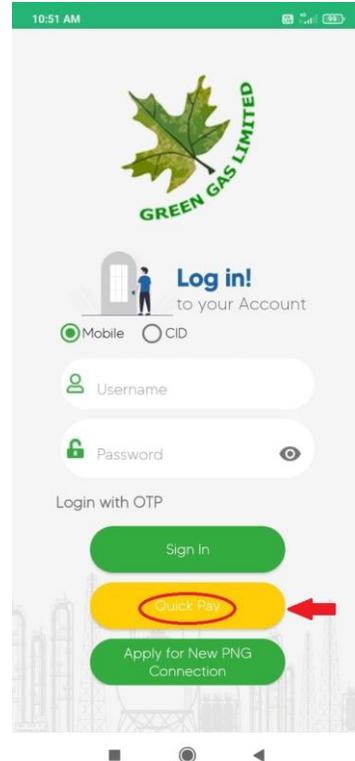
Quick Pay is an option which you can use to pay your bill without Logging In to your account.

What is my new CRN Number while using Quick Pay?

TIN No 09352304706	GSTIN : 09AACCG5233G1ZR
CID	XXXXX
Old CRN No.	XXXXXXXXXX
New CRN No.	XXXXXXXXXXXXX
Consumer Name	XXXXXXXXXXXXX
Address	XXXXXXXXXXXXX
Email:	XXXXXXXXXXXXX
Mobile	XXXXXXXXXX
GSTIN	
GSTIN Type	

You can find your New CRN No. on the top left corner of your bill.
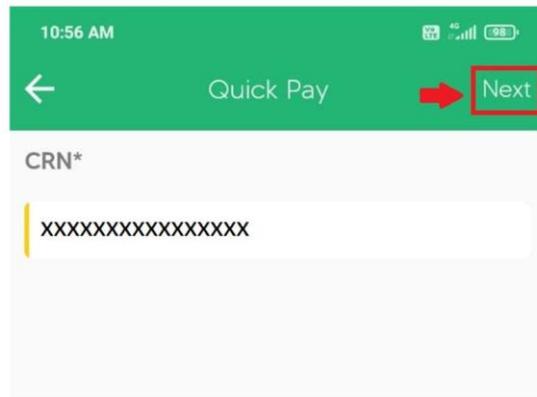
Please enter your New CRN No. and click on View.
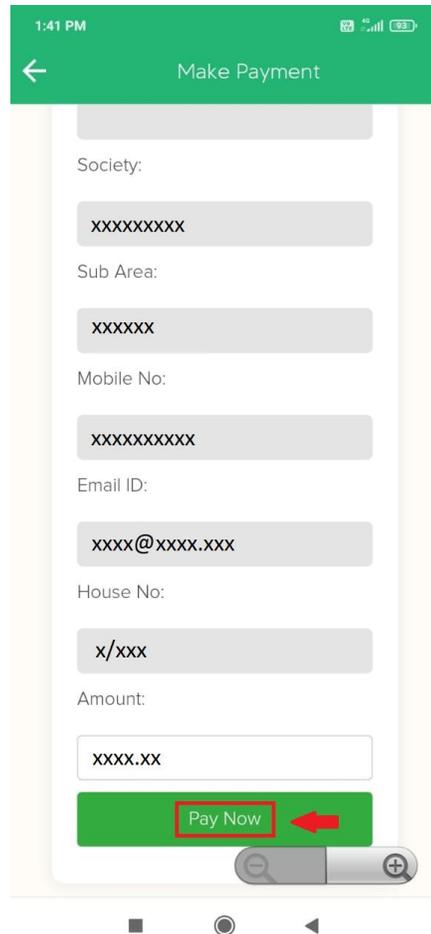
Review your information and Amount and click on Pay Now. You will be redirected to HDFC Bank Page to proceed with payment.

Please select your preferred mode of payment and complete the transaction.

Once the transaction is verified by your bank and payment is successful, you will be issued a Payment Receipt from GGL. You can download it or can view on GGL Engage App.

How do I Log in to my GGL Account?

Mobile Number   CID

You can use either your Registered Mobile Number or CID and your Password and Click Submit to Log In to your GGL Account.

What information can I find on the Home Screen?

Your CRN Number

Used in case of Multiple CRNs

Due Date to Pay Bill

Current Bill

Amount after Due Date

Bill Payment Option

Your Address

View Previous Invoices

Self Billing Feature

View Previous Payment Receipts

Updating Contact Details

How do I Pay my Bill?
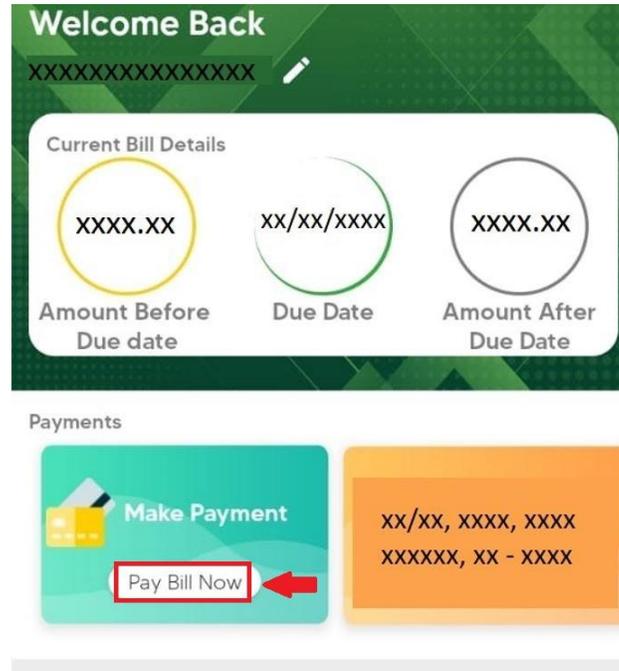
The two ways of Paying Bill are

- Clicking Pay Now on your GGL Account
- [Quick Pay](#) As discussed before.

Click Pay Now to Proceed with the payment.
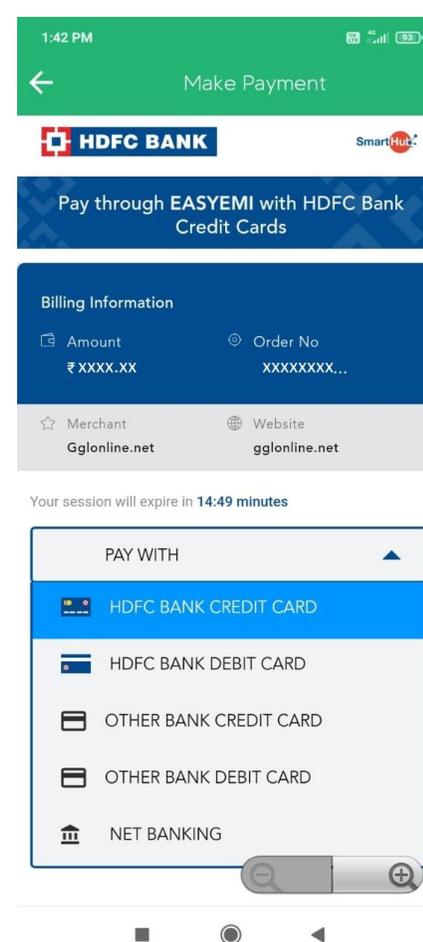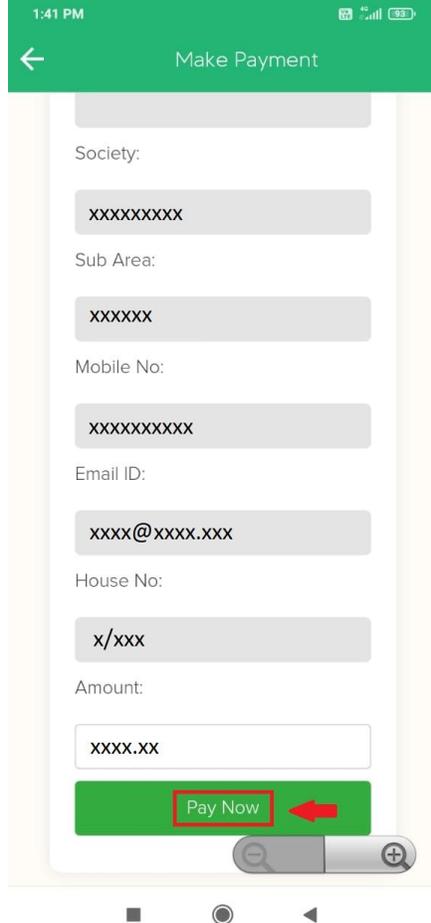
Review your information and Amount and click on Pay Now.

You will be redirected to HDFC Bank Page to proceed with payment.

Please select your preferred mode of payment and complete the transaction.

Once the transaction is verified by your bank and payment is successful, you will be issued a Payment Receipt from GGL. You can download it or can view on GGL Engage App.

How do I see my other connections?
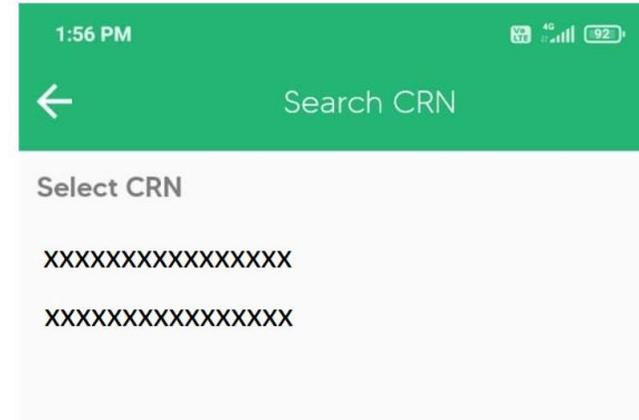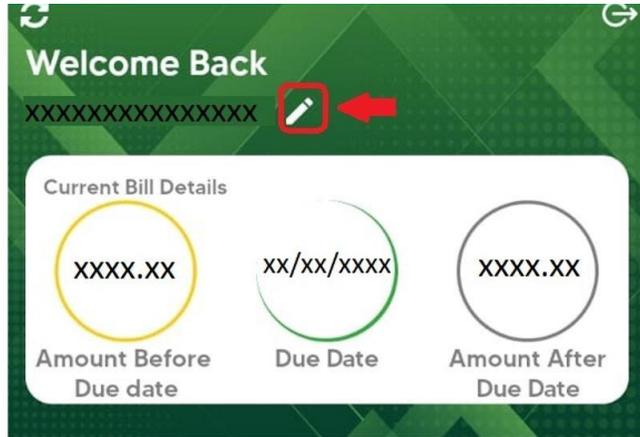
If you have more than one connection under your Name and Mobile Number registered with GGL, you can select the Pencil Icon on the Home Page.

Select the other connection you want to view to access the details.

How do I view my Invoice?
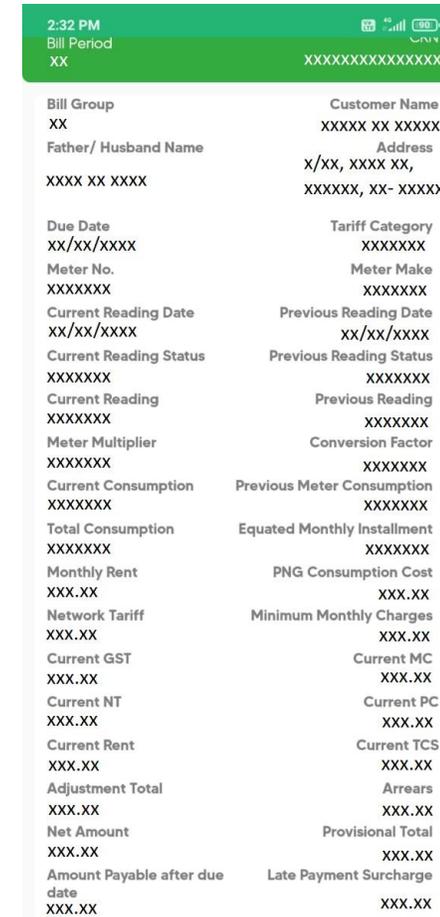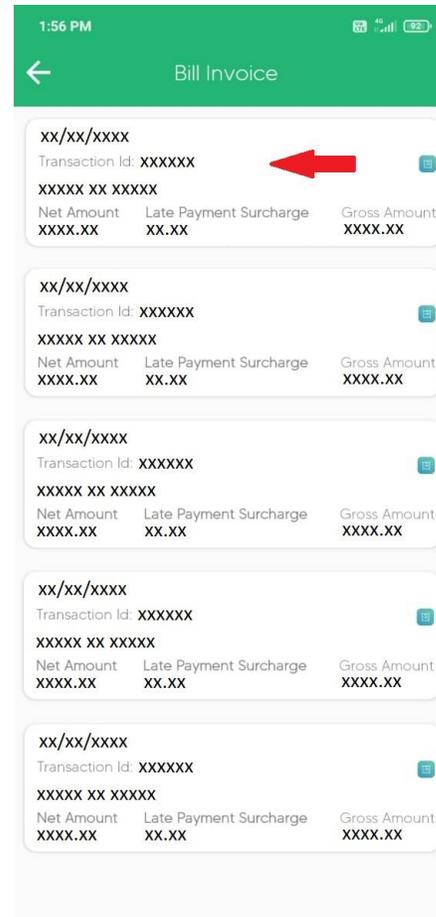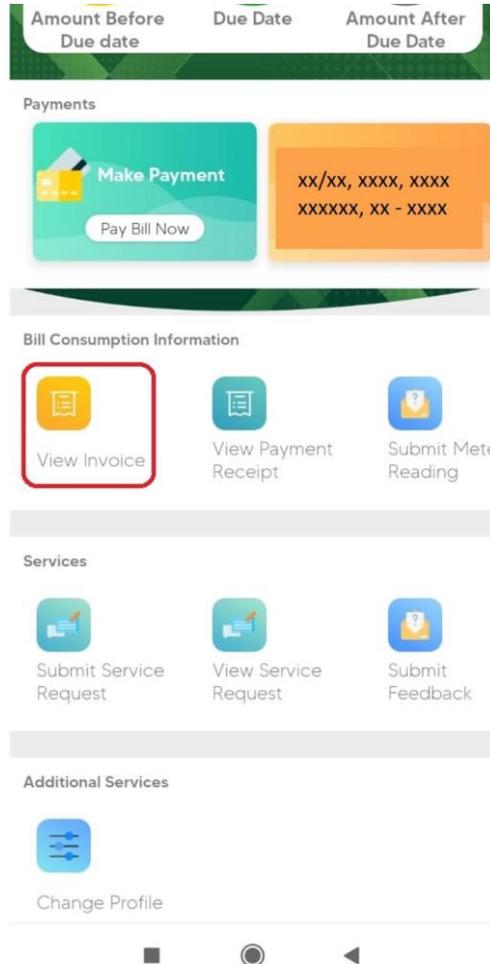
You can view your past invoices by clicking on View Invoice under Bill Consumption Information.

Click on the Invoice that you want to View.

You can view your invoices details on this page.

How do I view my Receipt?

You can view your Payment Receipts by clicking on View Invoice under Bill Consumption Information.

Click on the Orange Icon on the Left Centre side to View Payment Receipt.

A new page will open displaying your Payment Receipt.

How do I Submit my Meter Reading?
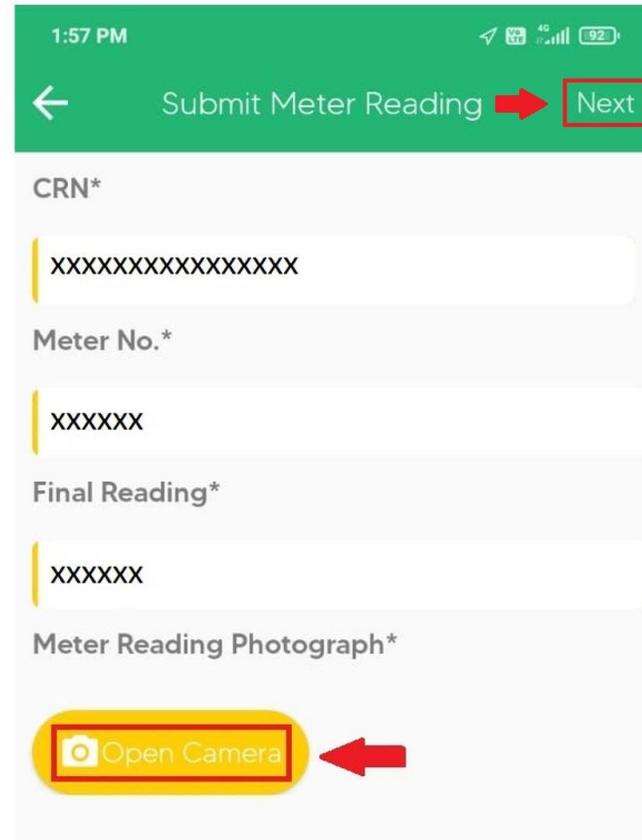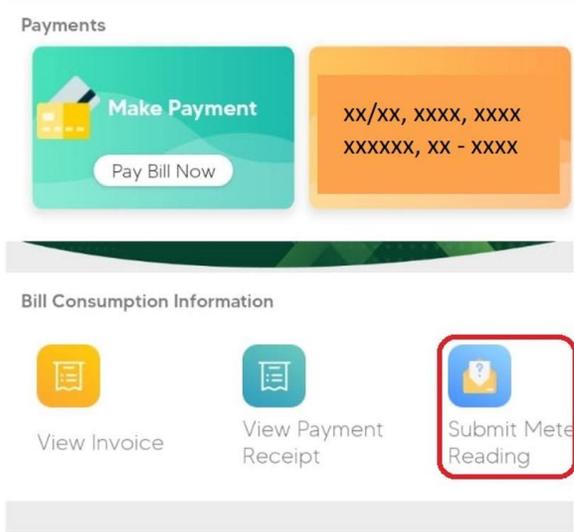
You can now Upload your own Meter Reading with ease!

Click on Submit Meter Reading under Bill Consumption Information. Enter Final Meter Reading as Indicated.

Please Enter Meter Number and Final Meter Reading. Click Open Camera to Click Photograph of your Meter.
Click Next to Submit Your Meter Reading to generate your Bill.

How do I update my Contact Details?
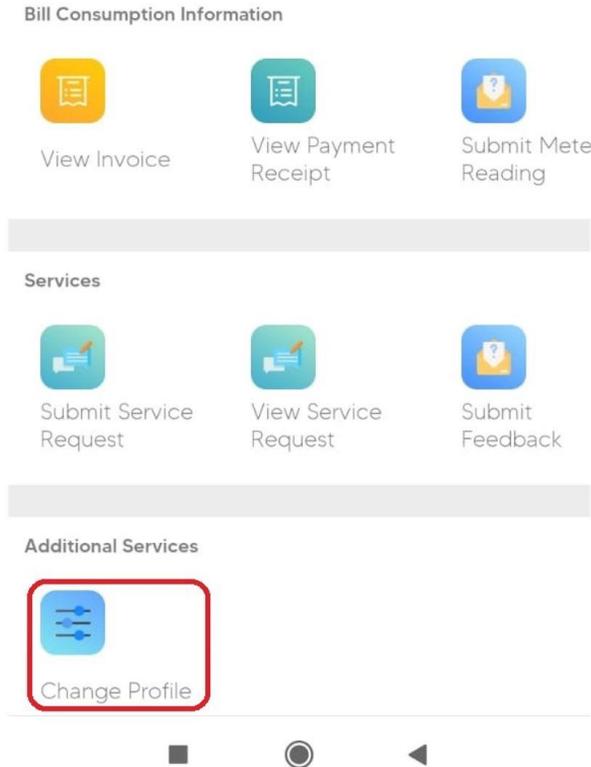
Click on Change Profile
under Additional Services.
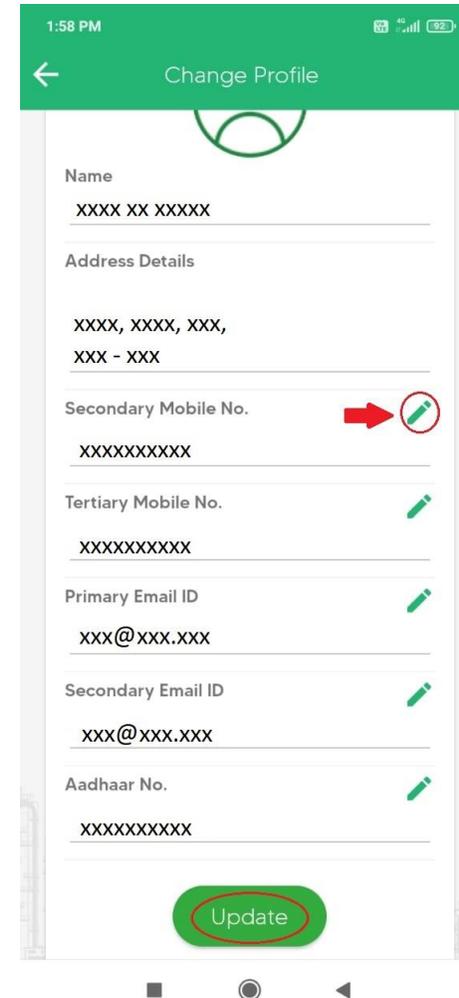
Click on the Green Pencil Icon next to the information you
want to update. After doing the changes, please Click on
Update to register your new contact information.

I have other questions that are not listed here?

Please Call Customer Care at 6390905003 for **Lucknow** or Visit our Customer Care Department at Basement, Fortuna Towers, 10, Rana Pratap Marg, Lucknow, Uttar Pradesh 226001.
Email us at customercare.lko@gglonline.net

Please Call Customer Care at 6390905004 for **Agra** or Visit our Customer Care Department at 2nd Floor, Jeevan Prakash Building, Sanjay Place, Agra – 282002.
Email us at customercare.agra@gglonline.net

Monday to Saturday – 9:15 am to 5:45 pm
Second Saturday and Sunday - Closed