Guidelines for

**Prepaid consumer account recharge facility
and Mobile App and Web Portal functionalities.**

Contents

Introduction

WBSEDCL has implemented the Prepaid recharge and dashboard functionalities within the Self-Service Portal of WBSEDCL (WBSEDCL Web Portal). This enhancement allows prepaid consumers of WBSEDCL to access a range of online services, including Prepaid account recharge, viewing account balance, Daily statement, fetching Live meter Reading, tracking consumption pattern, Load pattern, Payment history and basic consumer-specific information.

This document serves as a user manual for the WBSEDCL Prepaid Smart Meter Portal, accessible at WBSEDCL Portal. It simplifies the user experience by centralizing all important functionalities in one platform. Additionally, the portal ensures a seamless experience with features tailored to meet consumer needs, enhancing transparency and user satisfaction.

These services are available upon registration on the WBSEDCL Web Portal.

1. Prepaid Consumer Login through "Vidyut Sahayogi" Mobile App

- Consumers can access the Prepaid Dashboard or Consumer Portal through the Vidyut Sahayogi Mobile Application provided by WBSEDCL.
- The app is available for download on the **Google Play Store** and **Apple App Store**.
- To log in: **Enter your Registered Mobile Number.**
    - o Receive the Login OTP on your registered mobile number by clicking Send OTP.
- Once logged in, navigate to the Smart Meter section by clicking the **"Smart Meter"** icon.
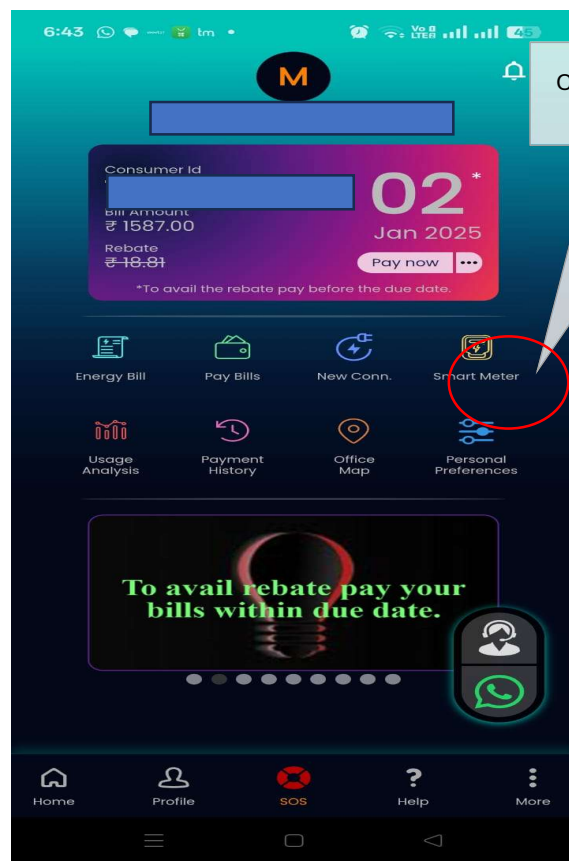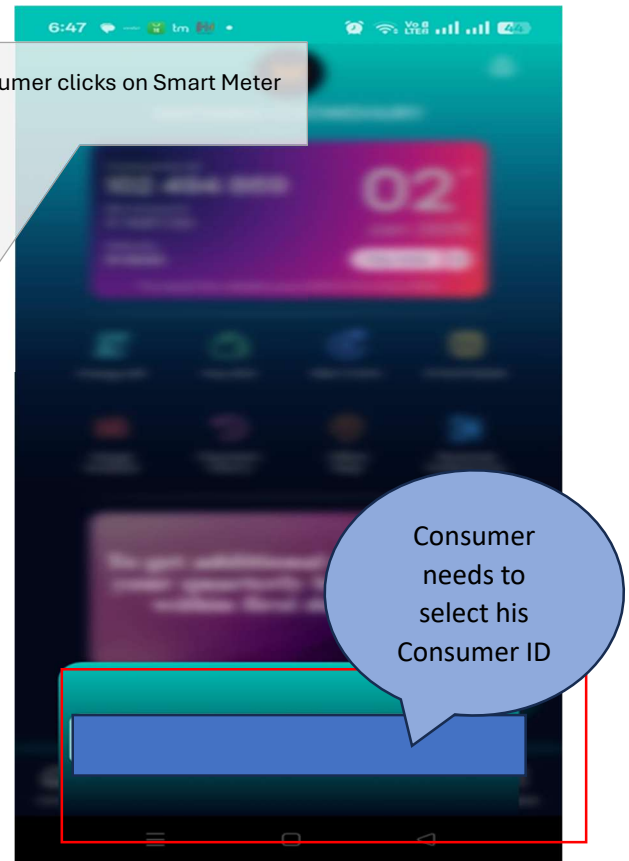
Figure 1: Vidyut Sahayogi   Mobile App Login (Android)
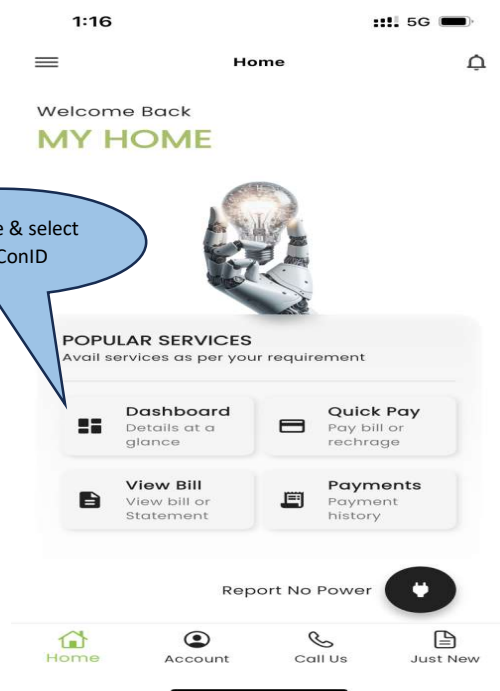

Figure 2: Redirection to Prepaid Portal

Figure 3: Vidyut Sahayogi   Mobile App Login (iOS)

Figure 4: Redirection to Prepaid Portal

The following section includes screenshots highlighting the various pages and key features of the Prepaid Consumer Portal

- The landing page/dashboard provides comprehensive information, including:

    Meter details (type, phase, base class), Sanctioned load, Tariff code, Consumer contact details, Cumulative meter readings, Current available balance, Weekly and monthly usage statistics

- The portal also provides option for Balance recharge.

- To recharge please **Click on "*Recharge Now*" >** User will be Redirected to Balance Recharge Page

    Step by step process is being shown in next snapshots.
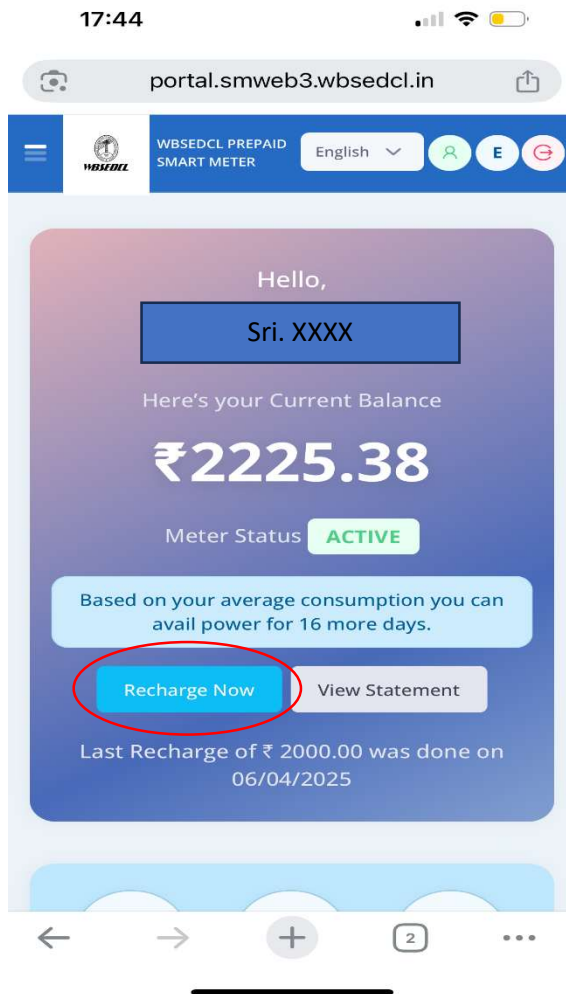
Figure 5: Consumer Landing Page Consumer needs to click on "Recharge
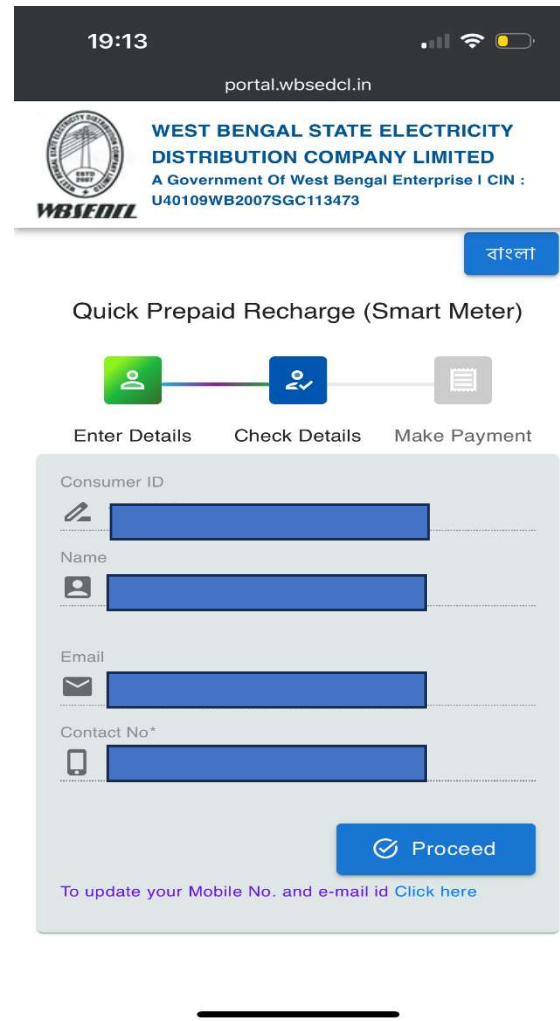

Figure 6: Consumer Recharge Consumer ID, Name, Email and Contact no may be verified then Click on "Proceed"
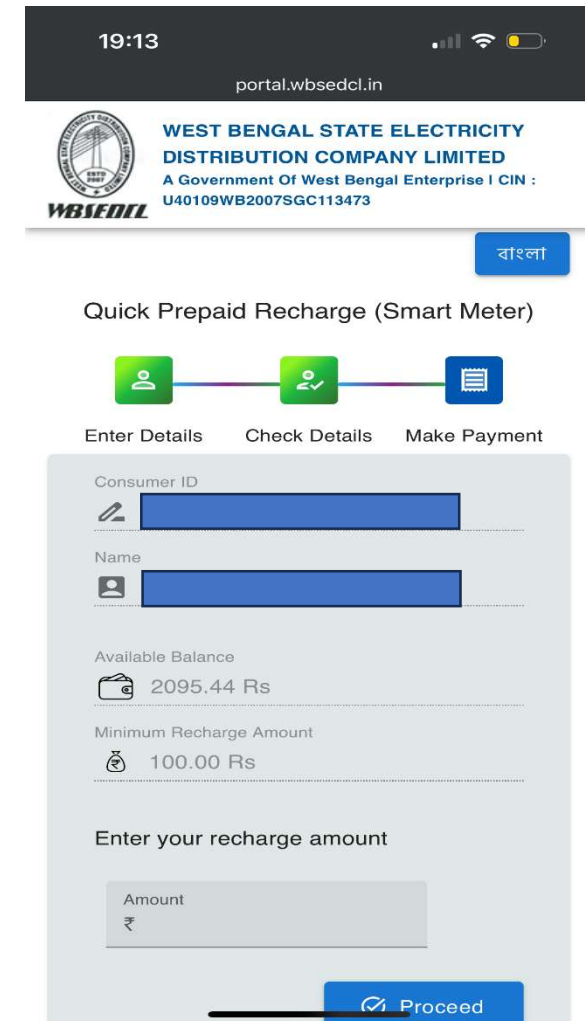

Figure 7: Consumer Recharge Here the Recharge Amount needs to be entered

Once the payment to WBSEDCL is successful, the Balance will be credited to Consumer's Prepaid account.

Figure 8: Consumer Recharge Click on "Pay Now"

Figure 9: Redirects to Payment Gateway

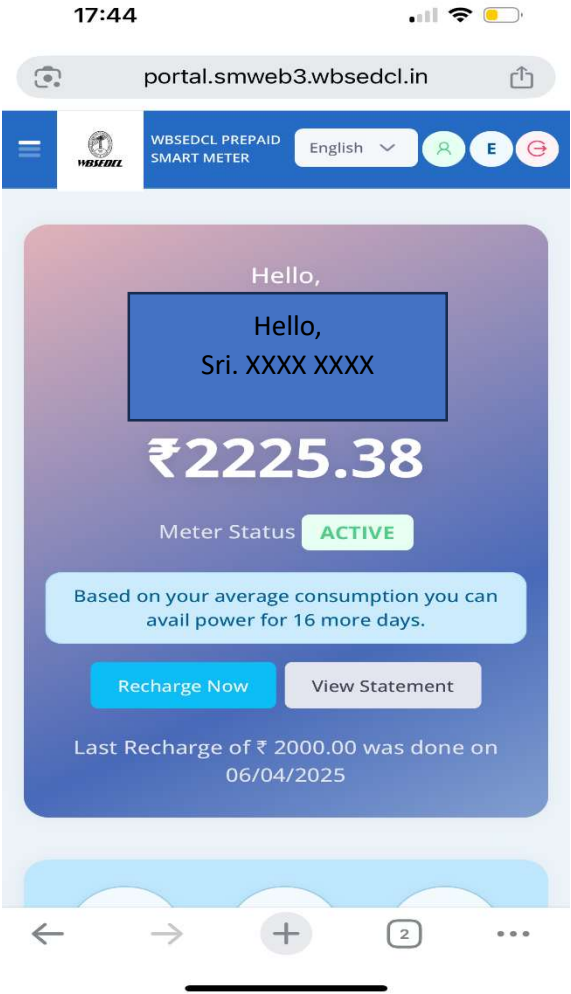## Other features of the Consumer Portal

Figure 10: Consumer Details Dashboard - Consumer details, Current Balance, Last recharge amount and date is shown
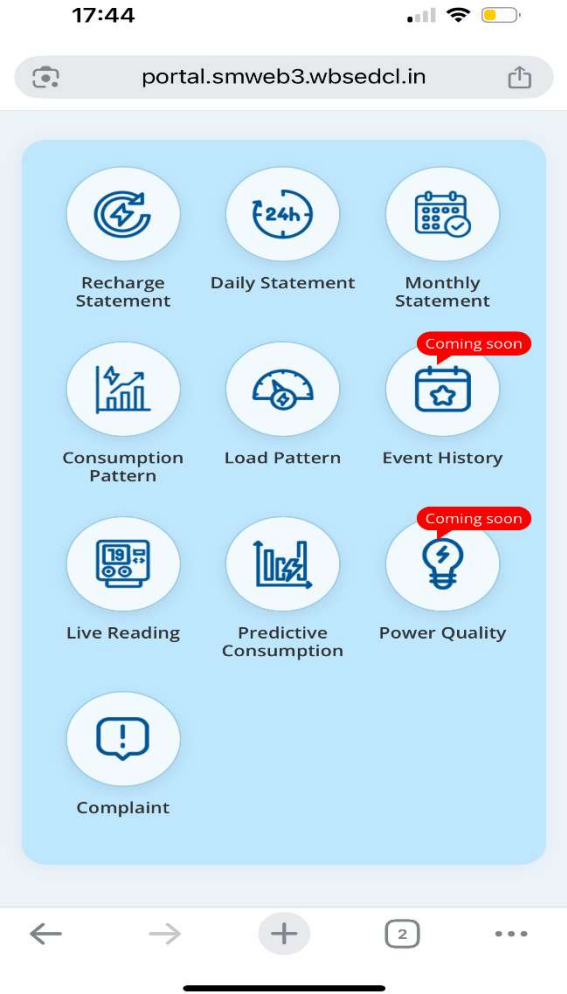

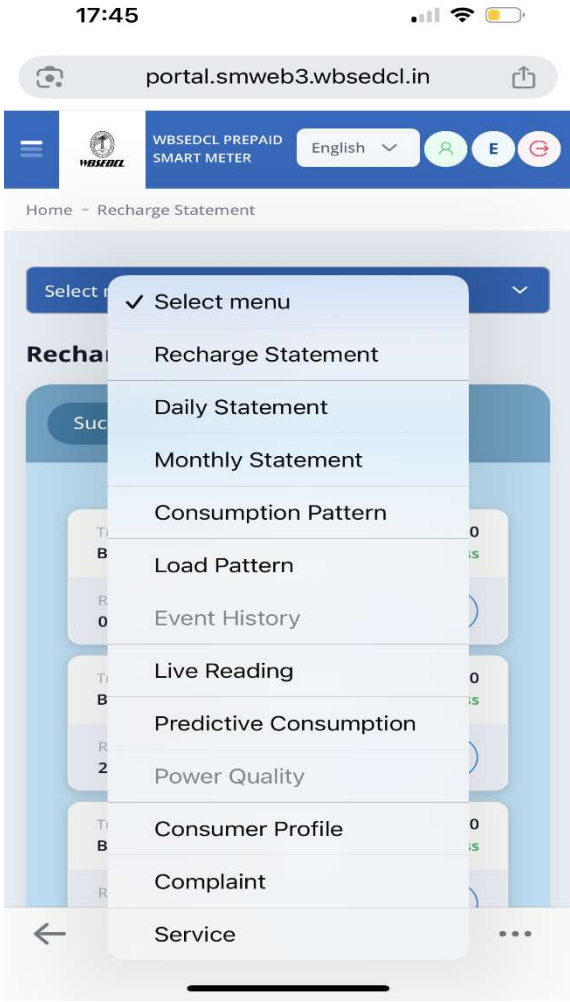**Figure 11: Consumer Details Dashboard - Various facilities can be availed**

Figure 12: Menu Selection - a Dropdown menu of all available facilities
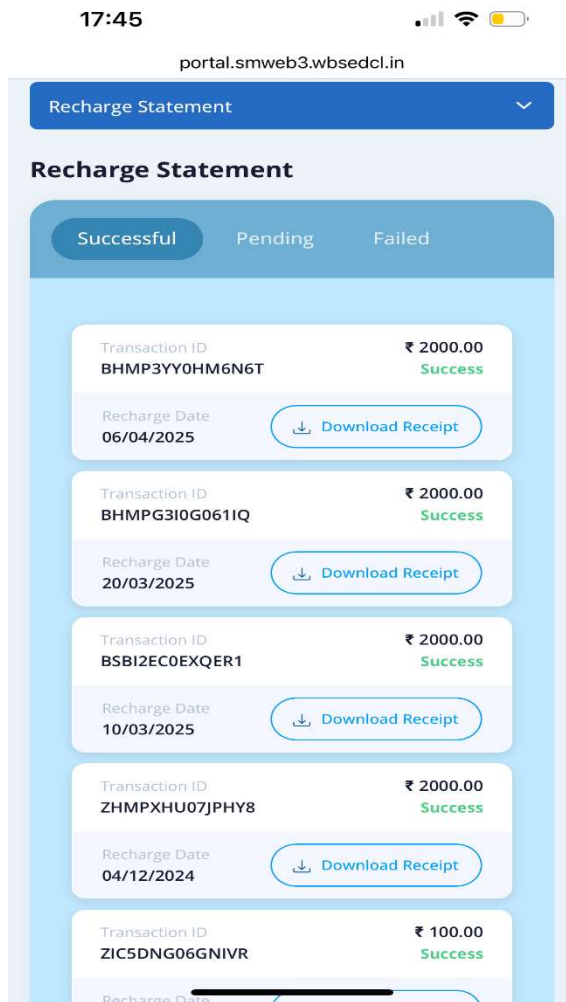
*Figure 13: Recharge Statement -
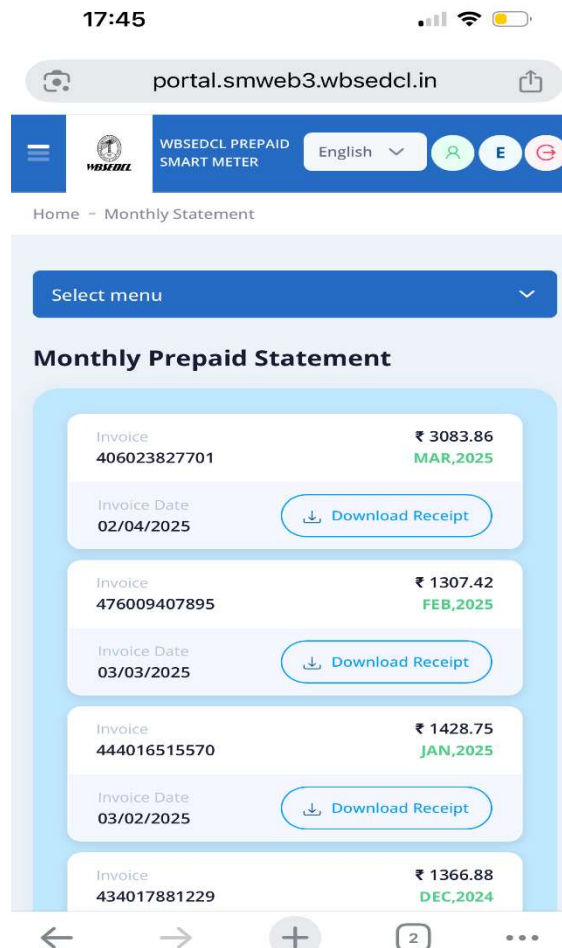Here history of Recharges will be*

*Figure 14: Monthly prepaid statement -
Consumer can check history of Monthly Prepaid
Statement here*

*Figure 15: Consumption Pattern -
Daily/Weekly/Monthly/Seasonal
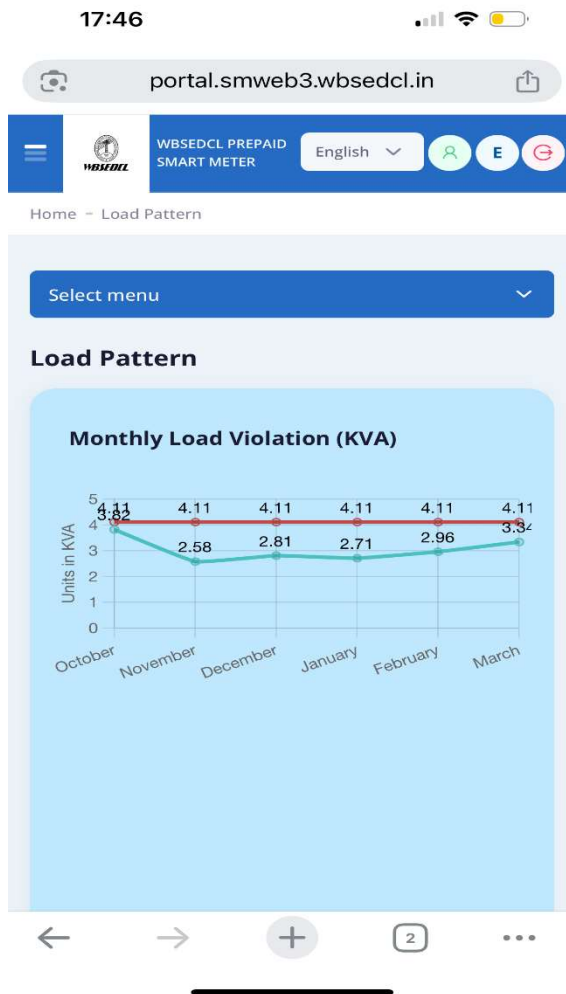Consumption pattern will be shown*

Figure 16: Load pattern -
Contractual Load vs Monthly Maximum
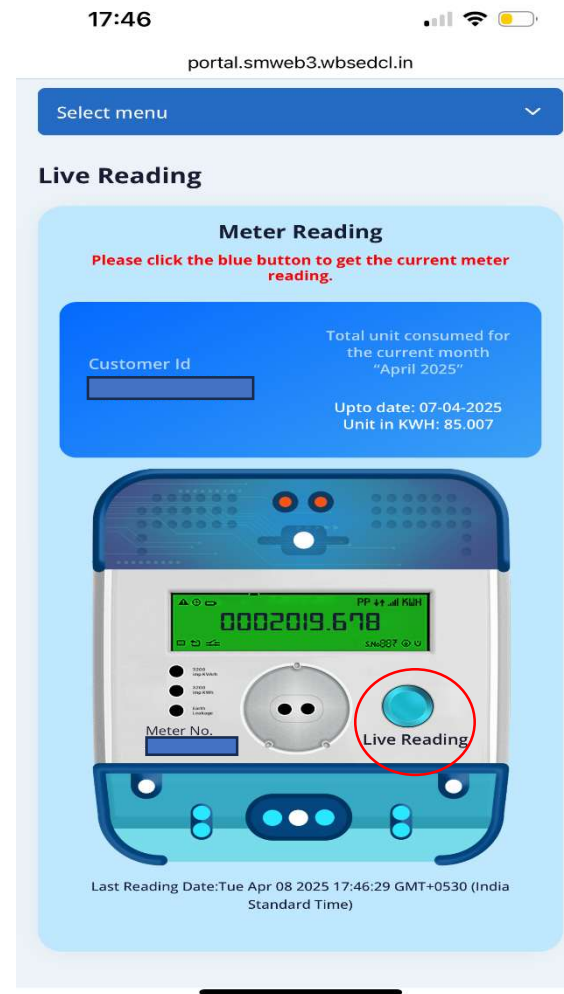*Load demand is be shown here*

Figure 17: Live Reading -
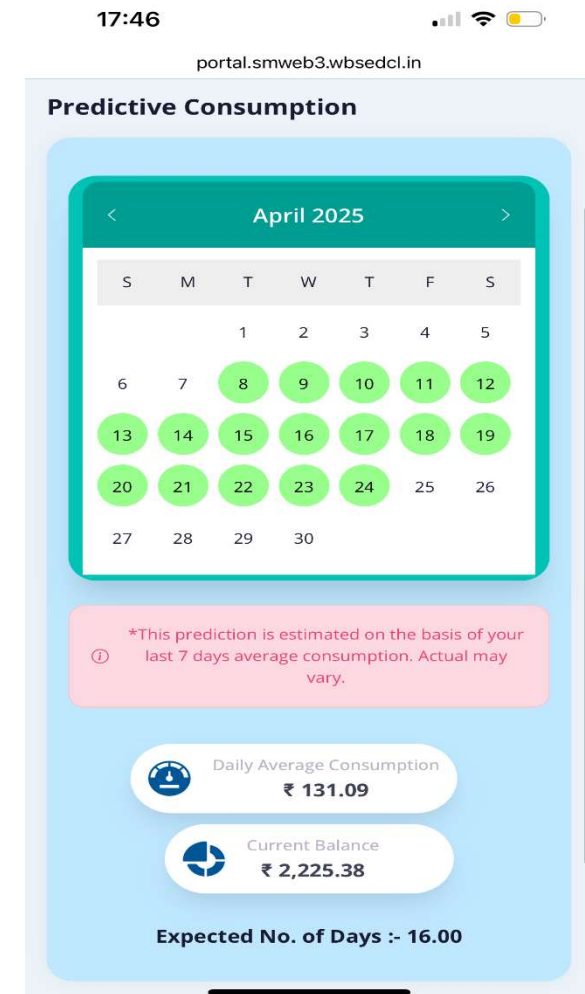*Latest available reading of the Meter can*
be fetched from here

Figure 18: Predictive Consumption -
This is an estimation of no. of days, for which the
consumer may avail power based on its current
balance and last 7day's consumption pattern

17:47

portal.smweb3.wbsedcl.in

Consumer Profile

Personal Information

E

Name

Consumer Id

Phone Number

Email

Meter Details

Installation Number

Connection Type

PERMANENT

Meter Number

Meter Type
E-SMART-MTR

Sanctioned Load(KVA)
4.1100000

Phase
1 PH

Base Class
Domestic

Tariff Code
A(DM-U)-M

Figure 19: Consumer Profile

17:47

portal.smweb3.wbsedcl.in

WBSEDCL PREPAID SMART METER   English ⌄   A   E   ↻

Home – Complaint

Select menu ⌄

Complaint

New Complaint (24X7)

📞 19121

Electricity Theft Reporting (6 am to 9 pm)

📞 18003452787

Conductor Snapping (6 am to 9 pm)

📞 8900793100

← → + 2 ...

Figure 20: Complaints

17:47

portal.smweb3.wbsedcl.in

24x7 Helpline

Call 19121

Contact 1800-345-2787 for theft reporting.

SMS Based Services
Send SMS to 8422990336 for below services:
❖ For Registration   REG <9-digit consumerid>
                                          <installation No>
❖ For No Power   NP <9-digit consumerid>
❖ For Bill Detail   BD <9-digit consumerid>
❖ For Last 5   LPMT <9-digit consumerid>
    Payments

Missed call Based Services
Give a Missed Call to 8422990337 to docket
No Power Complaint.

Figure 21: Contact Us

II. Prepaid Consumer Login through Web Portal (Via Desktop)

- Open Browser: **Google Chrome/Microsoft Edge/Firefox**
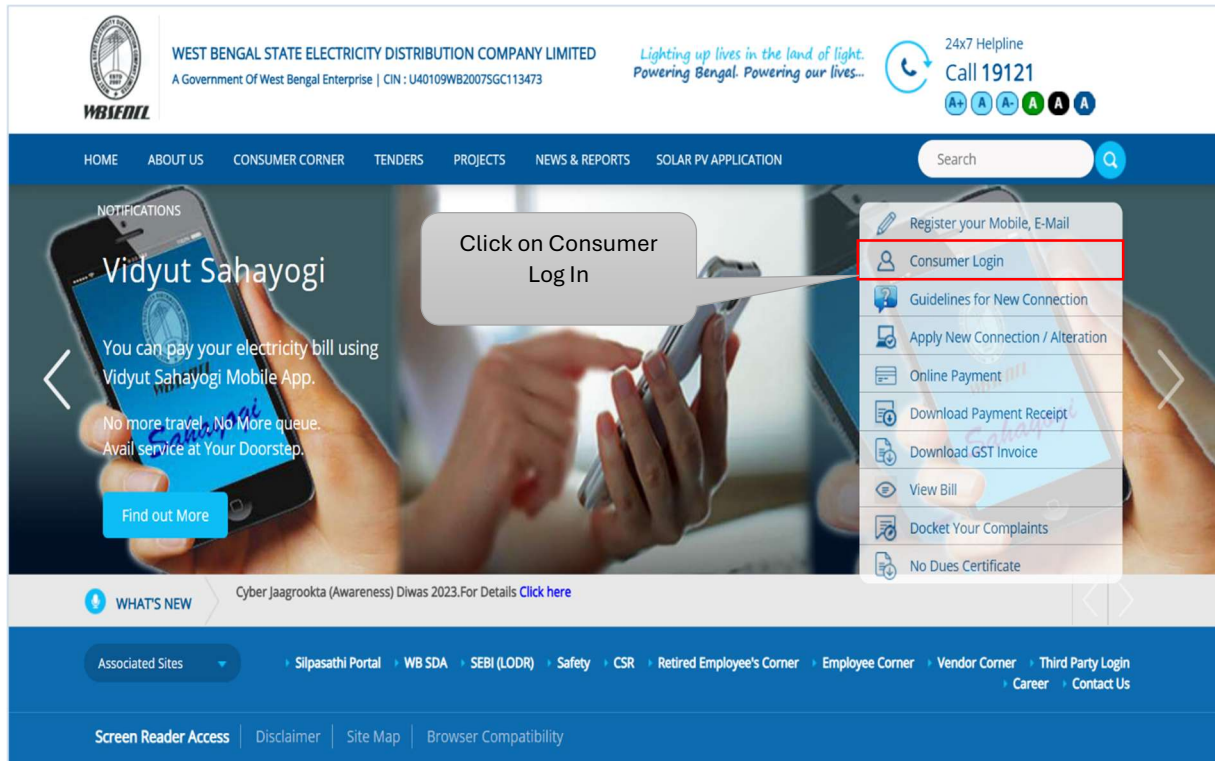
- Type in URL: **www.wbsedcl.in**

Figure 22: Home Page

- Enter existing User ID and Password
- Enter Captcha Text
- Click on Login

Figure 23: Login Page

- Log In using valid credentials and navigate to home page.
- Account, General and Technical information are shown in this page.
- Consumers have option to update their account information here

Figure 24: Landing Page after Login

a. Recharge Prepaid Meter (New)

- After successful login, navigate to Recharge Prepaid Meter (New).
- User need to enable Pop up window feature for redirection to Payment Page.

Figure 25: Landing Page after Login

Steps for enabling pop-up window in google chrome given below (One Time Procedure)

- At the top right, click on the **Pop-Up Blocking Symbol**.
- Choose **Always allow pop-ups and redirects from https://portal.wbsedcl.in** as your default option.
- Click on **Done**
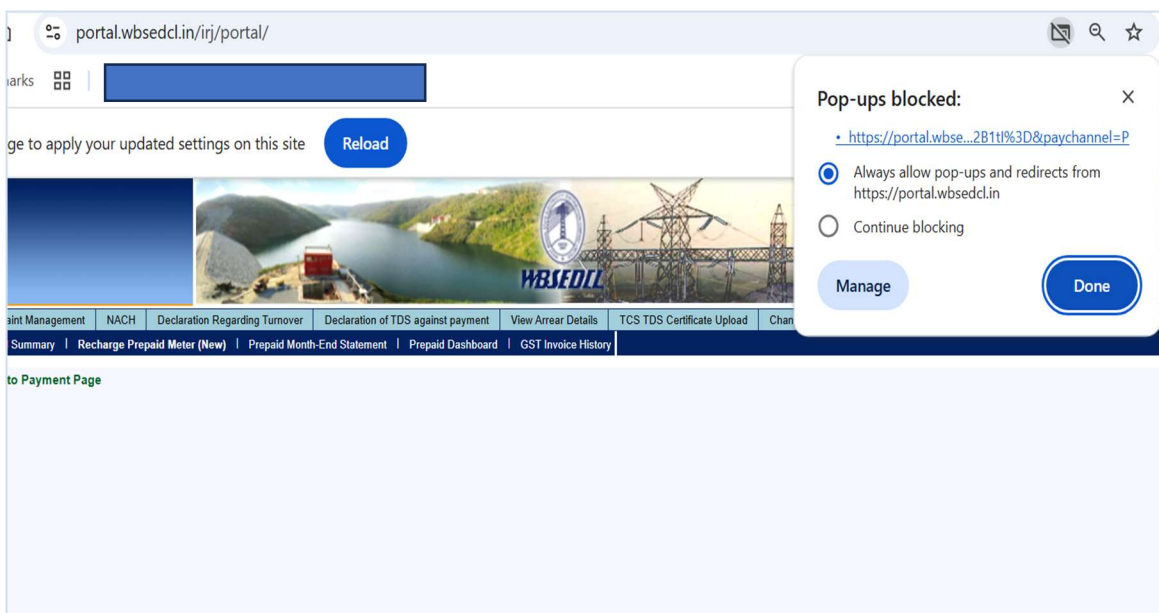
Figure 26: Landing Page after Login

- Reload your portal page to update with Changes in Settings
- Again, Click on **Recharge Prepaid Meter (New)> Payment page will pop up on a new tab.**
- The consumer details will be auto fetched in the payment page.
- User will have the option for validating the details and updating contact details.
- **Check Details > If found Ok > Proceed**

Figure 27: Landing Page after Login

- Click on **Proceed > Make Payment** step of the page.
- The consumer can see their available balance and Recommended Recharge Amount under this section.
- Enter **Recommended Recharge amount for uninterrupted power supply > Proceed.**
- **The recommended recharge amount after converting to a prepaid system will be calculated using following logics:**
    - o **If account balance is positive (postpaid outstanding balance is nil), min recharge amount is 100.**
    - o **If the consumer has postpaid outstanding (postpaid amount is greater than zero) then the minimum recharge amount will be total of any outstanding arrears plus the average bill amount for a 12-day period till the post-paid bill due date is over. Average bill amount of 12 days bill period will be considered as Upper ceiling of the recommended recharge amount.**
- Click on **checkbox for Bill desk payment > Pay Now**
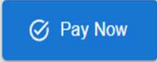
Figure 28: Prepaid Smart Meter Balance Recharge

- Page will be redirected to Bill desk portal.
- Consumers need to choose the payment medium (Net Banking/ Through Debit or Credit Card/ UPI Payment etc.), fill up required details and proceed.

Figure 29: Payment Gateway

b. **Navigating Prepaid Dashboard**

- After login, navigate to **Prepaid dashboard**.
- User need to enable Pop up window feature for redirection to Prepaid dashboard (if not activated earlier, please refer above steps to activate pop-up window feature).

Figure 30: Prepaid Dashboard (Message will appear if popup blocker is enabled for portal)

- Click on Prepaid Dashboard> Page will Redirect to Consumer Portal dashboard.

Figure 31: Prepaid Portal Page - 1

- The consumer will be re-directed to the landing page of the Consumer Portal

Figure 32: Landing page of Consumer Portal

- After successful login, the dashboard displays:
  - o Account Details: Consumer Name.
  - o Account Balance: Current account balance and last recharge amount, low recharge alert showing.
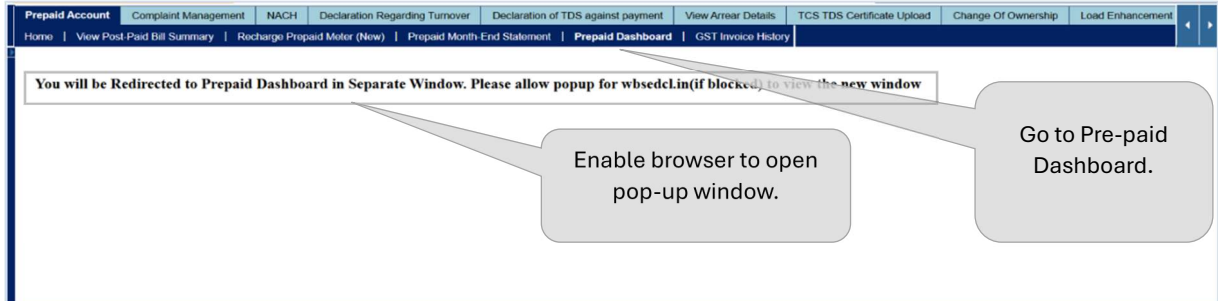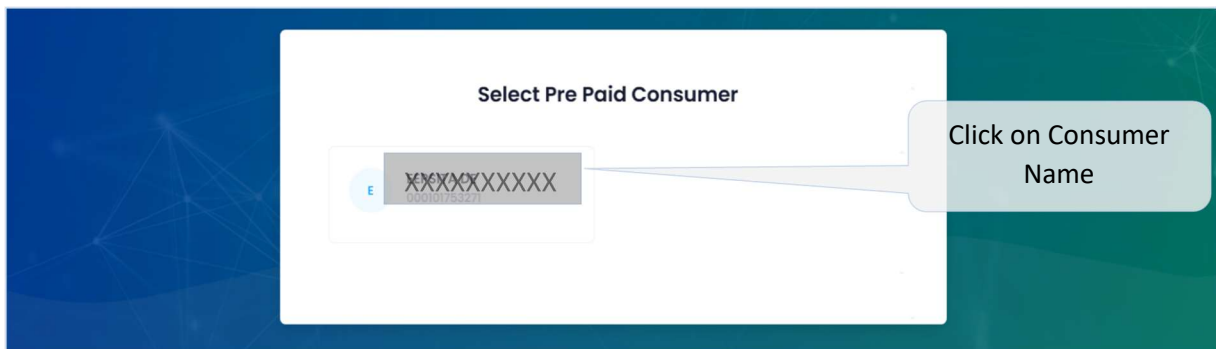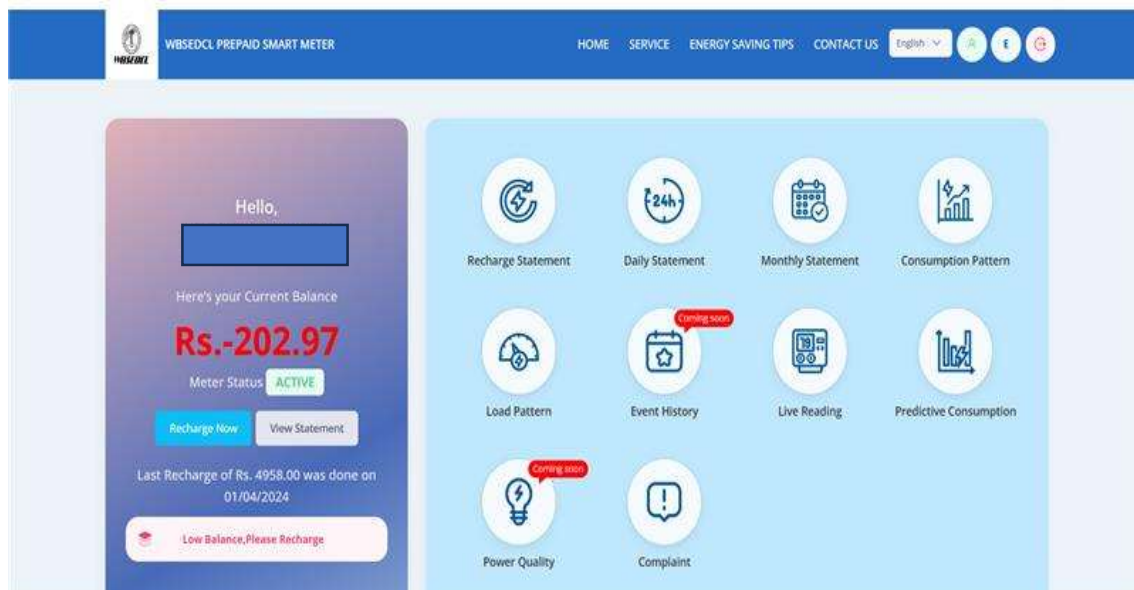- Dashboard Menu - Multiple menus shall be displayed on Dashboard page.

i.   Recharge Statement

Showing the all recharge history in recharge statement section for user reference purpose.

- - Open the consumer portal with proper login credential.
- - Open the Dashboard page
- - Click on Recharge Statement button.
- - Redirects to the Recharge Statement page.
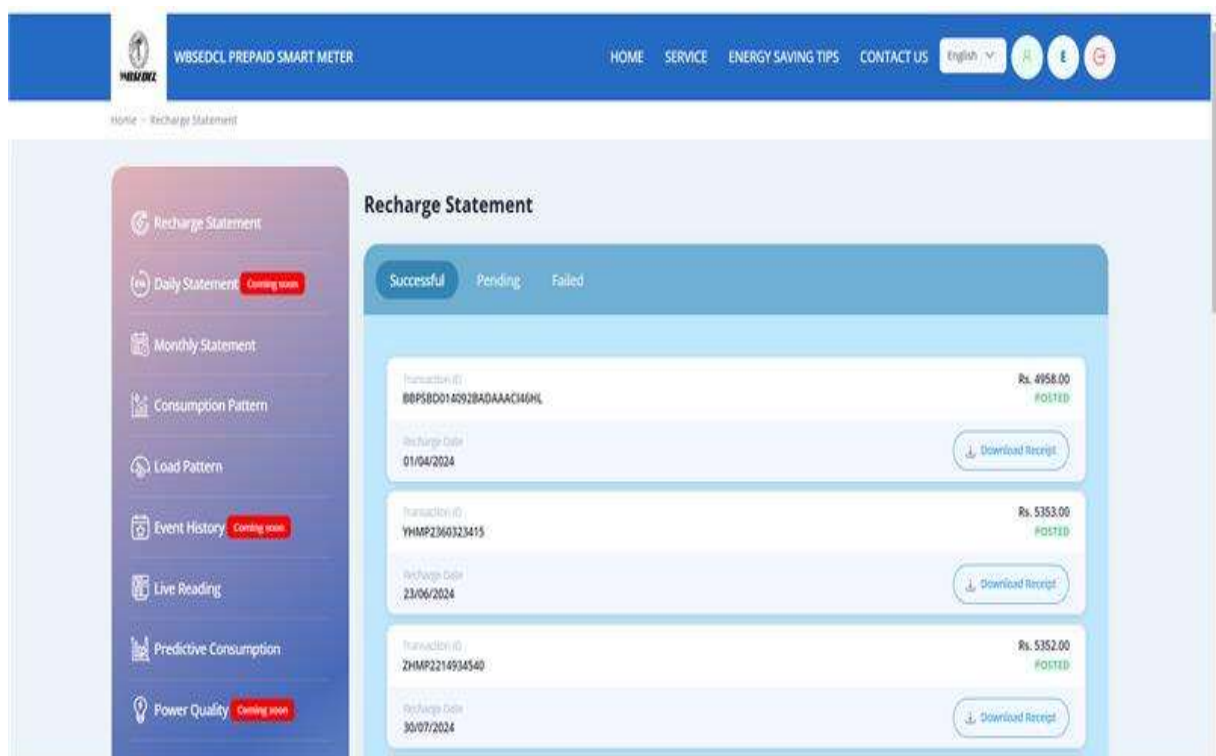

Figure 33: Consumer Portal Recharge Statement Page

ii.   Daily Statement
Consumer's daily deduction based on electricity consumption along with Payment/Adjustment is displayed in the Daily Statement section.

- - Open the consumer portal with proper login credential.
- - Open the Dashboard page
- - Click on Daily Statement button.
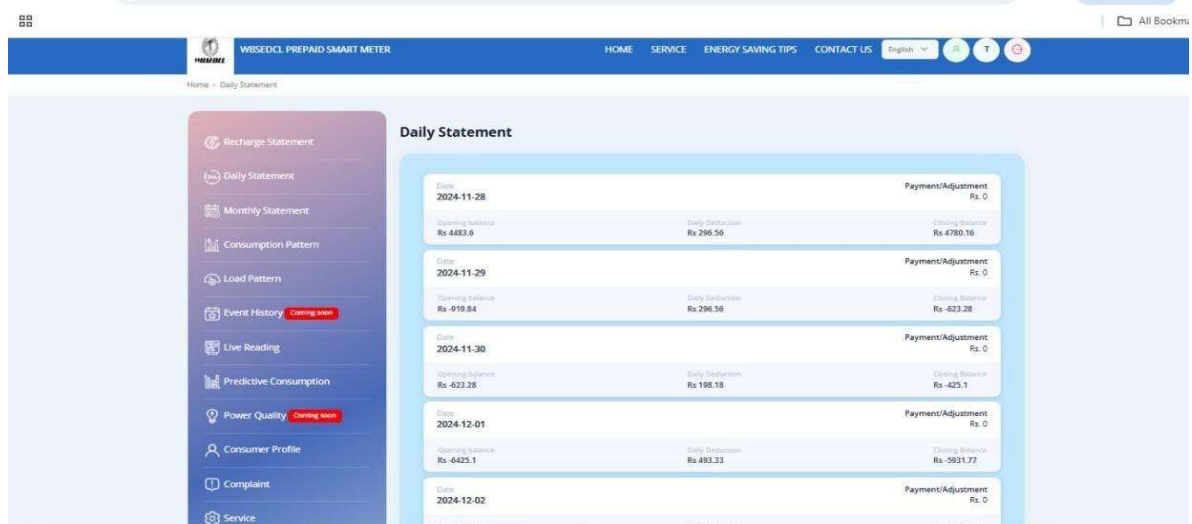- - Redirects to the Daily Statement page.

Figure 34: Consumer Portal Daily Statement Page

iii.   Monthly Statement

Monthly Prepaid statement will be shown here.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Monthly Statement button.
- Redirects to the Monthly Statement page.
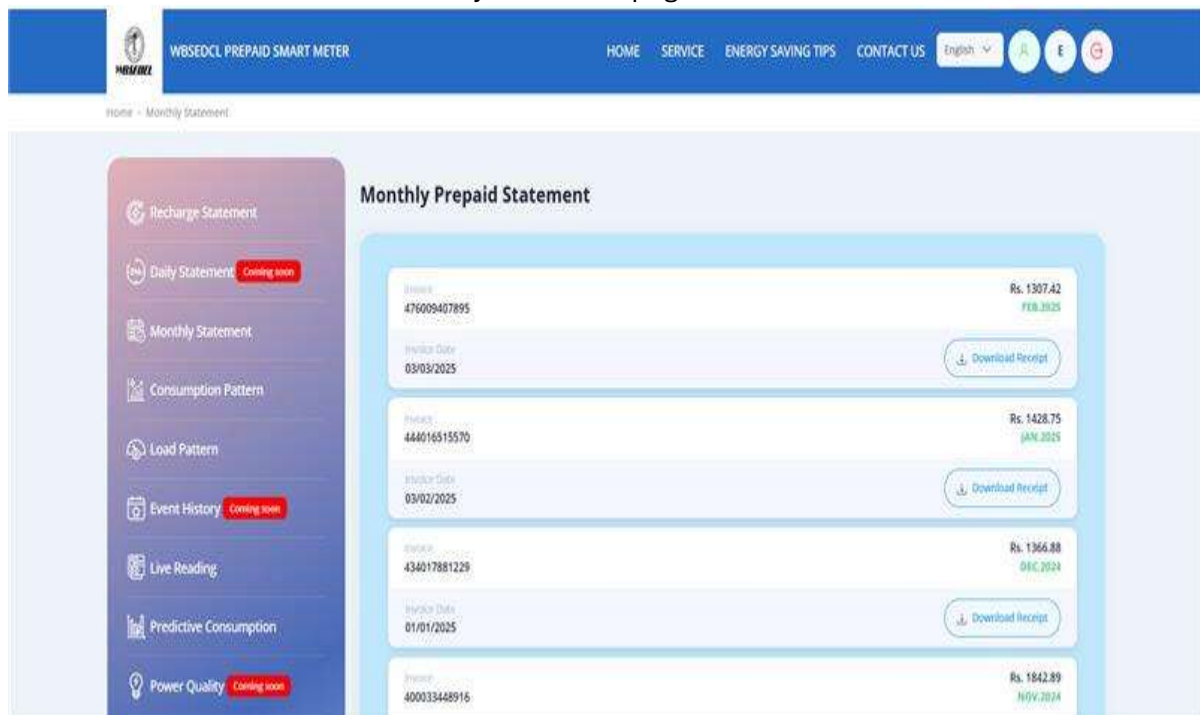
Figure 35: Consumer Portal Monthly Statement Page

iv.   Consumption Pattern

This section maintains data for electricity unit usage, categorized by daily, weekly, monthly, and seasonal patterns.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Consumption Pattern button.
- Redirects to the Consumption Pattern page.

Figure 36: Consumer Portal Daily Usage Graphical representation.

Figure 37: Consumer Portal Weekly Usage Graphical Page
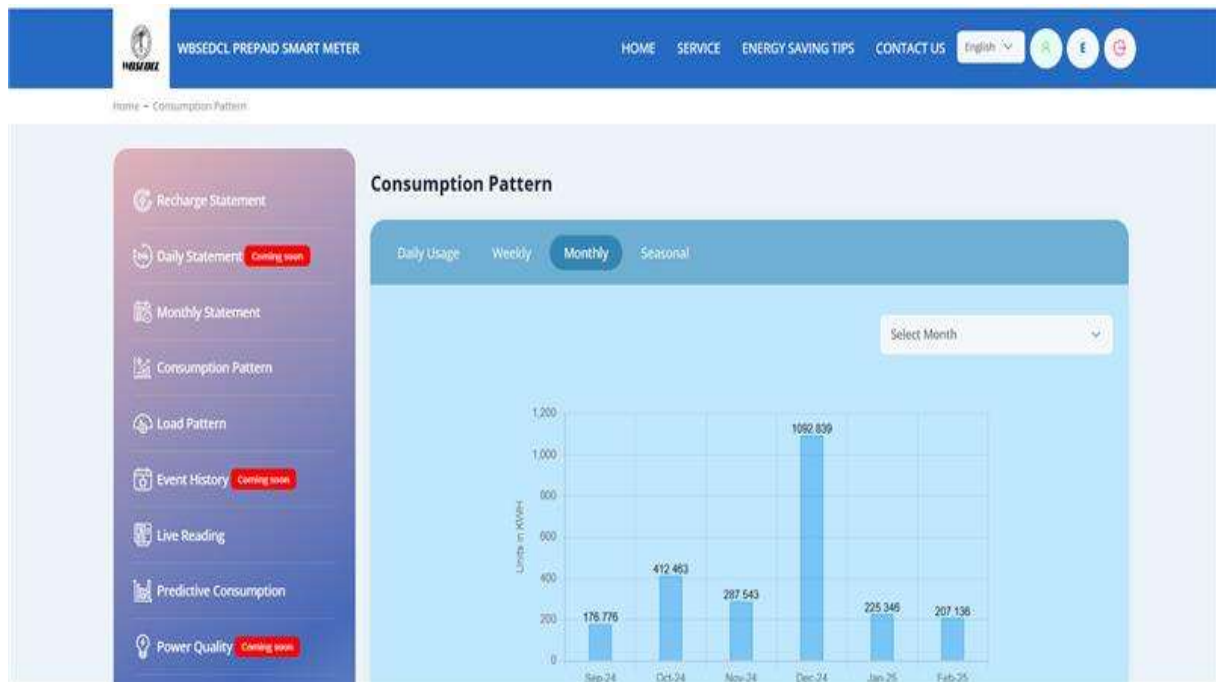
Figure 38: Consumer Portal Monthly Usage Graphical Page
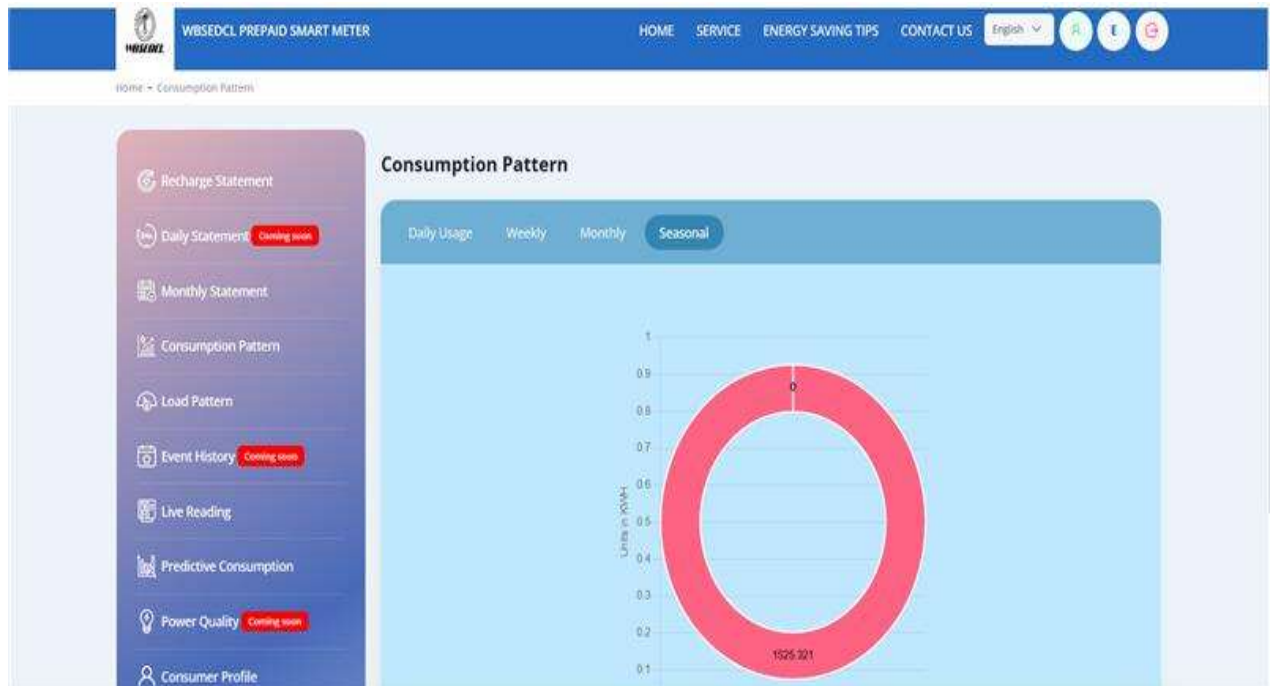
Figure 39: Consumer Portal Seasonal Usage Graphical Page

v.   Load Pattern

The section tracks monthly load violations, highlighting instances where electricity usage exceeds predefined load limits(Contractual Load).

- Open the consumer portal with proper login credential.
- Open the Dashboard page
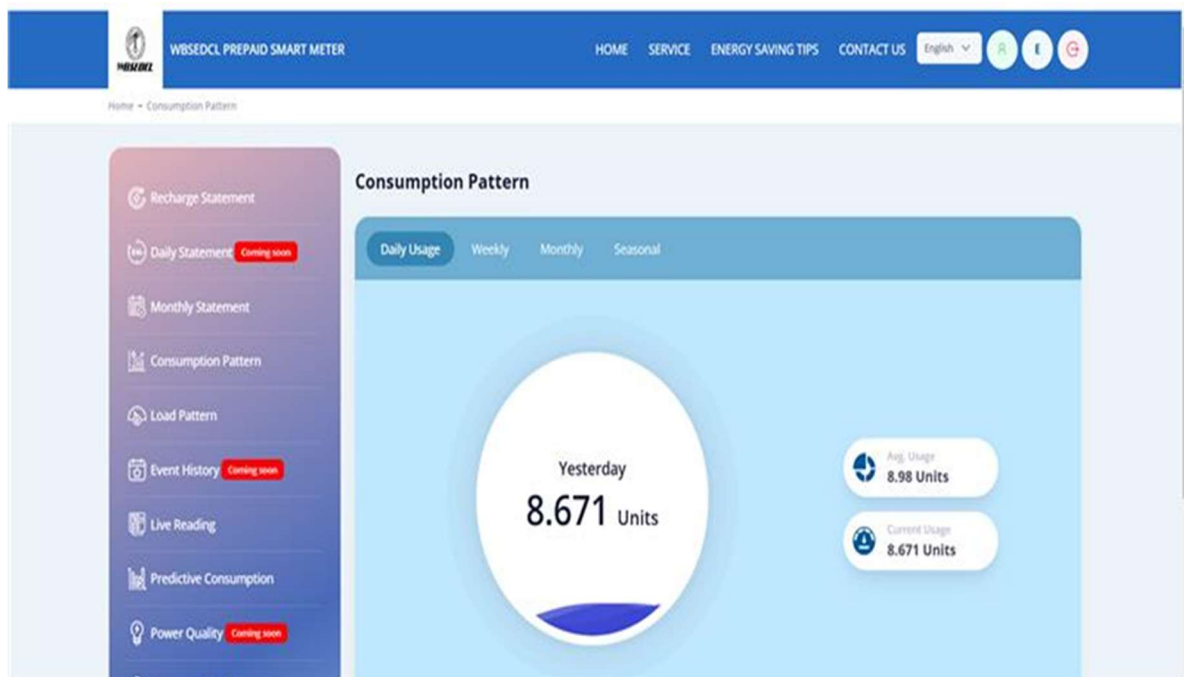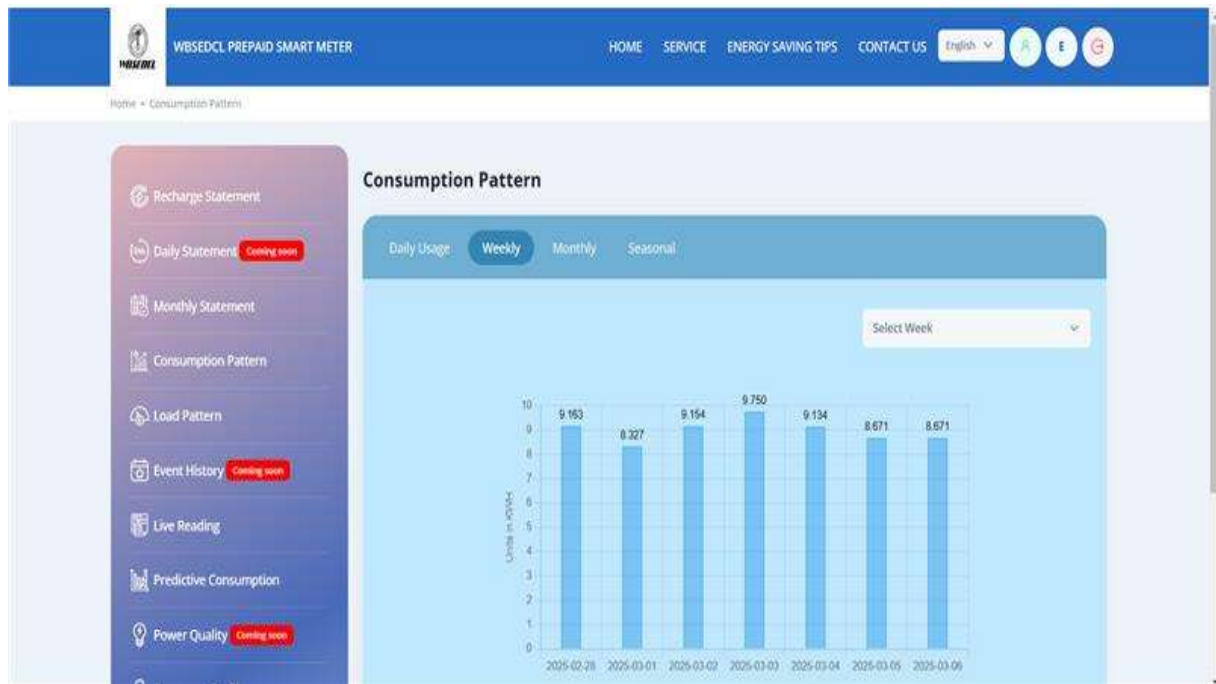- Click on Load Pattern button.
- Redirects to the Load Pattern page.

Figure 40: Consumer Portal Load Pattern Graphical Page

vi. Live Reading

Click on the blue button, and after 180 seconds(max), the live reading will be fetched and displayed on the meter screen, making it easy for Consumers to fetch their last available meter reading.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Live Reading button.
- Redirects to the Live Reading page.
- Click on blue Button for fetching the live reading. Wait for 180 sec(max) for checking the live meter reading
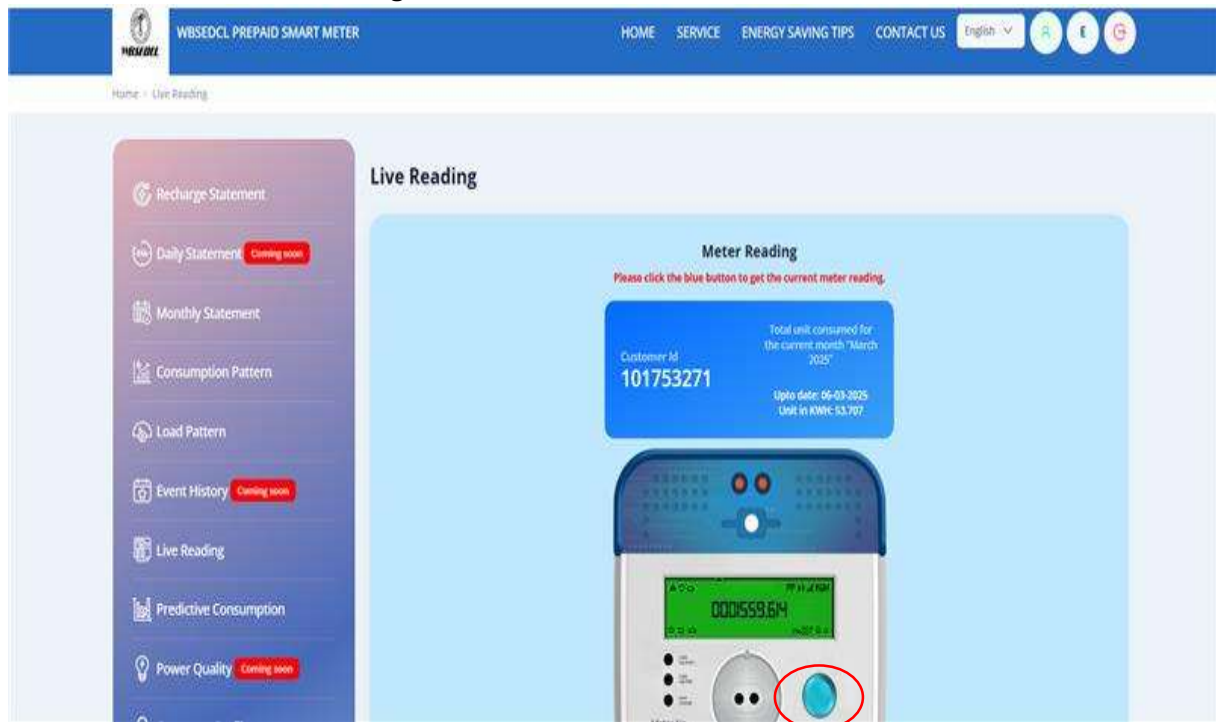

Figure 41: Consumer Portal Live Reading Page

vii. Predictive Consumption

This section shows an estimation of no. of days, for which the consumer may avail power based on its current balance and last 7day's consumption pattern

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Predictive consumption button.
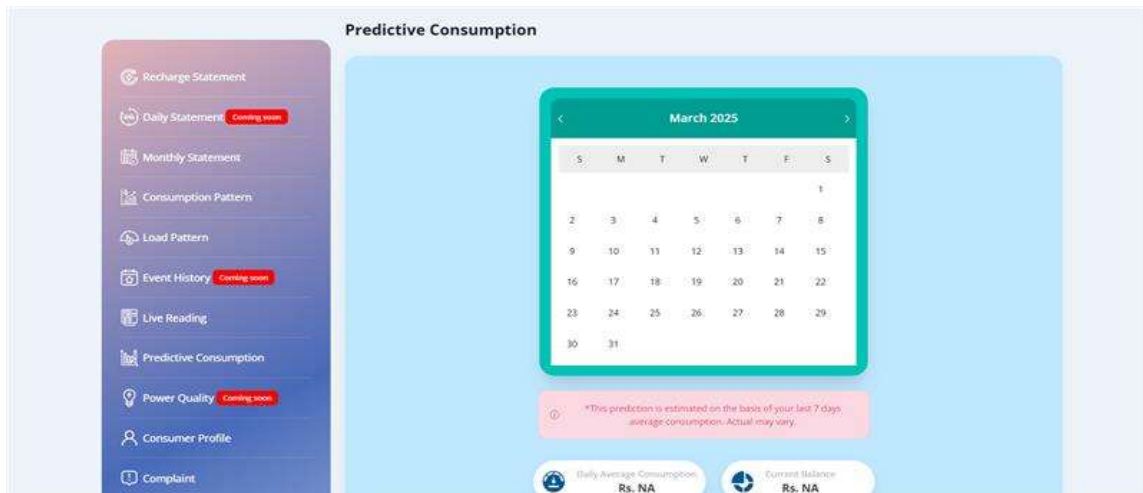- Redirects to the Predictive consumption page.

Figure 42: Consumer Portal Predictive Consumption Page

viii. Complaint

Provide mobile number or phone number to register a complaint. "This version is concise and clarifies that users need to provide a contact number to submit a complaint.
- Open the consumer portal with proper login credential.
- Open the Dashboard page
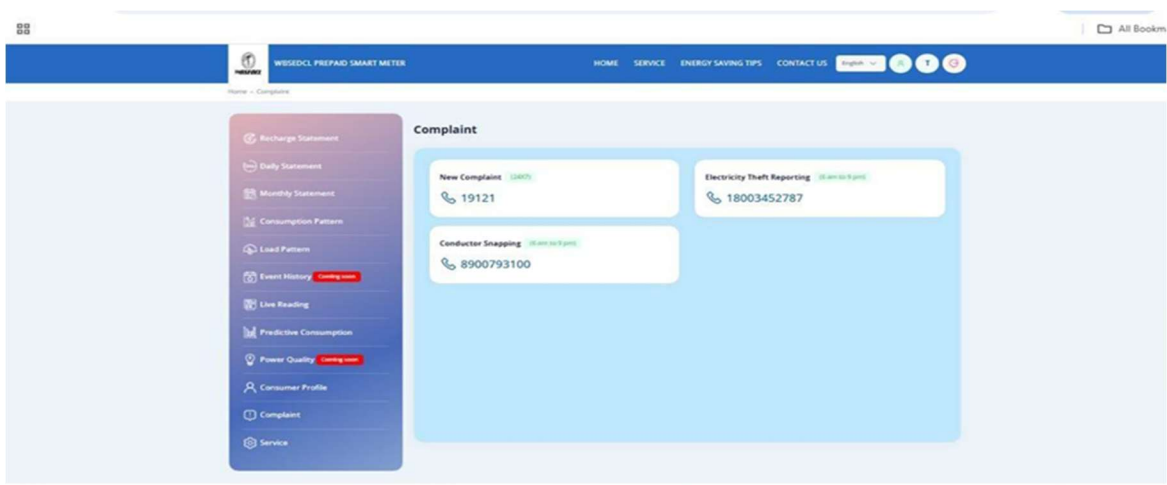- Click on Complaint button.
- Redirects to the Complaint page.

Figure 43: Consumer Portal Complaint Page

ix. Service

Services are the various offerings provided to users, such as customer support, account management, and payment options. They are designed to fulfill user needs and improve overall experience.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Service button in Header Section.
- Redirects to the Service page.

Figure 44: Consumer Portal Service Page

x. Energy Saving Tips

Practical advice to reduce energy consumption, such as using energy- efficient appliances, turning off lights when not in use, and optimizing heating and cooling systems. These tips help lower utility bills and promote environmental sustainability.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Energy Saving Tips button in Header Section.
- Redirects to the Energy Saving Tips page.

Figure 45: Consumer Portal Energy Savings Tips Presentation

xi. Contact Us

Reach out for any inquiries, support, or assistance. Our team is available through phone, email, or live chat to help with your needs.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Contact Us button in Header Section.
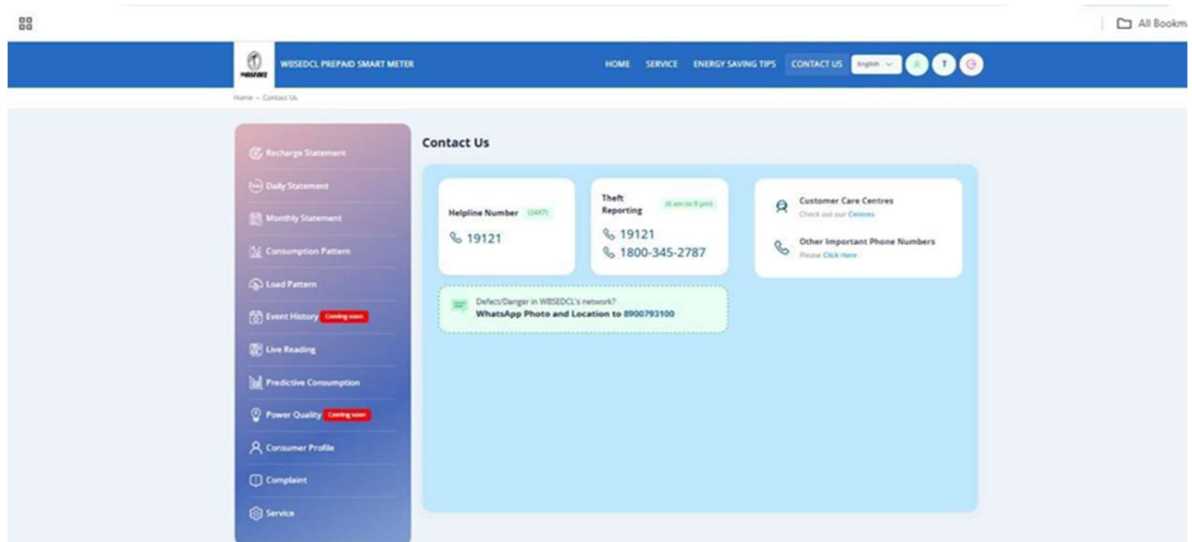- Redirects to the Energy Saving Tips page.

Figure 46: Consumer Portal Contact Us Page

xii. Language Change

Provide multi-language support to make the website more user-friendly, allowing users to easily navigate and interact with the content in their preferred language providing English, Hindi, Bangla language in this portal.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on Language change button in Header Section.
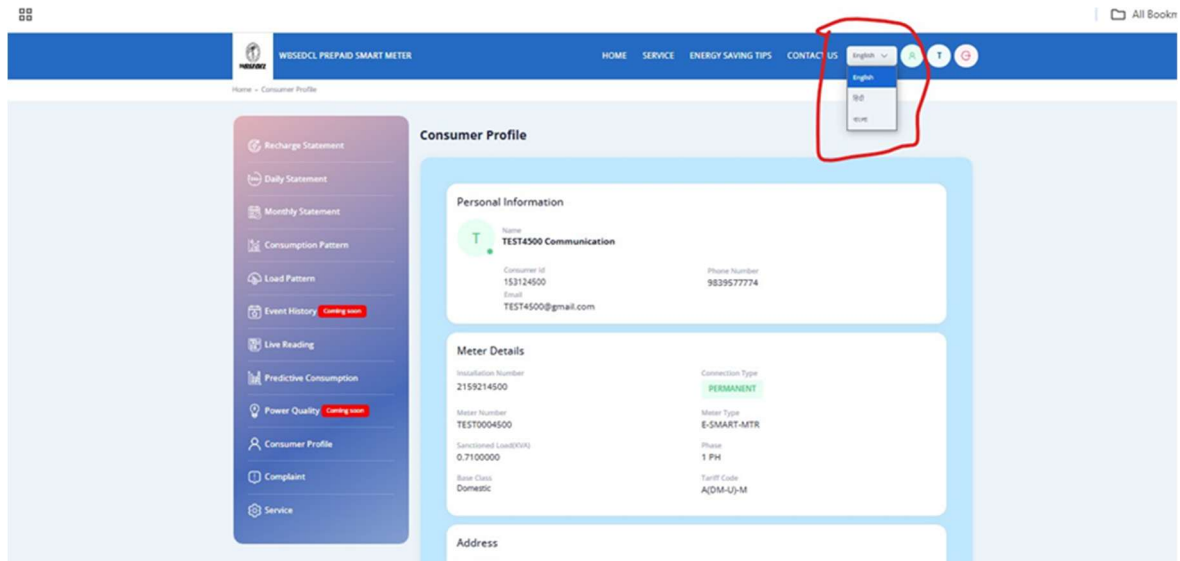- Redirects to the Language change page.

Figure 47: Consumer Portal Language Change Option Page

xiii. Select the prepaid User:

A popup window will appear allowing you to choose the correct user, ensuring the right account is selected for further actions.
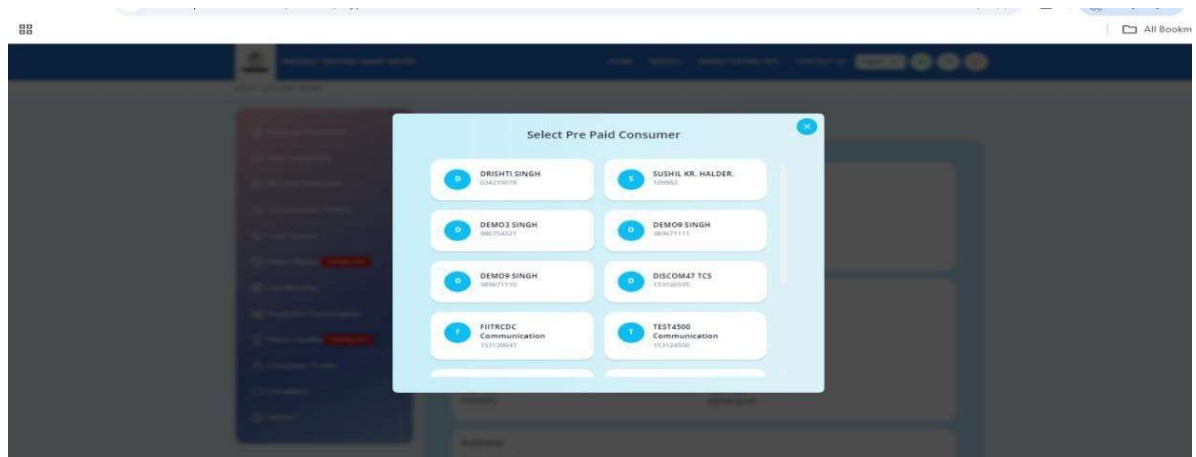

Figure 48: Consumer Portal Select User List Page

xiv. Consumer Profile

A personalized section where users can view their account information, preferences, and settings to enhance their experience on the platform.

- Open the consumer portal with proper login credential.
- Open the Dashboard page
- Click on User Profile button in Header Section.
- Redirects to the User Profile page.
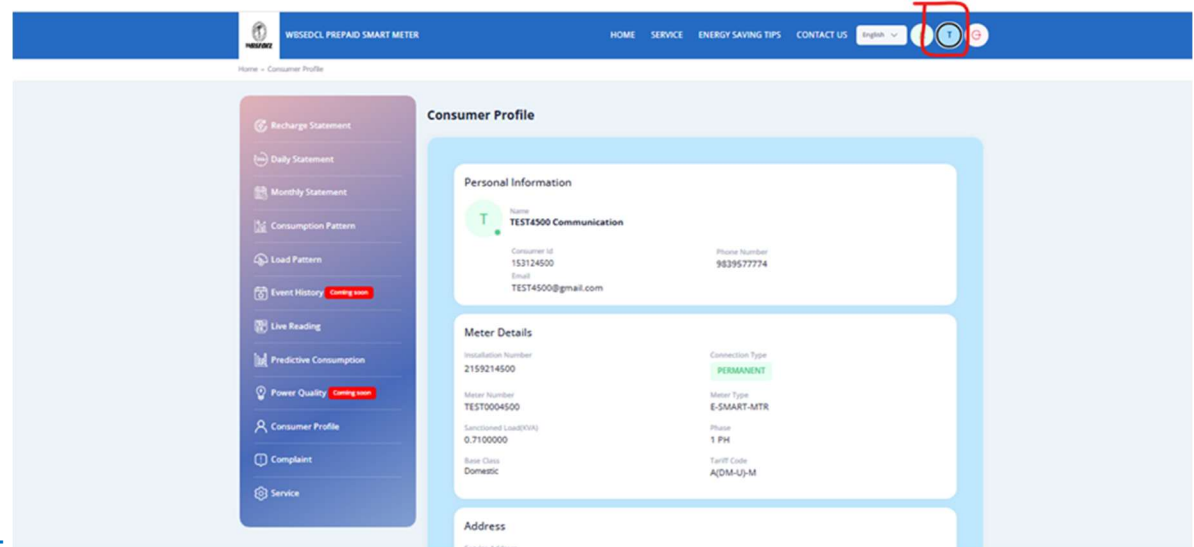
- *Figure 49: Consumer Portal Profile Page*

xv. Logout:

The option to securely exit your account, ensuring your personal information is protected and preventing unauthorized access when you're done using the platform.

- Goto the Dashboard page
- Click on Logout button in Header Section.
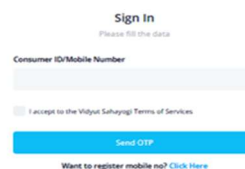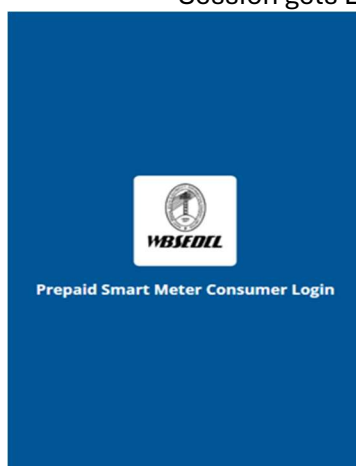- Session gets Logout.

Figure 50: Consumer Portal Logout Page

III. Prepaid Smart Meter Recharge Without Login

- Open Browser: Google Chrome/Microsoft Edge/Firefox
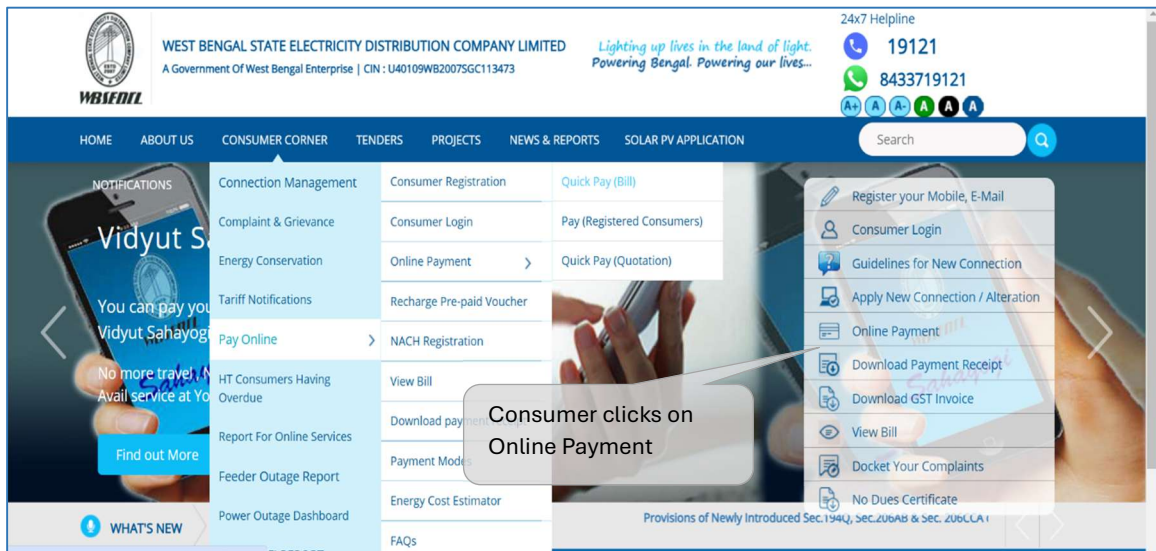
- Type in URL: **www.wbsedcl.in**

Figure 51: Online Payment Recharge Option on Home Page

- Click on Online Payment>>Select **Pay (Registered Consumers)**

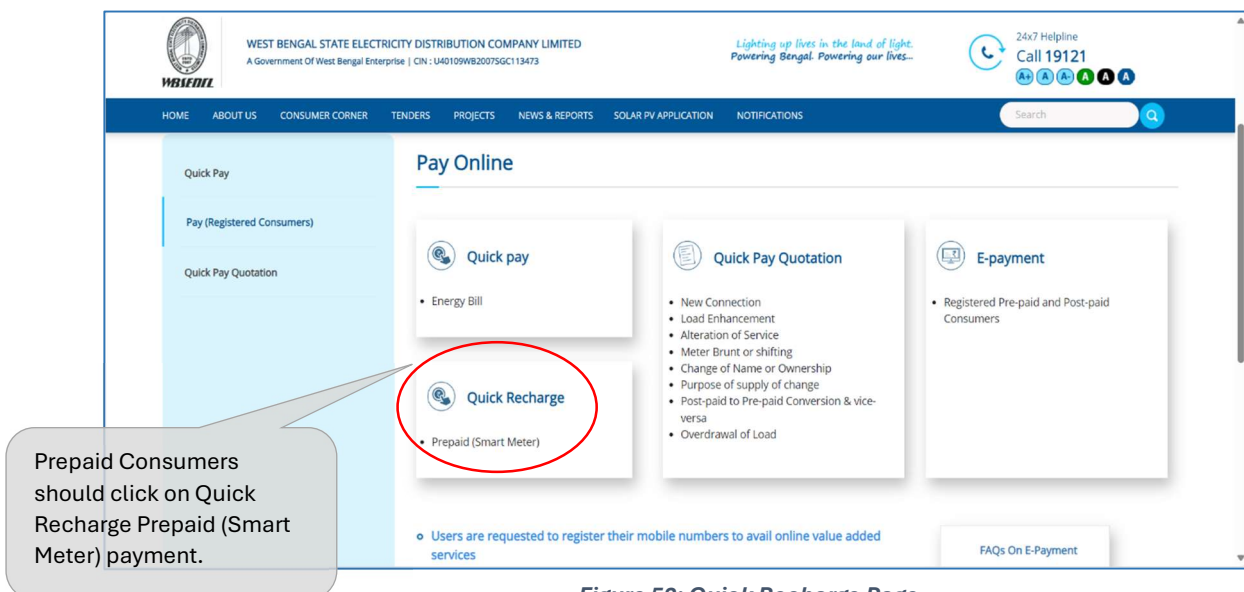- Select **Quick Recharge (Prepaid Smart Meter)**

Figure 52: Quick Recharge Page

Figure 53: Quick Recharge Payment Page 1

- After entering Consumer ID and Captcha Text, click on Proceed.

Figure 54: Quick Recharge Payment Page 2

- You can update your mobile number and e-mail ID on this page.

- After validating the details, you can click on Proceed for Recharge

Figure 55: Quick Recharge Payment Page 3

- After checking your available balance and recommended recharge amount, you can enter the recharge amount and click on "Pay Now"

- After clicking on "Pay Now" you will be re-directed to the Payment Gateway for making the payment.

Figure 56: Payment Gateway

Consumer can pay Via several methods like **Credit/Debit Cards, Net Banking, UPI, Wallets and QR Code.**

Thank You.