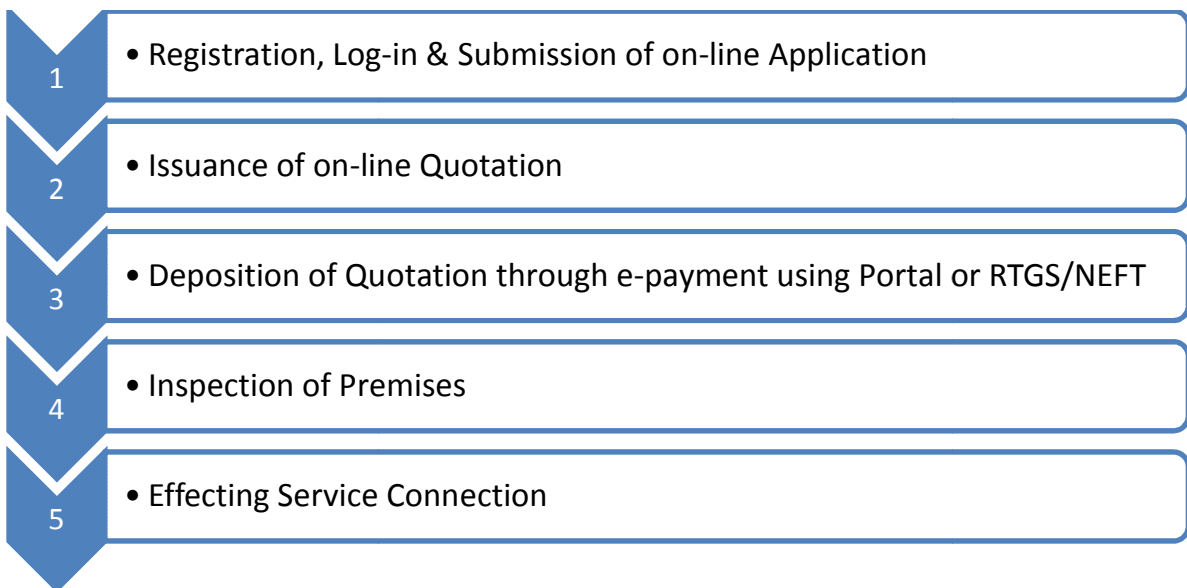# Manual of WBSEDCL Online System for New Connection (LT Others)

WBSEDCL prefers online application for new connection

Process flow

1	• Registration, Log-in & Submission of on-line Application
2	• Issuance of on-line Quotation
3	• Deposition of Quotation through e-payment using Portal or RTGS/NEFT
4	• Inspection of Premises
5	• Effecting Service Connection

Details

Step 1: Open User Login Page

On WBSEDCL Portal Home page: https://www.wbsedcl.in select tab Consumer Corner > Connection Management > Online application > New Connection (LT Others).

Step 2: New User Registration

Click on New User link to create a new user id which will be used for new online application.

Step 3: Provide Details for new user id creation

Fill the details: Name & Mobile Number. Next click on Generate OTP Button. An OTP will be sent to the Mobile Number. Here Mobile Number will be consumer's User Name.

Step 4: Validating via OTP

Fill up the OTP & then click on Validate Button.

Step 5: Fill up Email & Password

Next Email ID & Password need to be filled up. After that click on Submit Button.


Step 6: Successful User ID Creation

After Submit the user will be created & a successful message will be shown. The Login credentials will be mailed to the respective mail id also.

Step 7: Login using created User ID & Password

Next Go to Login Page via following path: Consumer Corner > Connection Management > Online application > New Connection (LT Others). Provide Username (mobile number) & Password to Login to New Connection application page. Consumer Need to Click Connection of Individual.
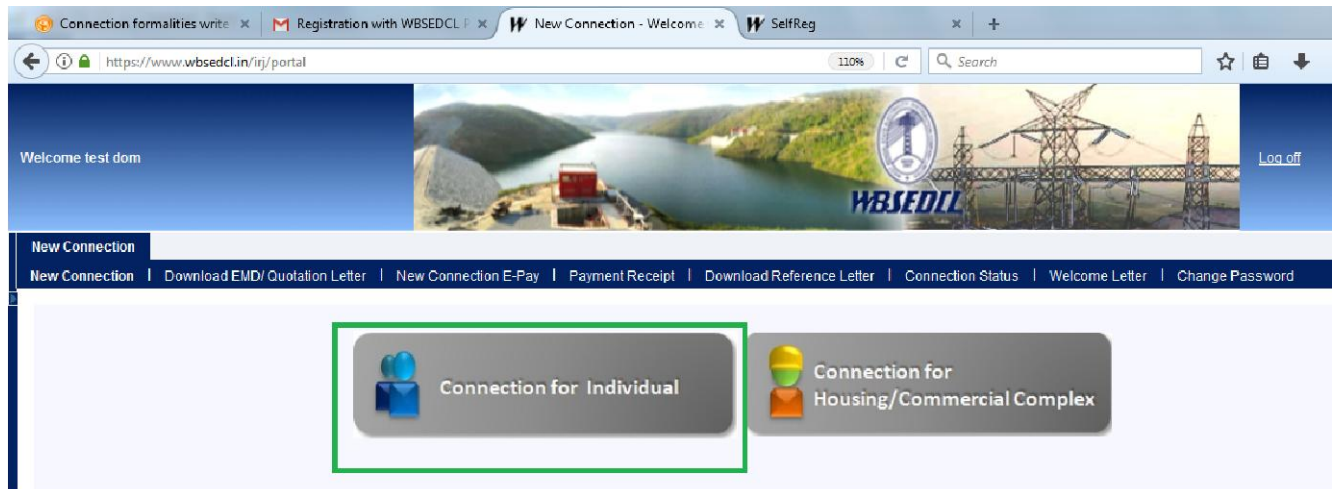

Step 8: Filling up Region Customer Care Selection

Fill the Region/District & Customer Care Center Name & the Click Next button.

Tips :

a. **Region:**
   User can check nearby locality and get their Region Name.

b. **Customer Care Centre (CCC)** :
   User can check nearby locality and get their Customer Care Centre. User's Customer Care Centre might be same as them. For more information, user can contact toll Free Numbers (available in website).
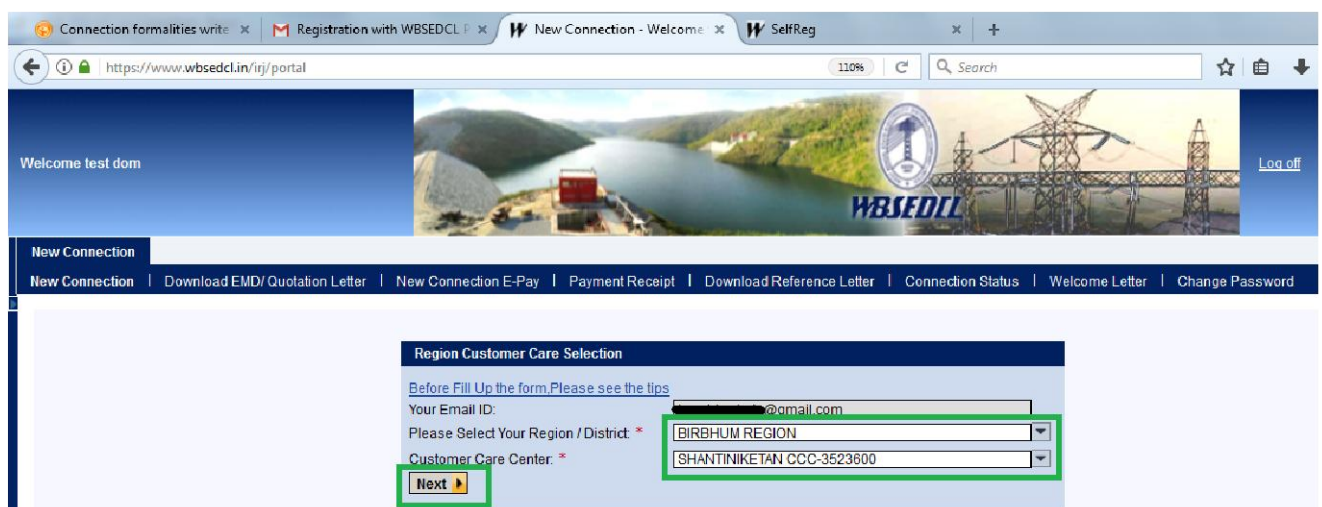
Step 9: Filling up General & Technical Information

Applicant need to fill up General & Technical Information.

Applicant can choose Consumer Type between below types:

- ➢ Normal Individual Owner
- ➢ Flat Owner in a Housing/Commercial Complex

I.   Normal Individual Owner

In this case, applicant needs to fill up details & click Validate button

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II. Flat Owner in a Housing/Commercial Complex

In this case, applicant needs to select his/her Housing/Commercial Complex from Complex List which has already been registered with WBSEDCL.

Then applicant needs to select type of residence under that complex & fill up related information. Then click Validate button.

Step 10: Filling up Load Information

Applicant need to fill up Load Information & then click on Verify Load button.

Step 11: Document Upload

After load verification, applicant can upload required documents along with a passport size photo. For the same he/she needs to click Yes button in the related message box.

Then upload below documents along with passport size photo of applicant:

   a. Passport/Voter ID/Telephone Bill
   b. Land ownership document (Property Paper/Purchase Deed/Tenancy Deed/Tax Receipt of Panchayet/Municipality etc.)

Step 12: Submit Application Details

Next click Submit All Details button to submit the application details.

Step 13: Successful message with Application No

New Connection Applied Successfully message will be shown along with the application no.
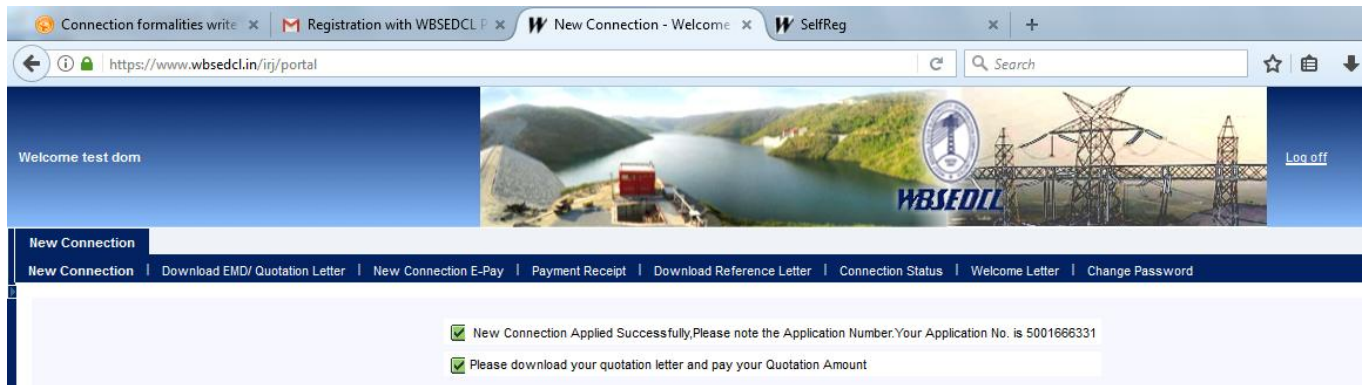
Step 14: Quotation Letter Download

Quotation can be downloaded from Download EMD/Quotation Letter tab & the clicking Generate Quotation button & then click Download Quotation Letter button. Applicant can also Download Booklet for New Connection by clicking the related link.
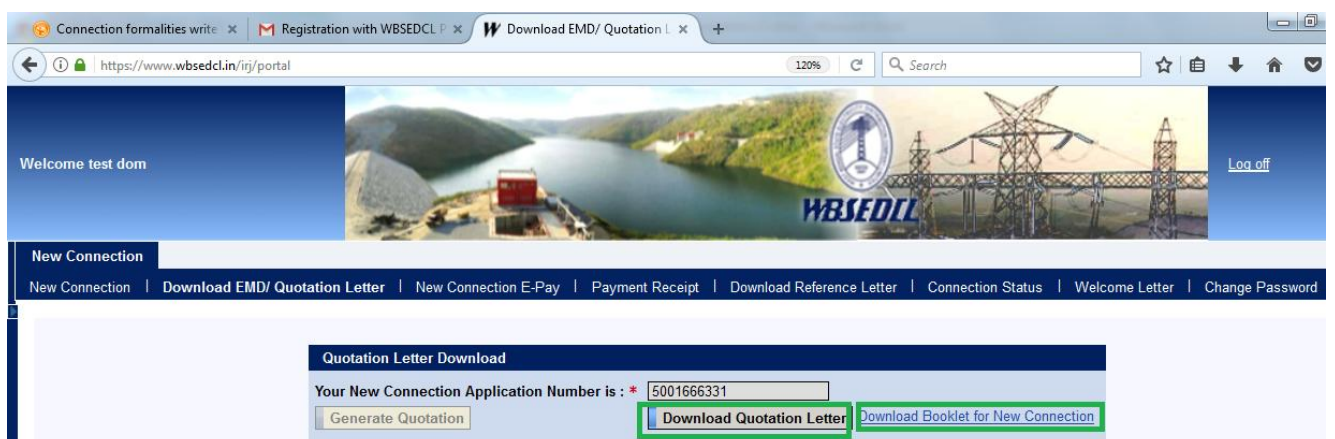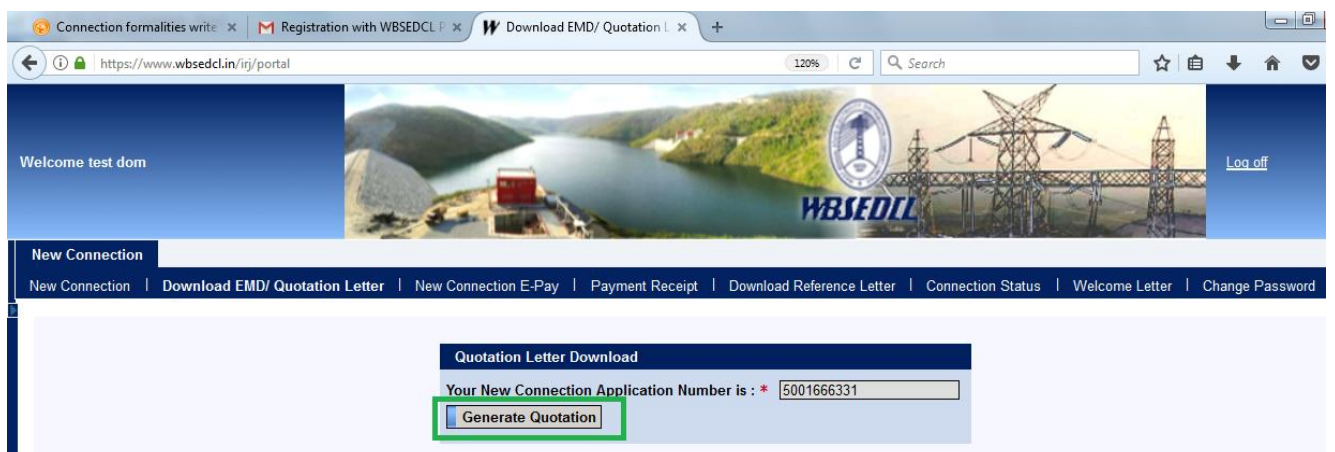
Step 15: Sample Quotation Letter

Sample Quotation is shown below.

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED.
(IVRS Number: 1800-345-5221 Website: http://www.wbsedcl.in)
QUOTATION AS PER WBSEDCL PROCEDURE-A(2010)

Supply Office	:	SHANTINIKETAN CCC-3523600
Application Number	:	5001666331
Name of the Applicant	:	TEST DOM
Address	:	SHANTINIKETAN
Phone Number	:	
Application Type	:	New Connection
Consumer Type	:	Individual Owner
Reference ID	:	501635164
Contract Demand	:	500 Watt
Quotation Date	:	17/08/2017
Quotation Due Date	:	15/11/2017
Applicable Tariff Scheme	:	A(DM-U)

Payable Amount Details

Total Service Connection Charge	:	400
1)Total Payable Service Connection Charge (Rs.)	:	400
Refund If Any	:	0
2)Security Deposit	:	554
Energy Charge	:	508.08
Fixed/Demand Charge(FC/DC):	:	15
Electricity Duty Charge	:	0
Meter Rent	:	30.0
3)Cost of Meter	:	0
Total Payable Money	:	954.0

Note: Security Deposit computed as per procedure 29(c) of WBSEDCL Procedure-A(2010).

Step 16: Quotation E-Payment using Portal

Quotation amount can be paid online by going to New Connection E-Pay tab. Then clicking on the Next button will show the Payable amount breakup.

Consumer need to follow below steps (options marked in below screen shot also):

1. By clicking on Pay Now button will show the various online payment modes available.
2. Consumer need to select convenient option.
3. Check "I Agree With Terms and Conditions" checkbox.
4. Click Confirm button
5. Then click Proceed to Pay button.

Step 17: Quotation E-Payment using RTGS/NEFT

Consumers can also e-pay the quotation amount via RTGS/NEFT through Website of respective Bank. In this E-collection procedure, LT customers of WBSEDCL can pay their quotation amount. There will not be any requirement of preregistration on the part of customers; they can pay the quotation amount in the Virtual Bank Account following the below mentioned logic.

Category of Payments	Account Nos. to be filled up/ mentioned through RTGS/ NEFT
For payment of Quotation Amount (New Service Connection & Load Extension Cases)	WBQ X X X X X X X X X Y Y Y Y Y Y Y Y Y Y 　　　　　Customer Ref ID　　　Application No.

Here the length of Customer Ref ID is fixed for 9 digits whereas the length of Application No. varies. The virtual account should not contain any blank space and or any other characters/ special characters.

To know the exact Virtual Bank Account No, intending consumers need to check his/her Quotation.

The IFSC Code "ICIC0000104" should be used for fund transfer activities in these cases.

The aforesaid IFSC code is related to CMS, Branch of ICICI Bank Ltd.

The whole process is integrated with Bank's system using web-service call procedure and the payment posting for successful transactions has been scheduled automatically. For the failed transactions the bank will return the amount to the respective accounts of the payees wherefrom the amount has been remitted.

Below are some sample screenshots of online RTGS/NEFT payment activity through intending consumer's bank website/app.

Step 18: Payment Receipt Page

After successful payment of the Quotation amount the payment receipt can be generated from Payment Receipt tab.
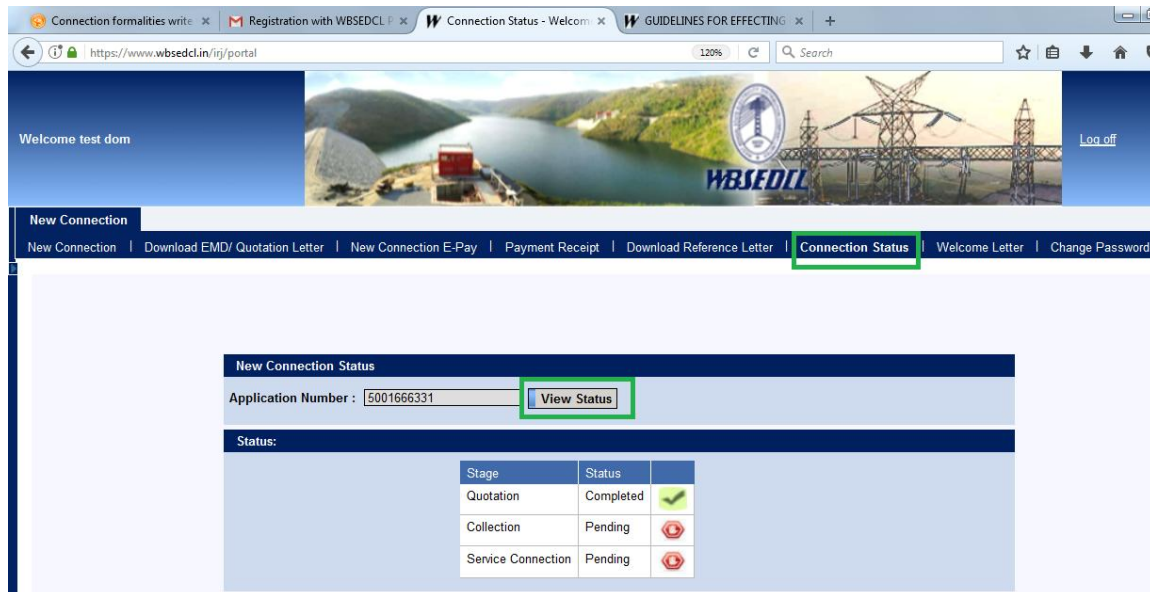

Step 19: Inspection

After deposition of Quotation amount, authorized representative of WBSEDCL will inspect the premises within 3 days from date of deposition of quotation amount to ascertain:

1) Whether any connection already exists (live / disconnected)?
2) If exists, then:
   i)   is the particular premises (new one) is physically separate from the existing premises (old one) along with electrical wiring?
   ii) is there any O.S.D. against the old connection?
3) Whether the existing system capable to deliver the demand loads?
4) Whether any maintenance jobs require to be done on the existing system?
5) Whether the Intending Consumer has completed his portion of work i.e.: Readiness of premises, Installation of Main Switch, Installation of earthing, Completed the wiring etc.
6) In case the applicant unable to submit the required documents during online application, the same will be collected during Inspection.

If any deviation is found, it will be intimated in due course.

Step 20: Tracking Application Status

Consumer can track the Application status by Connection Status tab & then clicking View Status button.

Step 21: Effecting Service Connection

On completion of statutory formalities by the prospective consumer, WBSEDCL strives to execute the service connection work within 7 days and for the ROW (Right Of Way) issues within 15 days from date of settlement of ROW.

Step 22: Welcome Letter

A "Welcome Letter" will be generated there after & can be downloaded from Welcome Letter tab.

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Step 23: Sample Welcome Letter

Sample Welcome Letter is shown below.