Manual of WBSEDCL Online System for New Connection (Industrial) below 50 KVA

WBSEDCL prefers online application for new connection

Process flow

1. Registration, Log-in & Submission of online Application
2. Issuance of on-line Provisional Quotation for Service Connection Charge & Security Deposit
3. Deposition of Service Connection Charge & Security Deposit
4. Inspection of Premises by WBSEDCL authority
5. Effecting Service Connection

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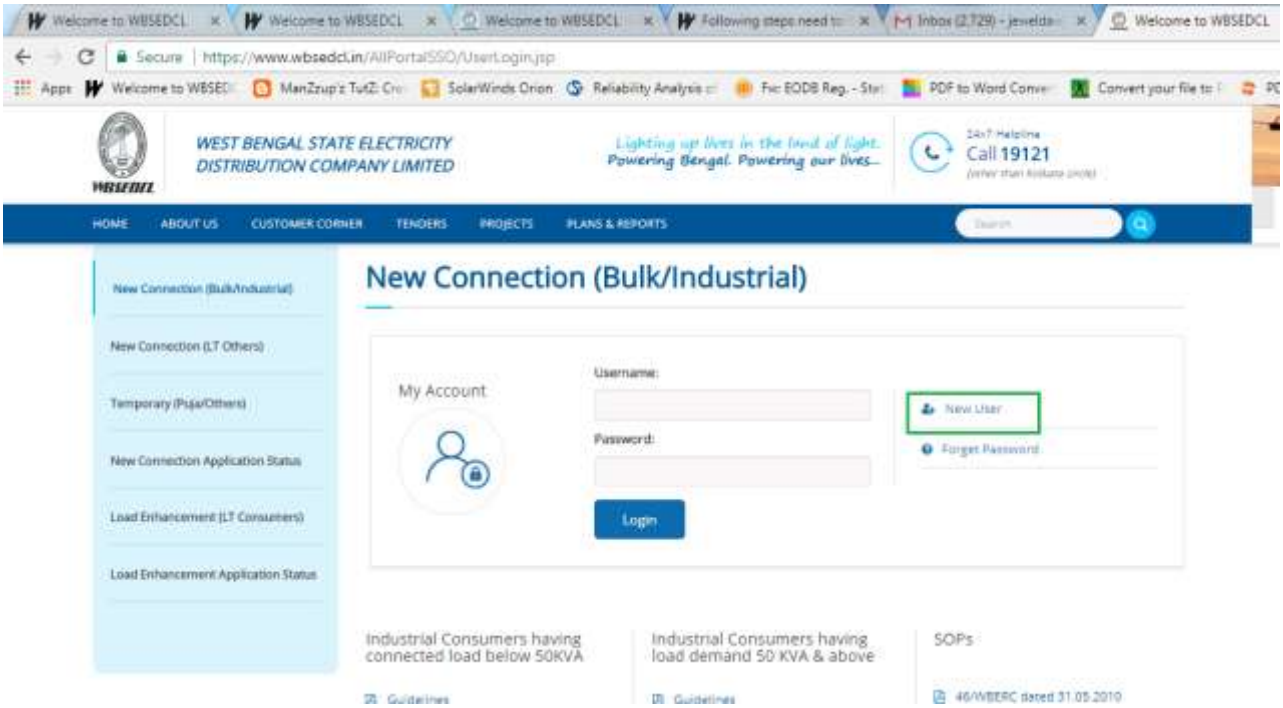
Step 1: Open User Login Page

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

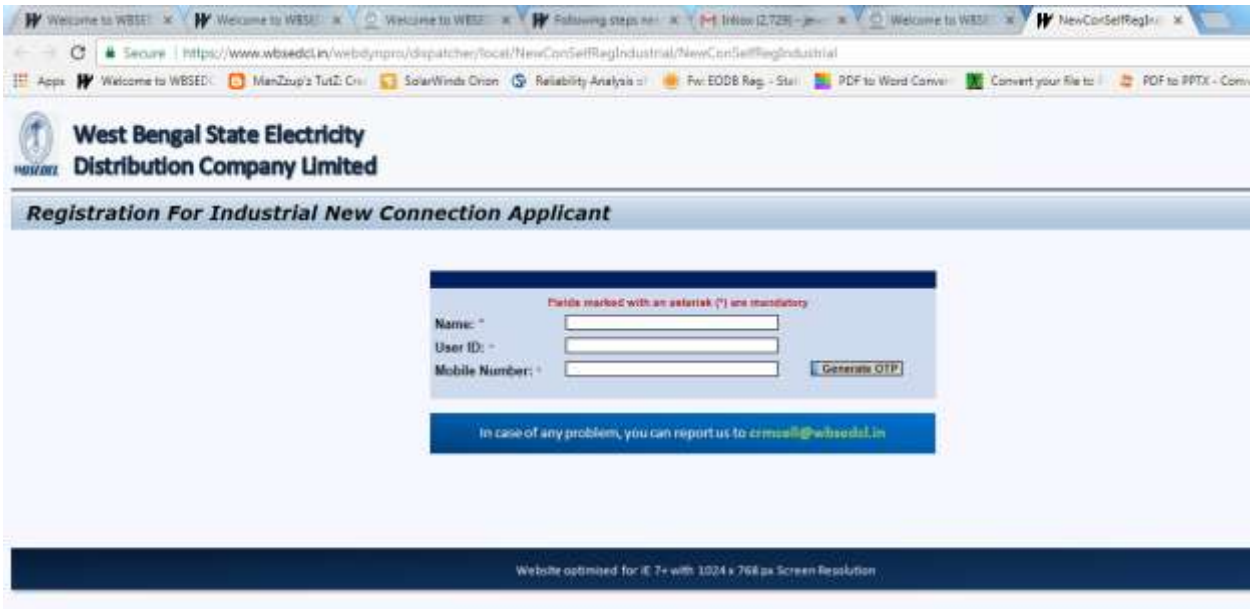
Step 2: New User Registration

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



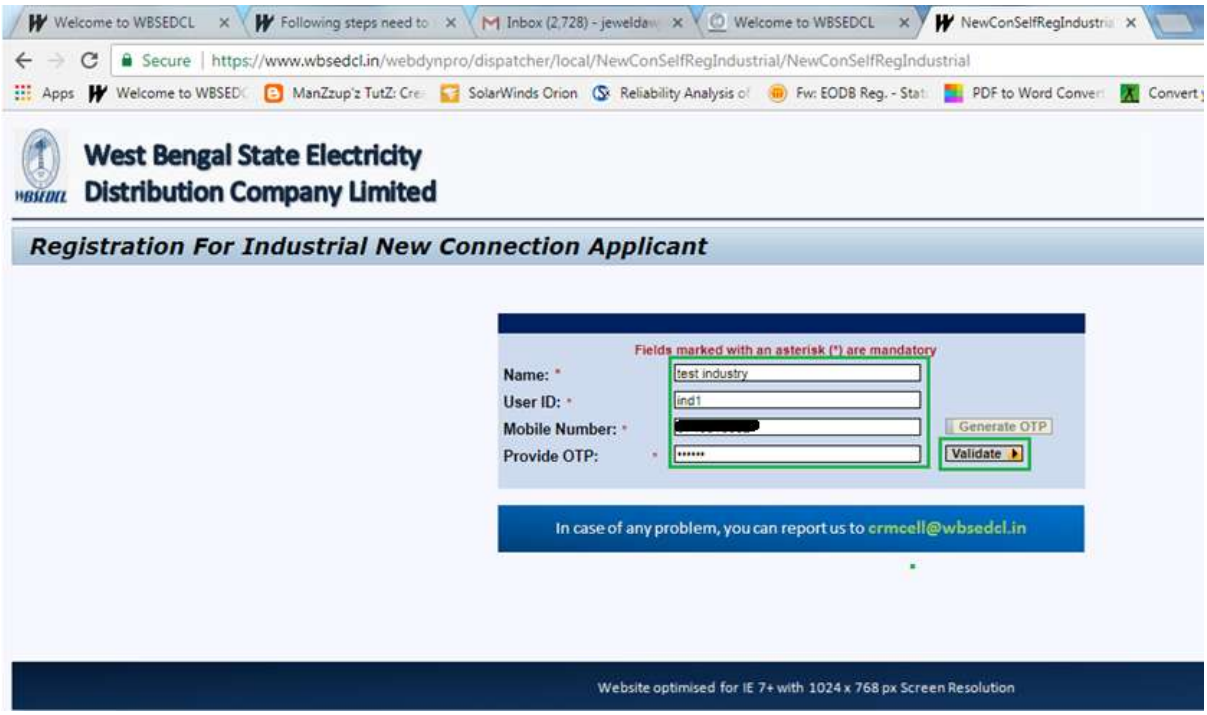
Step 3: Provide Details for new user id creation

Fill the details: Name, User ID & Mobile Number. Next click on Generate OTP Button. An OTP will be sent to the Mobile Number.



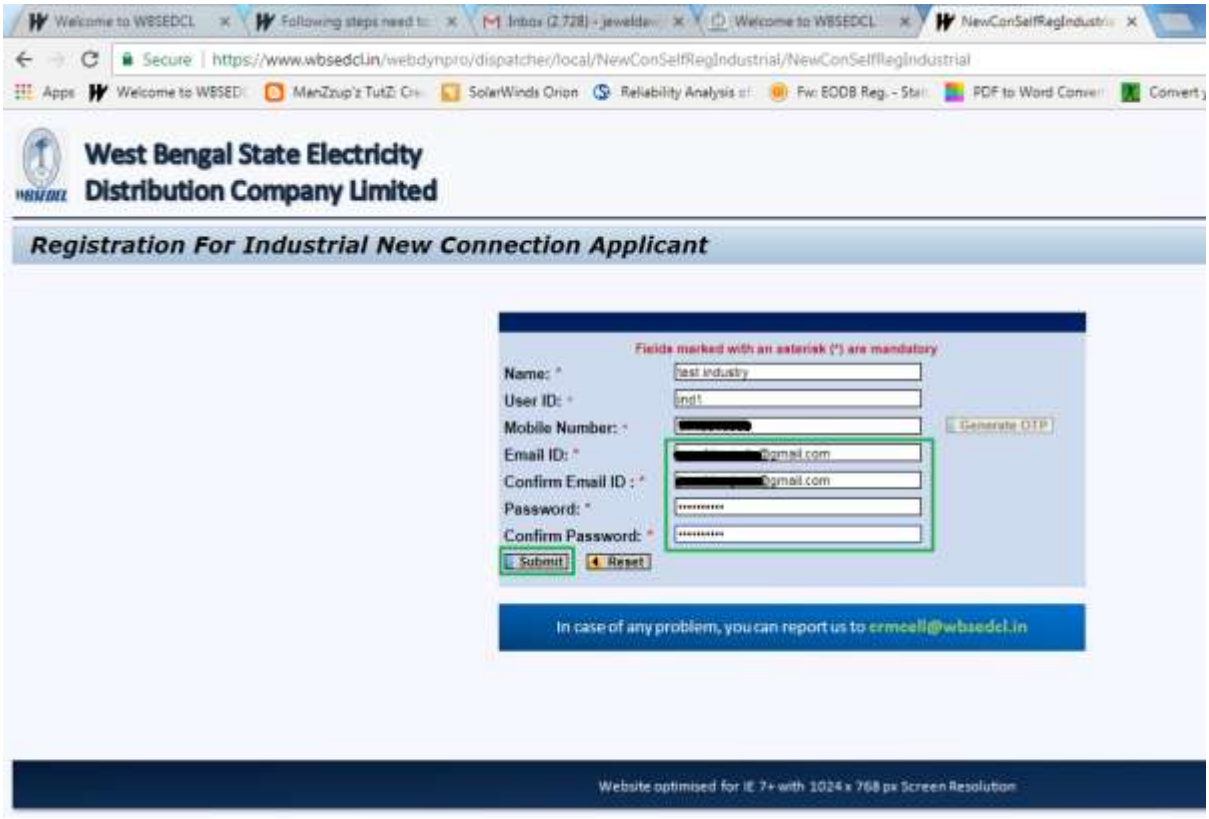
Step 4: Validating via OTP

Fill up the OTP & then click on Validate Button.



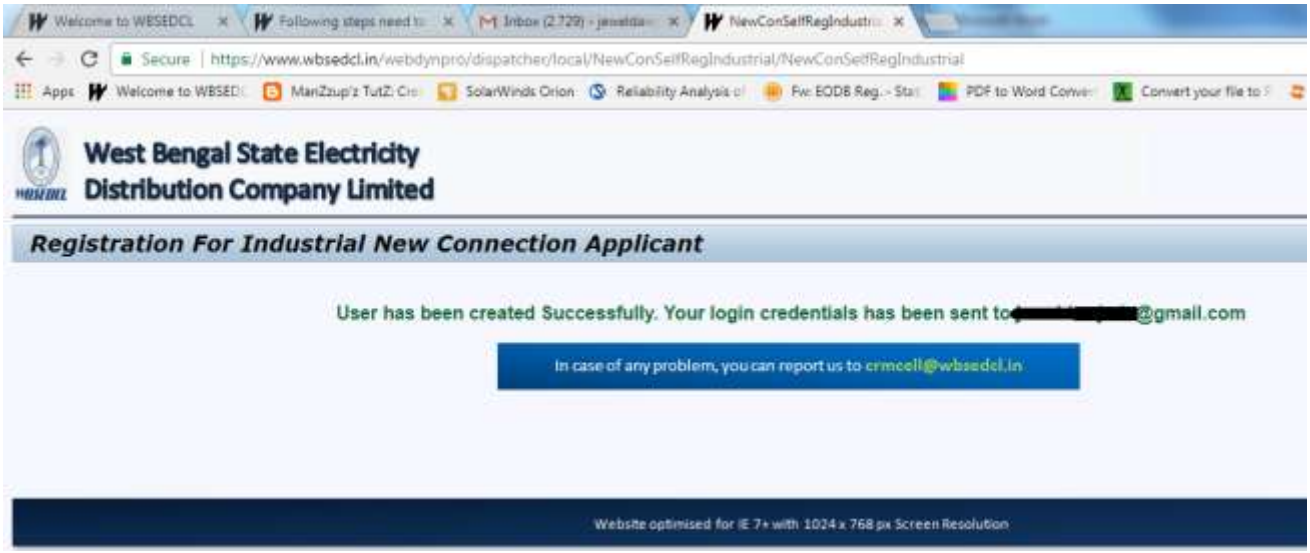
Step 5: Fill up Email & Password

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 id 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 (Bulk/Industrial). Provide Username & Password to Login to Industrial New Connection application page.

Step 8: Selection of Load Category

4 Types of Industrial Connections are applicable in WBSEDCL:

1. Less than 50KVA: Managed from CCC/Division Level.
2. 50KVA to 125KVA: Managed from Region level.
3. Greater than 125 KVA and less than 1500 KVA: Managed from Region level.
4. 1500 KVA and Above: Managed from Central Commercial Department level.

User need to select Type no. 1: Less than 50KVA in this case.

Step 9: Selection of Region & CCC

In this case respective Region & CCC need to be selected. Then click on Next.

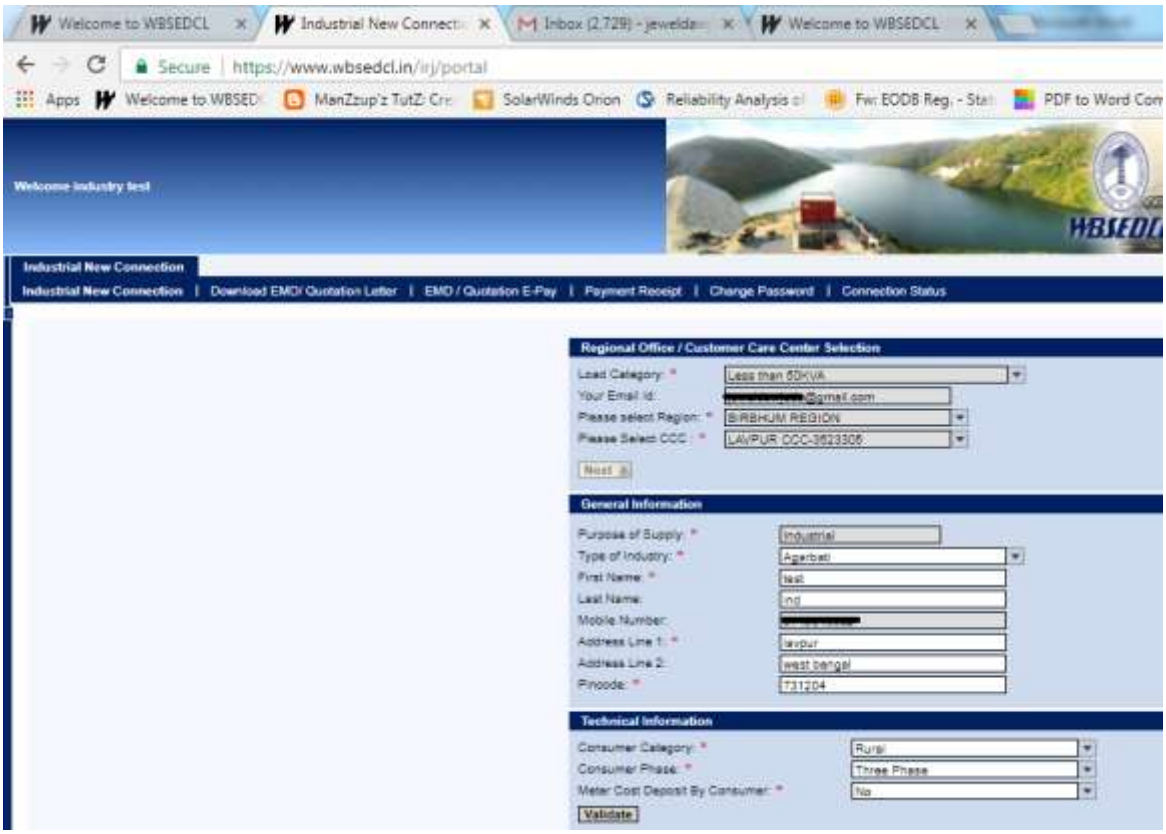
Tips :

a. **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).

b. **Rural / Urban** :
Generally locality covered under Municipality are considered as Urban area.

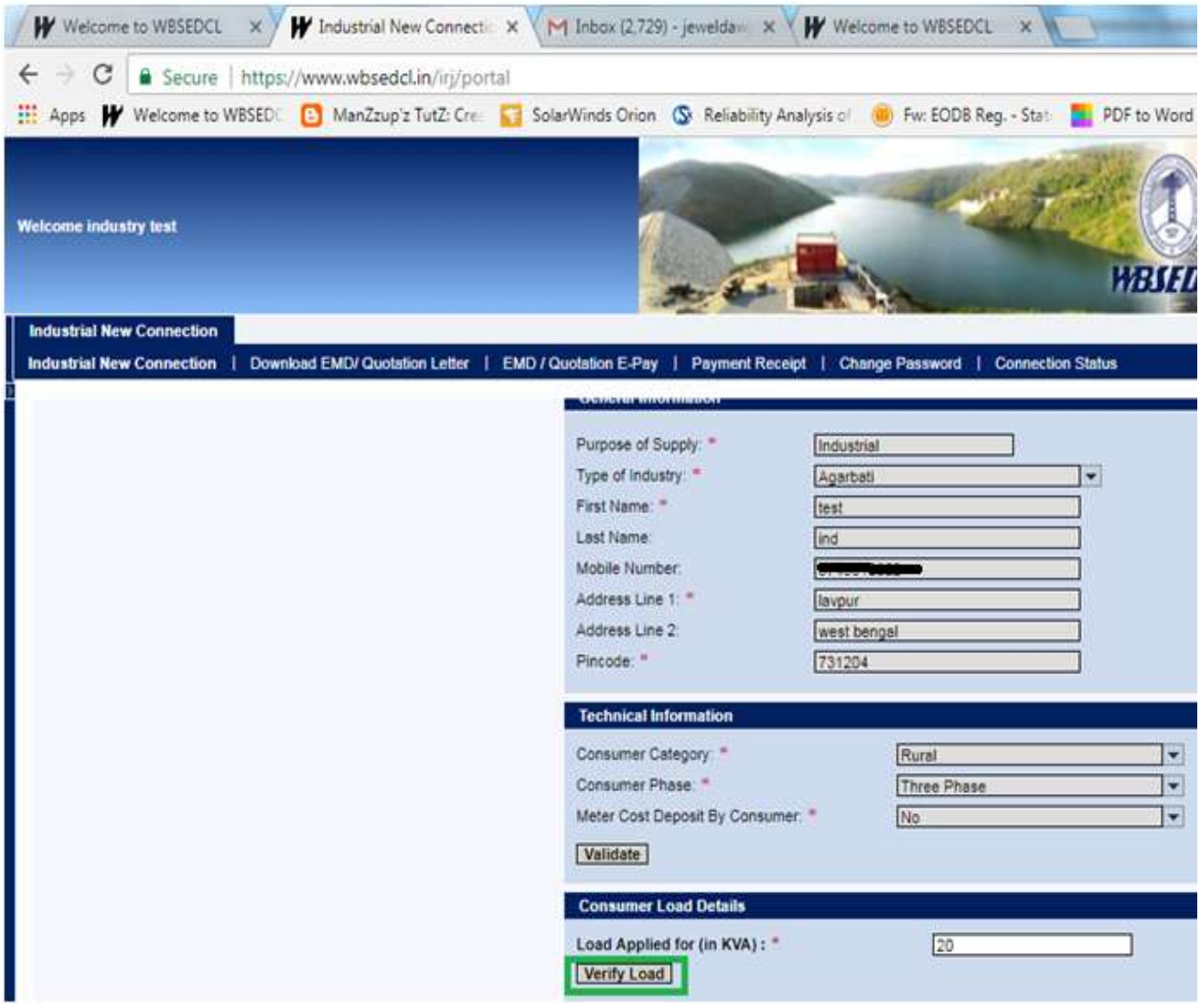
Step 10: Filling up General and Technical Information

Fill the required details & then click Validate button.



Step 11: Load Verification

Next provide applicable load (< 50 KVA) & then click Verify Load button.

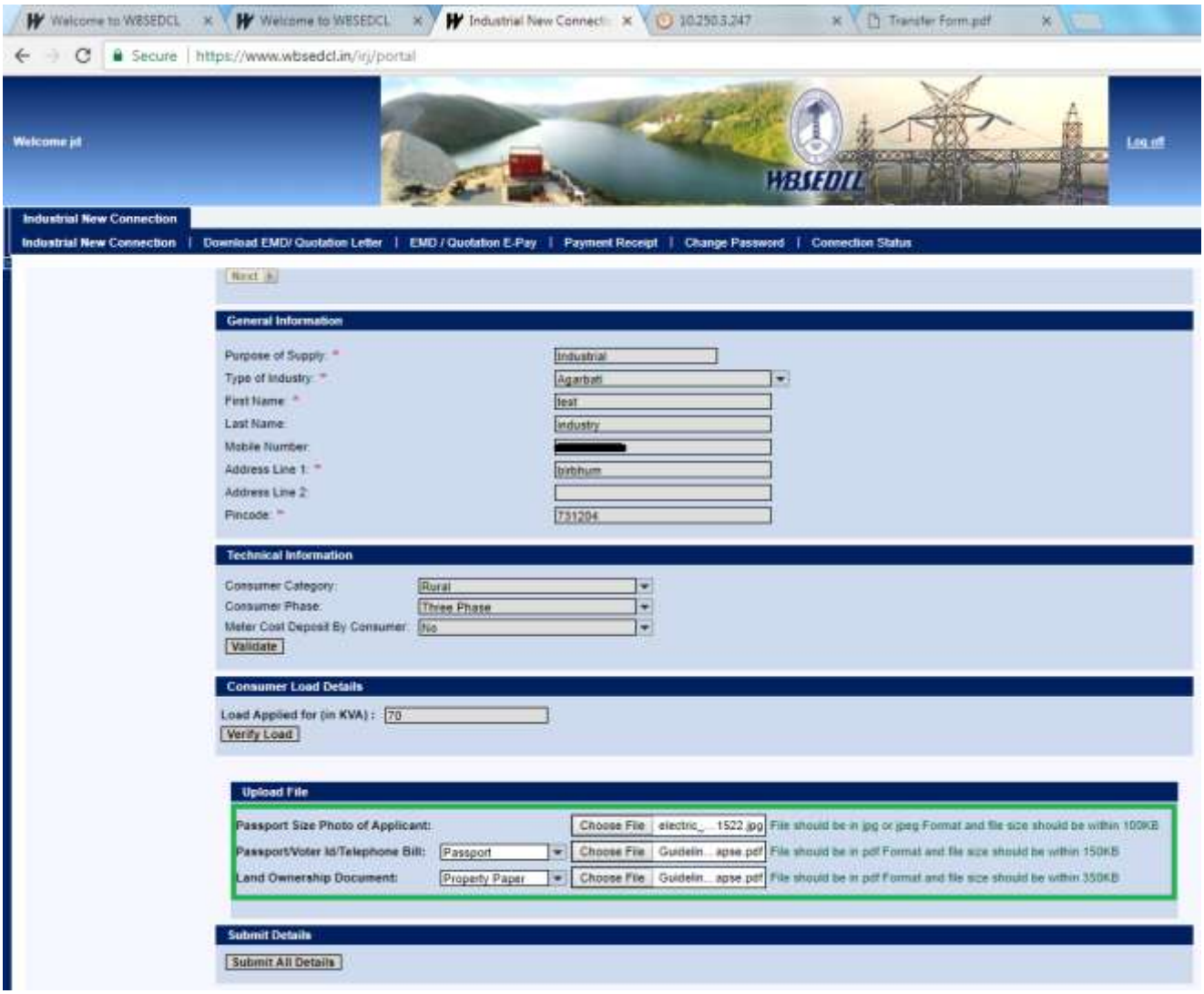


Step 12: Document Upload

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.

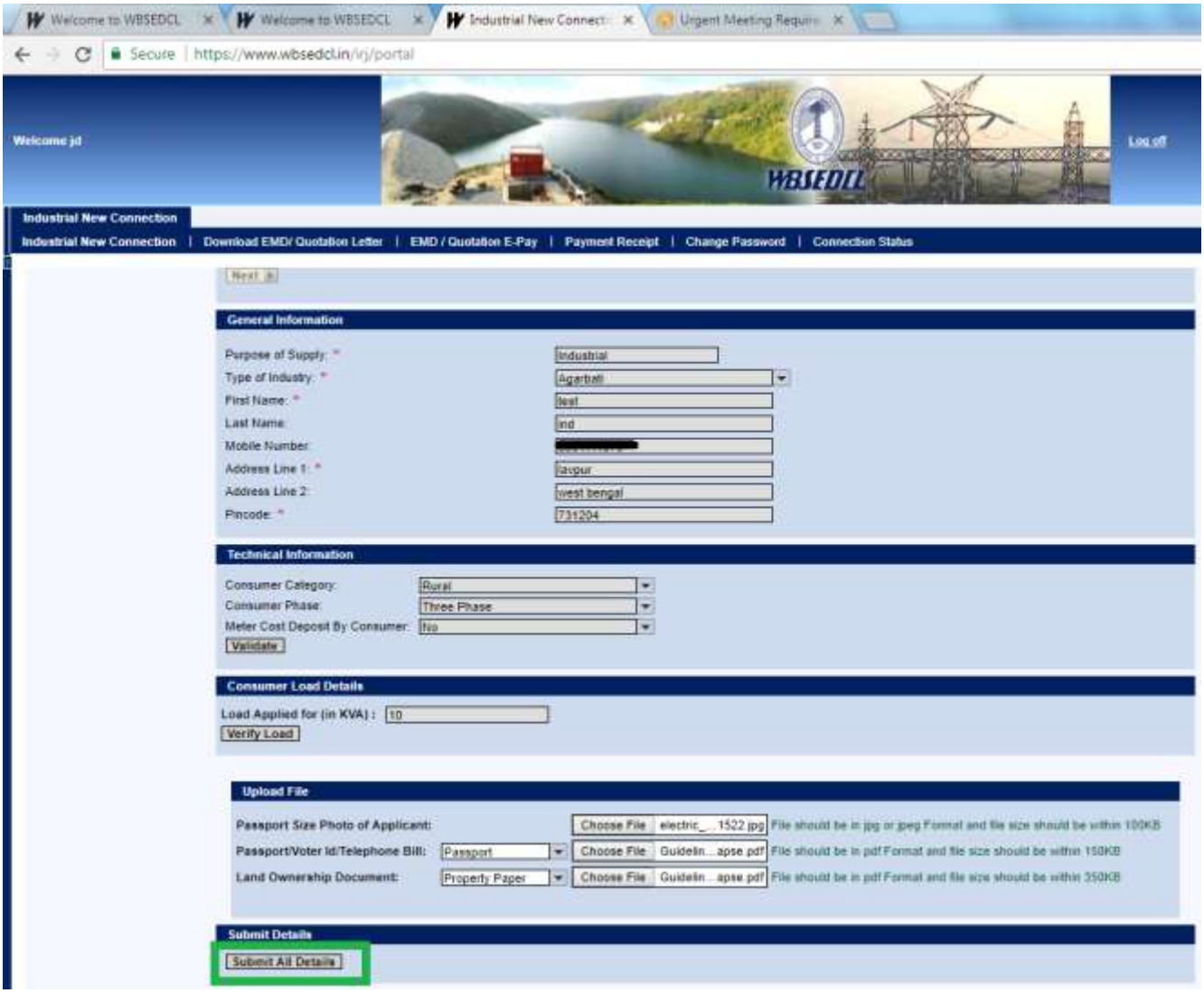
Then upload below documents along with passport size photo of applicant:

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



Step 13: Submission of Details

Then click on Submit All Details button.

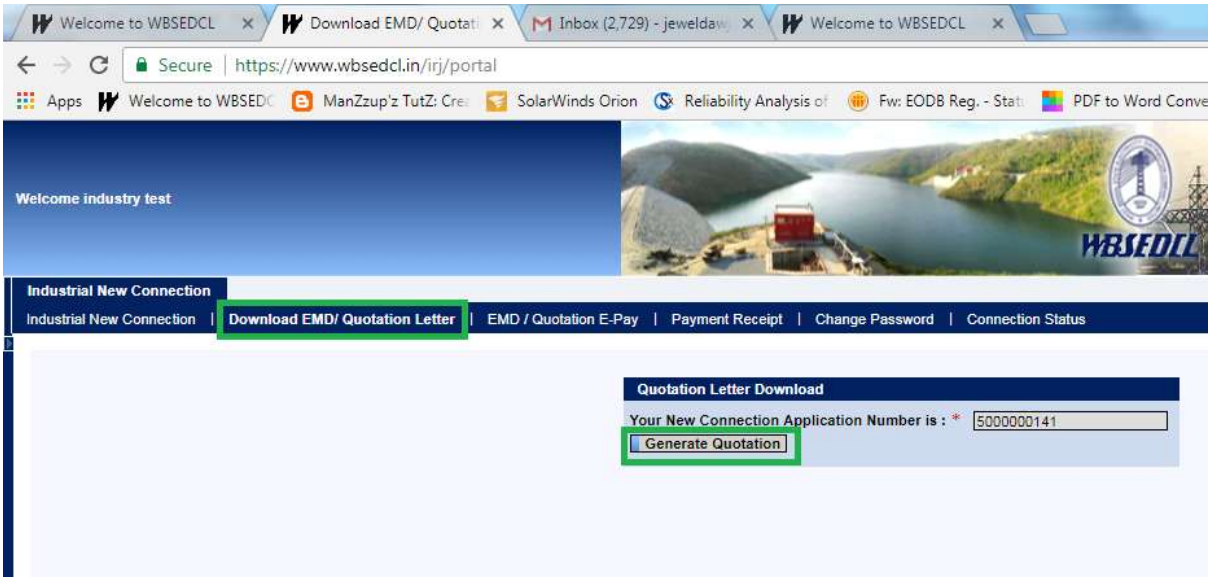


Step 14: Success message with Application No

New Connection Applied Successfully message will be shown along with the application no.

Step 15: Quotation Letter Page

Next click on Download EMD/Quotation Letter tab. The application no will be shown. Now click on Generate Quotation button.



Step 16: Downloading of Quotation Letter

Next click on Download Quotation Letter button to download Quotation for the application.

Step 17: Sample Quotation

Below is one sample quotation.

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

Supply Office	:	LAVPUR CCC-3523305
Application Number	:	5000000141
Name of the Applicant	:	TEST IND
Address	:	LAVPUR
Phone Number	:	[redacted]
Application Type	:	New Connection
Consumer Type	:	Individual Owner
Reference ID	:	100003666
Contract Demand	:	17000 Watt
Quotation Date	:	09/08/2017
Quotation Due Date	:	07/11/2017
Applicable Tariff Scheme	:	B(I-R)

Payable Amount Details

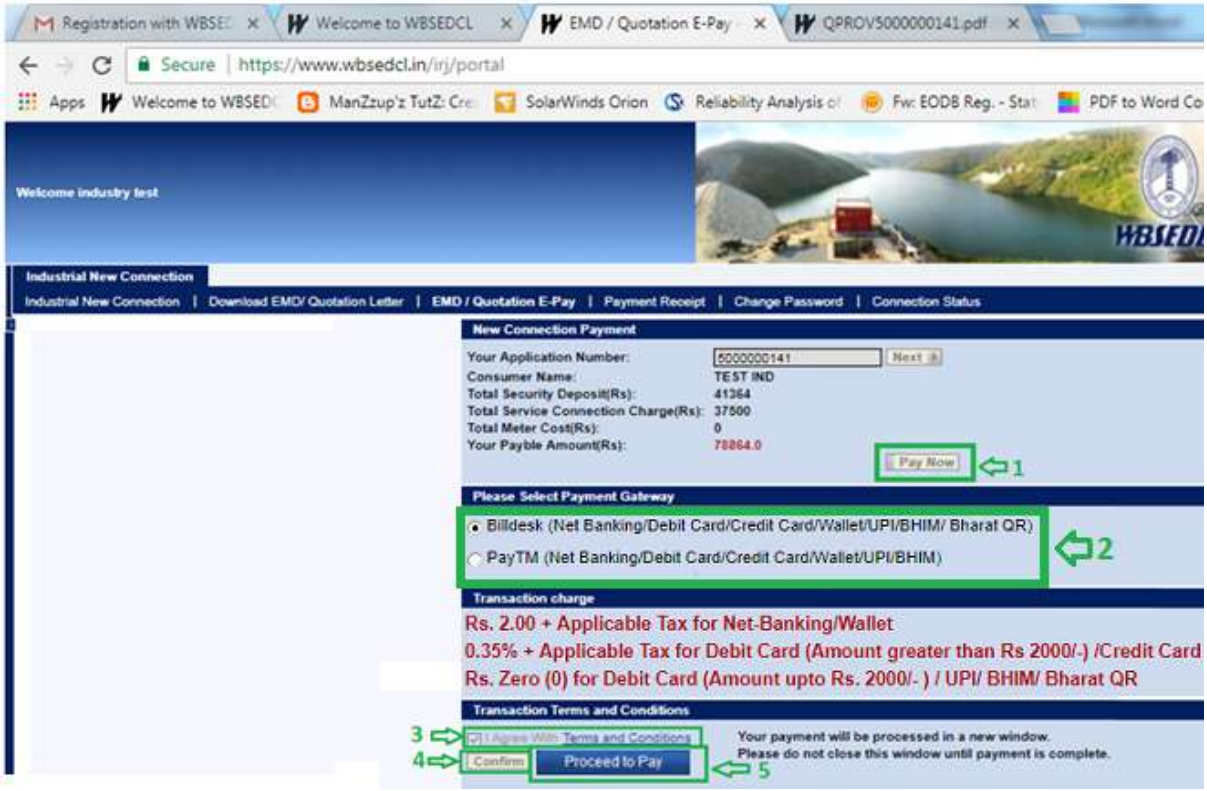
Total Service Connection Charge	:	37500
1)Total Payable Service Connection Charge adjusting EMD (Rs.)	:	**37500**
Refund If Any	:	0
2)Security Deposit	:	**41364**
Energy Charge	:	38408.4
Fixed/Demand Charge(FC/DC):	:	1800
Electricity Duty Charge	:	1005.21
Meter Rent	:	150.0
3)Cost of Meter	:	**0**
Total Payable Money	:	**78864.0**

Step 18: Quotation E-Payment using Portal

Quotation amount can be paid online by going to EMD/Quotation 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 19: 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, industrial 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 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.

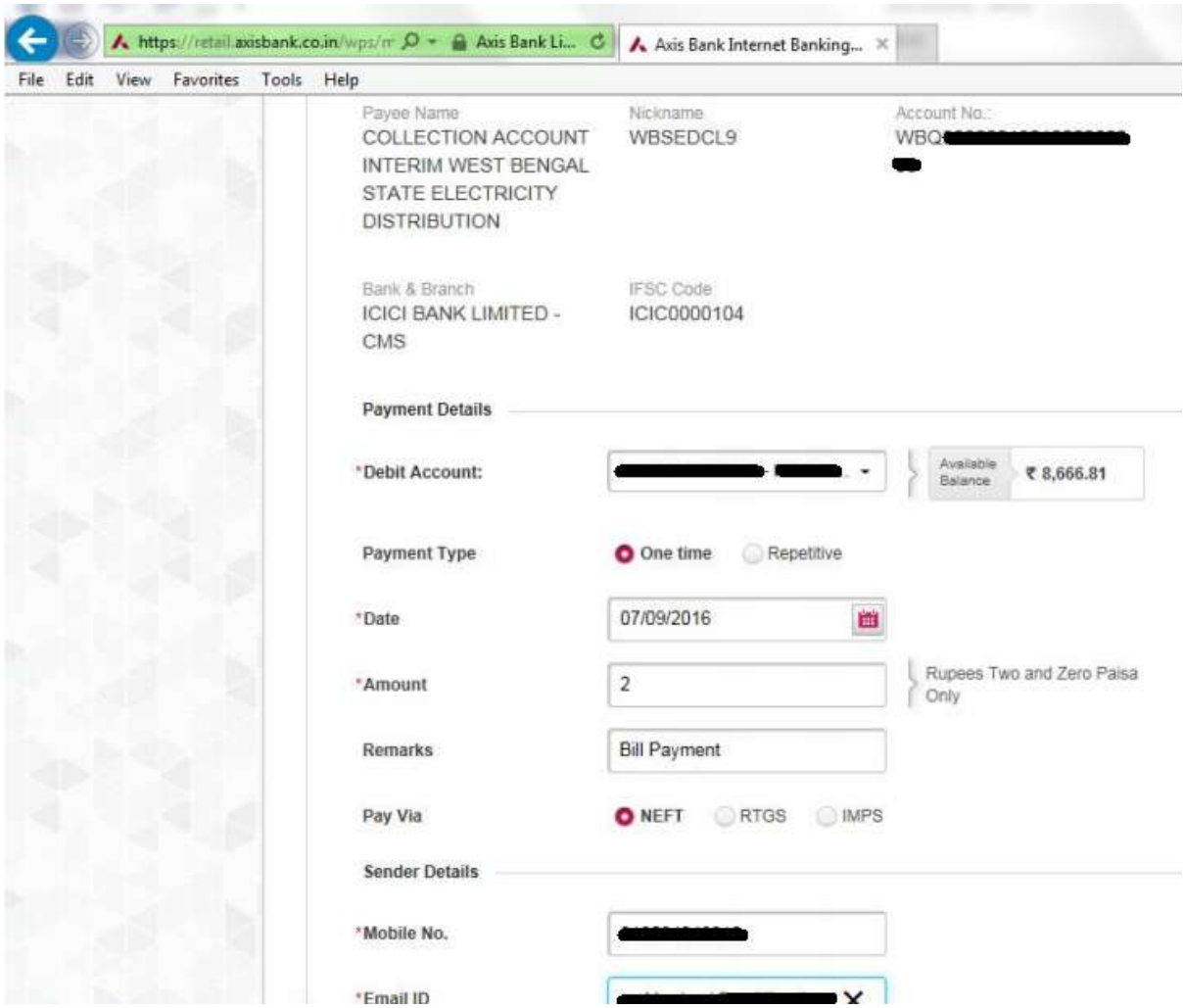
To know the exact Virtual Bank Account No, intending consumers need to check his/her Quotation.

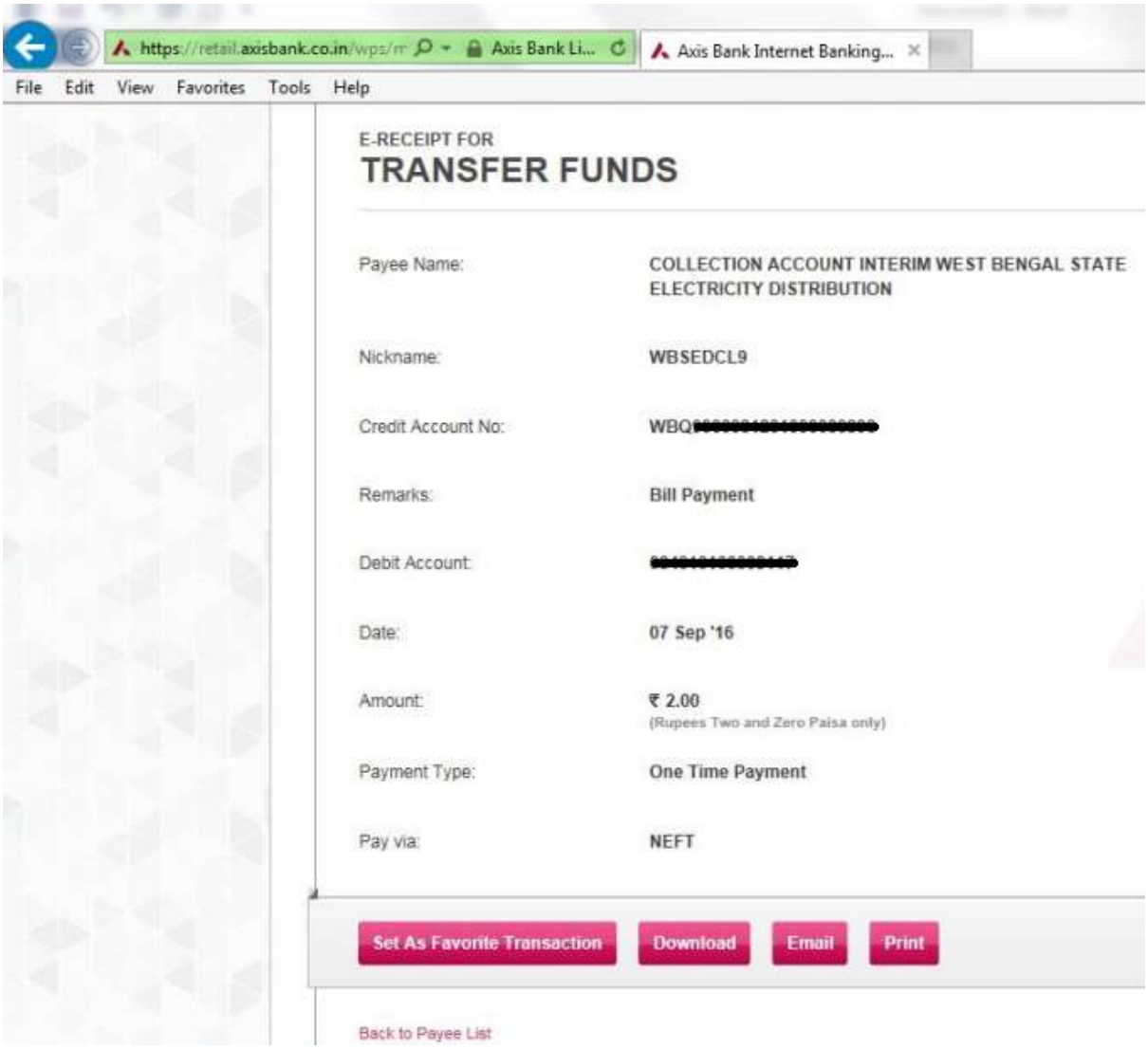
The IFSC Code "ICIC0000104" should be used for fund transfer activities in these cases.

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 20: Payment Receipt Page

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

Step 21: Inspection

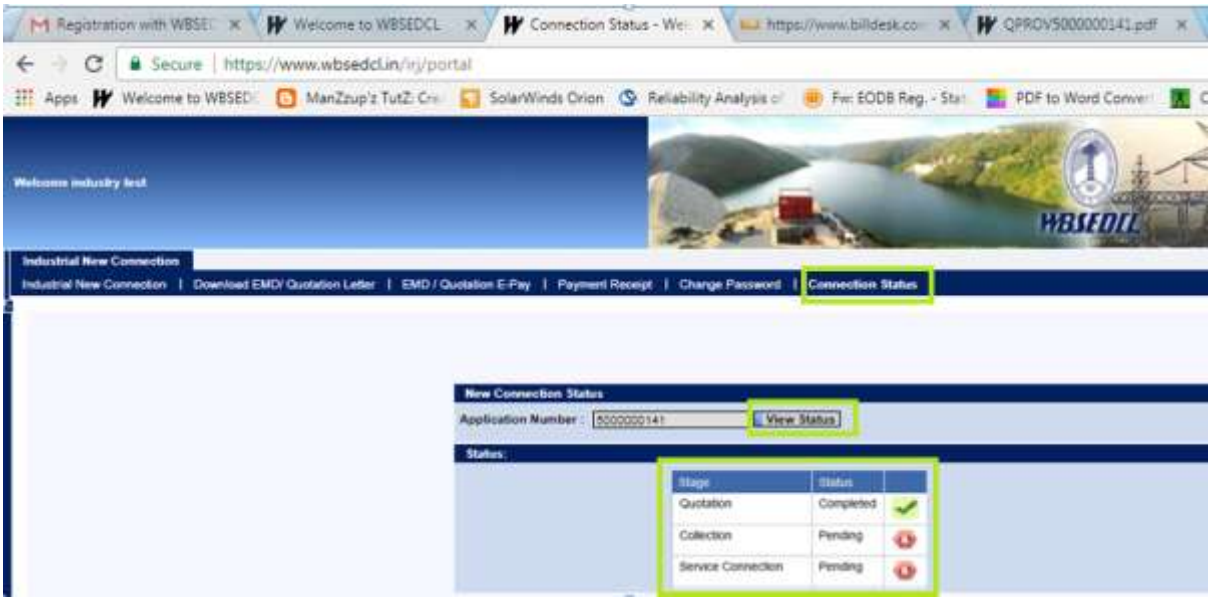
After deposition of Quotation amount, authorized representative of WBSEDCL will inspect the premises within 3 days from date of quotation amount deposition to ascertain:

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 required documents along with a passport size photo online during application, the same will be collected during Inspection.

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

Step 22: Tracking Application Status

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



Step 23: Effecting Service Connection

On completion of statutory formalities by the prospective consumer, WBSEDCL will execute the service connection work within 7 days.