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# About this Guide

## Purpose of this Guide



This guide familiarises users to WSS. It explains the step-by-step procedures for all options involved in using the application.

## Who Should Read This Guide

This guide is for the Administrators and Users of WSS.

## Typographical Conventions

It is important to understand the typographical conventions used in this guide prior to using WSS.

This	Represents
Bold	Menus, menu option, radio button, check boxes, command buttons or a link.
CAPS	Keys on the keyboard and buttons on screens.
 NOTE	A Note, providing additional information about a certain section/topic.
	An Important message not to be ignored.
*	Mandatory fields.

## Acronyms and Definitions

It is also important to understand the acronyms and their definitions used in this guide.

Acronym	Definition
CAPTCHA	Completely Automated Public Turing Test to tell Computers and Humans Apart
CCDB	Commercial Consumer Database
CCC	Consumer Care Centre
GUI	Graphical User Interface.
R-APDRP	Restructured Accelerated Power Development Reforms Programme
SMS	Short Message Service
WSS	Web Self Service.

## ***How to Get in Touch***

This section provides information to obtain further support for documentation and the system.

### **Documentation Support**

For any questions, comments or suggestions on the documentation, contact us via email at [wss.docsupport@kseb.in](mailto:wss.docsupport@kseb.in).

### **Technical Support**

In the event of any technical problems, questions or suggestions regarding this software, contact us via email at [wss.techsupport@kseb.in](mailto:wss.techsupport@kseb.in). While contacting technical support, please have the following information ready:

- Name, e-mail address, telephone number
- The Operating System
- A description of the steps leading to the problem
- The exact message that appeared when the problem occurred or any other message that appeared on the screen

## ***Introduction***

Web Self Service provides the utility customers with a wide range of possibilities in regards to self-services and enhances customer's relationship with the utility by providing complete access to collaborative services with just an Internet connection. Web Self Service solution provides customers a user friendly interface to address their problems related to electricity supply and services.

As one of the modules under the R-APDRP solutions portfolio, WSS takes a holistic approach covering not just the software application such as usability, functionality, security etc., but the associated need to communicate and encourage self-service. This will facilitate a shift in consumer behaviour thereby delivering higher customer satisfaction

## ***Salient Features***

- Primary point of interface between the utility and its customers
- A self-service solution to manage customers through access to collaborative services
- Empowers the utility's customers by a simple registration to start availing services

## ***Solution Benefits***

- Enriching customers with high quality experience through a user friendly portal
- Significant features like Bill Payments, Complaints Registration and New Connection requests are just a click away
- Reduced the response time of complaints through relevant workflows

## Getting Started

Logging on to the WSS application as an authorised user provides access to relevant menus and options. For the relevant Login ID and Password, users are expected to register with the service.

### Starting WSS

This section provides detailed information on how to start the WSS application.

#### To start WSS

- 1 In the web browser, type the KSEB URL (<http://www.kseb.in>) and click the Web Self Services link or type the WSS URL (<http://wss.kseb.in/selfservices>) and press **ENTER**.
- 2 WSS displays the login page as shown in the figure hereunder.



Figure 1 : WSS login page

# Understanding the WSS interface

WSS is designed for extreme ease-of-use. The GUI is simple and offers a seamless navigation experience.

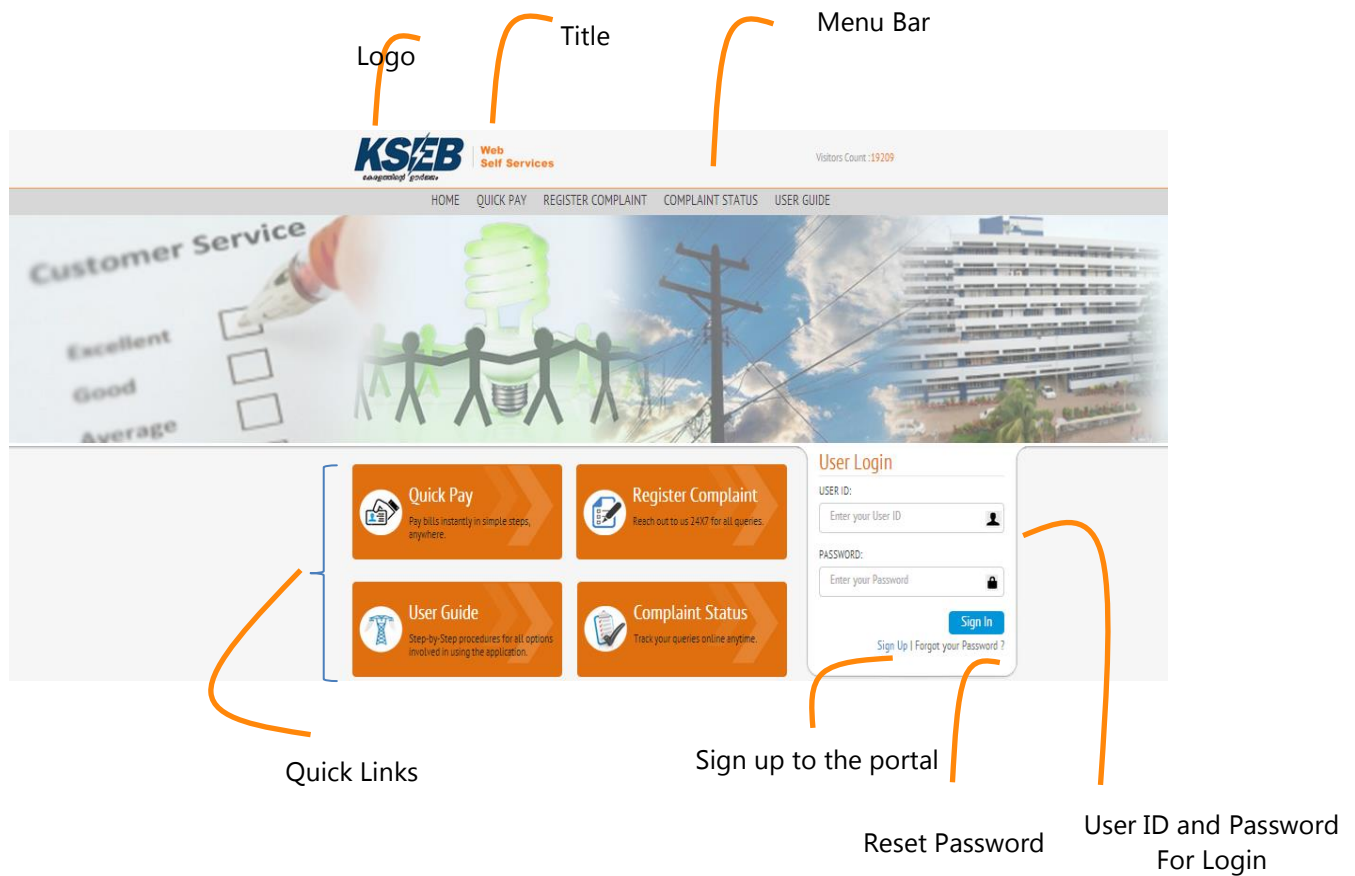



Figure 2 : WSS interface

- 3 Type the **UserID** and **Password** and click the **Sign In** button
- 4 WSS displays the home page as shown in the following figure
- 5 Logged in User name will appear as shown in the following figure





Web  
Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Welcome Guest [LOGOUT](#)

BILLS AND SERVICES

View Bill & Pay
Complaints
History
FAQs

PROFILE OPERATIONS

Update Profile
Register & Unregister Consumer

REGISTERED CONSUMERS

1146340001588 - Achu
1146342003129
1146346000063 - kuttus
1146347000062 - kuttumon

View Bill & Pay

Consumer Number	Due Amount (₹)	Payable (₹)
1146340001588	590.00	590.00
1146342003129	0.00	0.00
1146346000063	0.00	0.00
1146347000062	0.00	0.00

TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER : ₹ 590.00

Proceed to Pay

Figure 3 : WSS Home page

3

## Register New User

Users are expected to register with WSS prior to avail a plethora of services.



Web  
Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Visitors Count : 19209

Customer Service

Excellent
Good
Average







Quick Pay

Pay bills instantly in simple steps, anywhere.

Register Complaint

Reach out to us 24x7 for all queries.

User Guide

Step-by-Step procedures for all options involved in using the application.

Complaint Status

Track your queries online anytime.

User Login

USER ID:

Enter your User ID


PASSWORD:

Enter your Password

Sign In

Sign Up | Forgot your Password ?

Clicking **Sign Up** on the login page opens the Register New User page as displayed in the figure hereunder:




**Web  
Self Services**

[HOME](#)
[QUICK PAY](#)
[REGISTER COMPLAINT](#)
[COMPLAINT STATUS](#)
[NEW CONNECTION](#)
[NEW CONNECTION STATUS](#)
[USER GUIDE](#)


[CONSUMER SIGN IN](#)

## Register New User


**Consumer Details**

\* Consumer Number:


\* Bill Number:


**Login Details**

\* User Id:

\* Password:

\* Confirm Password:


**User Details**

Title:
Miss

\* Name:

Date of birth:

\* Email Id:

Phone Number:

0091 - INDIA

Mobile Number:

0091 - INDIA

Plot/Flat Number:

Street No:

Area/Locality:

City/Village:

Pincode:

Secret Question:

Please Select

Answer:

\* Verification Code:

1831jj

\* Enter Verification Code:

Register

Reset

**Figure 4 :Register new user**

The Register New User page comprises of three sections; Consumer Details, Login Details and User Details.

In the Consumer Details section

Field	Description
Consumer Number	Must be a valid Consumer
Bill Number	Must be a valid Bill pertaining to the Consumer number entered above



Consumer Number and Bill Number can be obtained from any bill. A sample bill indicating where to look for Consumer Number and Bill Number within a valid bill is as shown in the following figure

**കേരള സംസ്ഥാന വൈദ്യുതി ബോർഡ്**  
ഇലക്ട്രിസിറ്റി ആക്ട് 2003 ഖണ്ഡിക 56 പ്രകാരമുള്ള ഡിമാന്റ് & ഡിസ്കണ്ടക്ട് നോട്ടീസ്

സെക്ഷൻ: Guruvayoor [Code:5697]		ഫോൺ: 0471-2555428	
കൺസ്യൂമർ നമ്പർ: 1156970000861		→ Consumer Number	
താരിഫ്: LT-7B	കണക്കിട വോൾട്ട്: 180	പോസ്റ്റ് നമ്പർ: GTR2/1	
ഫേസ്: Single	താരിഫ് മിന്നിംഗ്: 0.00	ട്രാൻസ്ഫോർമർ: KOLLADI PADI	
ബിൽ നമ്പർ: 5697131205036	പിഴകുടാതെ പണം അടയ്ക്കാനുള്ള വൈദ്യുതി വിപ്ലവീകരണിനിമിത്തം പണം അടയ്ക്കേണ്ട അവസാന തീയതി		→ Bill Number
ബിൽ തീയതി: 10-12-2013			
ബിൽ ഏരിയ: B02/13/62	17-12-2013	01-01-2014	
മുൻ റീഡിംഗ് തീയതി: 09-10-2013	LEMG		
മുൻ റൂററുക്ക്: OK/AA			
മുൻ ബിൽ തുക:			
അടച്ച തുക:			
വൈദ്യുതി ഉപയോഗ വിവരങ്ങൾ			
ഇലക്ട്രിസിറ്റി നമ്പർ: 6605	മെമ്പർ /പവർ റീറ്റർ: സബ് റീറ്റർ:		
		ബിൽ വിവരങ്ങൾ	തുക
		ലൈൻ വാടക/SCMG	
		ഫിക്സ്ഡ് ചാർജ്	80.00
		എനർജി ചാർജ്	84.60
		ഡ്യൂട്ടി	8.4

Figure 5

Figure 5: Sample Bill

In the Login Details section

Field	Description
UserId	Enter the UserID
Password	Password
Confirm Password	Confirm Password



UserID must be between 6 and 40 characters in length. UserID can contain [a-z], [A-Z], [0-9] and special characters [@, ., \_]



Password must be between 8 and 12 characters in length. Valid password is a combination of at least one uppercase, one special character and one number

Password and Confirm Password fields must have the same password.

In the User Details section

Field	Description
Title	Select an applicable Title from the drop down
Address	3 Address lines are provided to hold the address of the Registering User
Date of Birth	Choose Date of Birth from the Calendar
Email ID	Enter a valid Email ID. All emails from WSS will be sent to this Email ID
City/Village	City or Village of the Registering User
Phone Number	Valid Phone number with STD Code
Mobile Number	Mobile number of the Registering User. This mobile number will be used for contacting the user and to send SMS
Secret Question	Provide a secret question to help the User recover password
Answer	Answer to the Secret Question
Verification Code	A CAPTCHA code for verification that the Registration is by humans

Click the **Register** button to proceed with Registration or **Reset** to clear the entered information.

Upon successful validation of the provided information, WSS will display the Registration confirmation as shown in the following figure:

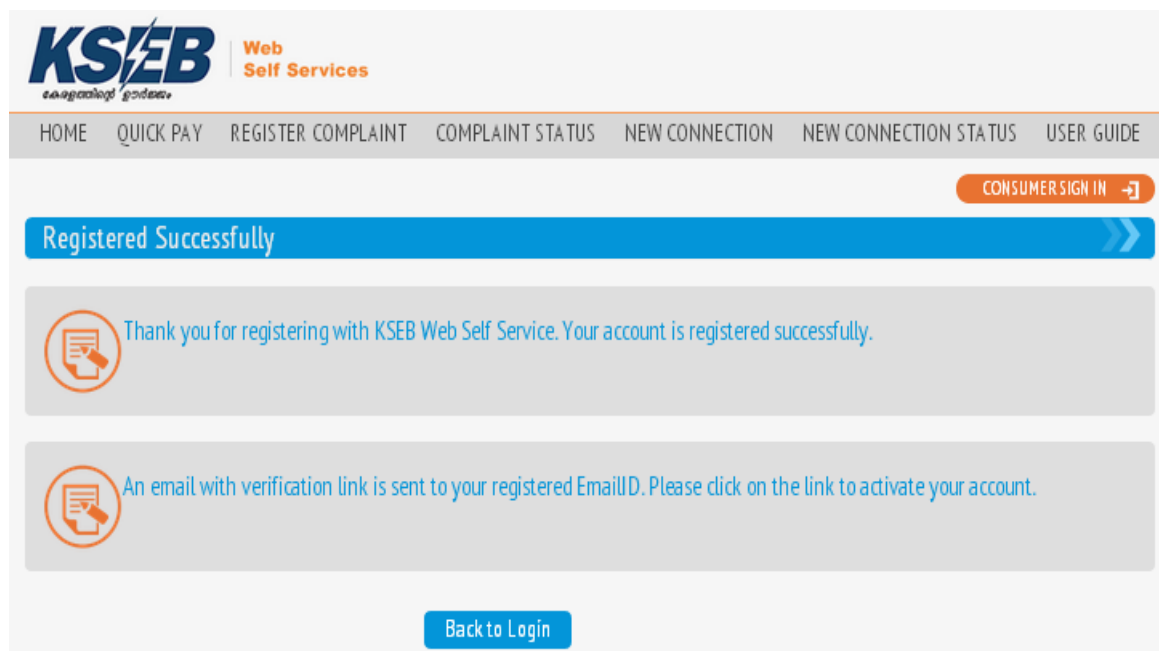
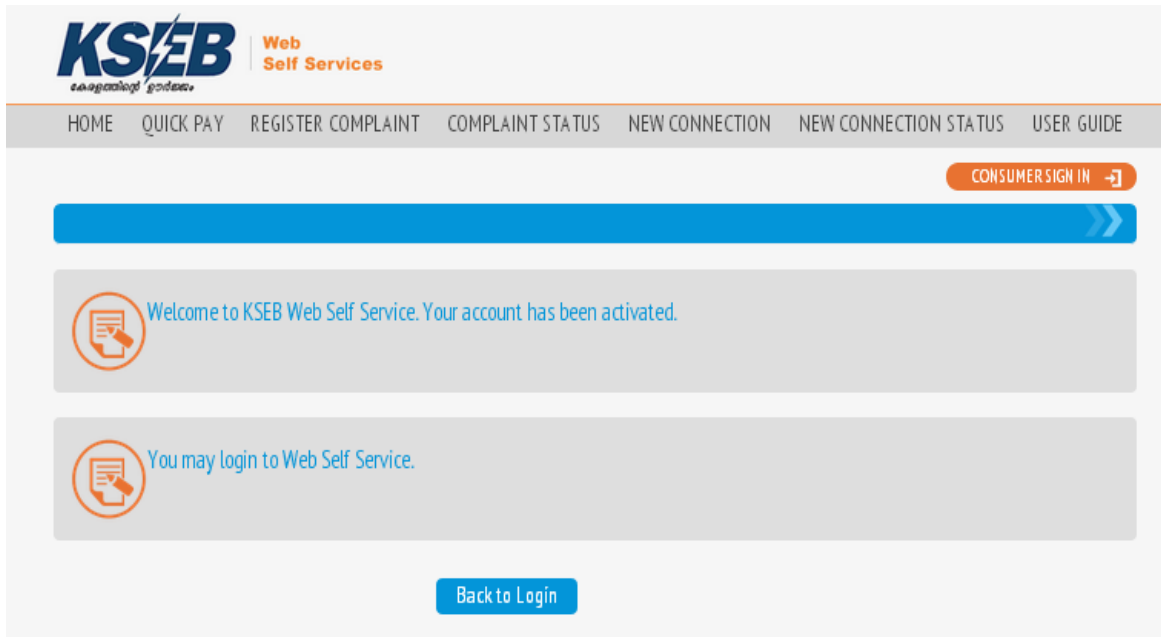


Figure 6: Registration Confirmation

At this stage, the user is created with WSS but is still "Inactive". WSS sends an email to the email ID provided during registration. To activate the user:

- 1 Open the email sent from WSS
- 2 Follow the instructions – either click on the link or copy and paste the URL in your browser
- 3 On doing so, WSS will activate the user. User Activation message will be displayed as showed in the following figure



**Figure 7: User Account activation**

The registered user will now be able to login to WSS from the Login Page (Figure 1) using the User ID and Password

## 4

### ***Forgot password***

A registered User will reset his/her password by providing email id and answer to the secret question. .

Enter the User ID & click **forgot your password** in the login page

**Figure 8 : Login Page**

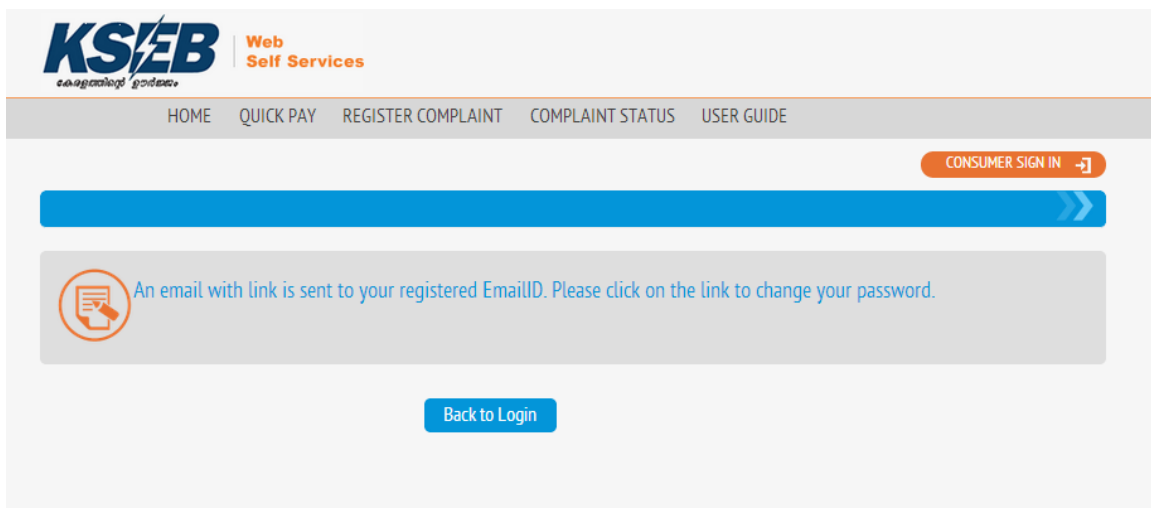
It opens the Forgot Password page as displayed in the figure hereunder:

**Figure 9 : Forgot Password**

Enter the following & click on **submit**.

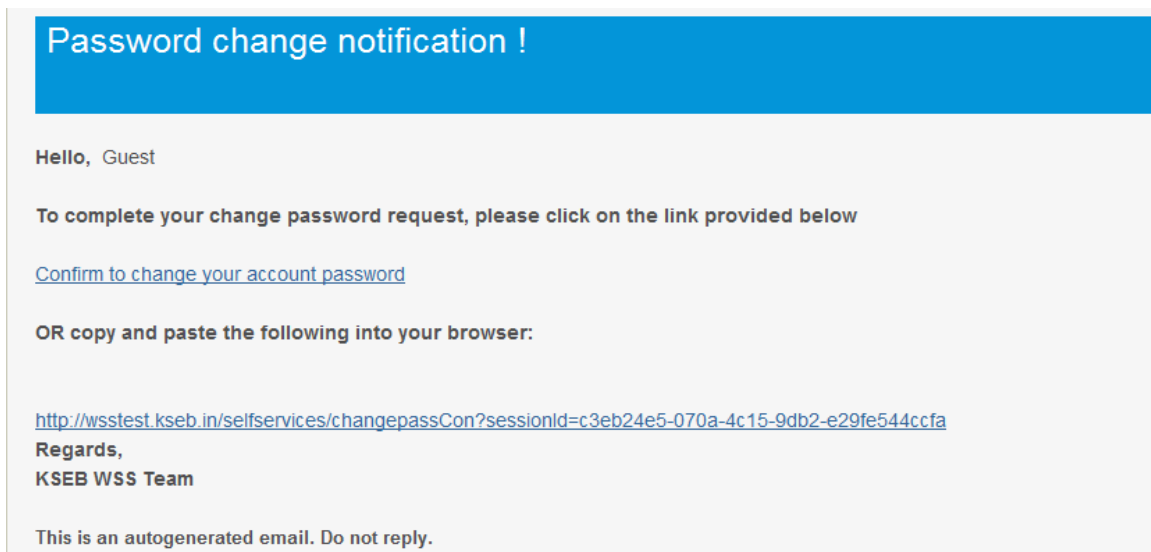
Field	Description
User ID	The User ID for the WSS account.
E- mail ID	The E-mail ID registered at the time of creating the account

On doing so, WSS will send a **Password Change Notification** mail with a link to the E mail ID mentioned. User can click on the link to change the password. The message will be displayed as showed in the following figure



**Figure 10 : Email notification**

- 1 Open the email sent from WSS



**Figure 11 : Email for Forgot Password**

- 2 Either click on the link or copy and paste the URL in your browser
- 3 Follow the instructions & verify the password link
- 4 On doing so, WSS will reset the password

The registered user will now be able to login to WSS from the Login Page (Figure 1) using the User ID and the new Password

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## ***Register & Unregister Consumers***

A registered WSS User can add / delete multiple accounts (consumers) to his/her existing account.

Click on **Register & Unregister Consumers** from the links

**KS&EB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Welcome Guest [LOGOUT](#)

**BILLS AND SERVICES**

- View Bill & Pay
- Complaints
- History
- FAQs

**PROFILE OPERATIONS**

- Update Profile
- Register & Unregister Consumer**

**REGISTERED CONSUMERS**

- 1146340001588 - Achu
- 1146342003129
- 1146346000063 - kuttus
- 1146347000062 - kuttumon

**View Bill & Pay**

Consumer Number	Due Amount (₹)	Payable (₹)
1146340001588	590.00	590.00
1146342003129	0.00	0.00
1146346000063	0.00	0.00
1146347000062	0.00	0.00


**TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER : ₹ 590.00**

[Proceed to Pay](#)

**Figure 12 : WSS Home Page**

A page will be displayed as hereunder





Web  
Self Services

HOME
QUICK PAY
REGISTER COMPLAINT
COMPLAINT STATUS
USER GUIDE

Welcome Guest
LOGOUT

BILLS AND SERVICES
View Bill & Pay
Complaints
History
FAQs

PROFILE OPERATIONS
Update Profile
Register & Unregister Consumer

REGISTERED CONSUMERS
1146340001588 - Achu
1146342003129
1146346000063 - kuttus
1146347000062 - kuttumon

Consumer

Register New Consumer

\* Consumer Number:
Bill Number:
Consumer Nickname:

Register
Cancel

Unregister Consumer

Consumer Name	Consumer Number	Consumer Nickname
[NO NAME]:	1146340001588	Achu
[NO NAME]:	1146342003129	
XAVIOUR K M:	1146346000063	kuttus
VARKEY M A:	1146347000062	kuttumon

Unregister Selected Consumer

Figure 13 : New Consumer Register / Unregister

It has the following two sections:

## Register Consumers

A registered User can add / delete multiple accounts (consumers) to his/her existing account by providing the following particulars for the account to be added

Register New Consumer

\* Consumer Number:
Bill Number:
Consumer Nickname:

Register
Cancel

Figure 14 : Register New Consumer

Field	Description
Consumer number	Must be a valid/active consumer number
Bill number	Must be a valid Bill pertaining to the Consumer number entered above
Consumer nickname	Nickname of the consumer if any



*Consumer number & Bill number are mandatory fields to be entered.*

After entering above details, click on **Register**. The message for successful registration is displayed as hereunder

Figure 15 :“ New Consumer Added ”message

The new consumer is added in the **Registered Consumers** list



*If the consumer number or bill number is wrong, the following message will be displayed*

Figure 16 : “Invalid Consumer Number or Bill Number ”message



If the consumer number is already registered, the following message will be displayed

Consumer

Register New Consumer

The Consumer account is already registered. Please contact Customer Care Centre.

\* Consumer Number:  ?

\* Bill Number:  ?

Consumer Nickname:  ?

Register Cancel

Figure 17: "Already Registered Consumer" message



If the maximum number of consumers to be added is reached , it will show the following message

Consumer

Register New Consumer

Consumer account association for this user has reached the maximum limit of 5. You may unregister existing accounts to add new accounts.

\* Consumer Number:  ?

\* Bill Number:  ?


Consumer Nickname:  ?

Register Cancel

Figure 18 : Consumer Registration Maximum Limit message

## Unregister Consumers

- 1 Select the consumers to be unregistered from the registered consumers list


**Unregister Consumer**


Consumer Name	Consumer Number	Consumer Nickname
ELSYKUTTY ABRAHAM:	1146350024063 <input type="radio"/>	chittu
SHERY MATHEW:	1146355004315 <input type="radio"/>	lal
KOCHAPPY:	1146357018725 <input type="radio"/>	lalu
BALAMANI AYYAPPAN NAIR:	1156975006298 <input checked="" type="radio"/>	


Unregister Selected Consumer

**Figure 19 : List of Registered Consumers**

**2 Click on **Unregister Selected Consumer**.**

If the selected consumer is removed successfully from the account, a message displayed as hereunder


**Unregister Consumer**


**consumer number [1156975006298] successfully removed**

Consumer Name	Consumer Number	Consumer Nickname
ELSYKUTTY ABRAHAM:	1146350024063 <input type="radio"/>	chittu
SHERY MATHEW:	1146355004315 <input type="radio"/>	lal
KOCHAPPY:	1146357018725 <input type="radio"/>	lalu

Unregister Selected Consumer

**Figure 20 : Unregister Consumer**



**NOTE**

*If all the registered consumers are removed, then the following message will be displayed after log in. At least one consumer has to be added to the account to keep it active.*

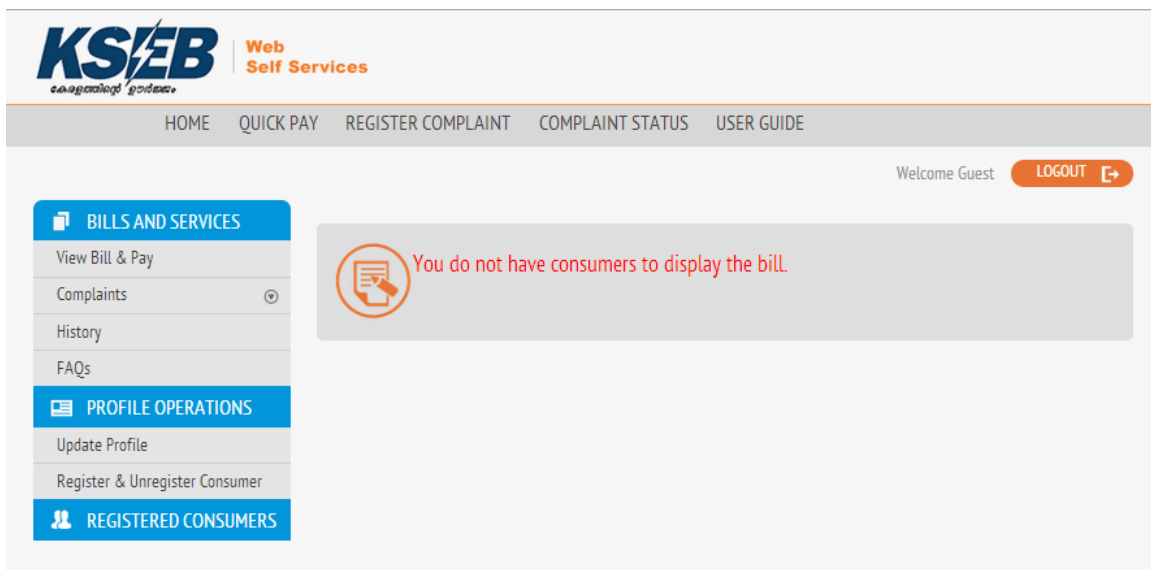


Figure 21 : Login Page when there is no Consumer Registered

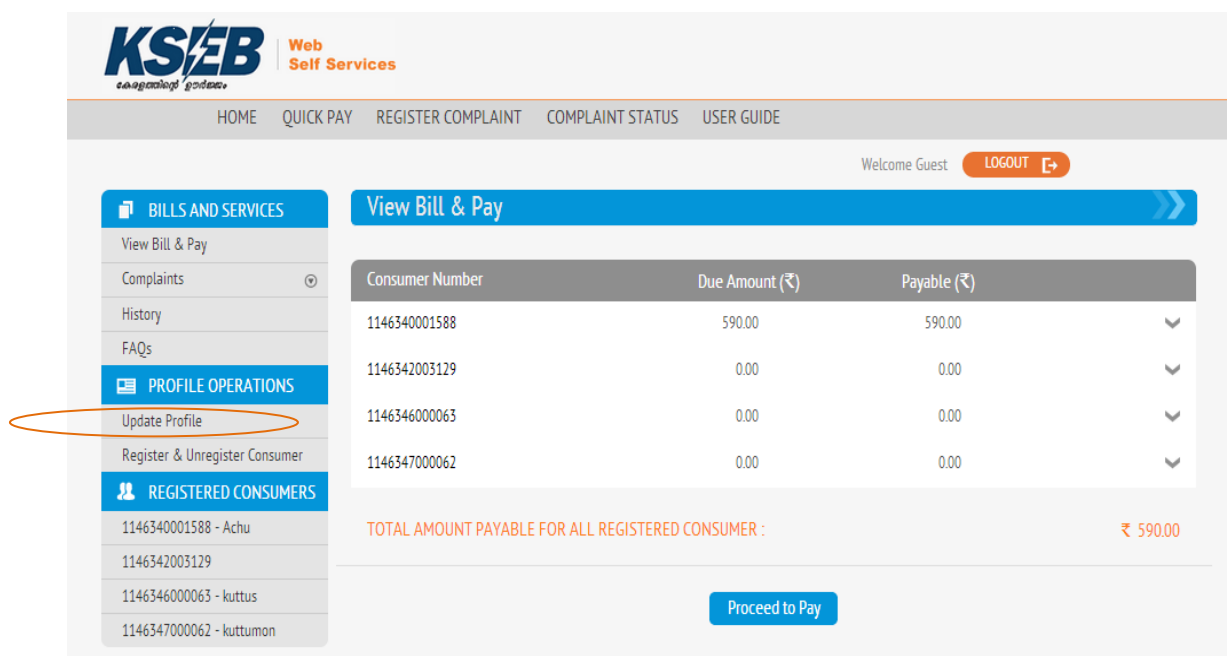
6

## Update Profile

Here a registered user can update his profiles / preferences & can change his password. It has following three tabs for updating different set of information

### Update Profile

A user can update his personal information here. Click on the **Update Profile** in the **PROFILE OPERATIONS** section from the links.



It opens a page as displayed hereunder

**KSEB Web Self Services**

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Welcome Guest [LOGOUT](#)

**Update Profile** Communication Preference Change Password

**User Details**

User Id: Guest@1234

\* Name: Guest

Date of birth: 15-Aug-1985

**Contact Details**

\* Email Id: blessy.babu@enzen.com

Phone Number: 0091 - INDIA 9916375184

Mobile Number: 0091 - INDIA 9824406258

Plot/Flat Number: Address Line 1

Street No: Address Line 2

Area/Locality: Address Line 3

City/Village: kottayam

Pincode: Pincode

**Security question**

Secret Question: What is your mothers maiden name

Answer: Ammini

**Update Status** **Reset**

Figure 22 : Update Profile

The **Update Profile** tab, there are three sections as mentioned below. Updates can be made by entering / changing the particulars for the three sections.

### User Details

Field	Description
UserId	User ID will be displayed which is non-editable
Name	Enter the name of the User

Field	Description
Date of birth	Select date of birth from the calendar

#### Contact Details

Field	Description
Email	Enter the User ID
Name	Enter the name of the User
Date of birth	Date of birth of the user
Email ID	Enter a valid Email ID. All emails from WSS will be sent to this Email ID
Phone Number	Valid Phone number with STD Code
Mobile Number	Mobile number of the Registering User. This mobile number will be used for contacting the user and to send SMS
Plot/Flat Number	Plot / Flat number of the communication address of the User
Street No.	Street number of the communication address of the User
Area/Locality	Area / locality name of the communication address of the User
City/Village	City or Village of the communication address of the User
Pincode	Pin code of the communication address of the User

#### Security Question

Field	Description
Secret Question	Select a secret question to help the User recover password
Answer	Answer to the Secret Question

Click on **Update Status** to save the updated information. It will give the following message if updated successfully

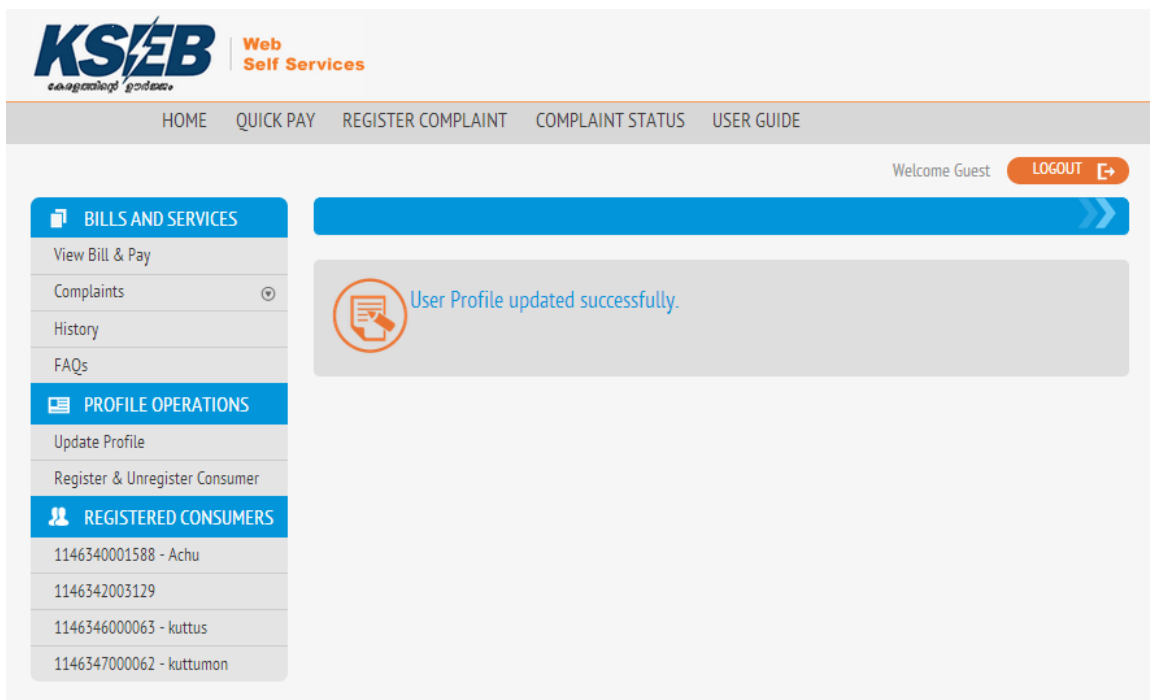


Figure 23 : Message on Successfully Updating Profile

## Communication Preference

Clicking the **Communication Preference** tab will open a page as displayed hereunder

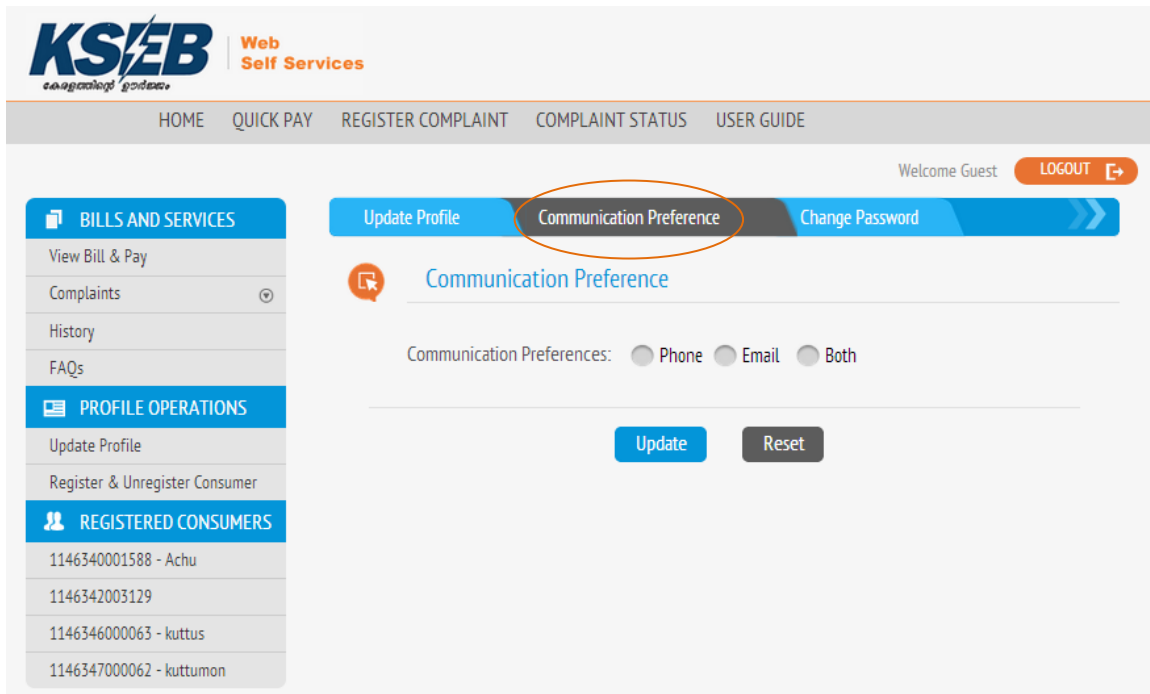


Figure 24 : Communication Preference

User can select the type of communication he prefers by selecting one of the following

- 1 Phone
- 2 Mobile



### 3 Both (phone & mobile)

Future communication to the User will be made according to the mode selected

Select **Update** to save the updated information. It will give the following message if updated successfully

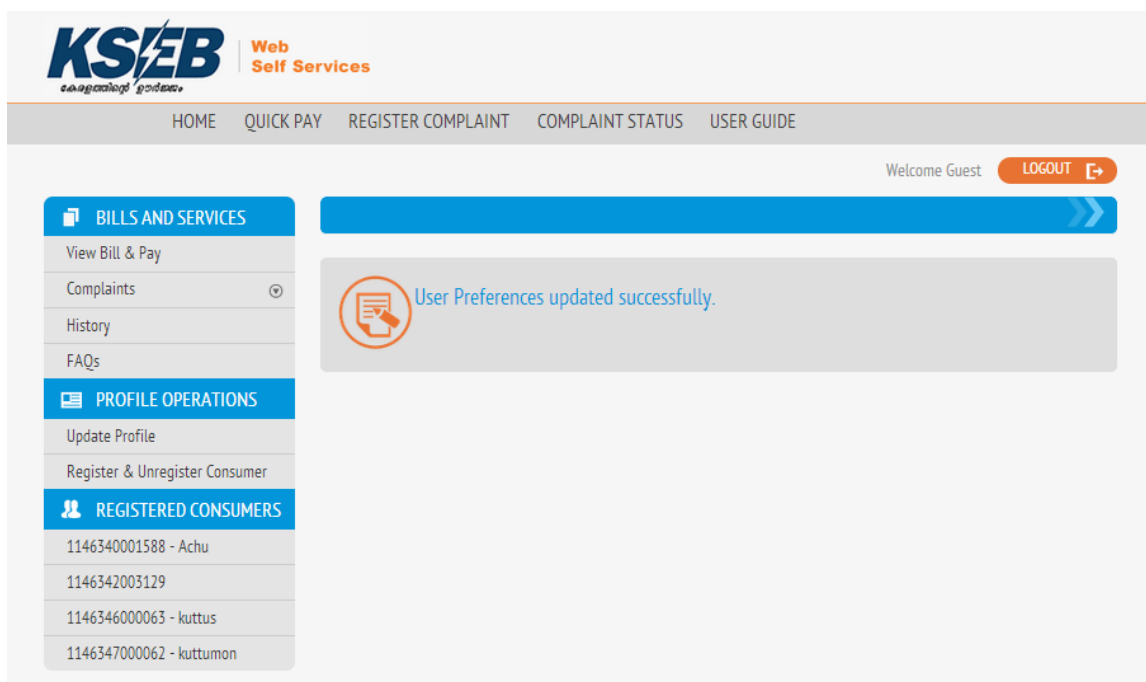


Figure 25 : Message for Successfully Updating Preference

## Change Password

Clicking the **Change Password** tab will open a page as displayed hereunder

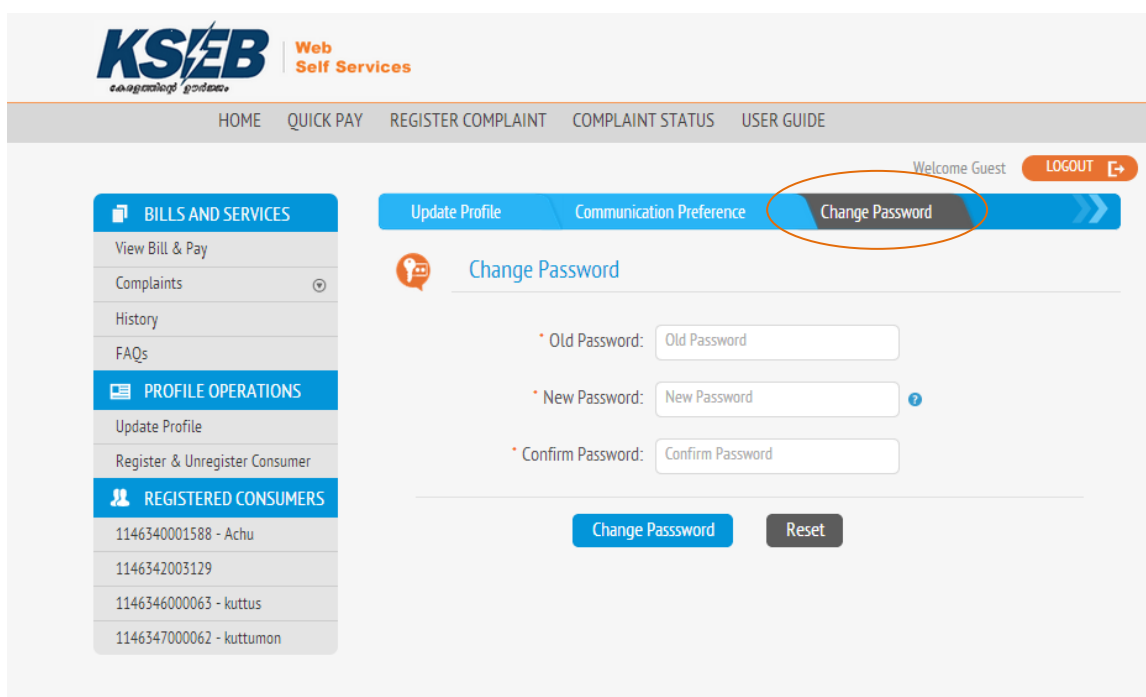


Figure 26 : Change Password

User can change the password by giving the following information

Field	Description
Old Password	Enter the existing password
New Password	New password
Confirm Password	Confirm the new password by re-entering



NOTE

*Password must be between 8 and 12 characters in length. Valid password is a combination of at least one uppercase, one special character and one number*

Select **Change Password** to save the updated information. It will give the following message if updated successfully

The screenshot displays the KSEB Web Self Services portal. At the top, the KSEB logo and 'Web Self Services' text are visible. Below the logo, a navigation bar includes links for HOME, QUICK PAY, REGISTER COMPLAINT, COMPLAINT STATUS, and USER GUIDE. On the right side of the header, it says 'Welcome Guest' with a 'LOGOUT' button. The main content area is divided into two columns. The left column contains a sidebar with categories: 'BILLS AND SERVICES' (with sub-links: View Bill & Pay, Complaints, History, FAQs), 'PROFILE OPERATIONS' (with sub-links: Update Profile, Register & Unregister Consumer), and 'REGISTERED CONSUMERS' (with a list of consumer IDs and names: 1146340001588 - Achu, 1146342003129, 1146346000063 - kuttus, 1146347000062 - kuttumon). The right column features a large blue banner with a right-pointing arrow. Below the banner, a message box with a checkmark icon states 'Password changed successfully.'

**Figure 27 : Message for Successfully Changing Password**

User can log in to his account the next time with the new password

## Update Consumer Profile

This feature enables the Registered User updating the profile of the consumers registered with his account.

Click on the registered consumer numbers from the list as highlighted

**KS&EB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Welcome Guest [LOGOUT](#)

**BILLS AND SERVICES**

- View Bill & Pay
- Complaints
- History
- FAQs

**PROFILE OPERATIONS**

- Update Profile
- Register & Unregister Consumer

**REGISTERED CONSUMERS**

- 1146340001588 - Achu
- 1146342003129
- 1146346000063 - kuttus
- 1146347000062 - kuttumon


**View Bill & Pay**

Consumer Number	Due Amount (₹)	Payable (₹)
1146340001588	590.00	590.00
1146342003129	0.00	0.00
1146346000063	0.00	0.00
1146347000062	0.00	0.00

TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER : ₹ 590.00

[Proceed to Pay](#)

It will display the following page .It has two sections. **Consumer Preference & Consumer Details** can be updated as given in the screen.



Web  
Self Services

[HOME](#)
[QUICK PAY](#)
[REGISTER COMPLAINT](#)
[COMPLAINT STATUS](#)
[USER GUIDE](#)

Welcome Guest
[LOGOUT](#)

BILLS AND SERVICES

View Bill & Pay  
Complaints  
History  
FAQs

PROFILE OPERATIONS

Update Profile  
Register & Unregister Consumer

REGISTERED CONSUMERS

1146341000069 - Achu  
1146342000066 - ranju  
1146346000063 - unni

Registered consumer

Consumer Preference

Preferred Billing Mode:
☐ Hard Copy
☐ Email
☒ Both

Communication Preferences:
☐ Call
☒ Email
☒ SMS

Billing Reminder:
☒ Yes
☐ No

Update

Consumer Details

Consumer Number: 1146341000069

Consumer Name: [NO NAME]

Section: Kottayam (C)

Tariff Code: LT-7A

Connection Status: Connected and Using

Connection Load: 1000W

Sanctioned Load: 1000W

Security Deposit: Rs. 516

Total Arrears:

Bank Guarantee:

Phone Number: Phone Number

Mobile Number: 9916375143

Email ID: Email Id

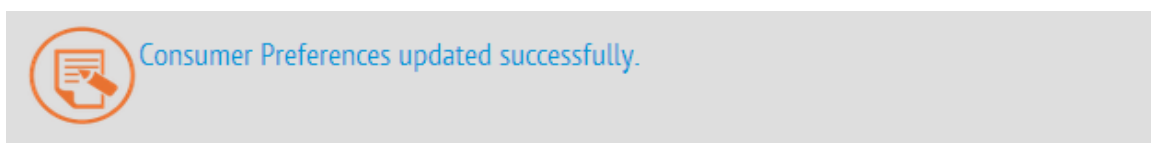
Consumer Nickname: Achu

Communication Address:

KOTTAYAM,

Update

Click on **Update** after entering all the details to be updated. Successful update will give the following message





Consumer Details updated successfully.

8

## View Bill & Pay

This feature enables the Registered User for the online payment of the outstanding bills of all / any of consumer numbers registered with his/her account .Consumer number wise consolidated view of the due & payable amounts of the outstanding bills is provided here. Selection can be made for the bills with the respective amount to pay.

Clicking on **View Bill & pay** in the **Bills & Services** section from the links, displays the following page

**KS&EB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Welcome Guest [LOGOUT](#)

**BILLS AND SERVICES**

- View Bill & Pay
- Complaints
- History
- FAQs

**PROFILE OPERATIONS**

- Update Profile
- Register & Unregister Consumer

**REGISTERED CONSUMERS**

- 1146340001588 - Achu
- 1146342003129
- 1146346000063 - kuttus
- 1146347000062 - kuttumon

### View Bill & Pay

Consumer Number	Due Amount (₹)	Payable (₹)
1146340001588	590.00	590.00
1146342003129	0.00	0.00
1146346000063	0.00	0.00
1146347000062	0.00	0.00

**TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER :** ₹ 590.00

[Proceed to Pay](#)

Figure 28 : WSS Home Page



Partial payment (less or more than the specified) of the payment amount is possible where the **amount to pay** is editable

The details of the bills can be obtained by clicking on the consumer number. It will display all the bills pending under the selected consumer number.

**KSEB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Welcome Guest [LOGOUT](#)

**BILLS AND SERVICES**

- View Bill & Pay
- Complaints
- History
- FAQs

**PROFILE OPERATIONS**

- Update Profile
- Register & Unregister Consumer

**REGISTERED CONSUMERS**

- 1146340001588 - Achu
- 1146342003129
- 1146346000063 - kuttus
- 1146347000062 - kuttumon

**View Bill & Pay**

Consumer Number	Due Amount (₹)	Payable (₹)
1146340001588	590.00	590.00

Bill Type	Bill No.	Bill Date	Due Date	Bill Amount	Due Amount (₹)	Amount to Pay (₹)	Select
AF	4634081000008	18/10/2008	18/10/2008	10.00	10.00	10.0	<input checked="" type="checkbox"/> UnCheck to not pay
MiscSOP	4634081000009	18/10/2008	18/10/2008	580.00	580.00	580.0	<input checked="" type="checkbox"/> UnCheck to not pay
	1146342003129			0.00		0.00	<input type="checkbox"/>
	1146346000063			0.00		0.00	<input type="checkbox"/>
	1146347000062			0.00		0.00	<input type="checkbox"/>


**TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER :** ₹ 590.00

[Proceed to Pay](#)

Figure 29 : View & Pay Bill Details

Click on **Proceed to Pay**

If there are no outstanding bills against the consumer number, it will show the following message



Web  
Self Services

HOME
QUICK PAY
REGISTER COMPLAINT
COMPLAINT STATUS
USER GUIDE

Welcome Guest

LOGOUT

BILLS AND SERVICES

View Bill & Pay
Complaints
History
FAQs

PROFILE OPERATIONS

Update Profile
Register & Unregister Consumer

REGISTERED CONSUMERS

1146340001588 - Achu
1146342003129
1146346000063 - kuttus
1146347000062 - kuttumon

View Bill & Pay


Consumer Number	Due Amount (₹)	Payable (₹)	
1146340001588	590.00	590.00	▼
1146342003129	0.00	0.00	▲
There are no outstanding bills against this Consumer Number.			
1146346000063	0.00	0.00	▲
There are no outstanding bills against this Consumer Number.			
1146347000062	0.00	0.00	▼
TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER :		₹ 590.00	

Proceed to Pay

Figure 30 : “No Outstanding Bills” message

### How to do the online payment ?

- Select the bills with the respective amount to pay. Clicking on **Proceed to Pay** will take the User to a page for payment options as mentioned below ,also showing the Consumer wise details
  - Credit card
  - Debit card
  - Net banking




Web  
Self Services

HOME
QUICK PAY
REGISTER COMPLAINT
COMPLAINT STATUS
USER GUIDE

CONSUMER SIGN IN


Bill payment

For detailed Payment Instructions [Click here](#)



Bill Amount : ₹ 580.00  
Payment Gateway charge : ₹ 5.10  
Service Tax : ₹ 0.53  
Total Payable Amount : ₹ 585.63

Consumer Number	Bill Number	Payable Amount
1146340001588	4634081000009	₹ 580.0



Kindly select your mode of payment

☒ Credit Card
☐ Debit Card
☐ Net Banking


Pay now
Back to Home

**Figure 31: Select Mode**

- 2 According to the payment option selected, details are to be entered. If Credit Card or Debit card option is selected , the following screen will open



Welcome to Eazy2Pay



Secure Payment Gateway

We accept credit and debit cards from VISA and MasterCard.

Card Number\*     [?] [re-type]

Expiry Date \*  MM  YYYY [?] [re-type]

CVV2/CVC2 Number  [?]

Name On Card \*  [?]

E-Mail  [?]



Mobile Number +  -  [?]

Merchant Name **KERALA ELECTRICITY BOARD**

Amount **₹ 6.06**

Word Verification\*  2pc83 [change]

[?]



A one time password will be sent according to the mode selected



**Confirm Your OTP Destination**

We will send an OTP (one time password) to your registered email/mobile to confirm you are indeed the cardholder. Your OTP will be sent to the following email/mobile.

**E-Mail: jXXXXXs@gmail.com**

**Mobile Number: X9XXXX5XX4**

Please select a method of choice to receive a new One Time Password (OTP), which you can use during new 3D Secure PIN creation.


- ☒ Mobile Number & Email Address
- ☐ Email Address
- ☐ Mobile Number
- ☐ I have an unused OTP, received within the last 24 hours
- ☐ My details do not match

**Submit**

**Cancel**

This page will automatically timeout after 180 seconds.

Enter the 3D Secure pin




**Enter Your 3D Secure PIN**

Please enter your MasterCard® SecureCode™ 3D Secure PIN in the field below to confirm your identity for this purchase. This information is not shared with the merchant.

**Merchant Name: KERALA ELECTRICITY BOARD**  
**Date: Feb 06, 2014**  
**Total Charge: Rs 6.06**  
**Card Number: XXXX XXXX XXXX 2000**  
**Personal Message: 3D Secure Authentication**  
**Name: JOJI JOHNSON**

3D Secure PIN:  [?]

Do you wish to convert this transaction into EMI? If yes, please select the tenure (customer will receive a call within 2 working days for placing an EMI request), if no, please leave this blank and proceed with the payment:


EMI Tenure(Months):  [\*]

[\(Authenticate using OTP\)](#)
[\(forgot 3D Secure PIN?\)](#)

This page will automatically timeout after 180 seconds.

If **Net Banking** option is selected, the system will open a list of Banks. System will be redirected to the Net banking option of the bank selected. After providing all the details the bank will get response to the transaction

- 3 If the response is successful, the following page will be displayed with the transaction details


Web Self Services

HOME
QUICK PAY
REGISTER COMPLAINT
COMPLAINT STATUS
USER GUIDE

Welcome jaya LOGOUT


Payment Done Successfully ..

Total amount paid: ₹6.06

Transaction Number	Receipt Number	Transaction Date	Transaction Type	Payment Type	Payment Gateway	Section	Consumer Number	Bill Number	Paid Amount	Transaction Amount	Status	Acknowledgement Date
25144343	46270140216701001	Sun Feb 16 15:45:44 IST 2014	Debit Card	Registered User	Venture Infotek [IDBI]	Nattakom	1146278008347	4627130700220	₹ 1.0	₹ 1.01	Payment successfully accounted in Section.	Sun Feb 16 15:45:47 IST 2014
25144343	46270140216701002	Sun Feb 16 15:45:44 IST 2014	Debit Card	Registered User	Venture Infotek [IDBI]	Nattakom	1146272000043	4627131000035	₹ 1.0	₹ 1.01	Payment successfully accounted in Section.	Sun Feb 16 15:45:49 IST 2014
25144343	46340140216701001	Sun Feb 16 15:45:44 IST 2014	Debit Card	Registered User	Venture Infotek [IDBI]	Kottayam (C)	1146343001285	4634131211438	₹ 4.0	₹ 4.04	Payment successfully accounted in Section.	Sun Feb 16 15:45:51 IST 2014

**Figure 32 : Receipt number**

- 4 If the transaction fails / cancelled, a page will be displayed as shown hereunder. It won't have any receipt number with a total paid amount mentioned as 0.



Web  
Self Services

HOME
QUICK PAY
REGISTER COMPLAINT
COMPLAINT STATUS
NEW CONNECTION
NEW CONNECTION STATUS
USER GUIDE

Welcome Guest
LOGOUT

Sorry, Payment failed .

Total amount paid: 00.0

KSEB ONLINE PAYMENT - TRANSACTION DETAILS

Transaction Number	Receipt Number	Transaction Date	Transaction Type	Payment Type	Payment Gateway	Section	Consumer Number	Bill Number	Paid Amount	Transaction Amount	Status	Acknowledgement Date
18128824	N/A	Thu Feb 06 17:45:50 IST 2014	Credit Card	Login	Venture Infotek [IDBI]	4505	1345050000502	2102811294528	00.0	00.0	3D-Secure Authentication Had Failed. This transaction can't proceed with out proper authentication.	Thu Feb 06 17:45:51 IST 2014
18128824	N/A	Thu Feb 06 17:45:50 IST 2014	Credit Card	Login	Venture Infotek [IDBI]	5743	1356180021041	2102811275878	00.0	00.0	3D-Secure Authentication Had Failed. This transaction can't proceed with out proper authentication.	Thu Feb 06 17:45:51 IST 2014
18128824	N/A	Thu Feb 06 17:45:50 IST 2014	Credit Card	Login	Venture Infotek [IDBI]	5743	1356180021041	2102811292748	00.0	00.0	3D-Secure Authentication Had Failed. This transaction can't proceed with out proper authentication.	Thu Feb 06 17:45:51 IST 2014
18128824	N/A	Thu Feb 06 17:45:50 IST 2014	Credit Card	Login	Venture Infotek [IDBI]	5743	1356180021041	2102811295863	00.0	00.0	3D-Secure Authentication Had Failed. This transaction can't proceed with out proper authentication.	Thu Feb 06 17:45:51 IST 2014
18128824	N/A	Thu Feb 06 17:45:50 IST 2014	Credit Card	Login	Venture Infotek [IDBI]	4627	1146276000007	4627130800001	00.0	00.0	3D-Secure Authentication Had Failed. This transaction can't proceed with out proper authentication.	Thu Feb 06 17:45:51 IST 2014
18128824	N/A	Thu Feb 06 17:45:50 IST 2014	Credit Card	Login	Venture Infotek [IDBI]	4627	1146276000007	4627131207807	00.0	00.0	3D-Secure Authentication Had Failed. This transaction can't proceed with out proper authentication.	Thu Feb 06 17:45:51 IST 2014

Print
Back to Home

Figure 33 : Payment Failed

- Print** option is also provided to print the payments details
- The user will receive a receipt number generated against the bills paid. This receipt number will be used for any further communication/enquiries with KSEB regarding the bills paid.

## 9

## Quick Pay

This is one of the exclusive features for the unregistered Users of WSS. Here the User will be able to pay his/her outstanding energy bill without log in

Select the **QUICK PAY** from the KSEB Web Self-Services homepage menu bar



Figure 34 : WSS Interface

The page will be as displayed hereunder

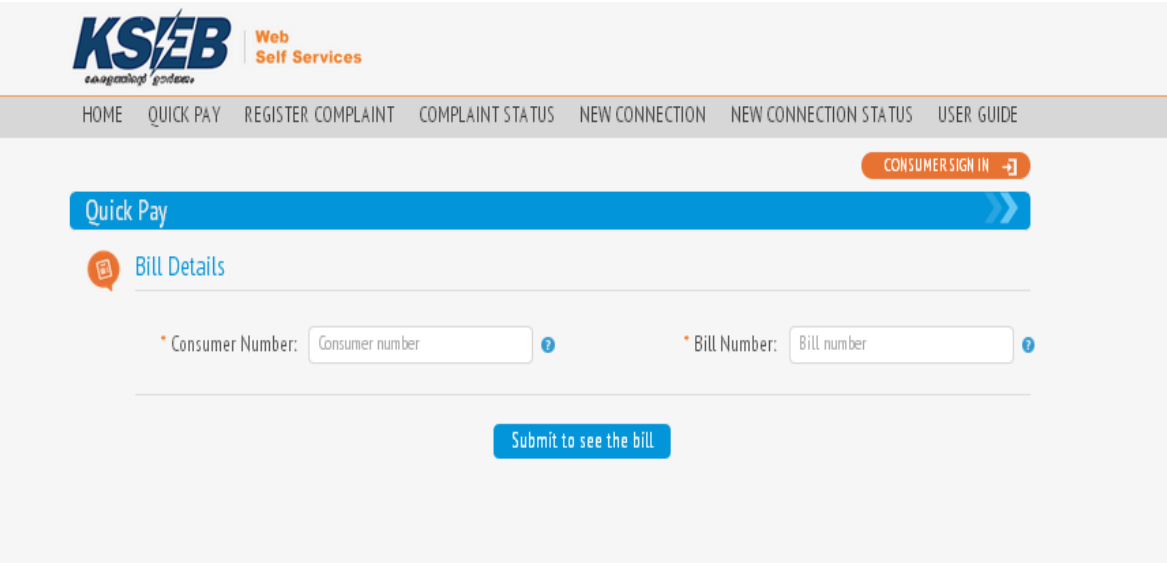


Figure 35 : Quick Pay

Enter the **Bill Details** for the following parameters

Field	Description
Consumer Number	Must be a valid / active consumer number
Bill Number	Must be a valid bill number for energy



Only outstanding Energy bills can be paid through **Quick Pay**

Click on **Submit to see the bill**. The details of the bills selected will be shown. **Bill details** page will be displayed as hereunder

Figure 36 : Quick Pay – Bill Details

Mobile number or the Email Id of the User should be entered. If not it will show the following message

**KS&EB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS NEW CONNECTION NEW CONNECTION STATUS USER GUIDE

CONSUMER SIGN IN

### Quick Pay

#### Bill Details

\* Consumer Number: 1146356004278 \* Bill Number: 4635131218602

**Submit to see the bill**

#### Outstanding Bill Details

Consumer Name:	ZACHARIAH A C	Tariff Code:	LT-1A
Bill Amount:	2,425.00	Bill Date:	23/12/2013
Due Amount:	2,422.00	Due Date:	30/12/2013
Payment Amount(Rs.):	2,422.00	Email Id:	Provide Email
Mobile Number:	Provide Mobile number		

**Either Email Id or Mobile Number is mandatory**

**Proceed to payment** **Reset**

Figure 37 : Quick Pay – Bill Details

Click on **Proceed to payment** to pay the bill. It will open the following page

**KSFB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS NEW CONNECTION NEW CONNECTION STATUS USER GUIDE

CONSUMER SIGN IN

**Bill payment**

For detailed Payment Instructions [Click here](#)

Bill Amount : ₹ 2,422.00  
Transaction Rate : ₹ 21.31  
Service Charge : ₹ 2.20  
Total Payable Amount : ₹ 2,445.52

Consumer No: 1146356004278 Bill No: 4635131 218602

Kindly select your mode of payment

☒ Credit Card ☐ Debit Card ☐ Net Banking


[Pay now](#) [Back to Home](#)

Figure 38 : Quick Pay – Bill Payment Details

### How to do the online payment ?

- 1 Select the bills with the respective amount to pay. Clicking on **Proceed to Pay** will take the User to a page for payment options as mentioned below
  - Credit card
  - Debit card
  - Net banking
- 2 According to the payment option selected, details are to be entered. If Credit Card or Debit card option is selected , the following screen will open

Welcome to Eazy2Pay



Secure Payment Gateway

We accept credit and debit cards from VISA and MasterCard.

Card Number\*     [?] [re-type]

Expiry Date \*  MM  YYYY [?] [re-type]

CVV2/CVC2 Number  [?]

Name On Card \*  [?]



E-Mail  [?]

Mobile Number +  -  [?]

Merchant Name **KERALA ELECTRICITY BOARD**

Amount **₹ 6.06**

Word Verification\*  2pc83 [change]  
 [?]

Enter the 3D Secure pin




**Enter Your 3D Secure PIN**

Please enter your MasterCard® SecureCode™ 3D Secure PIN in the field below to confirm your identity for this purchase. This information is not shared with the merchant.

**Merchant Name: KERALA ELECTRICITY BOARD**  
**Date: Feb 06, 2014**  
**Total Charge: Rs 6.06**  
**Card Number: XXXX XXXX XXXX 2000**  
**Personal Message: 3D Secure Authentication**  
**Name: JOJI JOHNSON**

**3D Secure PIN:**  [?]

Do you wish to convert this transaction into EMI? If yes, please select the tenure (customer will receive a call within 2 working days for placing an EMI request), if no, please leave this blank and proceed with the payment:

**EMI Tenure(Months):**  SELECT [\*]

[\(Authenticate using OTP\)](#) [\(forgot 3D Secure PIN?\)](#)

This page will automatically timeout after 180 seconds.



If **Net Banking** option is selected, the system will open a list of Banks. System will be redirected to the Net banking option of the bank selected. After providing all the details the bank will get response to the transaction

- 3 If the response is successful, the following page will be displayed with the transaction details

KSEB ONLINE PAYMENT - TRANSACTION DETAILS	
Transaction Number	57476139
Receipt Number	5664945521200
Transaction Date	Thu Feb 06 17:23:22 IST 2014
Transaction Type	Credit Card
Payment Type	Quick Pay
Payment Gateway	Vinture Infotek [IDBI]
Section	4627
Consumer Number	1146276000007
Bill Number	4627130800001
Paid Amount	₹ 6.0
Transaction Amount	₹ 6.06
Status	Receipt is temporarily unavailable
Acknowledgement Date	Thu Feb 06 17:23:26 IST 2014

- 4 **Print** option is also provided to print the payments details
- 5 If the transaction fails, a page will be displayed with an error message. As displayed below

Internal error occurred

Due to an internal error you will be taken back to the Web Self Service Login Page. Click [here](#)

- 6 The user will receive a receipt number generated against the bills paid. This receipt number will be used for any further communication/enquiries with KSEB regarding the bills paid.



*If there is no outstanding balance against the specified bill, the following message will be displayed showing the due amount as 0*

**KSIB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS NEW CONNECTION NEW CONNECTION STATUS USER GUIDE

CONSUMER SIGN IN

**Quick Pay**

**Bill Details**

\* Consumer Number: 1146352001684 \* Bill Number: 4635131218613

Submit to see the bill

**Outstanding Bill Details**

There is no outstanding balance against this Consumer account.

Consumer Name: GEROGE K Tariff Code: LT-6A

Bill Amount: 238.00 Bill Date: 23/12/2013

Due Amount: 0.00 Due Date: 30/12/2013

Payment Amount(Rs.): 0.00

Reset

Figure 39 : Quick Pay - No Outstanding Payment Pending

10

## History

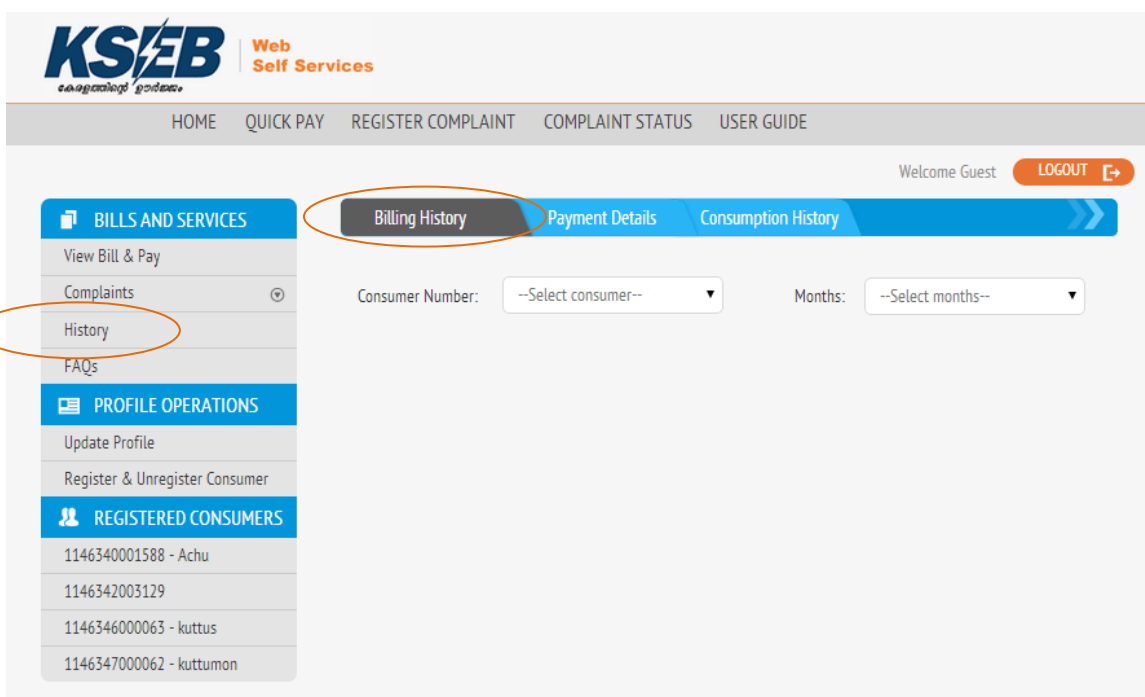
A registered User can see the Billing, Payment & Consumption history for the consumer numbers registered with the User account

### Billing History

The **Billing History** comprises of all the bill related details of the selected consumer over the span of 3 months, 6 months & 12 months

Click on **History** from the links

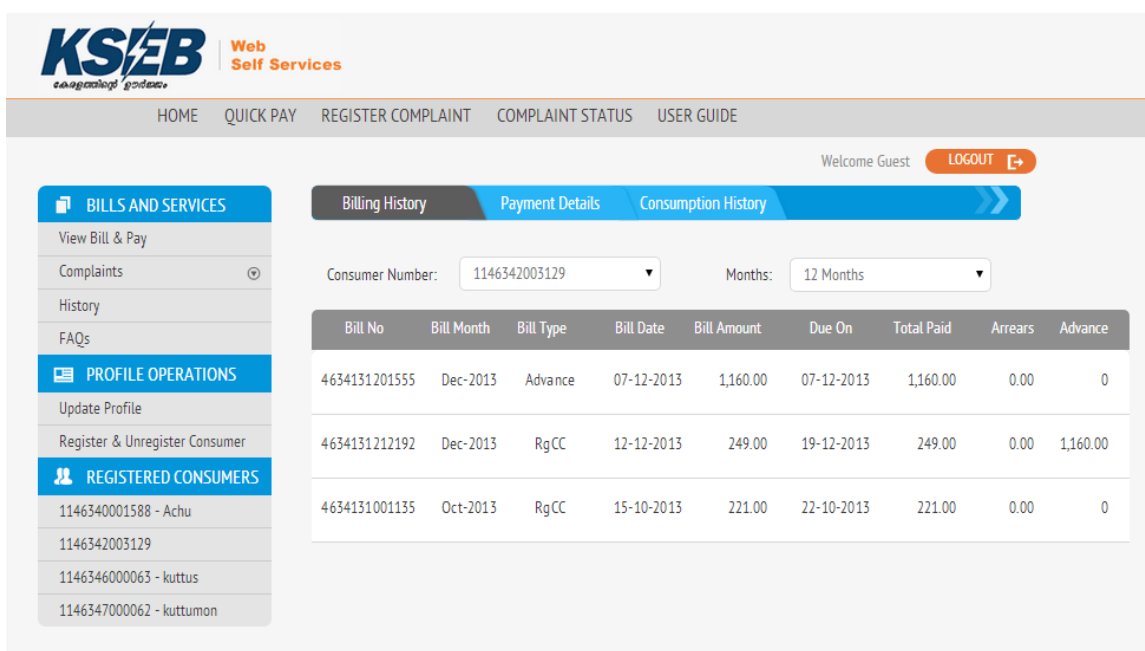
The first page of **History** will be opened under the **Billing History** tab as displayed hereunder



**Figure 40 : Billing History**

- 1 Select the consumer number from the list
- 1 Select the duration in months

Billing history of the consumer is displayed as hereunder



**Figure 41 : Billing History Details**

## Payment Details

The **Payment Details** comprises of all the payment related details of the selected consumer over the span of 3 months, 6 months & 12 months

Click on **Payment Details** tab in **History** from the links

The screenshot shows the KSEB Web Self Services portal. The top navigation bar includes links for HOME, QUICK PAY, REGISTER COMPLAINT, COMPLAINT STATUS, and USER GUIDE. The user is logged in as 'Guest' with a 'LOGOUT' button. The left sidebar contains sections for 'BILLS AND SERVICES' (View Bill & Pay, Complaints, History, FAQs), 'PROFILE OPERATIONS' (Update Profile, Register & Unregister Consumer), and 'REGISTERED CONSUMERS' (a list of consumer IDs and names). The main content area has three tabs: 'Billing History', 'Payment Details' (which is circled in orange), and 'Consumption History'. Below the tabs, there are two dropdown menus: 'Consumer Number' (set to '--Select consumer--') and 'Months' (set to '--Select months--').

Figure 42 : Payment Details

- 1 Select the consumer number from the list
- 2 Select the duration in months

Payment details of the consumer for the selected duration is displayed as hereunder

The screenshot shows the KSEB Web Self Services portal with the 'Payment Details' tab selected. The 'Consumer Number' dropdown is set to '1146342003129' and the 'Months' dropdown is set to '12 Months'. Below the dropdowns, a table displays the payment history for the selected consumer and duration.

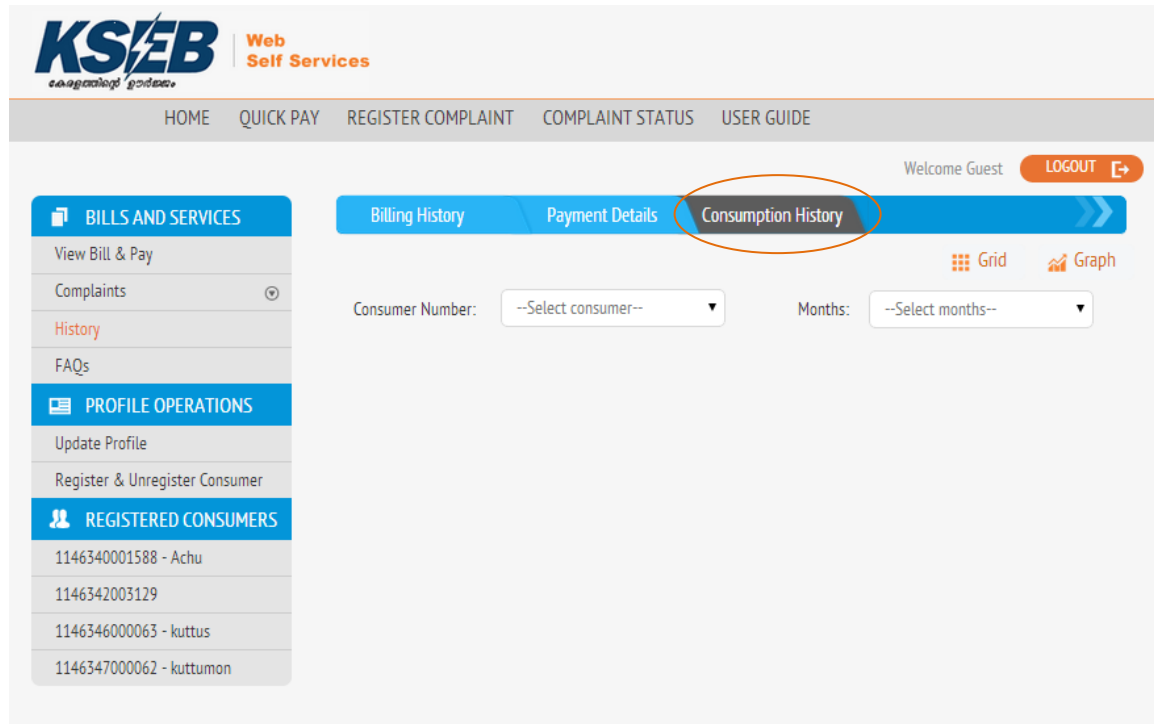
Receipt No	Bill No	Bill Amount	Paid Amount	Paid On	Payment Mode
46340131218402253	null	0.00	100,000,000.00	18-12-2013	Adjustment
46340131218501132	null	0.00	100,000,000.00	18-12-2013	Adjustment
4634080000009230	null	0.00	100,000,000.00	07-12-2013	Adjustment

Figure 43 : Payment History

# Consumption History

The **Consumption History** shows the units consumed by the selected consumer over the span of 3 months, 6 months & 12 months

Click on **Consumption History** tab in **History** from the links



The screenshot shows the KSIEB Web Self Services portal. The top navigation bar includes links for HOME, QUICK PAY, REGISTER COMPLAINT, COMPLAINT STATUS, and USER GUIDE. The left sidebar has sections for 'BILLS AND SERVICES' (View Bill & Pay, Complaints, History, FAQs), 'PROFILE OPERATIONS' (Update Profile, Register & Unregister Consumer), and 'REGISTERED CONSUMERS' (a list of consumer numbers and names). The main content area has a top navigation bar with 'Billing History', 'Payment Details', and 'Consumption History' (highlighted with an orange circle). Below this, there are dropdown menus for 'Consumer Number' and 'Months'. The 'Consumption History' section is currently empty.

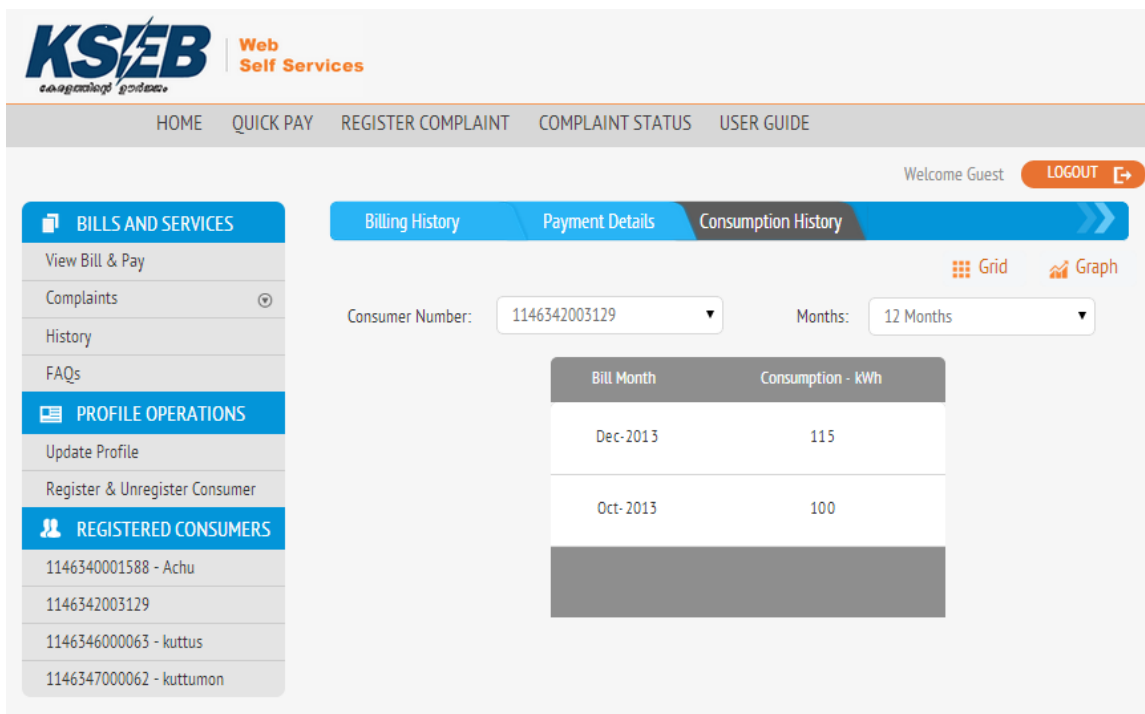
Figure 44 : Consumption History

- 1 Select the consumer number from the list
- 2 Select the duration in months

Consumption History of the consumer for the selected duration is displayed in two ways

## Grid

The consumption history is displayed in the Grid form by default. The consumption units in kWh are given against the corresponding month. The page is displayed as hereunder

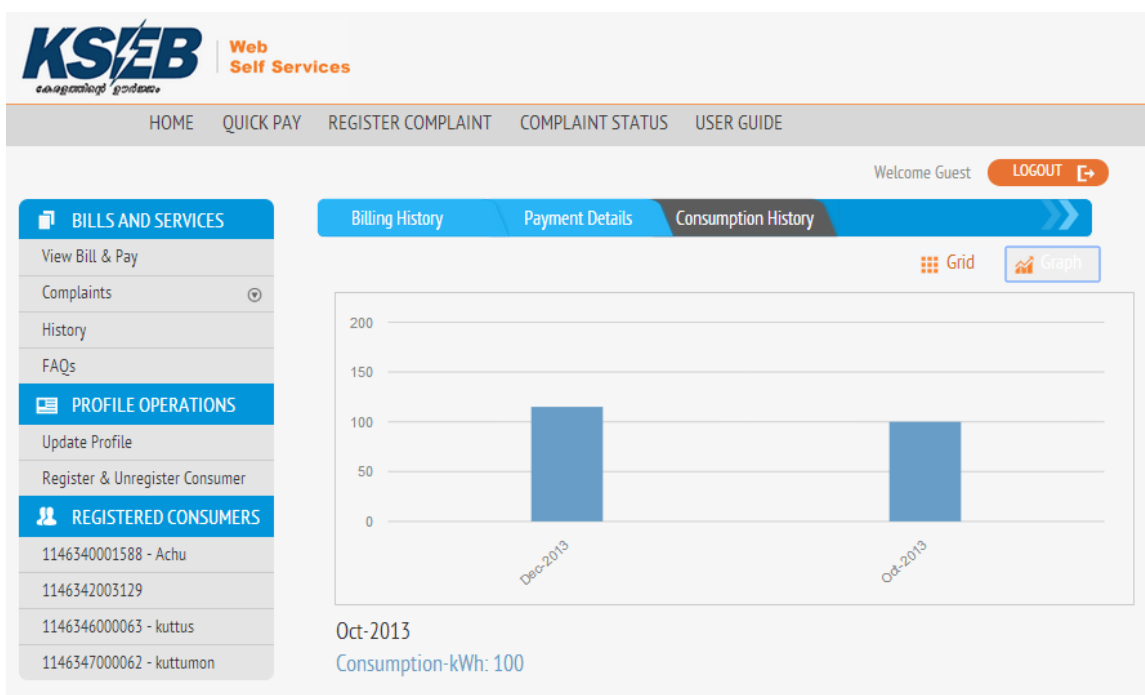


**Figure 45 : Consumption History – Grid View**

### Graph

The Grid display can be changed to Graph display by selecting **Graph** at the top right side of the page

The Graph display for the same data is as displayed hereunder



**Figure 46 : Consumption History – Graph View**

## Complaints: Unregistered Users

Using this feature, any user can register complaints in WSS as well as check the status of the complaints already registered

### Register Complaint

Click on **REGISTER COMPLAINT** from the KSEB Web Self Services quick links.



Figure 47 : WSS Interface

A page will be displayed as hereunder

**KSIEB** Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS NEW CONNECTION NEW CONNECTION STATUS USER GUIDE

CONSUMER SIGN IN

**File New Complaint**

Complaint Type: VOLTAGE RELATED Landmark: avni bhavan

Complaint Category: VOLTAGE LOW Consumer Number: 1146275000010

Contact Person: Blessy \* Problem Description: VOLTAGE LOW

\* Mobile Number: 9916372184 Address:

Verification code 11aini \* Enter Verification Code: 11aini

Submit Complaint Cancel

**Figure 48 : New Complaint Registration**

Enter the following complaint details

Field	Description
Complaint Type	Select the type of complaint from the drop down list
Complaint category	Select the category of the complaint from the drop down list
Contact Person	Name of the person to be contacted for details
Mobile Number	Mobile number of the contact person mentioned
Landmark	Landmark of the site of the complaint
Consumer Number	If the complaint is related to any consumer number
Problem description	Description of the complaint
Address	Address of the site of complaint
Enter verification code	Enter the CAPTCHA code for verification that the Registration is by humans

Click the **Submit Complaint** button to proceed with complaint Registration or **Cancel** to cancel the complaint information entered.

Successful registration will display the following message showing the complaint number generated for the complaint.



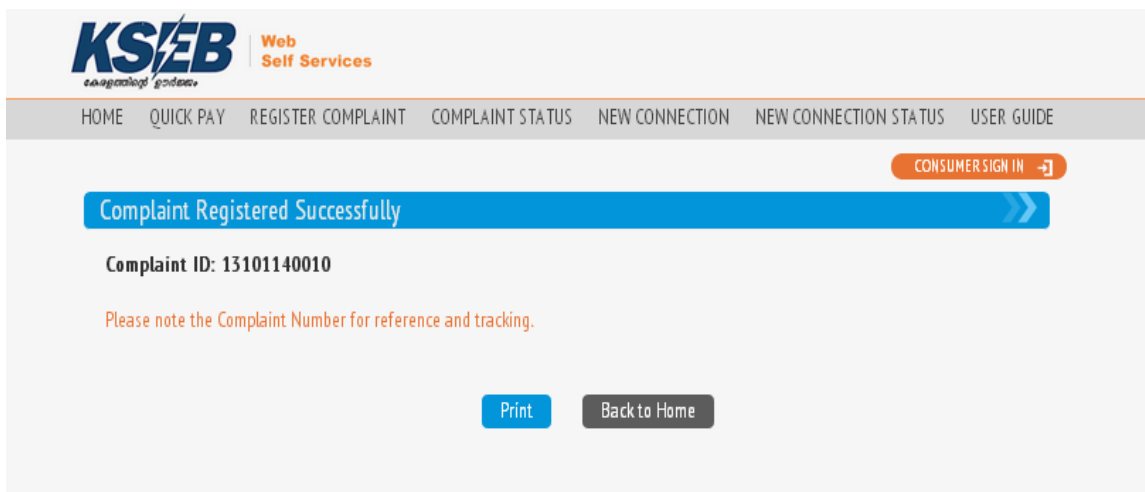


Figure 49 : “Complaint Successfully Registered” message

Click the **Print** button to take a print of the complaint number or go **back to the homepage**



*This complaint number is to be used for the further enquiries related to the complaint*

## Complaint Status

Click on **COMPLAINT STATUS** from the KSEB Web Self Services quick links.



Figure 50 : WSS Interface

A page will be displayed as hereunder

**Figure 51 : Complaint Status**

Enter the complaint number

Click the **Get Complaint Status** button to get the complaint status or **Cancel** to clear the entered information

Complaint status will be displayed as hereunder

Consumer No	Type	Complaint No	Requested Date	Completion By	Status	Description
1366040003744	VOLTAGE RELATED	13001140102	30-01-2014	30-01-2014	UNASSIGNED	VOLTAGE LOW

**Figure 52 : Complaint Status Details**

To come back to the home page click the **Back to Home** button



NOTE

*For temporary unavailable service, it will display the following message*

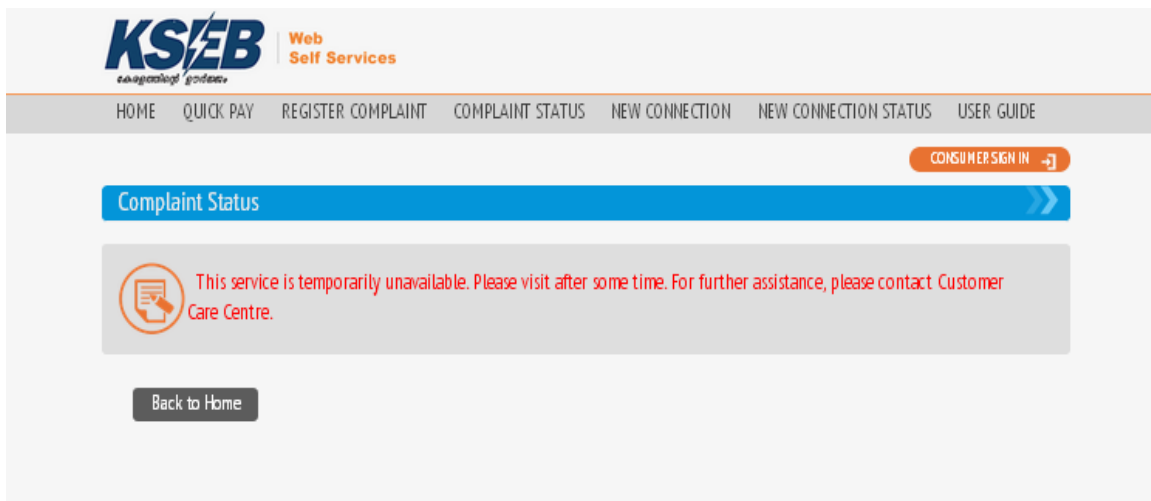


Figure 53 : Service Down



*For wrong complaint number, following message will be displayed*

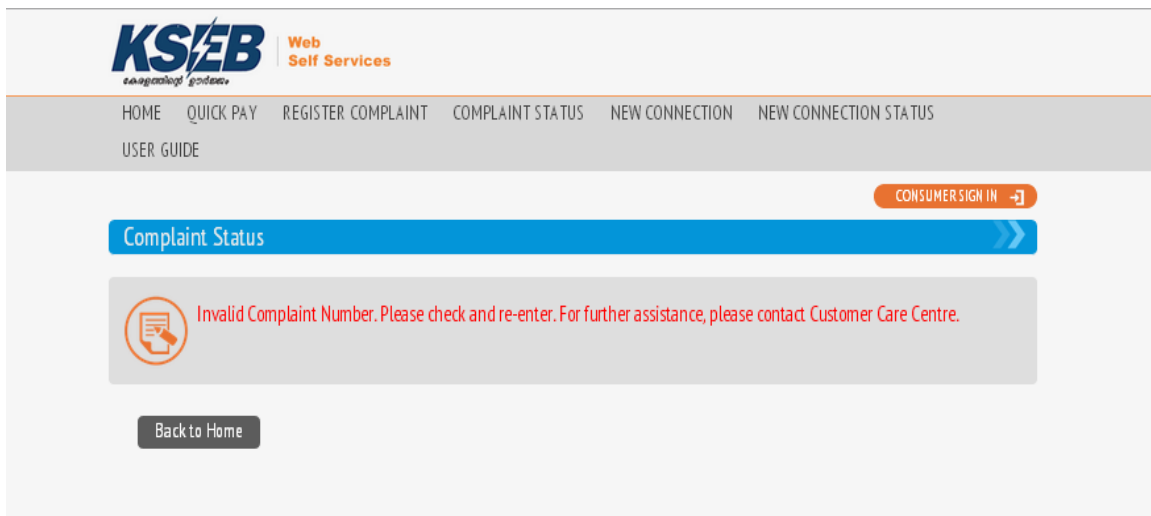


Figure 54 : "Invalid Complaint Number" message

## Complaints: Registered Users

Using this feature, a registered user can register complaints in WSS as well as check the status of the complaints already registered

### Register Complaint

To register a new complaint, click on **New Complaint** in **Complaints** from links after log in.

**KSIEB** | Web Self Services

HOME QUICK PAY REGISTER COMPLAINT COMPLAINT STATUS USER GUIDE

Welcome Guest [LOGOUT](#)

**BILLS AND SERVICES**

- View Bill & Pay
- Complaints
  - New Complaint**
  - Complaint Status
- History
- FAQs

**PROFILE OPERATIONS**

- Update Profile
- Register & Unregister Consumer

**REGISTERED CONSUMERS**

- 1146340001588 - Achu
- 1146342003129
- 1146346000063 - kuttus
- 1146347000062 - kuttumon

**View Bill & Pay**


Consumer Number	Due Amount (₹)	Payable (₹)
1146340001588	590.00	590.00
1146342003129	0.00	0.00
1146346000063	0.00	0.00
1146347000062	0.00	0.00

**TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER :** ₹ 590.00

[Proceed to Pay](#)

Figure 55 : WSS Home Page

A page will be displayed as hereunder



Web  
Self Services

[HOME](#)
[QUICK PAY](#)
[REGISTER COMPLAINT](#)
[COMPLAINT STATUS](#)
[USER GUIDE](#)

Welcome Guest
[LOGOUT](#)

BILLS AND SERVICES

View Bill & Pay
Complaints
History
FAQs

PROFILE OPERATIONS

Update Profile
Register & Unregister Consumer

REGISTERED CONSUMERS

1146340001588 - Achu
1146342003129
1146346000063 - kuttus
1146347000062 - kuttumon

File New Complaint

Complaint Details

Complaint Type: SUPPLY RELATED
Complaint Category: SUPPLY FAILED - TOTAL ARE
Consumer Number: 1146342003129
\* Problem Description: SUPPLY FAILED - TOTAL AREA
Address: KOTTAYAM,
Landmark: Landmark

Contact Details

Consumer Name: [NO NAME]
Contact Person: Blessy
Phone Number: Phone Number
\* Mobile Number: 9916375184

Submit Complaint
Cancel

Figure 56 : New Complaint

**New Complaint** registration page is divided into two sections

### Complaint Details

Enter the following complaint details

Field	Description
Complaint Type	Select the type of complaint from the drop down list
Complaint category	Select the category of the complaint from the drop down list
Consumer Number	Select the consumer number from the list
Problem description	Description of the complaint
Address	Address of the site of complaint

Field	Description
Landmark	Landmark of the site of the complaint

### Contact Details

Enter the following details of the person to be contacted

Field	Description
Consumer Person	Name of the person to be contacted for details
Mobile Number	Mobile number of the contact person



*Address, Consumer name, phone number & mobile number will be displayed right after selecting the consumer number. Address & Mobile number can be edited for any change*

Click the **Submit Complaint** button to proceed with complaint Registration or **Cancel** to clear the complaint information entered.

Successful registration will display the following message showing the complaint number generated for the complaint.

The screenshot shows the KSEB Web Self Services portal. The header includes the KSEB logo and navigation links: HOME, QUICK PAY, REGISTER COMPLAINT, COMPLAINT STATUS, and USER GUIDE. A user is logged in as 'Guest' with a 'LOGOUT' button. The left sidebar contains menu items under 'BILLS AND SERVICES', 'PROFILE OPERATIONS', and 'REGISTERED CONSUMERS'. The main content area displays a blue banner 'Complaint Registered Successfully' with a right-pointing arrow. Below the banner, the 'Complaint ID: 11602140018' is shown, followed by a note: 'Please note the Complaint Number for reference and tracking.' At the bottom of the message area are 'Print' and 'Back' buttons.

**Figure 57 : Complaint Registration Successful**

Click the **Print** button to take a print of the complaint number or click **back** to go back to the home page



The complaint number is to be used for the further enquiries related to the complaint

If the same complaint is already registered, it will display the following message

Figure 58 : Complaint Already Registered

## Complaint Status

Welcome Guest

To check the status of the registered complaints, click on **Complaint Status** in **Complaints** from the links after log in.

The screenshot displays the KSFEB Web Self Services portal. The top navigation bar includes links for HOME, QUICK PAY, REGISTER COMPLAINT, COMPLAINT STATUS, and USER GUIDE. A user is logged in as 'Guest' with a 'LOGOUT' button. The left sidebar contains a menu with 'BILLS AND SERVICES', 'PROFILE OPERATIONS', and 'REGISTERED CONSUMERS'. Under 'BILLS AND SERVICES', 'Complaints' is expanded, and 'Complaint Status' is highlighted with a red circle. The main content area is titled 'View Bill & Pay' and contains a table of consumer bills. The table has columns for Consumer Number, Due Amount (₹), and Payable (₹). The total amount payable for all registered consumers is ₹ 590.00. A 'Proceed to Pay' button is located at the bottom right of the table.


Consumer Number	Due Amount (₹)	Payable (₹)
1146340001588	590.00	590.00
1146342003129	0.00	0.00
1146346000063	0.00	0.00
1146347000062	0.00	0.00

TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER : ₹ 590.00

Proceed to Pay

Figure 59 : WSS Interface

A page will be displayed as hereunder



**KSFEB**  
 കേരളാ സ്വതന്ത്ര വൈദ്യുത വിതരണ ബോർഡ്

**Web Self Services**

[HOME](#)
[QUICK PAY](#)
[REGISTER COMPLAINT](#)
[COMPLAINT STATUS](#)
[USER GUIDE](#)

Welcome Guest
 [LOGOUT](#)

**BILLS AND SERVICES**

- View Bill & Pay
- Complaints
- History
- FAQs

**PROFILE OPERATIONS**

- Update Profile
- Register & Unregister Consumer

**REGISTERED CONSUMERS**

- 1146340001588 - Achu
- 1146342003129
- 1146346000063 - kuttus
- 1146347000062 - kuttumon

### Complaint Status

User specific complaints
 

Guest@1234

Consumer specific complaints
 

Consumer number : 1146340001588  
 Consumer number : 1146342003129

Type	Complaint No	Requested Date	Completion By	Status	Description
SUPPLY RELATED	11602140018	16-02-2014	16-02-2014	UNASSIGNED	SUPPLY ONE PHASET
	Consumer number : 1146346000063				
	Consumer number : 1146347000062				

**Figure 60 : Consumer Number Wise Complaint**

**Complaint Status** page is divided into following two categories:

- 1 User Specific complaints: complaints related to the User.
- 2 Consumer specific complaints : complaints related to the consumer numbers in the User account

Click on the User name to get the complaint status of the User specific complaints registered

Click on the consumer number to get the complaint status of consumer specific complaints \

If there are no complaints , it will show the following screen



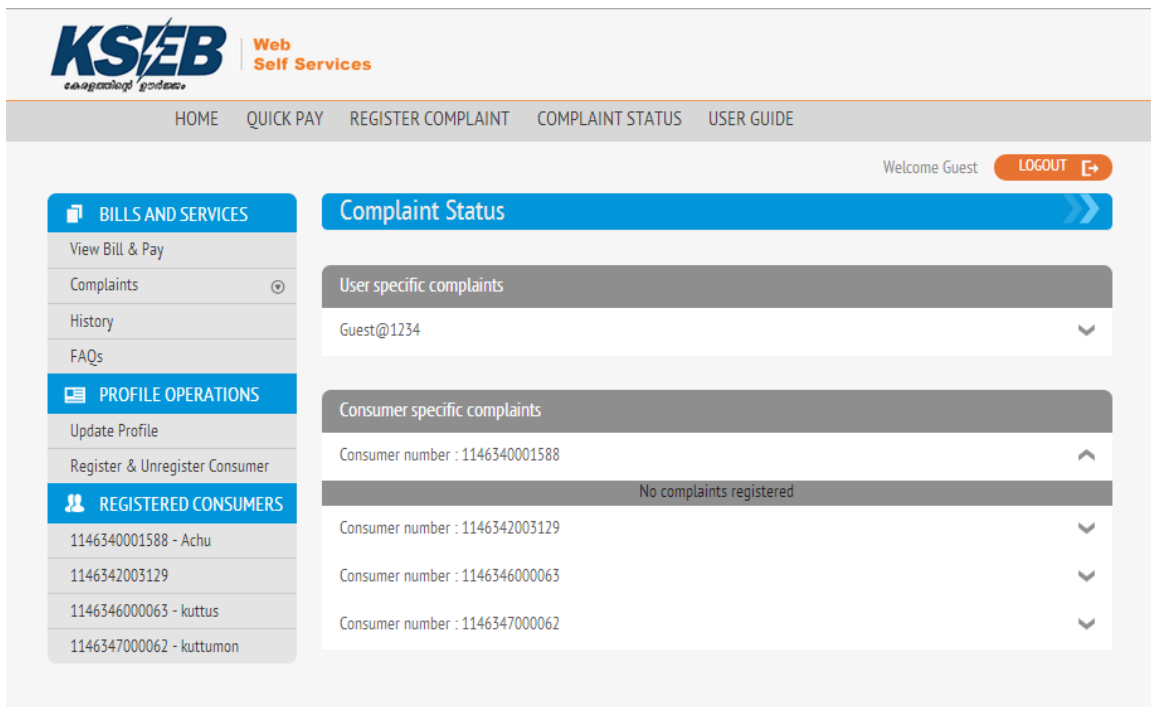



Figure 61 : No Complaint Status

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## Frequently Asked Questions

WSS gives a set of FAQs (frequently asked questions) from the User's perspective with their answers & relevant guidelines

Click on **FAQs** from the links. The screen will be displayed as hereunder:



Web  
Self Services

HOME
QUICK PAY
REGISTER COMPLAINT
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Welcome Guest
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BILLS AND SERVICES

View Bill & Pay
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PROFILE OPERATIONS

Update Profile
Register & Unregister Consumer

REGISTERED CONSUMERS

1146340001588 - Achu
1146342003129
1146346000063 - kuttus
1146347000062 - kuttumon

View Bill & Pay

Consumer Number	Due Amount (₹)	Payable (₹)	
1146340001588	590.00	590.00	▼
1146342003129	0.00	0.00	▼
1146346000063	0.00	0.00	▼
1146347000062	0.00	0.00	▼


TOTAL AMOUNT PAYABLE FOR ALL REGISTERED CONSUMER :
₹ 590.00

Proceed to Pay

**Figure 62 : WSS Interface**

The FAQ covers the following sections.

- 1 Available services
- 2 User registration
- 3 Bill payment
- 4 Billing history
- 5 File complaint
- 6 New connection application
- 7 General
- 8 Common errors



Web  
Self Services

HOME
QUICK PAY
REGISTER COMPLAINT
COMPLAINT STATUS
USER GUIDE

Welcome Guest

LOGOUT

BILLS AND SERVICES

View Bill & Pay
Complaints
History
FAQs

PROFILE OPERATIONS

Update Profile
Register & Unregister Consumer

REGISTERED CONSUMERS

1146340001588 - Achu
1146342003129
1146346000063 - kuttus
1146347000062 - kuttumon

FAQs

AVAILABLE SERVICES

USER REGISTRATION

BILL PAYMENT

BILLING HISTORY

FILE COMPLAINT


APPLY FOR NEW CONNECTION

GENERAL

COMMON ERROR

**Figure 63 : FAQs Sections**

Click on any of these to get a set of information pertaining to that section.



**Web  
Self Services**

[HOME](#)
[QUICK PAY](#)
[REGISTER COMPLAINT](#)
[COMPLAINT STATUS](#)
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Welcome Guest
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BILLS AND SERVICES

[View Bill & Pay](#)
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PROFILE OPERATIONS

[Update Profile](#)
[Register & Unregister Consumer](#)

REGISTERED CONSUMERS

[1146340001588 - Achu](#)
[1146342003129](#)
[1146346000063 - kuttus](#)
[1146347000062 - kuttumon](#)

FAQs

AVAILABLE SERVICES

The services provided in this Portal are :

1. View /Pay Bill
2. Consumption, Billing and Payment History
3. Update Profile
4. Update Consumer profile
5. Complaints Registration
6. Complaints Status

Without Logging in

1. Quick Pay
2. Complaints Registration
3. Complaint Status
4. New Connection Application

USER REGISTRATION

BILL PAYMENT

BILLING HISTORY

FILE COMPLAINT

APPLY FOR NEW CONNECTION

GENERAL

COMMON ERROR

Figure 64 : FAQs