



# West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Registered Office: Vidyut Bhavan, Bidhannagar, Block-DJ, Sector-II, Kolkata-700 091

CIN: U40109WB2007SGC113473; website: [www.wbsedcl.in](http://www.wbsedcl.in)

Office Order No: 282

Date: 08/05/25

## Sub: Emergency Credit Amount of Rs. 300 before disconnection of Smart Prepaid consumers

Ref: - 1) Roll out plan for implementation of Prepaid Smart Meter of WBERC vide Case No: QA-468/23-24 dated 20.02.2024

2) SOP for Prepaid Consumer Meter of the Dy. Secy., MoP, Gol, vide file No: 14/02(01)/2022-UR&SI-II-(E-259236) dated 14.02.2024

Within the jurisdiction of WBSEDCL, smart meter installation is progressing steadily under different projects. Those installed meters are gradually being converted into pre-paid mode from post-paid as per the Order of Hon'ble West Bengal Electricity Regulatory Commission (WBERC) as referred above.

Apropos, Ministry of Power, Government of India, has issued one Standard Operating Procedure (SOP) applicable for pre-paid smart meters installed under Revamped Distribution Sector Scheme (RDSS) also referred above.

It has been decided that SOP as applicable for pre-paid smart meters installed under RDSS will be applicable for pre-paid smart meters installed under different schemes/projects within the jurisdiction of WBSEDCL.

In consideration of para above, following modus operandi will be followed for all pre-paid smart meters installed under different schemes/projects within the jurisdiction of WBSEDCL.

- (i) Alert message will be sent to the consumer when balance reaches at low level. Low level implies balance less than seven (7) days average consumption.
- (ii) There will be no disconnection till balance reaches zero even up to negative Rs. 300 (Three hundred only). In other words, consumer will be allowed Rs. 300 negative balance.
- (iii) After reaching the above threshold limit there will be automatic disconnection.
- (iv) There will be no disconnection on Saturday, Sunday, Holiday or beyond Office Hours even if balance reaches negative Rs. 300.
- (v) For reconnection, the consumer has to deposit the amount of negative balance (i.e. Rs. 300 or more in case Rs. 300 negative balance reaches on Saturday, Sunday, Holiday or beyond Office Hours) plus minimum Rs. 100 at one time.

This Order will take immediate effect.

(A.K. Patua)  
Director (HR)  
WBSEDCL



## West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Registered Office: Vidyut Bhavan, Bidhannagar, Block-DJ, Sector-II, Kolkata-700 091

CIN: U40109WB2007SGC113473; website: [www.wbsedcl.in](http://www.wbsedcl.in)

Memo No: WBSedCL/ IT&C/ 33-10 (MBC) / 1474 (i-XVII) Dated: 18/07/2025

### Distribution:

1. The Director (Distribution), WBSedCL
2. The Director (Finance), WBSedCL
3. The Director (R&T), WBSedCL
4. The Executive Director (Distribution), WBSedCL.
5. The Chief Engineer: Dist.- South/Dist.- North/Regulation/CRM/R&EM/Communication, WBSedCL.
6. Chief Engineer (IT), WBSedCL – with request for uploading this Circular on the Website of the Company
7. The Zonal Manager, Kolkata/Midnapore/Berhampore/Siliguri/Burdwan/Malda Zone, WBSedCL – They are requested for circulation to all concerned under their jurisdiction
8. PS to CMD, WBSedCL