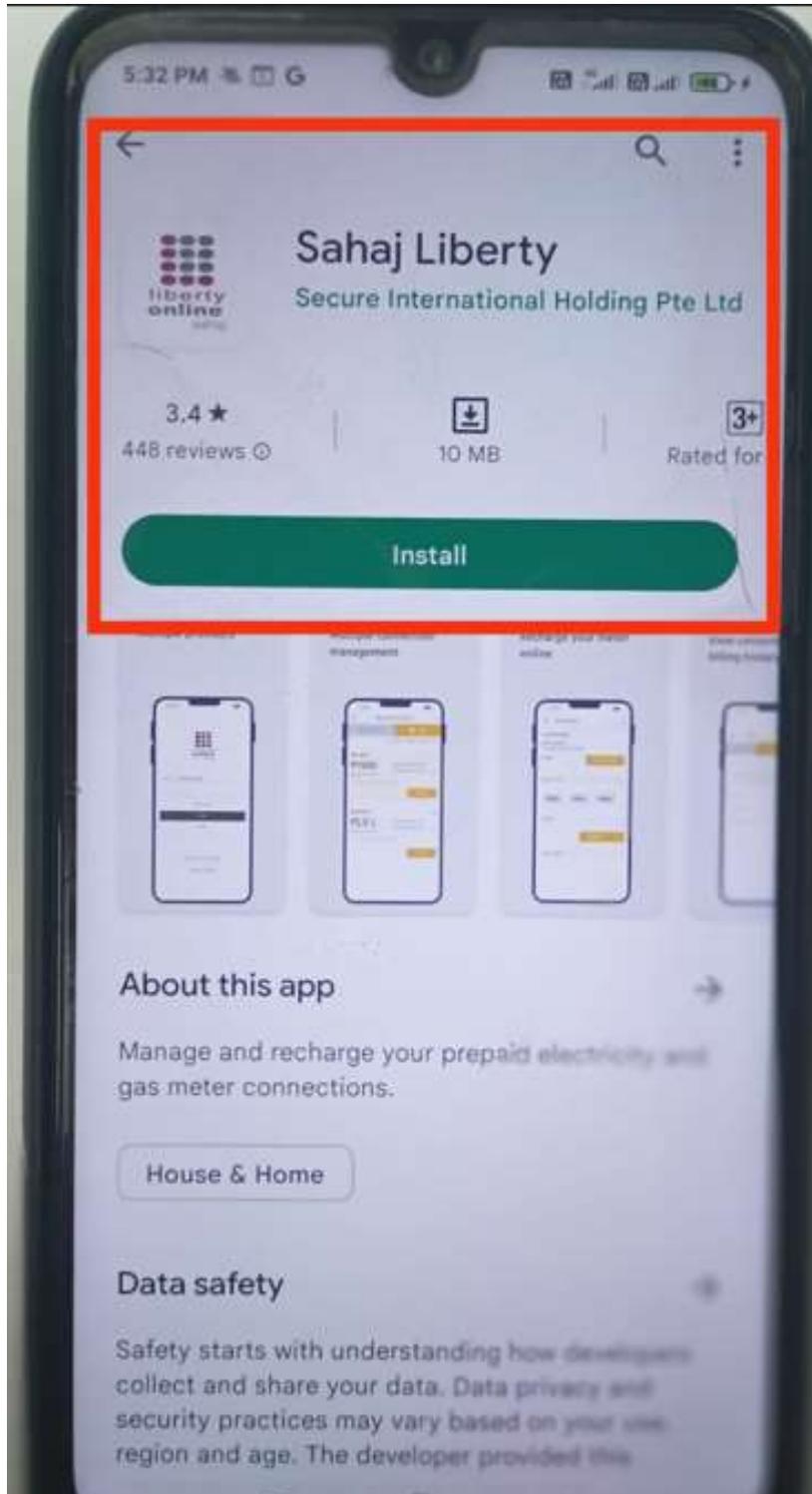


# Process Steps for Prepaid Meter Recharge using SahajMobile Application

Open the play store:-

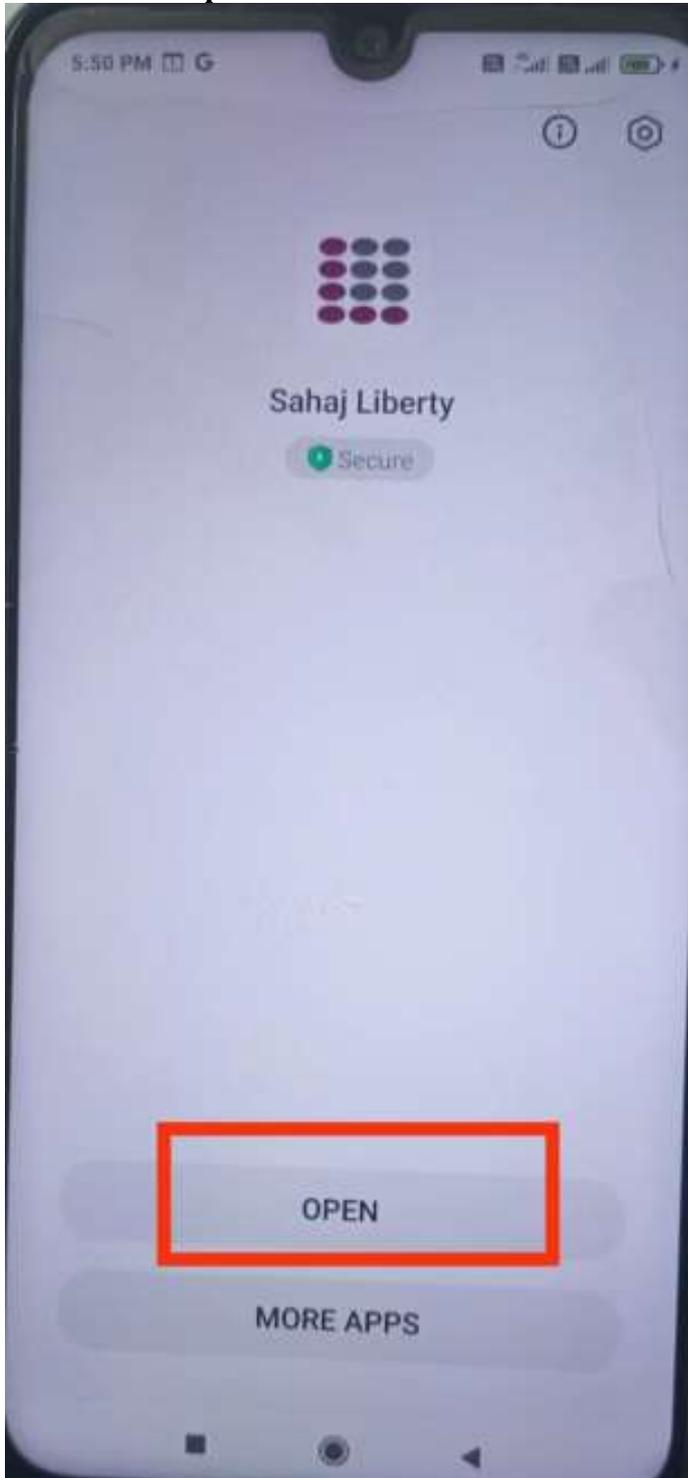


Search **Sahaj Liberty** in play store search bar option:-

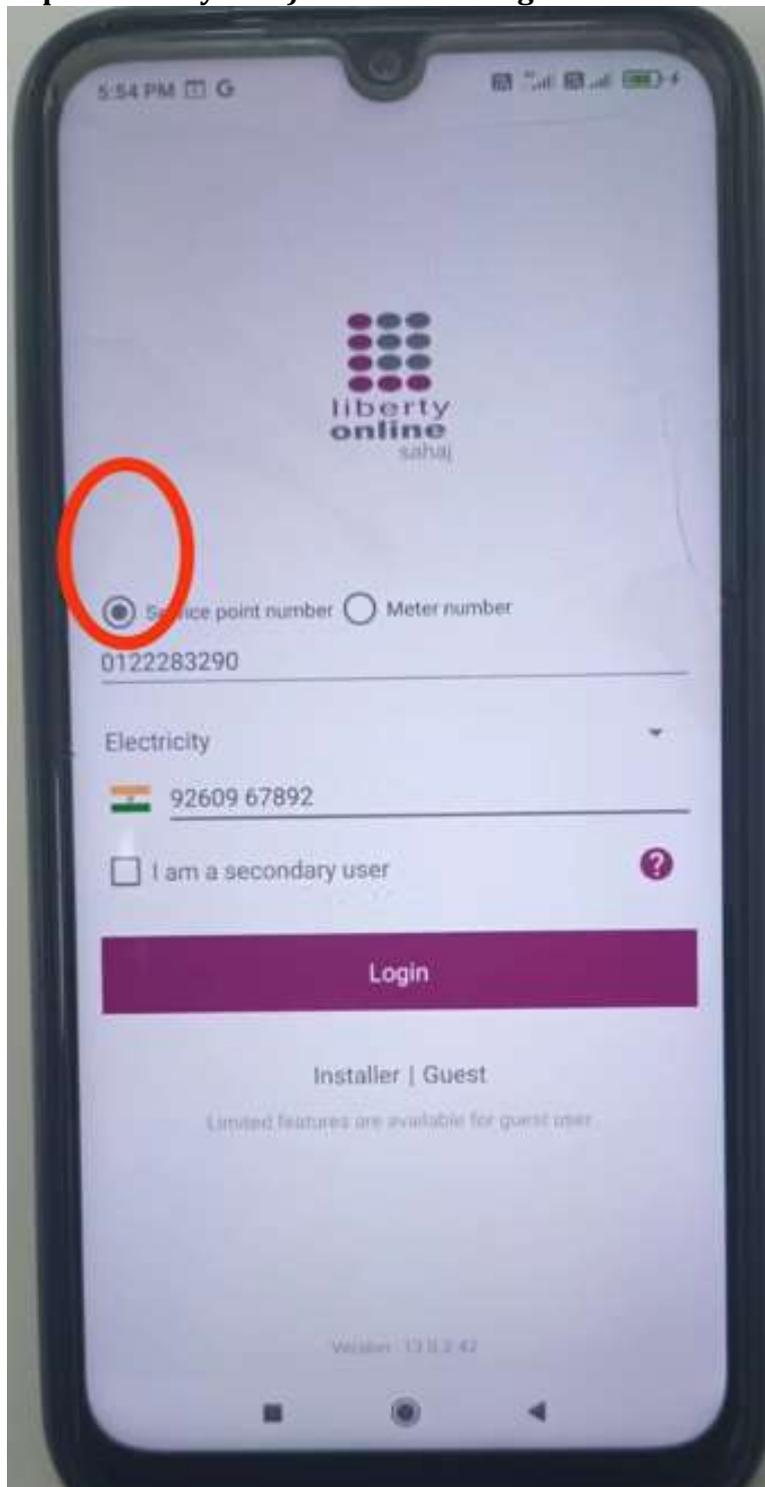


Download the **Sahaj Liberty mobile application & install**, after installation is appears as below:-

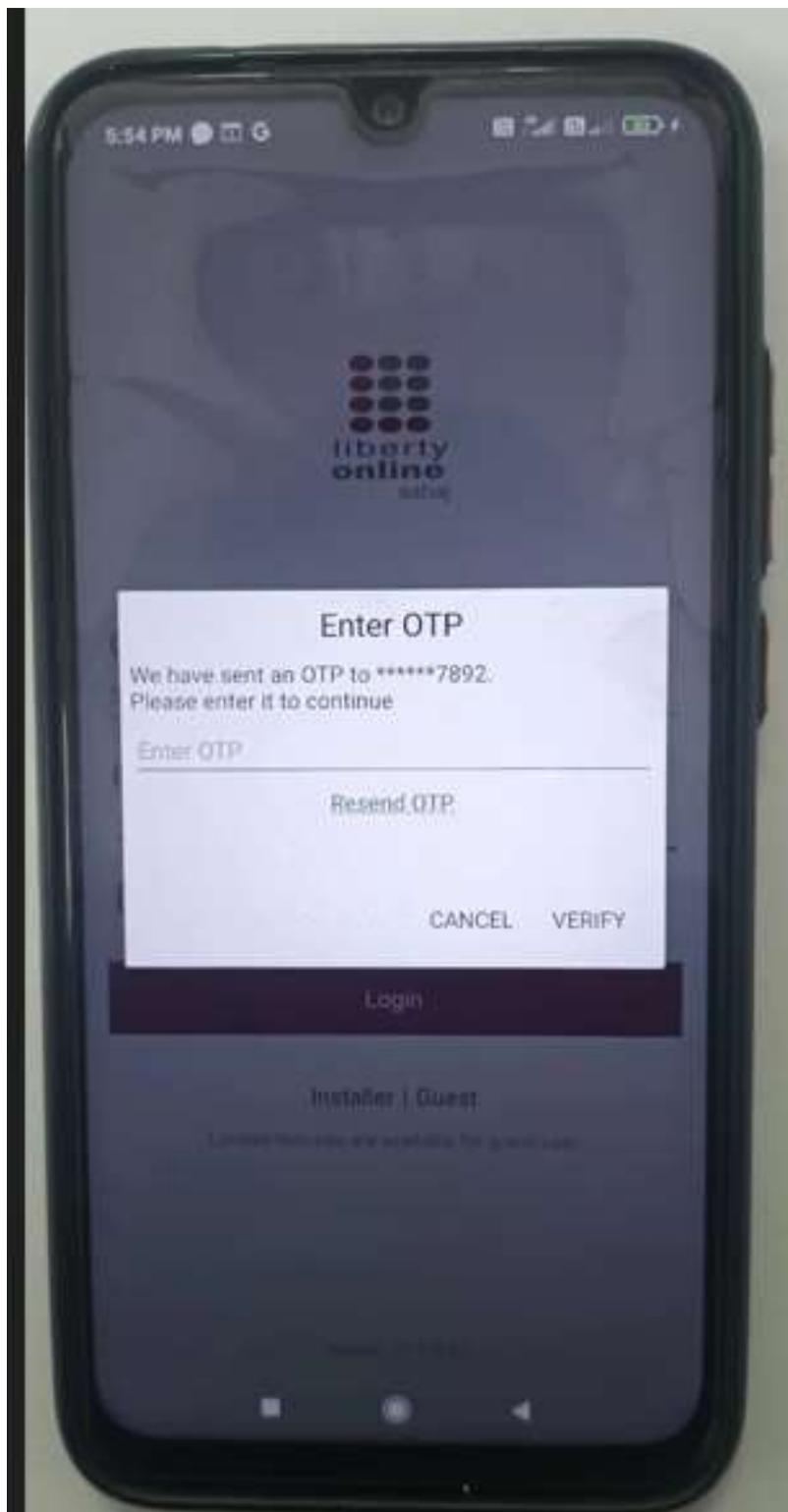
Now click on **Open**



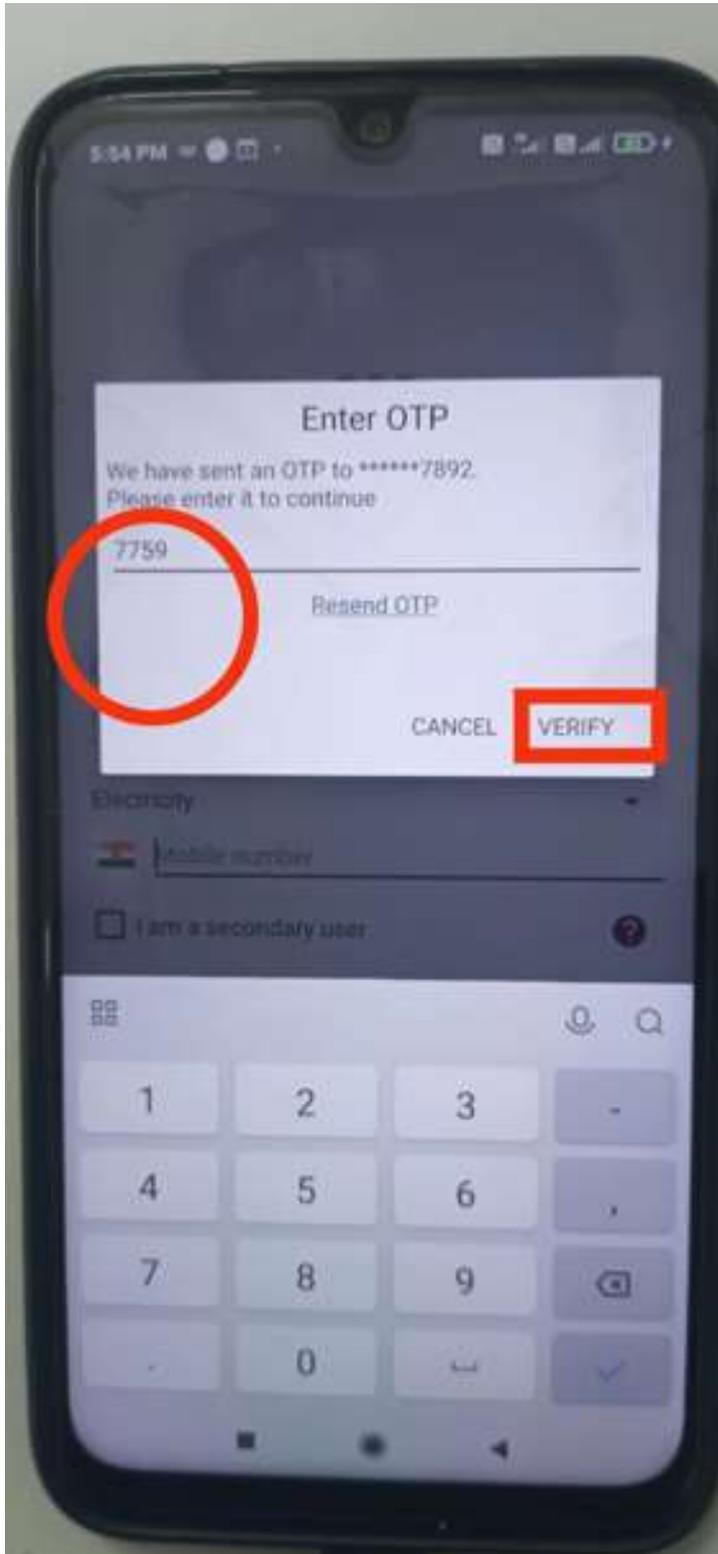
Select **Service point number**, Enter the details to register with Application, **Service point number (Connection n./Account id) & mobile no. {Which is registered on electricity department system}** then click on **Login**



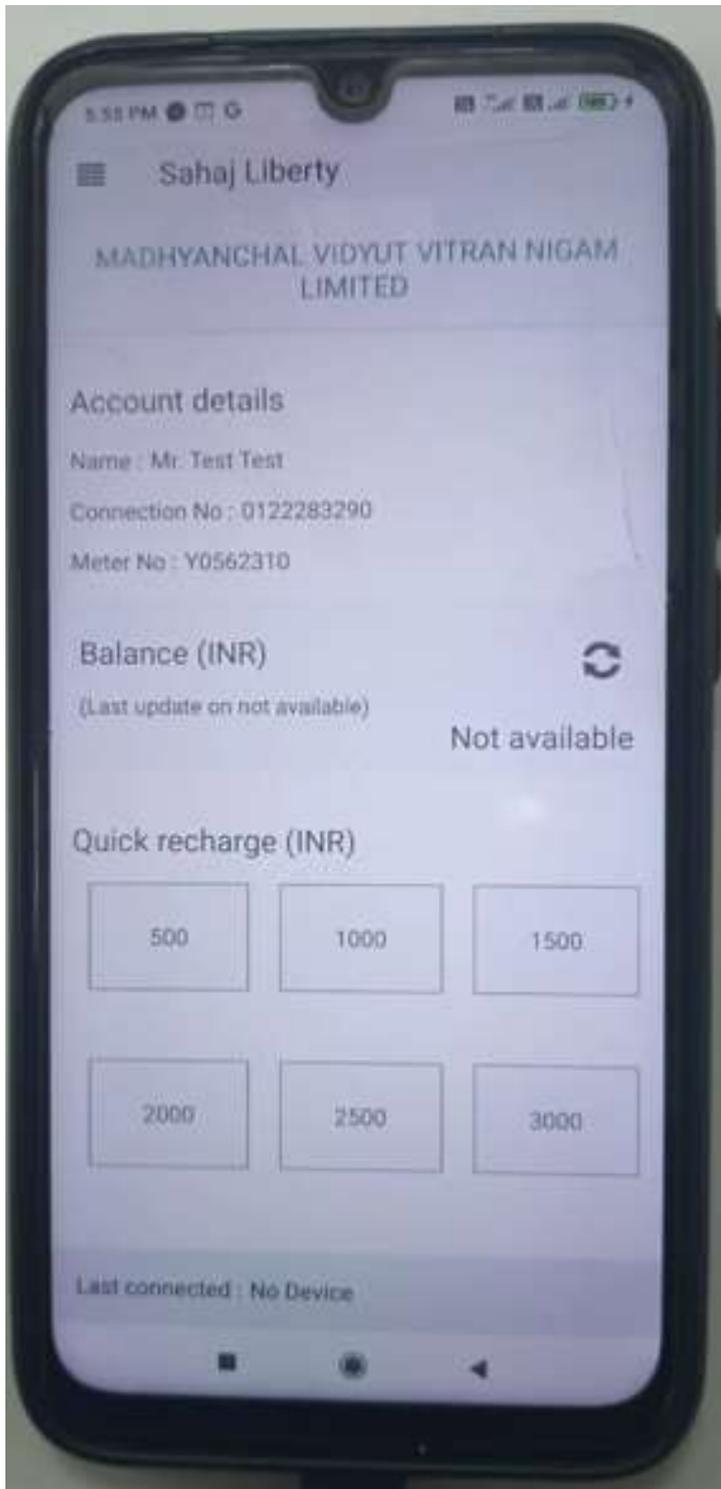
After click on **Login**, one **OTP** is will be send on your registered mobile n.



Fill **OTP** & click on **VERIFY**

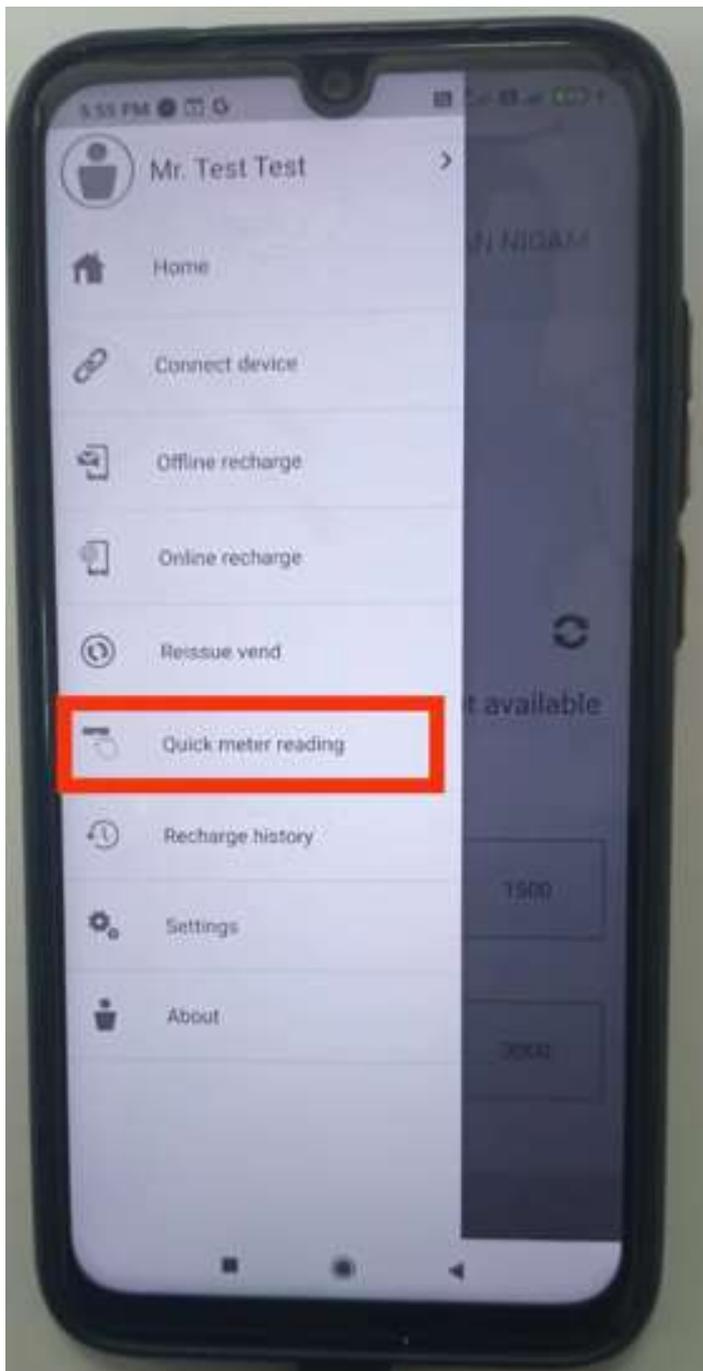


Home page of the Application will display with consumer details as:



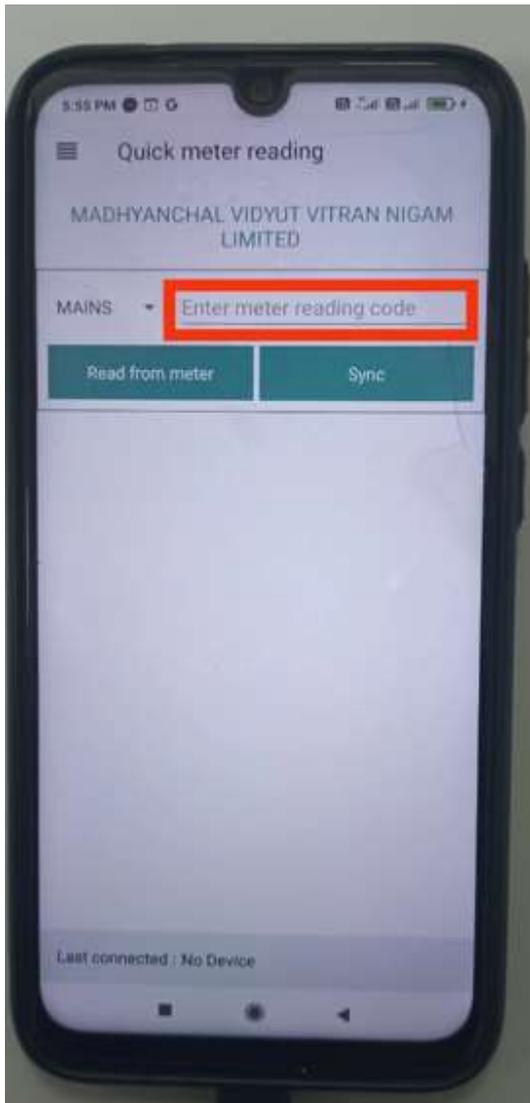
If you are doing first recharge in current month than go to **Quick meter reading** option

If already done recharge in current month than go to direct **Online recharge** option



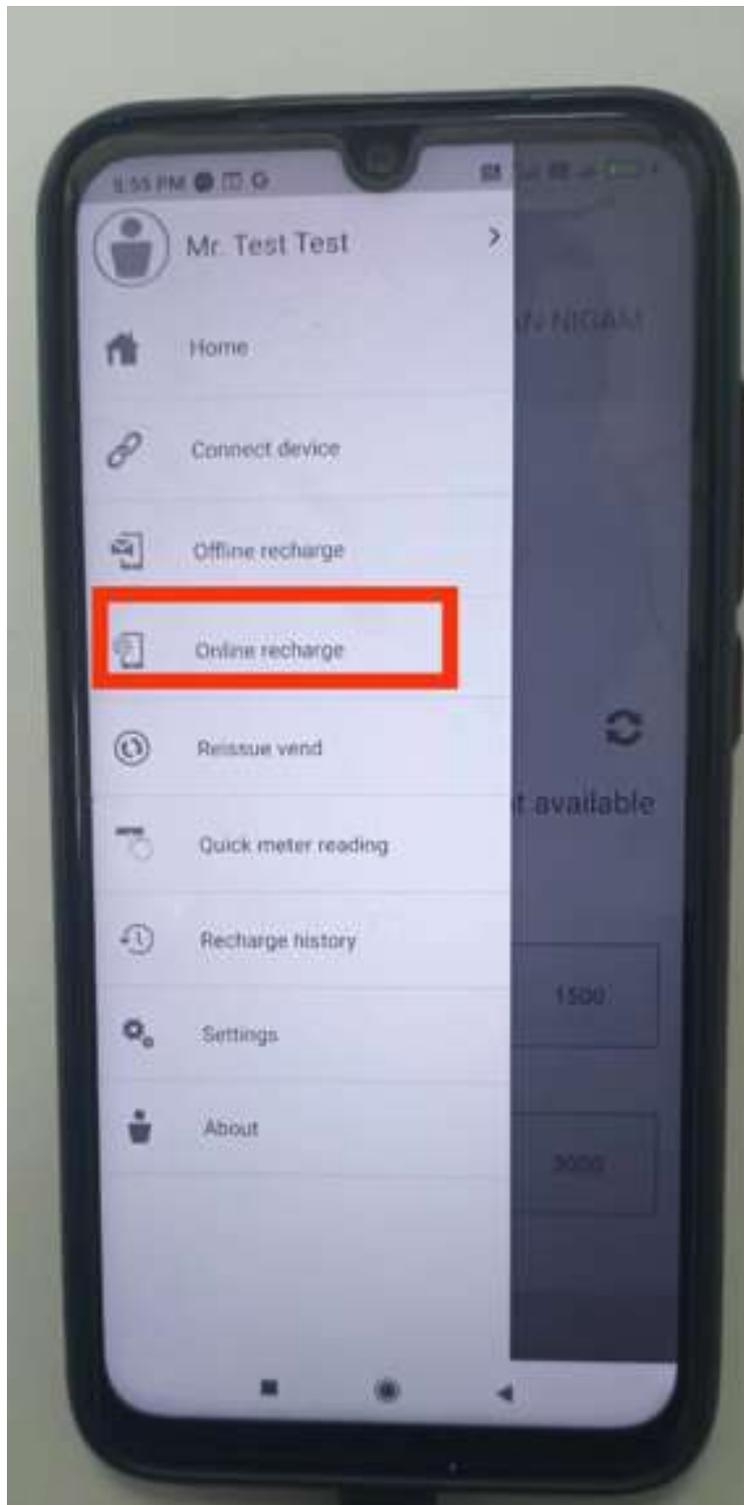
Here fill the **ABC** code (get **ABC** code press “5” number button in meter)

**Note: - ABC code may be minimum 20 digits.**

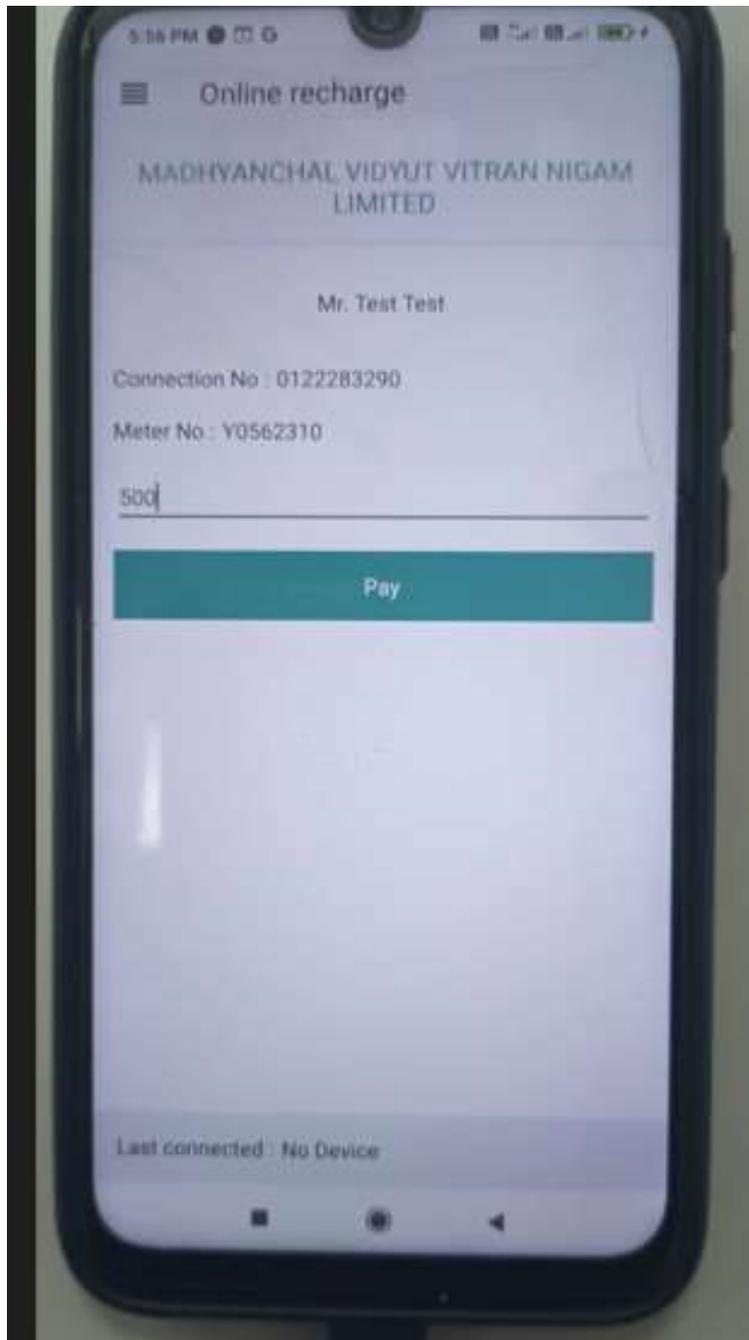


After filled the ABC code click on **Sync**, ABC code will be updated in server.

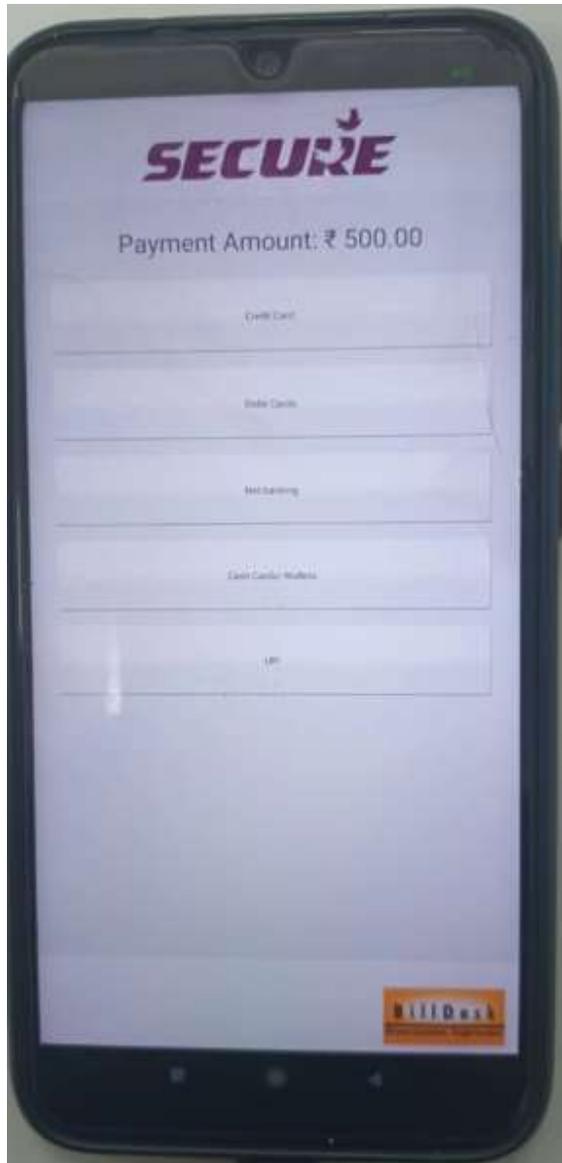
Now back to Main menu & click on **Online recharge** option



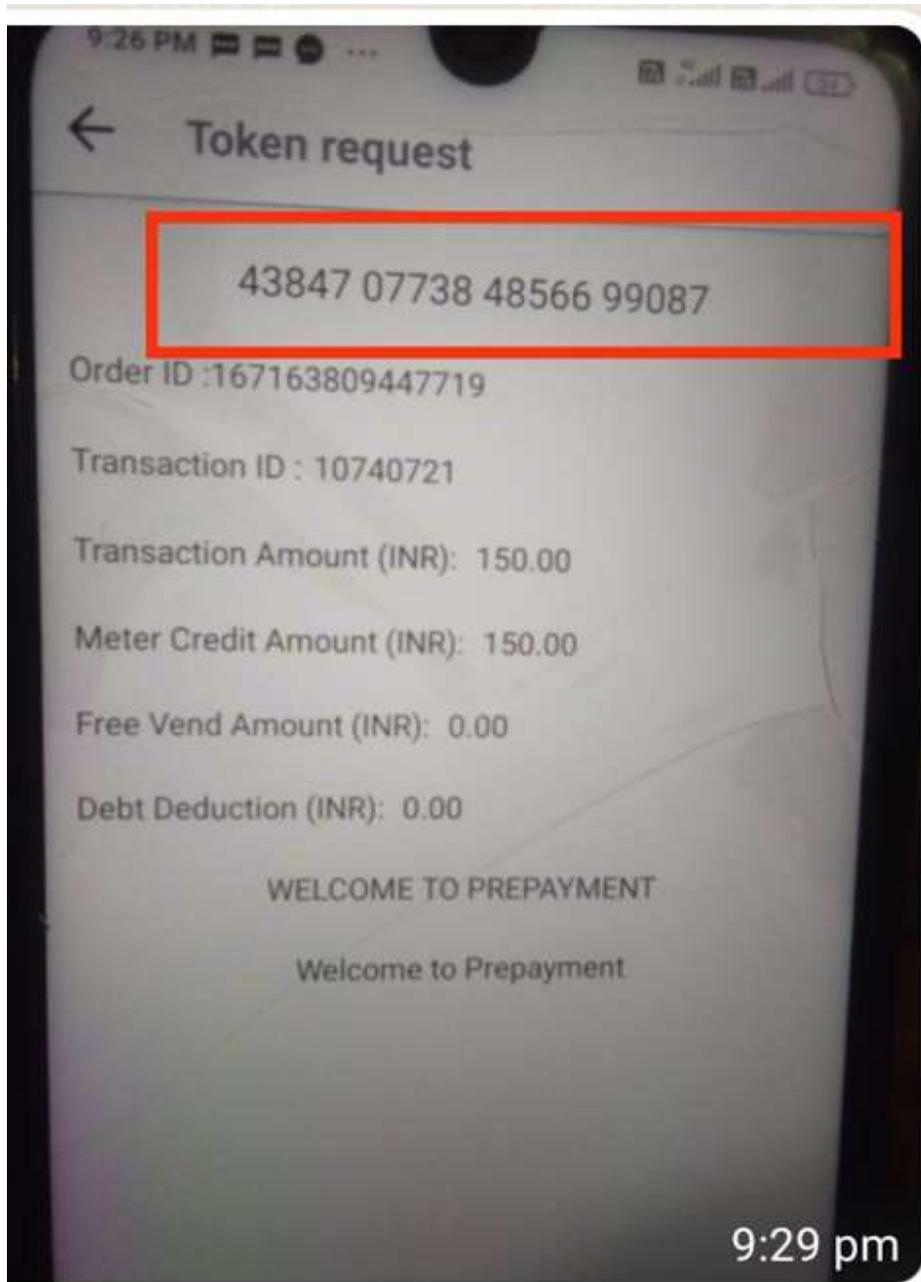
Here, define the amount against which meter recharge is required:



Choose your payment gateway from option & proceed:



After successfully payment, token is printed as below:-

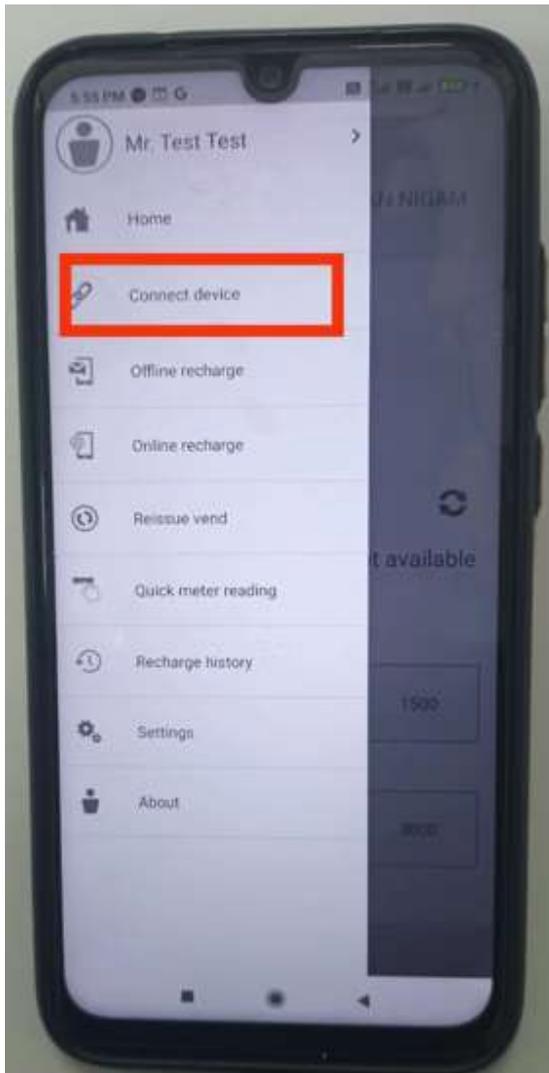


Please enter above code into meter, meter will recharged with token amount

If you are in Freedom unit device Bluetooth range, you can connect Sahaj Liberty Mobile app to freedom unit read **ABC** code automatically from meter & after done successfully recharge and also app will send recharge code (Token) automatically to meter through Bluetooth freedom unit or manual token can also be punched in meter.

**Note: - Freedom unit device (With Bluetooth features) must be connected to meter.**

For connect the Sahaj Liberty App to Meter, click on **Connect device**



Sahaj Liberty app will scanning available Bluetooth devices, & pairing list will displayed  
Now, pair the your freedom device & enter pairing code into freedom device,  
Now, Sahaj Liberty App will be connected to Meter.

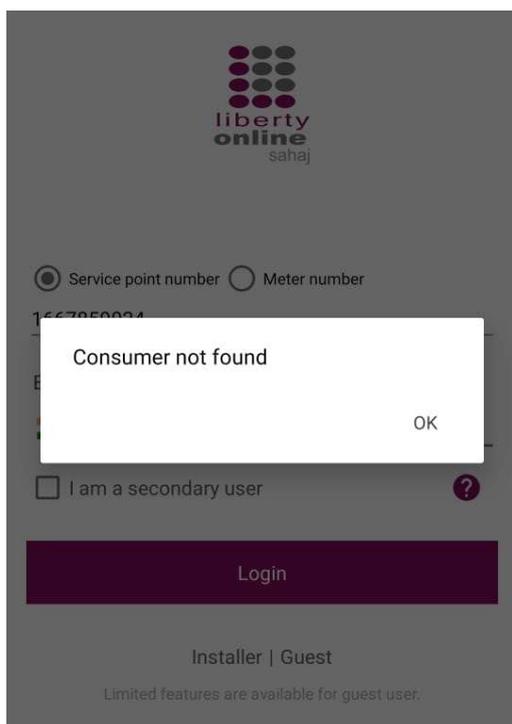


# SOP FOR ERROR HANDLING DURING RECHARGE PREPAID METERS THROUGH SAHAJ LIBERTY MOBILE APP.

Below error comes for generation-1 meters (SMP and X series), whereas consumer database was created in prepaid system, not through CC&B end.

Y Series meters are generation-2 meters.

## 1. Error "Consumer/Customer not found".



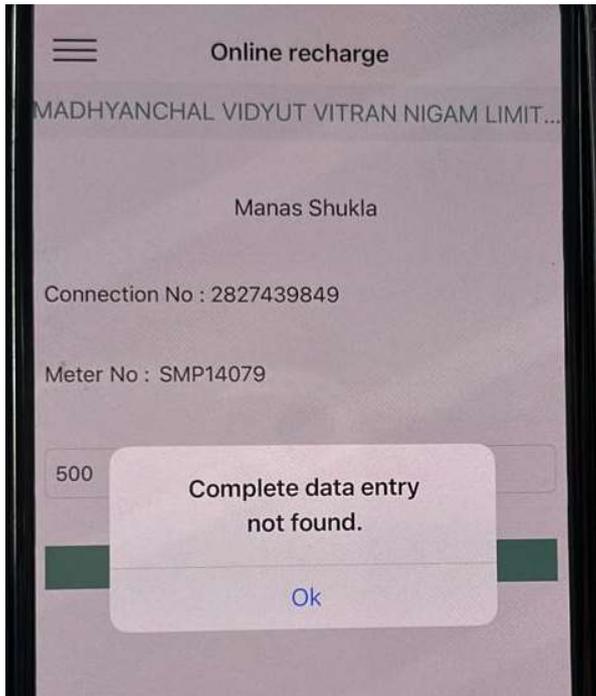
### If getting this error, possible cause:-

- Consumer has entered unregistered mobile number with account ID.
- Mobile number not updated at CC&B end with account ID.
- Division code not updated.
- Manual database created by department in prepaid system, it was not pushed through CC&B. It should be pushed through CC&B end only to prepaid system.

### Solution: -

- Concern discom JE/SDO, run data correction in CC&B with correct mobile, division code and get response code "0". If response code is not "0" than follow below steps (SMP and X series).
- Master operator of liberty client need to decommission & settle the meter from Liberty Client system for generation-1 meters (SMP and X series).
- After above step, update the mobile number in CC&B and then run data correction case in CC&B & get response code "0" for generation-1 meters (SMP and X series).
- For generation-2 meters (Y series), directly run data correction case in CC&B & get response code "0".

## 2. Error "Complete data entry not found."



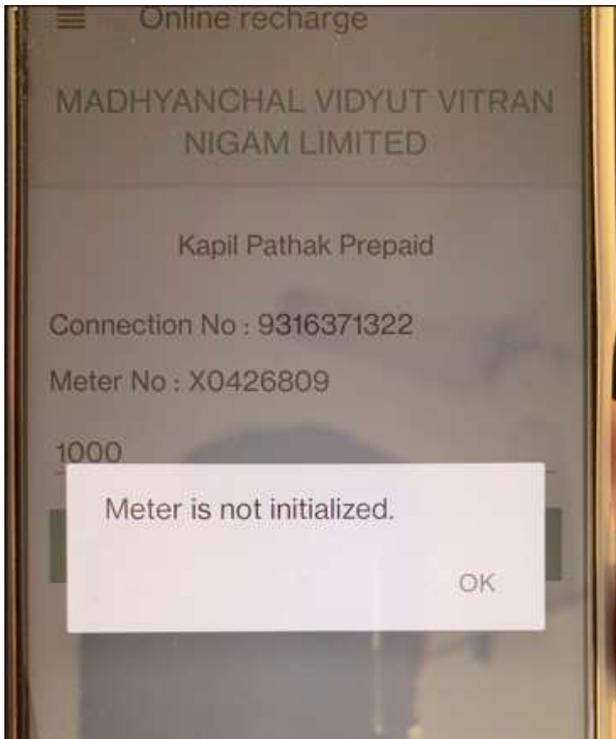
### If getting this error, possible cause:-

- a) Manual database created by department in prepaid system, it was not pushed through CC&B. It should be pushed through CC&B end only to prepaid system.
- b) Division code not updated.
- c) Entered information not matched between prepaid system and CC&B end.

### Solution: -

- a) Concern discom JE/SDO, run data correction in CC&B with correct mobile, division code and get response code "0". If response code is not "0" than follow below steps (SMP and X series).
- b) Master operator of liberty client need to decommission & settle the meter from Liberty Client system for generation-1 meters (SMP and X series).
- c) After above step, update the mobile number in CC&B and then run data correction case in CC&B & get response code "0" for generation-1 meters (SMP and X series).
- d) For generation-2 meters (Y series), directly run data correction case in CC&B & get response code "0"

### 3. Error “Meter is not initialized.”



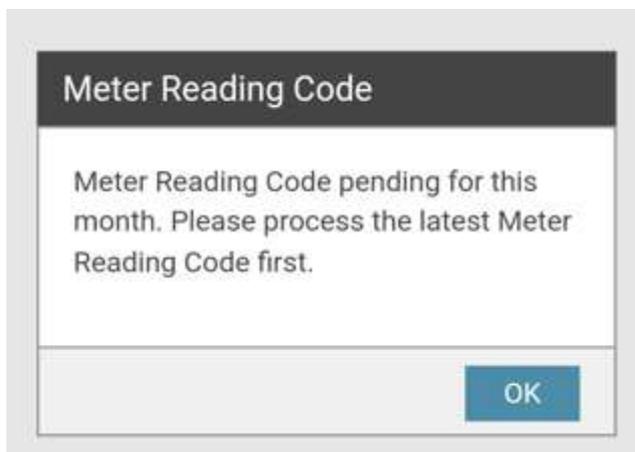
#### **If getting this error, possible cause:-**

- a) Discom Liberty Client Master operator had not completed defied process (not generated initialization token & not entered into meter before installation)

#### **Solution: -**

- a) Master operator of liberty client need to decommission & settle the meter from Liberty Client for generation-1 meters (SMP and X series).
- b) After above step, generate initialization token & enter into meter for generation-1 meters (SMP and X series).
- c) For generation-2 meters (Y series), not applicable

**4. Information “Meter reading Code pending for this month. Please process the latest Meter reading code first.”**



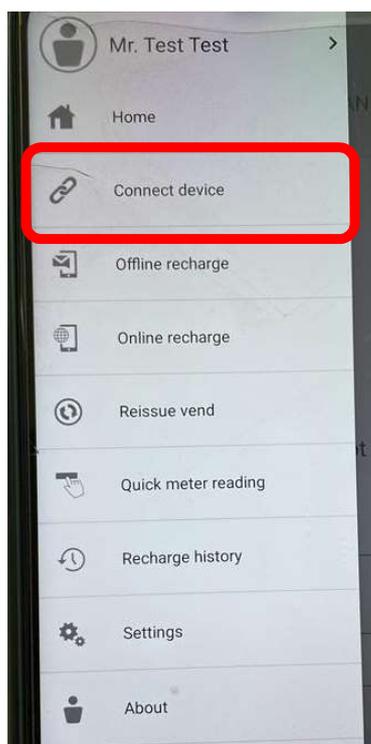
If consumer doing first recharge in current month, then need to update ABC code. Similar to punching as recharge through Paytm

ABC code of meter can be obtain in two ways

1. Automatically through (Bluetooth)
2. Manually by pressing “Key-5” of meter/In-Home Display Unit” keypad.

**1. Automatically through (Bluetooth)**

Connect the Sahaj Liberty App to **In-Home Display Unit” (freedom unit)**, click on Connect device

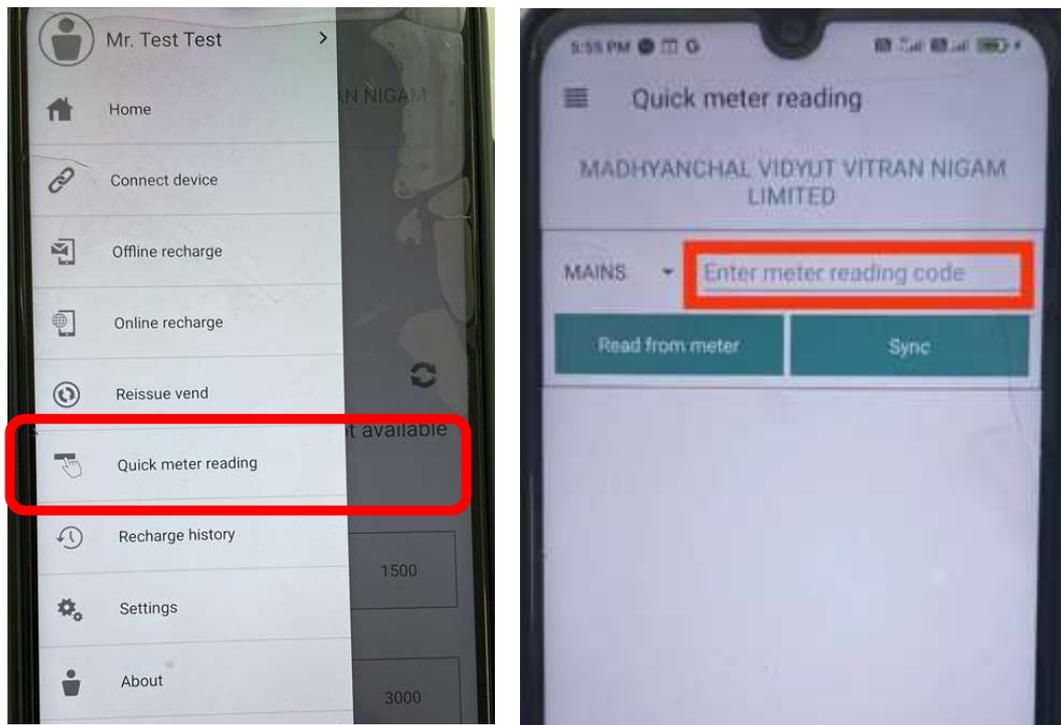


Mobile have to in Bluetooth range of provided by discom “**In-Home Display Unit**” (**freedom unit**) and Sahaj Liberty app will automatically connect to the **In-Home Display Unit**” (**freedom unit**), app will be read ABC code automatically from meter and process the ABC code.

**Note: - If Freedom unit device have Bluetooth feature and connected to meter.**

## 2. Manually from Key-5 of keypad.

Go to Quick meter reading option in main menu of Sahaj App.



Fill ABC code and click on sync, ABC code will updated and successfully message will appear, Now back to Main menu & click on online recharge option than recharge.

### **Important Instructions for discom officials (Mandatory):-**

- 1. Any consumer database creation or new connection should be push from CC&B end only.**
- 2. Manual database creation through liberty client/liberty online will create above issues.**
- 3. Before decommissioned & settle the meter from Liberty Client/Liberty Online, please ensure the Meter account balance should be +Ve.**
- 4. “Decommissioned & settle the meter from Liberty Client/Liberty Online” rights are available on Liberty Client /Sahaj Liberty Online master Id of concern discoms.**
- 5. Consumer database creation/Data correction will run from CC&B side and ensure response code should be “0”. If response code is not “0” than take necessary action as per received response code and correct the consumer details.**