

FAQ_ BPDB bills pay service
(Utility Bill Payment Service)
Ver. 1.9

BPDB bill payment/ Smart Meter Recharge

1. What is “RobiCash balance”?

“RobiCash balance” means an electronic float which is used to pay Utility bill, Train ticketing purchase and refill Robi mobile numbers. It is a mobile wallet from which the carrier (of the wallet) can pay his/her utility bills.

1.1. What is “RobiCash point”?

RobiCash logo signed agent points providing bill payment and train ticketing service. Customer can also Cash In “RobiCash balance” from any “RobiCash Point”.

1.2. What is “RobiCash wallet”?

Electronic wallet which Robi customer can open from Robi mobile after necessary registration, to keep “RobiCash balance” to pay bill or purchase tickets.

2. What is Smart Meter recharge Service?

This is new version of prepaid meter. Earlier BPDB has introduced prepaid meter in different areas as test case. Now they are installing upgrade version of prepaid meter which is called “smart meter” in Comilla. Subscriber can recharge Smart Meter through RobiCash same as Bill Pay service.

3. What are the areas covered for BPDB Bill Payment?

Rajshahi Region:

Bogra, Joypurhat, Dhupchachia, Shibganj, Sherpur, Naugaon, Santahar, Boalia, Rajpara, Talaimari, Shah Mokhdum, Motihar, RU, Katakhal, Naohata, Poba, Chapainabganj, Tanor, Godagari, Gomestapur, Natore, Shibganj, Pabna, Iswardi ESU, Sirajganj ESU.

Mymensingh Region:

Tangail, Bhuapur, Shakhipur, Ghatail, Kalihati, Mymensing Metro, Mymensing (North)-I, Fulpur, Fulbaria, Gouripur, Muktagacha, Iswarganj, Haluaghat, Netrokona, Bhaluka, Trisal, Gafargaon, Jhenaigati, Nalitabari, Nokhla, Sreebordi, Sherpur, Jamalpur, Sarishabari, Kishoreganj, Bajitpur, Bhairab Bazar, Kuliachar, Shimulkandi, Kishoreganj,.

Comilla Region:

Comilla, B.Barua, Saril, Chandpur, Laksham, Ashugonj, Choddogram, Bhurichong, Maijdi Noakhali, Laxmipur, Chowmohoni, Feni, Hatia, Boshorhat.

Sylhet Region:

Sylhet, Moulvibazar, Hobiganj & Sunamganj.

Rangpur Region:

Rangpur, Kurigram, Gaibandha, Lalmonirhat, Dinajpur, Thakurgaon, Panchagar, Nilphamari, Syedpur.

4. What are the BPDB Smart Meter recharge areas?

Comilla town:

- Circuit House Feeder under BPDB S&D-2
- Kandirpar, Ward no-11,
- Thana- Sadar,

- Comilla-3500

5. Can I pay BPDB bill or recharge Smart Meter from WICs?

Yes, Customer can pay BPDB bill from Bogra, Rajshahi, Mymensingh, Comilla, Noakhali, Feni, Rangpur, Dinajpur, Sylhet & Moulavibazar WIC.

6. From where can a customer get the “RobiCash” balance?

The “RobiCash” balance is available in all the “RobiCash” logo signed agent points/POSS’ & from

7. Who can avail RobiCash wallet?

Subscribers, who have registered for “RobiCash” account (Robi and Airtel mobile phone users only), can avail “RobiCash” balance in RobiCash wallet in their mobile phones.

8. Customers/subscribers of which region/area can use/avail “RobiCash” balance/wallet?

Any customer/client/subscriber (not applicable for Robi Uddokta/PCO) of Robi (irrespective of locations) users can use/avail/carry “RobiCash” balance/wallet in their mobile phone(s).

9. What kind of utility bills can be paid through “RobiCash” service?

Through “RobiCash” balance/wallet, the carrier (of “RobiCash” balance/wallet) can pay BPDB (Bangladesh Power Development Board), Electricity bills in Comilla, Rajshahi, Mymensingh, Sylhet & Rangpur regions and can recharge Smart Meter in BPDB Comilla zone. And also can pay DESCO electricity bill of Dhaka and CWASA bill of Chittagong.

10. How to load RobiCash balance in mobile phone?

Any Robi or Airtel subscribers/customers who is registered with ‘RobiCash account’ can, go to “RobiCash” logo signed retailers/points/POSS’ and can Cash in to get the load by paying the amount of RobiCash balance the subscriber(s) wants to purchase.

The POS/agent/point/retailer will Cash In the desired RobiCash balance into the customers’ RobiCash wallet.

Example – TK. 100 = RobiCash 100

11. How to register for utility bill pay service?

The bills can be paid either through,

a) From RobiCash logo signed points/POSS’/retailers/agents/respective WICs.

Or

b) Customer’s own mobile.

Registration:

Customers’ own mobile phones –

Firstly, customer needs to register for **RobiCash** account to avail/carry **RobiCash** balance/wallet in his/her mobile phone.

Secondly, customer needs to register for the utility organization (BPDB) so that s/he could pay the bills of that particular organization.

From the RobiCash logo signed points/POSS’/retailers/agents

In case of that, the retailer will take the 'consumer number' (from the bill) plus customers' mobile phone number (to tag) and register.

12. Why we need to register two times for utility bill payment?

First, registration is required for 'RobiCash' services balance/wallet and second, registration is required for choosing/selecting the organization for which the bill(s) will be paid.

Moreover, to avoid the possibilities of – one customer may pay the bill of another for which such dual/two time's registration is required.

Bill Payment or Smart Meter Recharge:

13. How one can pay BPDB bill or recharge?

You can pay BPDB Bill or recharge in two ways:

- a) From near 'RobiCash' signed POSs'.
- b) Robi and Airtel subscribers can pay the BPDB bill from his/her (Robi) mobile phone through RobiCash.

14. How to pay recharge from POSs'?

If you get the bill paper, from BPDB then go to nearby POS and pay the bill amount with service charge. After the bill payment you will get notification SMS. Save the Transaction ID for further reference.

15. Is there any service charge to pay BPDB bill(s) or recharge Smart Meters?

Yes, you need to pay service charge.

16. What will be the service charge for BPDB bill payment or Smart Meter recharge?

Bill Slab Service Charge

- a. 100 taka to 400 taka 5 Taka
- b. 401 taka to 1500 taka 10 Taka
- c. 1501 taka to 5000 taka 15 Taka
- d. 5001 taka to more taka 25 Taka

* For any bill payment & registration, normal SMS charge of BDT 2 (+VAT) will be deducted from the customers talk time account.

Security issues:

17. If anyone forgets his/her, PIN of RobiCash account

- c) Customer should call at customer care/helpline number for instant support.
- d) Customer care will verify him/her with some information that he/she provided during registration (while registering for 'RobiCash' account).
- e) If verification is 'OK' then PIN will reset to **xxxxxx** but before doing any transaction customer must change this PIN (given/reset from **018xxxxxxx** - helpline), otherwise he/she will not be able to do any transaction.

18. What will do if Mobile Phone is missing?

- a) Customer should go to ROBI's customer care and do the requirements to block or/and reactive his/her SIM card. Now, if the customer has reactivated his old number then s/he will find the RobiCash account active in his/her SIM card along with left over RobiCash balance (if any).

19. Payment options for users?

- a) Only Robi and Airtel subscribers/users can pay electricity bills from both their mobile phones and from 'RobiCash' signed POSs' & respective WICs.

b) However, mobile phone users of other operators or not using any mobile phone can pay their electricity bills from 'RobiCash' signed POSs' but before that s/he has to provide a mobile number where the sms will delivery after the bill payment.

20. For lock the complaint, where s/he needs to contact?

Customer will call Robi help line. Help line agents will deliver the required services.

Agent will call **8382** for their support.

FAQ_RobiCash
SMART Meter recharge Service
Ver. 1.1

RobiCash:

1. What is “RobiCash”?

“RobiCash” means Utility bill Payment Service through Robi. It is a mobile wallet from which the carrier (of the wallet) can pay his/her utility bills. We are currently available in Comilla, Rajshahi, Mymensingh, Sylhet & Rangpur Divisions agent points & from Bogra, Rajshahi, Mymensingh, Comilla, Noakhali, Feni, Rangpur, Dinajpur, Sylhet & Moulavibazar WIC.

2. What is Smart Meter?

This is new version of prepaid meter. Earlier BPDB has introduced prepaid meter in different areas as test case. Now they are installing upgrade version of prepaid meter which is called “smart meter” in Comilla.

3. What are the areas covered & When started?

Under Comilla town: (service started 16th Feb'17)

Circuit House Feeder under BPDB S&D-2
Kandirpar, Ward no-11,
Thana- Sadar,
Comilla-3500

4. Can I recharge Customer prepaid meter from my existing RobiCash wallet?

Yes, as agent, you can recharge Customer prepaid meter from your existing wallet.

5. After received the SMS, should customer recharge his meter manually by pressing keypad?

No, BPDB will automatically recharge customer prepaid meter from their system.

6. After received the token SMS, if system automatically not recharge customer meter, how can he will recharge?

In this case customer will manually recharge his prepaid meter by pressing keypad.

7. If customer didn't received any SMS but my balance has already deduct?

System will automatically reimburse you deducted balance if no token generate. If not, you have to call help line & lock a complaint. DS respective person will check the complaint & if valid will reimburse the deducted balance.

8. Can customer recharge from WICs?

Yes, Customer can pay recharge his prepaid meter from Comilla WIC.

9. How can customer confirm that his meter has recharge successfully?

Customer will get a confirmation SMS when BPDB has successfully create a token number for his paid amount.

10. From where can a customer get the “RobiCash” balance?

The “RobiCash” balance is available in all the “RobiCash” logo signed points/POSS' in Comilla, Rajshahi, Mymensingh, Sylhet & Rangpur Divisions agent points & from Bogra, Rajshahi, Mymensingh, Comilla, Noakhali, Feni, Rangpur, Dinajpur, Sylhet & Moulavibazar WIC.

11. Who can use/avail RobiCash balance or wallet?

Subscribers, who have registered for “**RobiCash**” account (currently available for Robi mobile phone users only), can avail/use/carry “**RobiCash**” balance or wallet in their mobile phones.

12. How to load RobiCash balance in mobile phone?

Any Robi subscribers/customers of Dhaka, Comilla, Rajshahi, Mymensingh, Sylhet & Rangpur region, who is registered with ‘RobiCash account’ can go to ‘RobiCash’ logo signed retailers/points/POSS’ and pay the retailer/points/POSS’ the amount of RobiCash balance the subscriber(s) wants to purchase. The POS/agent/point/retailer will load the desired RobiCash balance into the customers’ mobile phone through SMS.

Example – **TK. 100 = RobiCash 100**

13. Should customer registration for recharge hi prepaid meter?

No, Customer registration is not required.

But when agent is recharging customer prepaid meter, in that time customer should provide his mobile number.

14. Is there any service charge to recharge prepaid meter?

Yes, there is a service charge which customer need to pay to agent.

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16. If Mobile Phone is missing

- a) Customer should go to ROBI’s customer care and do the requirements to block or/and reactive his/her SIM card. Now, if the customer has reactivated his old number then s/he will find the RobiCash account active in his/her SIM card along with left over RobiCash balance (if any).

17. Is there Any Document(s) sharing between POS/agents and Customers?

After a customer pays his/her bill at POS ~ the agent will put a SEAL (contains the Transaction ID, mobile number through which bill has been paid) on the consumer copy of the bill (along with a signature, date) and keep the lower/bottom portion of the whole bill (in case of future reconciliation issue). The customer will keep the consumer copy (which contains the SEAL from the POS agent).

18. Document(s) required for customers while paying bills from POS

A consumer is required to give/show his/her 'consumer number' (written on top right of the bill copy) + 'mobile number' first time only, (while registering) after the registration, next time and onwards whenever that consumer will go to pay his/her bill from POS he/she will need to carry the bill copy, only (no other document is required).

19. Which medium for which users?

- a) Only Robi subscribers/users can pay electricity bills from both their (Robi mobile phones) mobile phones, from 'RobiCash' signed POSs' & respective WICs.
- b) However, mobile phone users of other operators cannot pay their electricity bills from 'RobiCash' signed POSs' but before that s/he has to provide a Robi number where the sms will delivery after the bill payment.

20. To lock the complaint, where s/he needs to contact?

Customer will call rob help line. Help line agents will deliver the required services.

Agent will call **8382** for their support.

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