

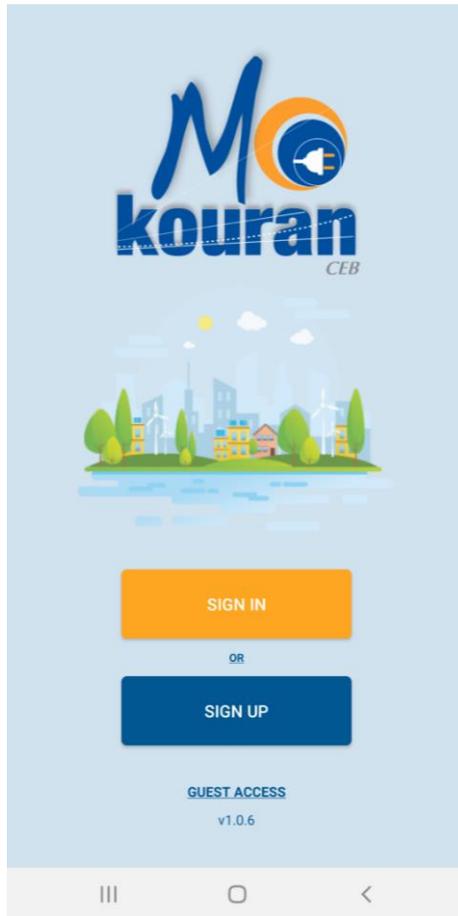
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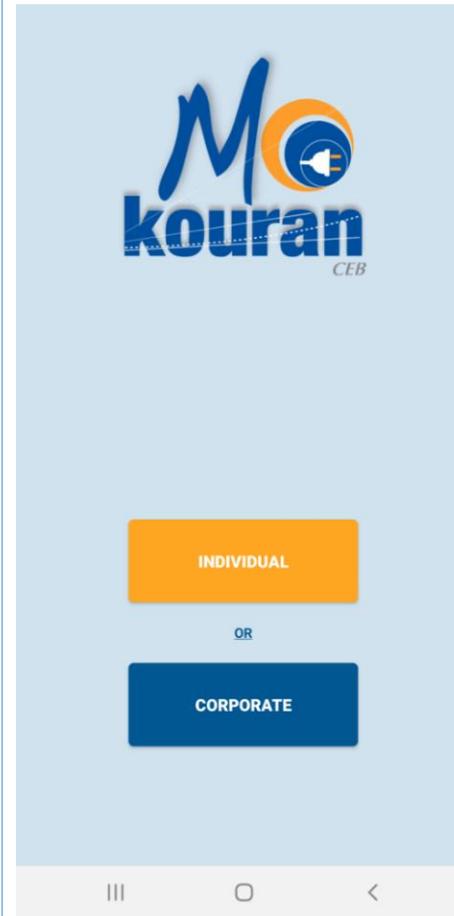
1. Registration

Click on SIGN UP for registration.



The screen to the right will appear.

Click on INDIVIDUAL



The screen on the next page will appear.

1.1 Registration - Step 1

Enter details in all fields below and click on NEXT.
An example has been given to the right.



Registration [1/4]

Email

Password _____ 

Confirm Password _____ 

Mobile Number

Landline

Address

I agree with terms and conditions.

NEXT



Example:



Registration [1/4]

jean.michel@gmail.com

Password
..... 

Confirm
.....

Your password must include letters,
numbers and at least 1 upper case
and 1 special character.

57777777

6011100

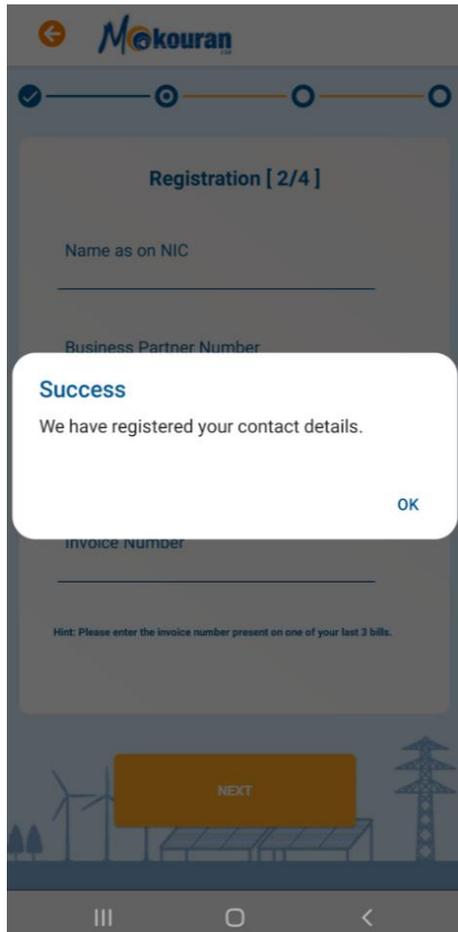
Royal Road, Curepipe

I agree with terms and conditions.

NEXT



The following message will appear.



Click on OK and NEXT. The following screen will appear.

1.2 Registration - Step 2

Enter information in all fields.
Refer to information on the right.

Registration [2/4]

Name as on NIC

Business Partner Number

NID Number

Invoice Number

Hint: Please enter the invoice number present on one of your last 3 bills.

NEXT

Click on NEXT.

Business Partner Number and Invoice Number can be obtained on CEB invoice.

Business Partner number - **1** in below picture of a CEB invoice

Invoice number - any one of your latest 3 CEB Invoice numbers (**2** in below picture)



Central Electricity Board

Corporate Office P.O Box 134 - Rue du Savoir - Cyber City Ebene
Tel: 404 2000 - Website: www.ceb.mu

Business Registration No.
F07000041

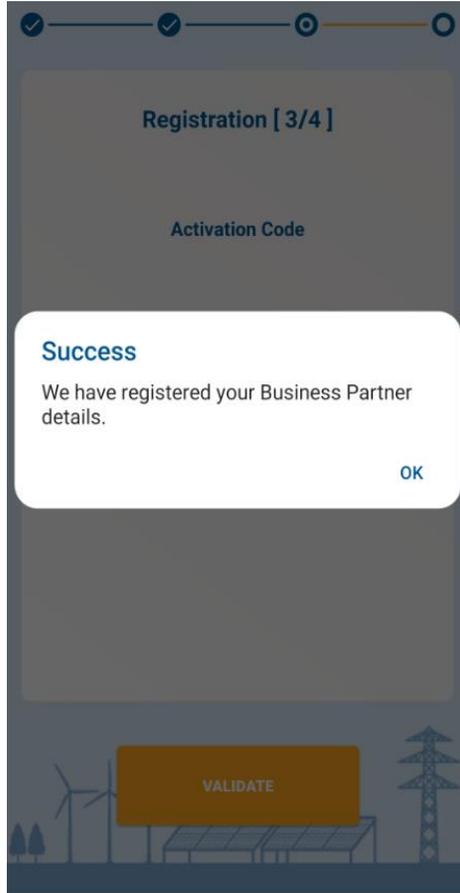
VAT Registration No.
VAT22000591

Invoice No.:	900007841738	2	Date:	03.02.2020	Name:	JAMES CUPIDON
Business Partner:	1179999	1	MRU:	734-06G	Address:	ADDRESS RD, VACOAS
Contract Acct.:	117999999		Tariff	110		
Client VAT No.:			BRN			
Supply Address	ADDRESS RD, VACOAS					

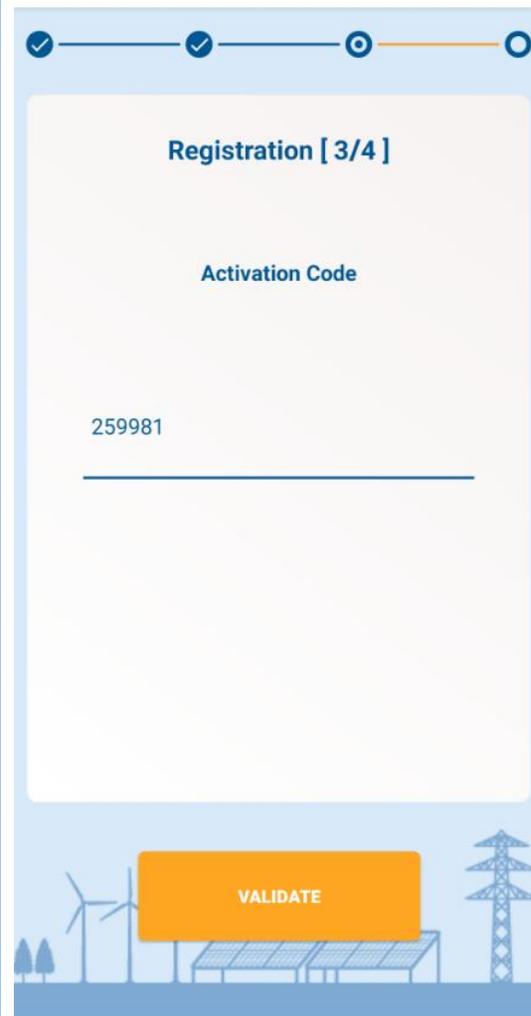
NID Number - National ID Card # (NIC#) of the [Account Holder](#)

1.3 Registration - Step 3

The following message will appear. Click on OK.
An activation code will be sent by sms and e-mail.

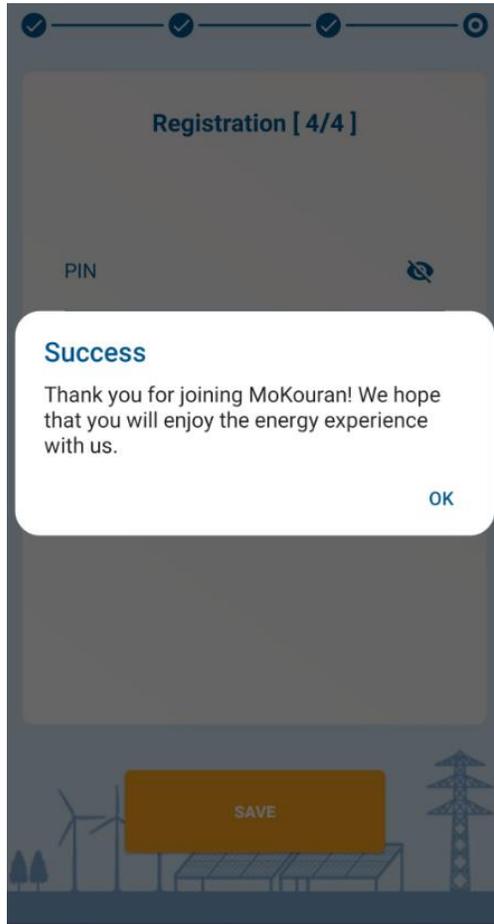


Enter the activation code and click on validate as shown below.

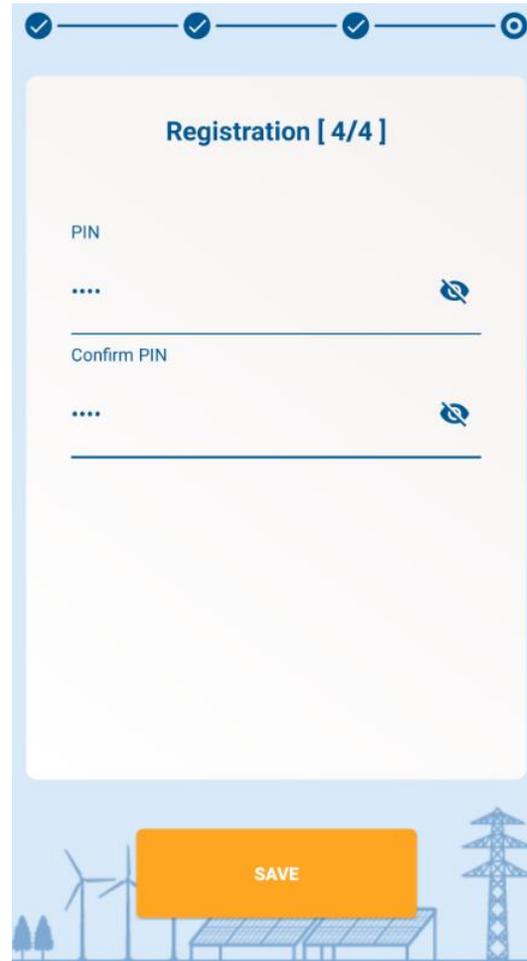


1.4 Registration - Step 4

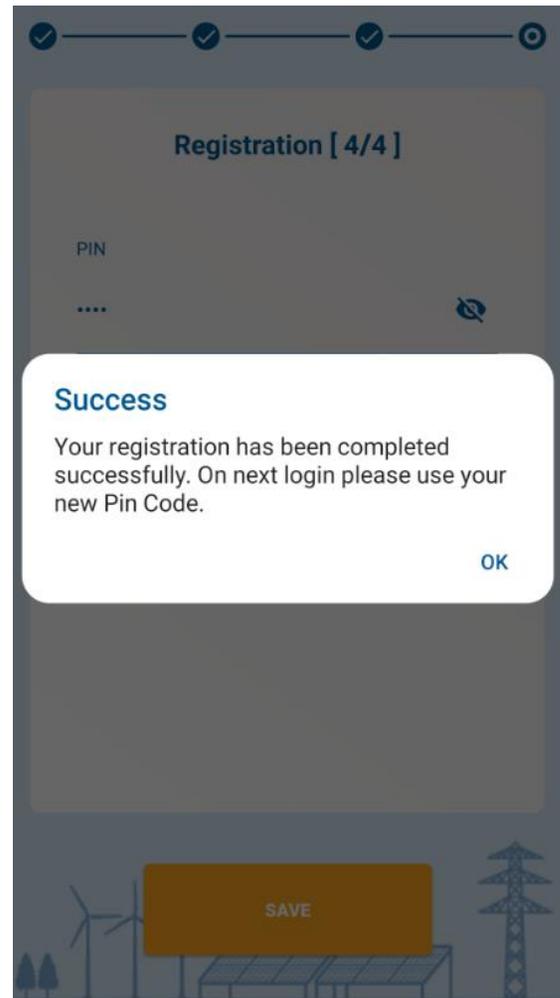
The following message will appear. Click on OK.



Enter a 4 digit PIN to quickly access MoKouran. Click on SAVE.



The following message will appear. Click on OK. The Home screen (Dashboard) will appear as shown on next page.



2. Dashboard

The Dashboard as shown to the right displays the following:

- Total Amount Due
- Last Meter Reading
- Last Consumption
- Consumption Overview



2.1 Dashboard – Meter Reading Details

From the Dashboard click here. The pop-up screen to the right will appear.

The pop-up screen provides the following information:

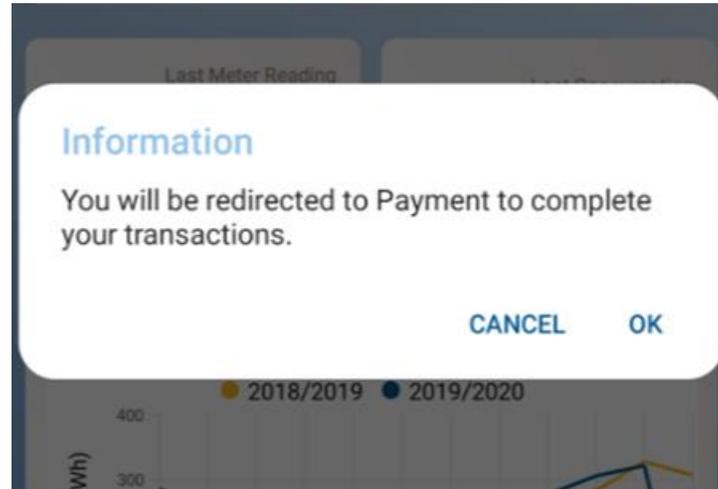
- Meter Number
- Last Reading Date
- Next Planned Reading Date

2.2 Dashboard – PAY NOW

Dashboard – PAY NOW



From the Dashboard, click on the PAY NOW button. The pop-up screen to the right will appear.



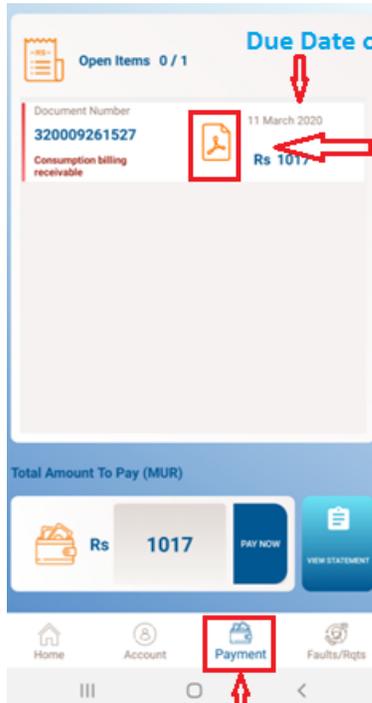
Clicking on:

- CANCEL – Will remain on the Dashboard
- OK – The Payment screen will appear as shown on the next page

3. Payment

3.1 Payment screen & CEB Invoice

The Payment screen is shown below.



Due Date of invoice

Clicking on the pdf icon will display the CEB invoice as shown on the right.

The Payment screen can also be accessed by clicking here.

Central Electricity Board
Corporate Office P.O. Box 134 - Rue du Savori - Cyber City Ebene
Tel. 404 2000 - Website: www.ceb.mu

Business Registration No. F0700041
VAT Registration No. VAT22000991

Invoice No.: 252057866799 Date: 10.02.2020 Name: [REDACTED]
Business Partner: [REDACTED] MRU: 414 098
Contract Acct.: [REDACTED] Tariff: 120 Address: [REDACTED]
Client VAT No.: [REDACTED] BSN:
Supply Address: [REDACTED]

Delivery Address

Meter No.	Current Rdg.	Previous Rdg.	Units	Consumption Period
[REDACTED]	20.01.20 39893.00	20.12.19 39587.00	306.00	20.12.19 to 20.01.20

Last Consumptions (kWh) 161 / 170 / 277
Next Planned Rdg. Date 19.03.2020
Next Invoice Rdgs. [REDACTED]

Total Units Consumed (kWh) 306.00

Statement of Account	Amount (Rs)	Messages
Previous Charges as at 13.01.2020	1783.00	Sesair lampoule LED, li pi economic ek li pi drab - LED Awareness Campaign/Ministry of Energy and Public Utilities (EEMC)ruul
Less Payments	0.00	
Balance from previous charges as at (payable immediately) 10.02.2020 (A)	1783.00	
New Charges		Notes
Consumption Charges	1857.00	Please ignore outstanding balance if payment has been done after invoice date. Non payment of arrears on closed electricity accounts may lead to prosecution.
Meter Rental	10.00	
TV License Fee	150.00	
Current Amount Payable By 11.03.2020 (B)	2017.00	
Total Amount Due (A+B)	3800.00	LAST PAYMENT DATE 11.03.2020

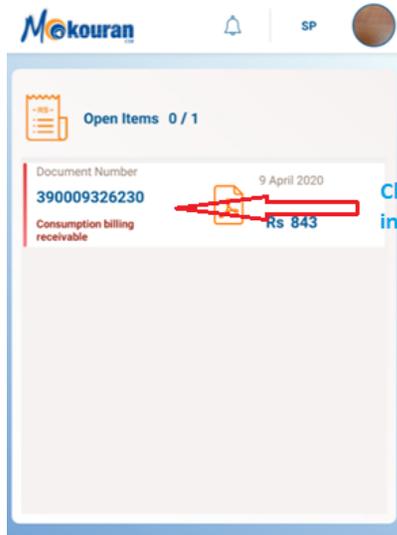
SAMBAJEE PANDOO Contract Account: 103299017 Outstanding Amount: 1783.00
C. DE MASQUE BRCH RD Due Date: 11.03.2020 Current Amount: 2017.00
MELROSE **TOTAL AMOUNT DUE: 3800.00**

QR CODE QR CODE

If payment is made after 11.03.2020, a surcharge of 100.00 will be levied on Current Amt. Cashier's copy

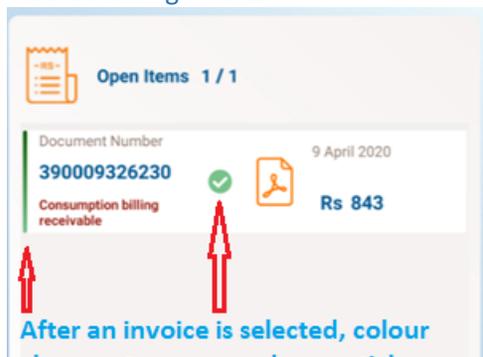
3.2 Open Items

Select an item to pay



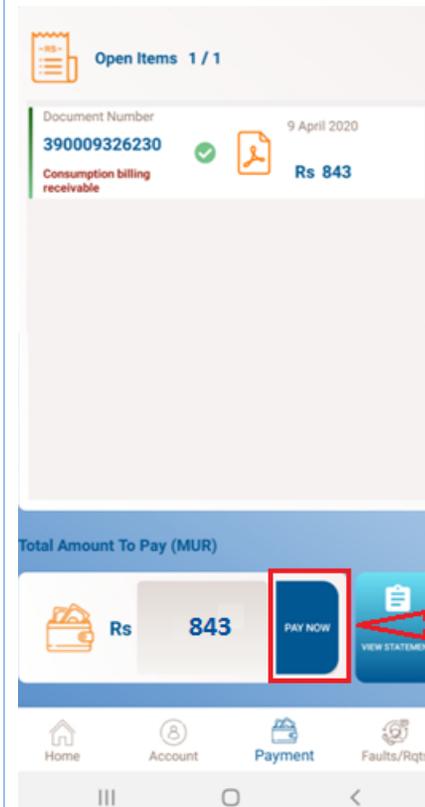
Click here to select the invoice to pay.

After selecting invoice:



After an invoice is selected, colour changes to green and green tick appears as shown above.

Click on PAY NOW. The screen to enter card details will appear as shown on the next page.



Click on PAY NOW. The screen on the next page will appear where card details need to be entered.

3.3 Card details

The card details screen will appear. Enter details as shown below and click on PAY NOW.

I ACCEPT THE TERMS & CONDITIONS AND PRIVACY POLICY

Pay MUR 843
To CEB APP

Credit Card Number

MM YY CVV

PAY NOW

Mastercard SecureCode VISA Verified by VISA powered by mips

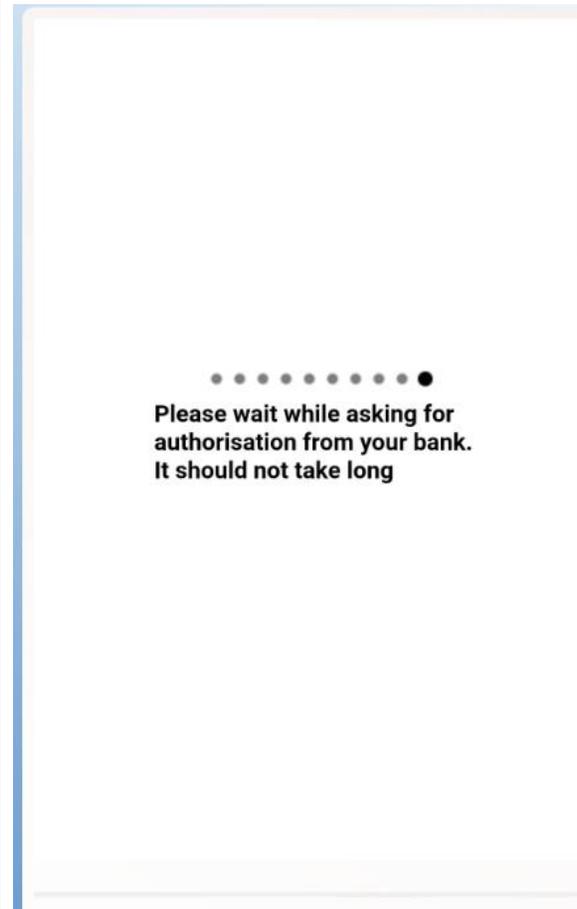
READ TERMS, CONDITIONS & POLICIES 256 bit SSL Encryption Report Payment Issue

Total Amount To Pay Rs 1017

Tick checkbox

Enter card details and click on PAY NOW.

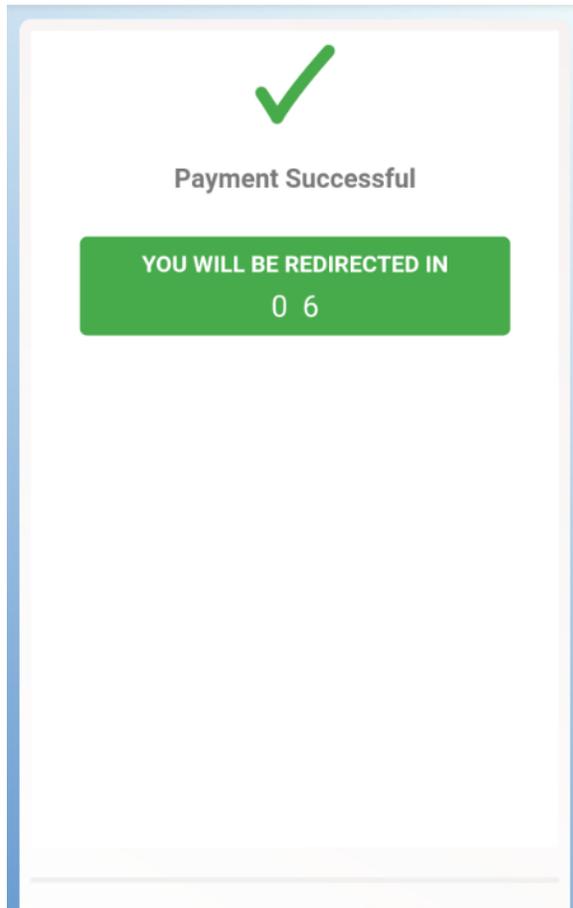
The following screen will appear.



3.4 Payment validation

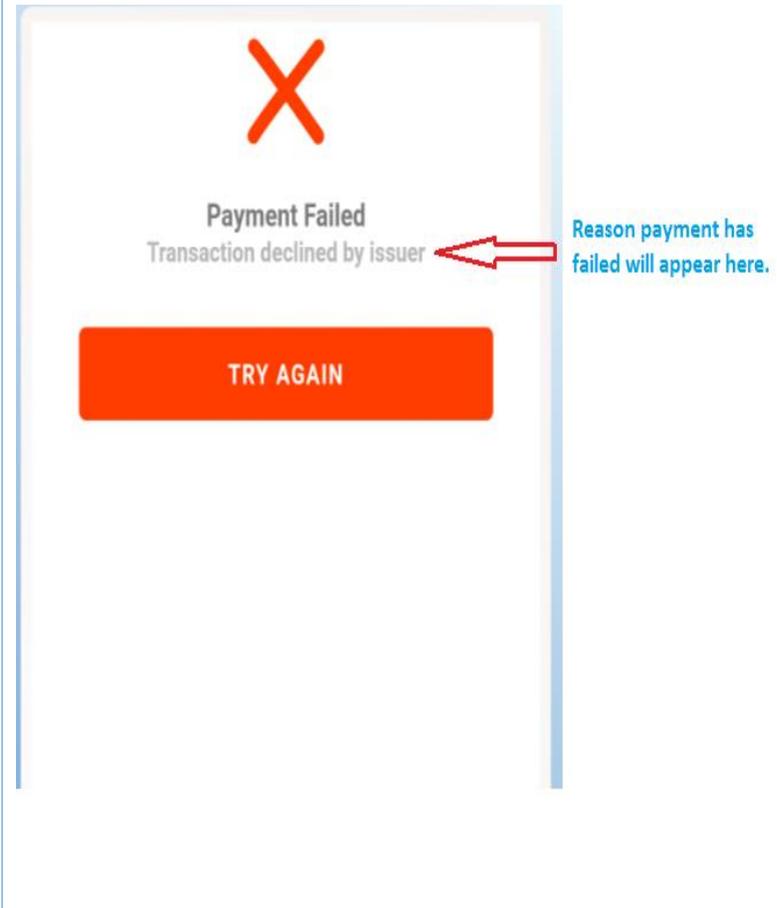
Payment successful

The following screen will appear after successful payment. Afterwards, the user will be redirected to the Payment screen.



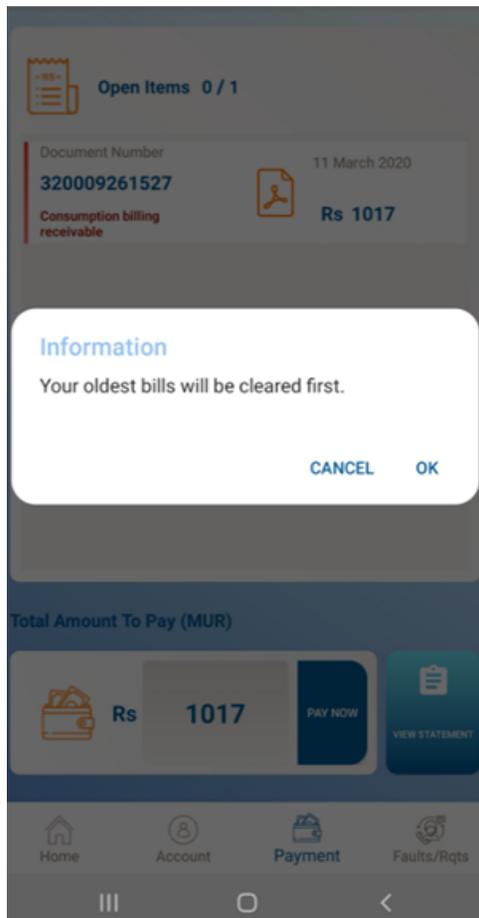
Payment unsuccessful

The following screen will appear if payment has not been successful.



3.5 Payment without selecting an invoice

Payment without selecting any invoice.



This message will be displayed if no invoice is selected for payment. In cases where several outstanding invoices exist, the oldest one will be cleared first by the amount entered.

4. Statement of Account

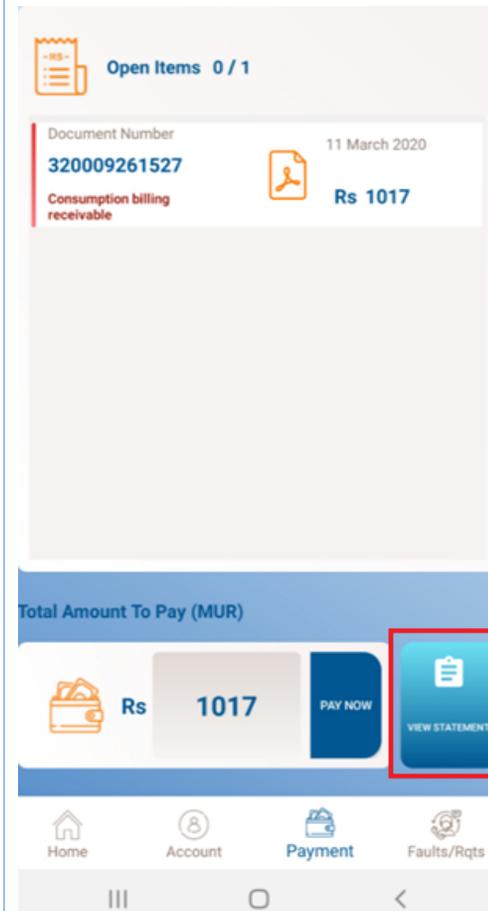
4.1 Accessing the Statement of Account screen

Accessing the statement of account screen from the Dashboard



From the Dashboard, click on the pdf icon to access the statement of account screen.

Accessing the statement of account screen from the Payment screen



From the Payment screen, click on VIEW STATEMENT to access the Statement of Account screen.

5. Account Screen

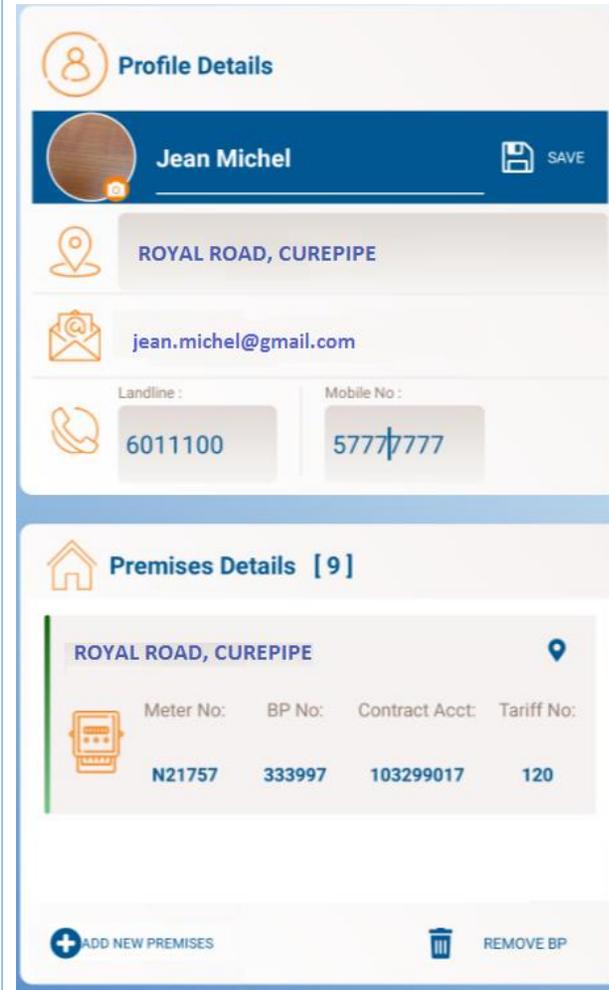
5.1 Profile & Premises Details

Click on Account as shown below to go to the Account screen. The Account screen is on the right.



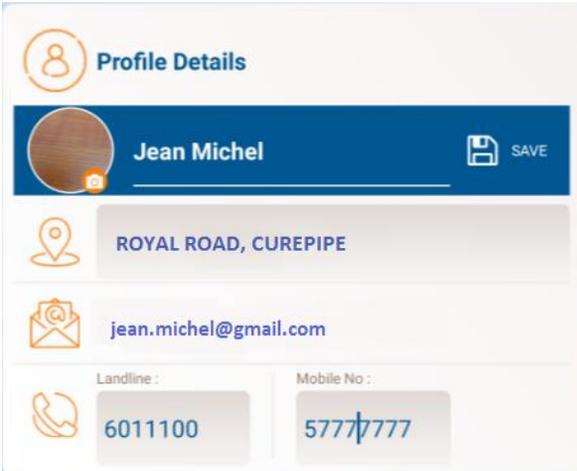
[Click here to go to the Account screen](#)

The Account screen shows profile and premises details.



5.2 Add premise

Click on  to add a premise. The screen to the right will appear.



Profile Details

 **Jean Michel**  SAVE

 ROYAL ROAD, CUREPIPE

 jean.michel@gmail.com

Landline : 6011100 Mobile No: 57777777

 **Premises Details [9]**

ROYAL ROAD, CUREPIPE 

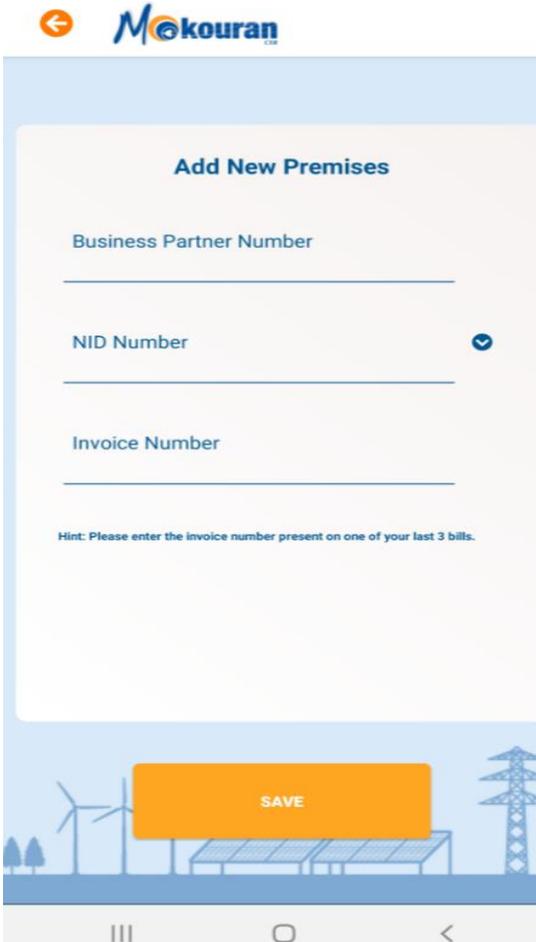
Meter No:	BP No:	Contract Acct:	Tariff No:
 N21757	333997	103299017	120

Click on  to add new premise

Click on  to remove BP

 ADD NEW PREMISES  REMOVE BP

Enter Business Partner Number, NID of account holder and Invoice Number on any one of last 3 invoices. Click on SAVE.



 **Mokouran**

Add New Premises

Business Partner Number

NID Number 

Invoice Number

Hint: Please enter the invoice number present on one of your last 3 bills.

 SAVE

III O <

6. Faults and service requests screen

Follow the step on the screenshot to go to the Faults and service requests screen.

The screenshot shows the home screen of a mobile application. At the top, it displays the contract account number '000103299017' and the status 'Active'. Below this, the total amount due is 'Rs 1,017.00' with a 'PAY NOW' button. The last meter reading is '40215' (dated 18/02/2020) and the last consumption is '322 kWh'. A 'Consumption Overview' chart compares monthly consumption for 2018/2019 and 2019/2020. At the bottom, a navigation bar includes icons for Home, Account, Payment, and Faults/Rqts, with the latter being highlighted by a red box and an arrow.

Click here to access the Faults & service request screen

The first tab shows all power outages around the island. The power outages can be filtered by locality.

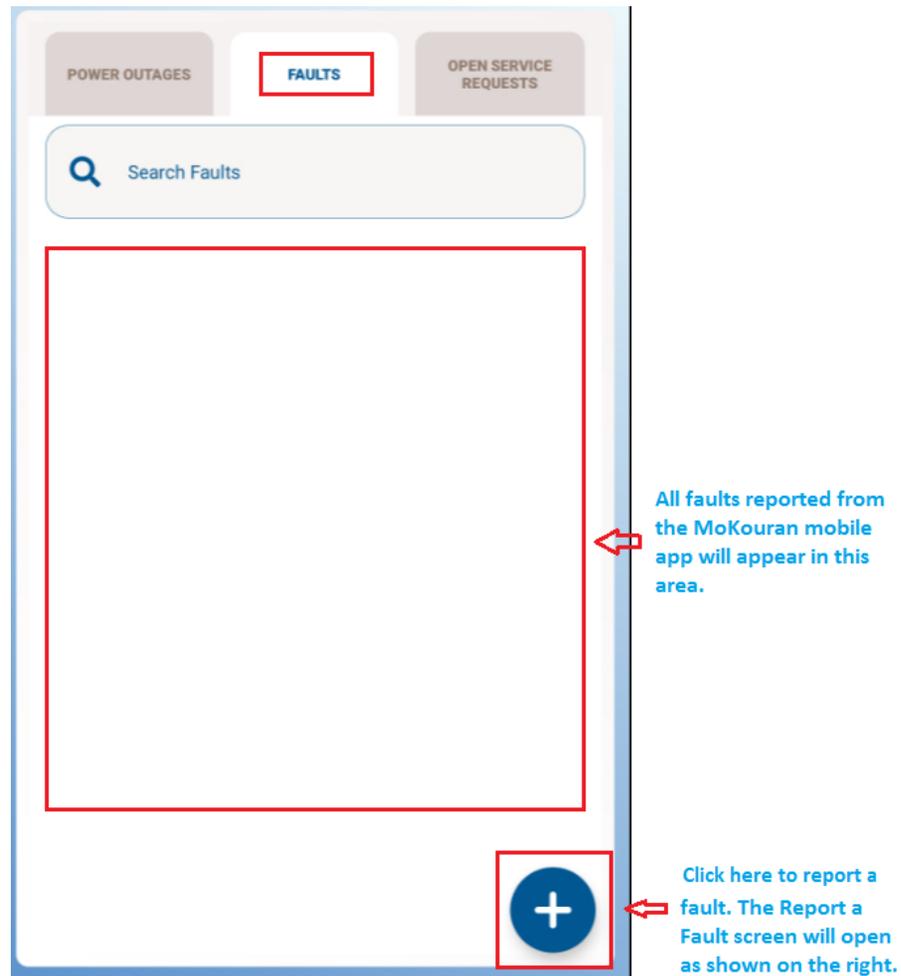
The screenshot shows the 'POWER OUTAGES' screen. It has three tabs: 'POWER OUTAGES' (highlighted with a red box), 'FAULTS', and 'OPEN SERVICE REQUESTS'. Below the tabs is a 'Locality' filter dropdown menu currently set to 'ALL', with a red arrow pointing to it and the text 'Click here to filter power outages by locality'. The main content area lists three power outage events with their localities, estimated times, and street names.

Locality	Est. Time	Street
RIVIERE DES CREOLES	08/03/2020 From 08:30 to 17:00	Rivières Des Créoles, Petit Bel Air & Grand Bel Air
PEREYBERE	08/03/2020 From 08:30 to 15:30	CHEMIN VINGT PIEDS, DOMAINE LES ALIZEES, MORC DILCHAND ET MORC RAMPHUL
QUATRE-BORNES	08/03/2020	

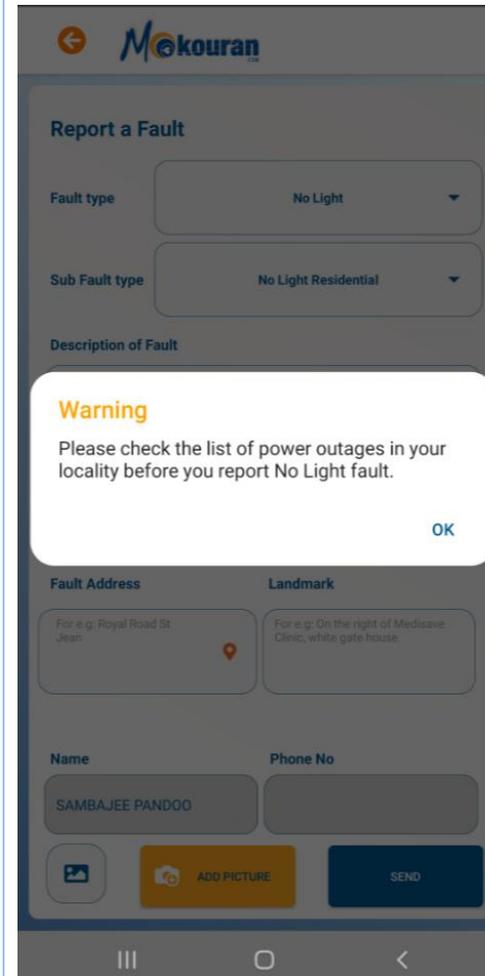
Click here to filter power outages by locality

6.1 Faults screen overview

Faults can be viewed and reported as shown below.



When the screen loads, a warning will appear requesting the user to check the list of power outages in his/her locality before reporting a "No Light" fault. Click on OK.



6.2 Report a fault

Enter details regarding the fault as shown below and click on SEND. An example has been given to the right.

Report a Fault

Fault type: No Light

Sub Fault type: No Light Residential

Description of Fault

Fault Location: e.g. Curepipe

Fault Address: For e.g. Royal Road St Jean

Landmark: For e.g. On the right of Medisave Clinic, white gate house

Name: JEAN MICHEL

Phone No: 6011100

 Click here to pin fault address

Click here to see uploaded pictures

Click here to upload pictures

Click here to submit fault

Report a Fault example:

Report a Fault

Fault type: No Light

Sub Fault type: No Light Residential

Description of Fault: No light since 8am today

Fault Location: BELLE RIVE CUREPIPE

Fault Address: Pitel - La Chartreuse Road, Vacoas-Phoenix

Landmark: Near School

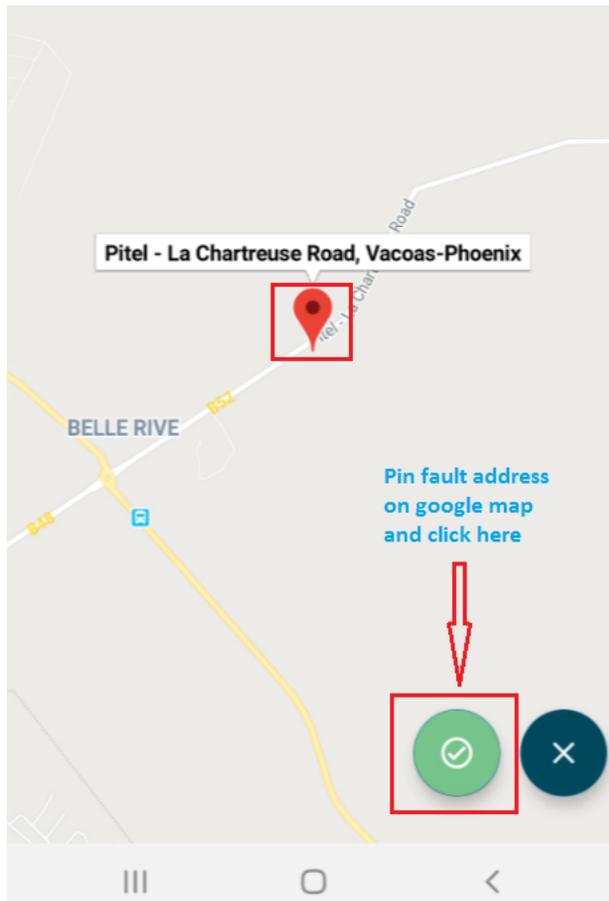
Name: JEAN MICHEL

Phone No: 6011100

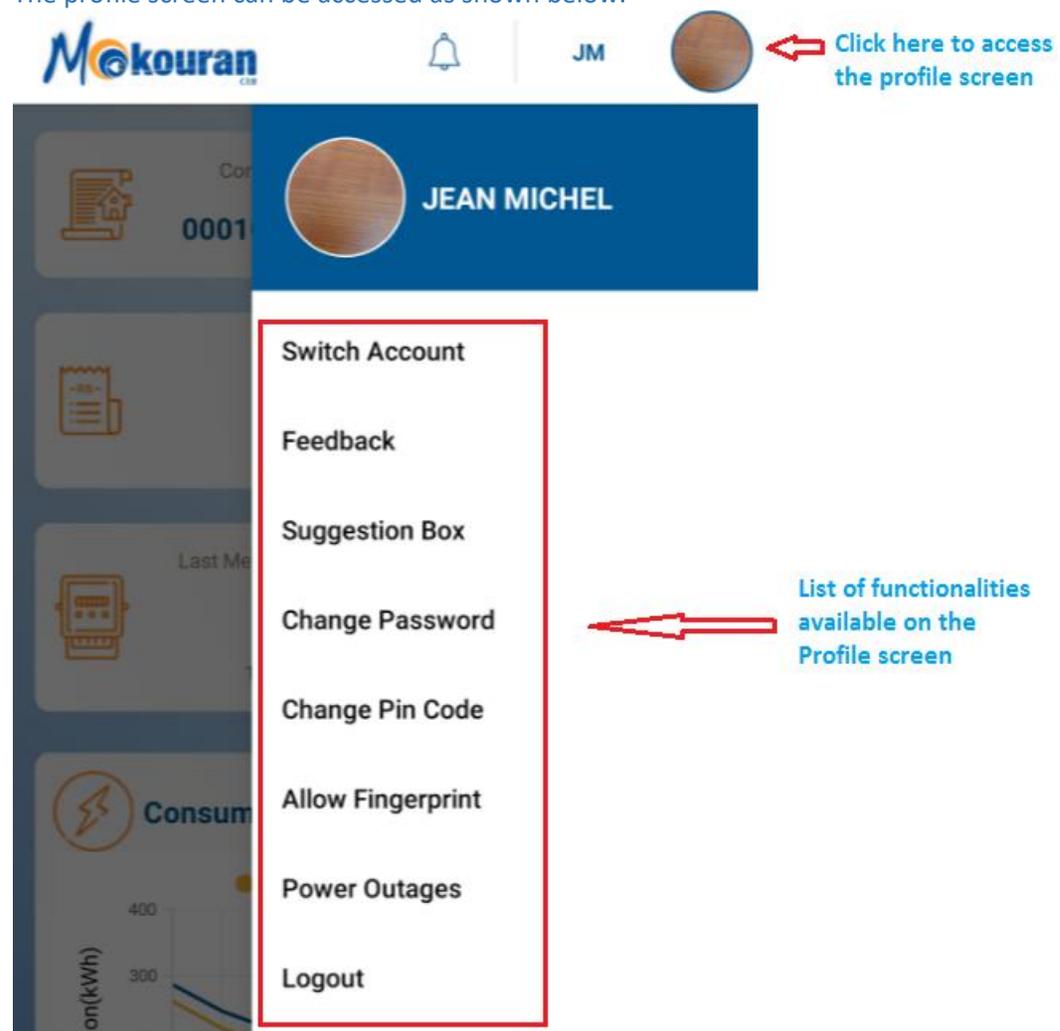
6.3 Pin Fault Address

Pin fault address as shown below and click on  as shown below.



7. Profile screen

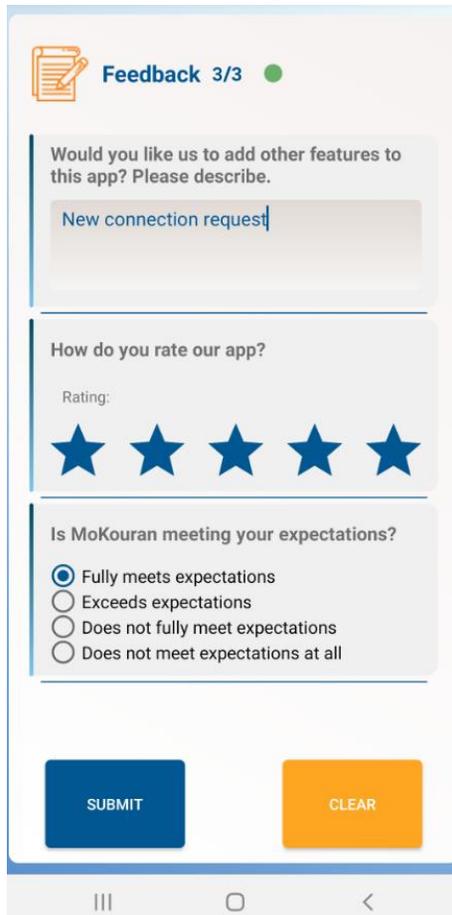
The profile screen can be accessed as shown below.



7.1 Feedback

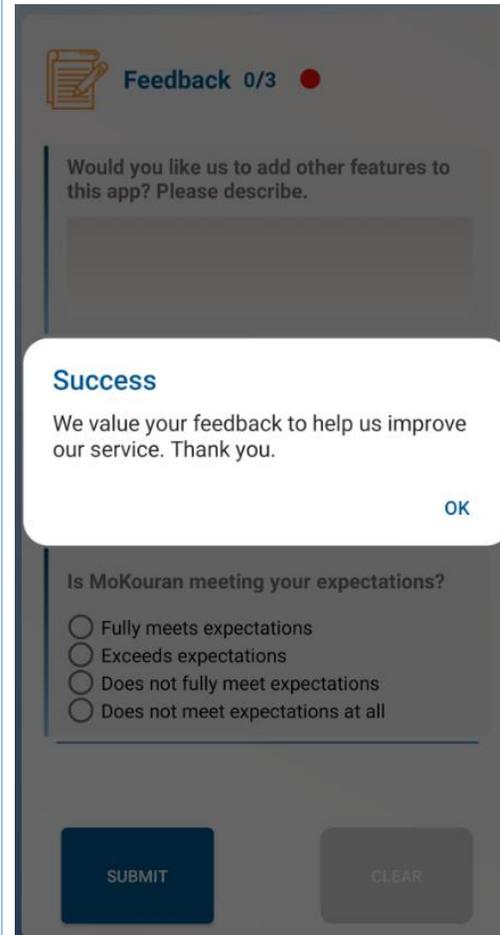
Enter feedback. Click on

- SUBMIT – To submit feedback
- CLEAR – To reset



The screenshot shows a feedback form with a header 'Feedback 3/3' and a green progress indicator. The first question is 'Would you like us to add other features to this app? Please describe.' with a text input field containing 'New connection request'. The second question is 'How do you rate our app?' with a 'Rating:' label and five blue stars. The third question is 'Is MoKouran meeting your expectations?' with four radio button options: 'Fully meets expectations' (selected), 'Exceeds expectations', 'Does not fully meet expectations', and 'Does not meet expectations at all'. At the bottom are 'SUBMIT' and 'CLEAR' buttons.

The following message will be obtained after saving feedback.

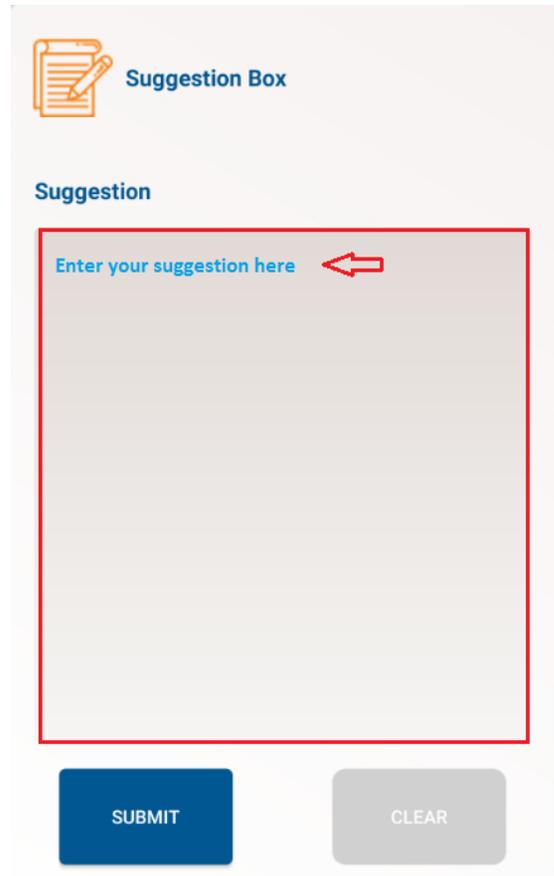


The screenshot shows a feedback form with a header 'Feedback 0/3' and a red progress indicator. The first question is 'Would you like us to add other features to this app? Please describe.' with a text input field. A white success message dialog is overlaid on the form, containing the text 'Success' and 'We value your feedback to help us improve our service. Thank you.' with an 'OK' button. The second question is 'Is MoKouran meeting your expectations?' with four radio button options: 'Fully meets expectations', 'Exceeds expectations', 'Does not fully meet expectations', and 'Does not meet expectations at all'. At the bottom are 'SUBMIT' and 'CLEAR' buttons.

7.2 Suggestion

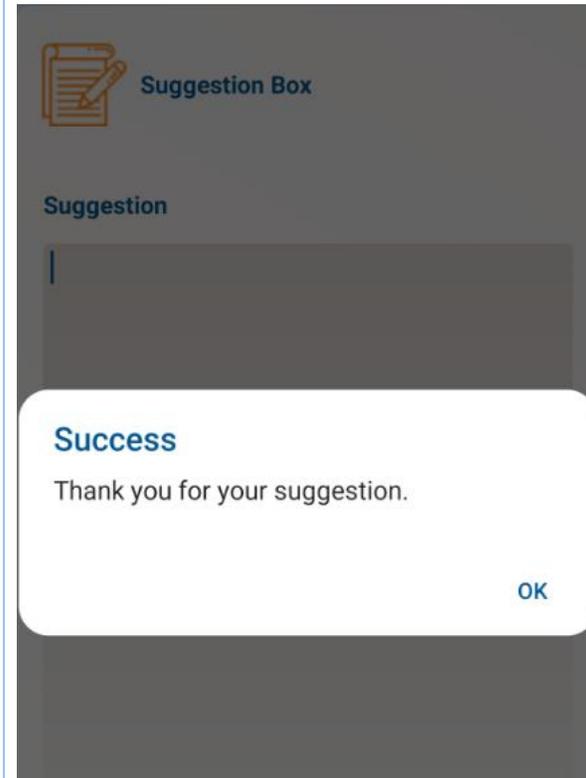
Enter suggestion as shown below. Click on

- SUBMIT – To submit suggestion
- CLEAR – To reset



The screenshot shows a mobile application interface for a 'Suggestion Box'. At the top left, there is an orange icon of a notepad with a pencil, followed by the text 'Suggestion Box'. Below this is a section titled 'Suggestion' containing a large text input field. The placeholder text 'Enter your suggestion here' is displayed in blue, with a red arrow pointing to the right. At the bottom of the form, there are two buttons: a blue 'SUBMIT' button and a grey 'CLEAR' button.

The following message will be obtained after saving suggestion.



7.3 Change PIN

Enter Current PIN, New PIN and Confirm New PIN as shown below. Click on CHANGE PIN CODE.

Contract Acct: 000101918346 Status: Active

Change PIN

Current PIN

.....

New PIN

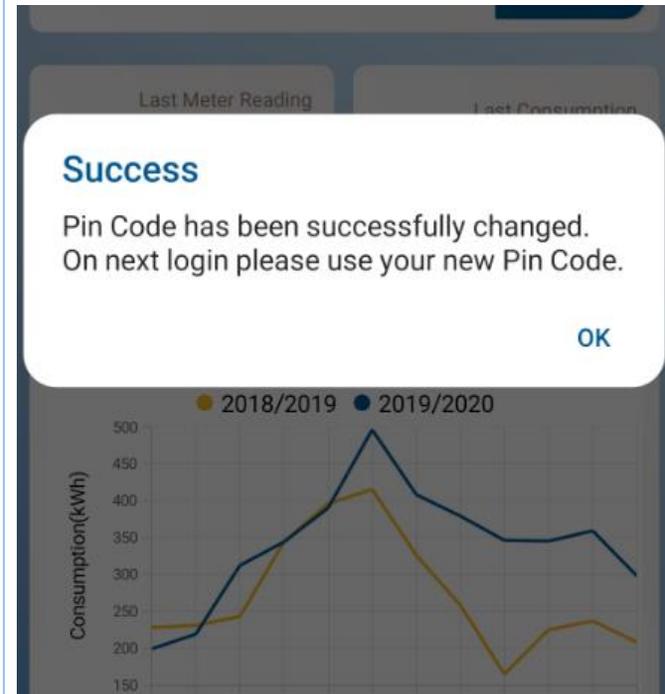
.....

Confirm New PIN

.....

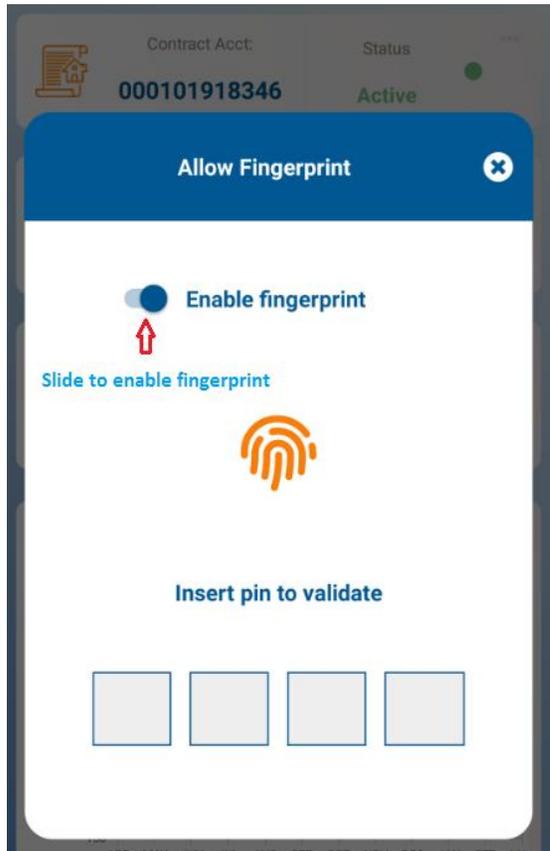
CHANGE PIN CODE

The following message will be obtained after PIN has been changed.

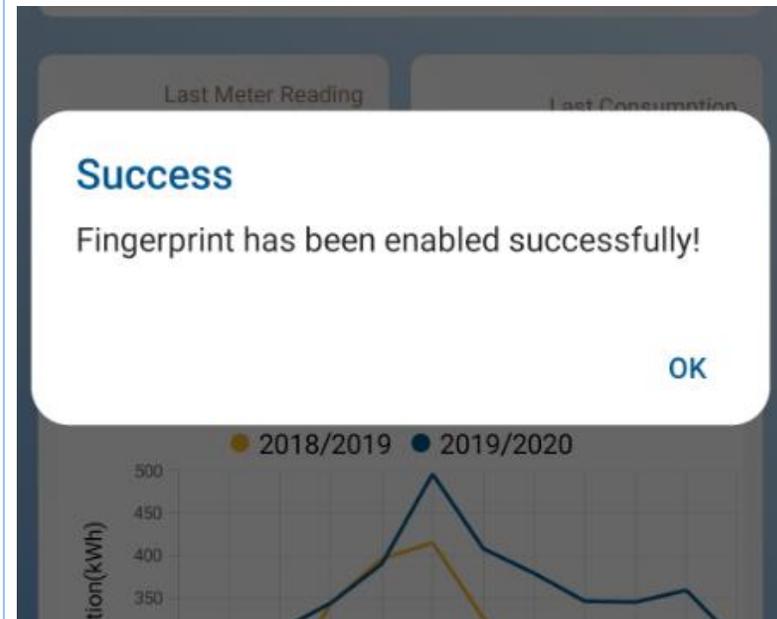


7.4 Enable Fingerprint

Enable fingerprint as shown below and insert PIN to validate.



The following message will be obtained after fingerprint has been enabled.



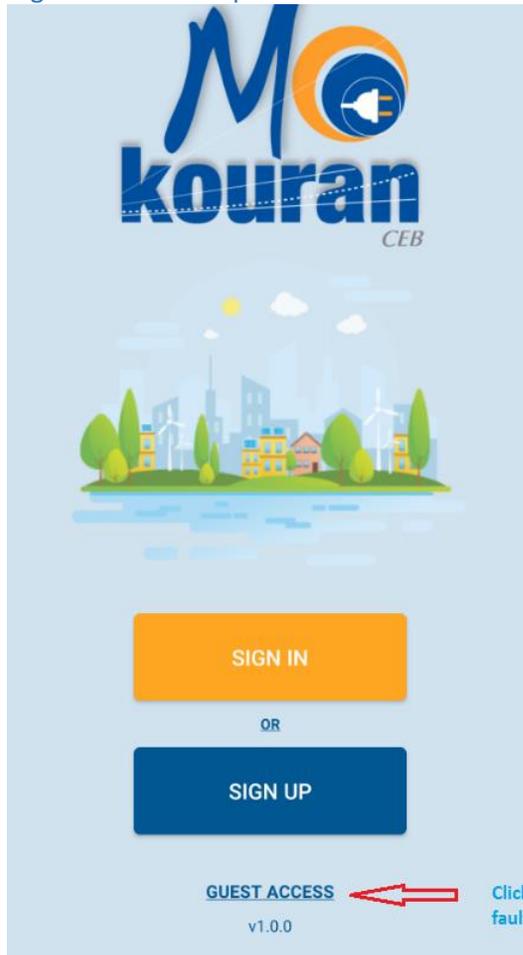
7.5 Power outages

Power Outages can also be accessed from the profile screen.



8. Guest Access

Click on GUEST ACCESS to access MoKouran as a guest user.
A guest user can report a fault and send feedback and suggestions.



Click here to report a
fault as a guest user

As a guest user to:

- Report a Fault – refer to section 6.2
- Send feedback – refer to section 7.1
- Send suggestion - refer to section 7.2