

West Bengal State Electricity Distribution Co. Ltd.

(A Government of West Bengal Enterprise)

Vidyut Bhavan : Bidhannagar

Kolkata - 700091

OFFICE ORDER NO. MPP/2018/26

DATE: 30-08-2018

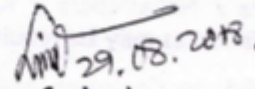
With the introduction of several IT enabled services as well as outsourcing of activities at the Customer Care Centre level in the field of reading-billing, cash collection, fault repairing etc. for improvement of consumers' services, it is felt appropriate to review the existing manpower of the Customer Care Centres since sometime past.

Accordingly, after detailed review of the situation the manpower set-up of Customer Care Centres is, hereby, revised in the following manner:-

Sl. No.	Designation	Manpower set-up of CCC having consumer strength upto 35,000	Manpower set-up of CCC having consumer strength above 35,000
1	AE (E) & SM	1	1
2	Sr. SAE (E) / SAE (E)	2	3
3	ACO / Cash-Incharge	1	1
4	JM (HR&A) / Hd. Asstt. / Sr. Asstt.	1	1
5	CM / ACM	1	1
6	Sr. Asstt. / Asstt. / OE (Cash)	2	2
7	Sr. Asstt. / Asstt. / OE (Others)	2	3
8	Sr. Asstt. / Asstt. / OE (Help Desk)	1	1
9	LM	3	3
10	TSH	3	3
11	OSH	1	1
Total		18	20

This has reference to the Resolution No. 23 adopted in the 78th meeting of the Board of Directors held on 16.07.2018.

This order takes immediate effect.


(Sujay Sarkar)
Director (HR)

Date: 30-08-2018