



West Bengal State Electricity Distribution Company Limited
(A Government of West Bengal Enterprise)
Registered Office : Vidyut Bhaban, Block - DJ, Sector - II, Bidhannagar, Kolkata - 700 091.
CIN : U40109WB2007SGC113473; website : www.wbsedcl.in

Office Order No. : 1584

Date : 05-03-2019


Sub: Restriction of OFFLINE collection software w.e.f. 01.04.2019

Previously, collection using OFFLINE application was the only secondary mode of revenue collection system at Customer Care Centres (CCC) in case of non availability of SAP-ISU cash desk due to link failure at the concerned CCC or for outstation cash collection (Call Centre/Pariseba Mela). As there are always inherent operational issue and data security concern in that OFFLINE software, later in-house developed 'Android-based Mobile phone application' as well as 'Windows based PC/laptop application' over internet for online cash collection have been rolled out across the state in terms of Office Order No. 1414 dated 21.05.2018 and 1471 dated 25.08.2018 since June' 2018 and September' 2018 respectively in a phased manner to replace that OFFLINE software. It is also observed that some CCCs are still using that OFFLINE software as a secondary collection system inspite of introduction of alternative and better mode of online collection systems since long back as mentioned above. In view of above, it is decided that operation of OFFLINE collection software will be restricted from 01.04.2019 onwards to stop offline mode of collection in totality.

Therefore, all concerned are hereby requested to take necessary measure so that secondary mode of cash collection system should be switched over to either Android-based Mobile phone application or Window- based PC/Laptop application over internet for online cash collection as per the guide lines mentioned in the aforesaid respective Office Orders within 31.03.2019 instead of OFFLINE application.

However, OFFLINE collection application can only be used at the concerned CCC with prior approval from the CE (Distribution) in case of the extreme scenarios where not a single mode of data communication network (Mobile Data/ Broad band) is available at that CCC. But CE (Distribution) can give approval for OFFLINE collection i.r.o. the concern CCC for the period of maximum one month at a stretch. After expiry of that period, fresh approval need to be obtained after reassessment of existing scenarios to continue usage of that OFFLINE software, if required at all.

It shall be strictly adhered to until any further instructions.


(Sujay Sarkar)
Director (H.R.)

Distribution :

1. Adviser(S&V), WBSEDCL.
2. Legal Adviser, WBSEDCL.
3. Chief Engineer: Dist./Dist. Planning/RE/Dist. Projects-I/II/III/Commercial/IT&C/Hydel/PTP/Regulation/CRM/P&C/DTD/ PIDD/PSPD/ R & EM/ Solar/Hydel Constn./Communication/Corp. Monitoring, WBSEDCL.
4. Chief Engineer & Project Manager, PPSP HQ, WBSEDCL.
5. General Manager:(HR&A): Corp./T&D and PM, WBSEDCL.
6. General Manager(F&A): Corp./IA, WBSEDCL.
7. Company Secretary, WBSEDCL.
8. Project Manager, PPSP Site/RHP/TCFHP/JHP, WBSEDCL.
9. Addl. Chief Engineer, Safety/S&LP, WBSEDCL.
10. Officer on Special Duty, WBSEDCL.
11. Chief Vigilance Officer, WBSEDCL.
12. Zonal Manager: Kolkata/Burdwan/Midnapur/ Berhampur/ Siliguri Zone, WBSEDCL
13. Addl. Genl. Manager (HR&A): SSC/CLM/Corp./ES ER-I./Dist./Legal/Vigilance/ES ER-II/Recruitment & Manpower Planning/PSPD/Common Service Cell/HCM Core Team, WBSEDCL.
14. Project Manager: Siliguri/Raiganj/Berhampore/Barast/Burdwan/Jalpaiguri/Coochbehar/Malda/ Murshidabad-Nadia/West Midnapur/East Midnapur/Bankura/Baruipur/Howrah-Hooghly/Suri RE Project, WBSEDCL.
16. Addl. Genl. Manager (F&A): Corp.-Finance/B&A/MIS-ESTB/Terminal Claims/ Hydel/Dist../RE/ P&C/ Internal Audit, WBSEDCL.
17. Advisor (Corporate Communication), WBSEDCL.
18. Chief Medical Officer, WBSEDCL.
19. Resident Director, Liaison Office, New Delhi, WBSEDCL.
20. Chief Security Officer, WBSEDCL.
21. Adviser (Land),Land Acquisition Cell, WBSEDCL
22. Sr. Manager (F&A)/(HR&A), Indirect Taxes/ Budget/ Board Cell/ Estb. Corp/ CMC/ EMD/ Land Acquisition, WBSEDCL
23. Regional Manager: South 24-Parganas/Bidhannagar/Balurghat/North 24-Parganas/ Howrah/Hooghly/Burdwan/ Birbhum/ Tamluk/Midnapur/Bankura/Purulia/Nadia/Alipurduar/Murshidabad/Malda/Raiganj/Jalpaiguri/Darjeeling/Cooch behar Region, WBSEDCL.
24. Divisional Manager: Behala/Baruipur/Garia/ Diamond Harbour/ Canning/ Bidhannagar-I/Bidhannagar-II/ Howrah-I/ Howrah-II/ Uluberia/ Barrackpore/ Naihati/ Barasat/ Basirhat/Habra/Bongoan/ Serampore/ Singur-Haripal/ Tarakeswar/ Arambag/ Chandannagar/ Mogra/ Kalna/Katwa/Memari/Burdwan/Burdwan Urban/ Durgapur/ Asansol/ Suri/ Rampurhat/Bolpur/ Tamluk/ Contai/ Haldia /Ghatal/ Midnapur/ Kharagpur/ Bankura/ Bishnupur/ Purulia/ Raghunathpur/Kalyani/ Krishnagar/ Tehatta/Berhampur/Kandi/ Raghunathganj/ North Malda/ South Malda/Uttar Dinajpur/ Dakshin Dinajpur/ Jalpaiguri/Domkal/jiagnuj/Alipurduar/ Coochbehar/ Darjeeling/Siliguri Town/ Siliguri Suburbon / Kurseong/Islampur/ Kalimpong/Mal/Mathabhanga/Belda/ Egra/ Jhargram/ Khatra/ Nakashipara/ Kakdwip Division, WBSEDCL. - **for further circulation as may be required under their jurisdiction.**
25. P.S. to Chairman and Managing Director/Chief Financial Officer/ Director (R&T)/ Director (HR)/ Director (Dist)/ Director (Projects)/Director (Generation)/ Executive Director(IT), WBSEDCL.
