



**WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED**

(A Government of West Bengal Enterprise)

CIN : U40109WB20075GC113473

VIDYUT BHAVAN : BIDHANNAGAR : KOLKATA- 91

**WBSEDCL**

Office Order No: EDD/ 67

Dated : 14.11.2025

**Sub: Advisory towards implementation and monitoring of dedicated docket management application module for handling of dockets of bulk consumers.**

**Ref: Memo No. WBSEDCL/IT & C/38.00/2028 dated 30.10.2025 of the Chief Engineer, IT Cell, WBSEDCL**

With reference to the above it is needless to mention that one dedicated **docket management applications module for handling of dockets of bulk consumers** under WBSEDCL has already been **made live** in the CRM application for handling dockets. All the bulk consumers (Centralized & De-Centralized) can raise dockets through the toll free docket no. of **WBSEDCL (19121)** and also through **the other existing channels of WBSEDCL, similar to the LT consumers.**

Hence, all the Divisions and Regions must made themselves aware of such newly developed module and use this “dedicated docket management application module” gainfully as communicated through the above referred memo of the IT Cell and **the detail manual of this module is already made available in the Web Portal of WBSEDCL under Manuals>>CRM>>Bulk Docket Management.**

**The following actions are required to be taken by the site offices:**

- Separate roles for AE/DE (Tech) of the Divisions and AE/DE/SE (Commerce) of the Regions as well as Central Commercial Department have been created in the WBSEDCL Customer Care Portal (<https://crmapplication.wbsecl.in/CustomerCArePortal/#/login>) for creation, monitoring and closure of dockets of bulk consumers under their respective jurisdiction.
- Hence, it is essential to create the necessary users i.r.o of AE/DE (Tech) of the Divisions and DE/SE (Commerce) of the Regions and for which employee details need to be provided as follows:
  - i. Name of the Employee & Designation:
  - ii. ERP ID:
  - iii. Mobile No.
  - iv. Region/Division Name and Code:
  - v. Role: Divisional Tech/Regional Commerce etc

**For seamless creation of users' i.r.o above officials, the details are to be provided in the CA Helpdesk with uploading of the internal note of approval from concerned DMs/RMs.**

- Besides the above, the mobile numbers of the AE/DE (Tech) of the Divisions and two master operators (i.e preferably the departmental non-supervisory technical employees, attached to S/S or Division, engaged in maintenance activities) need to be entered from the

WBSEDCL's Mobile Updation Page exists under the CM Super User Role of the respective Divisional E-Business Suite User. This is extremely important to receive docket related SMSs.

- For quick response to the docket and also to disseminate information down the line, the role of AE/DE (Tech) users of the Divisions has been provided with the provision to enter the details/mobile number of the HT maintenance agency/Operators against each Sub-station.
- All the users under this module will be provided with the docket related report for smooth handling the **technical as well as non-technical dockets** created by the Bulk Consumers.

All concerned are hereby advised to follow the above guidelines to utilize the new module appropriately for serving the bulk consumers in a better way.

  
(P.P. Dutta)  
Executive Director (Dist)

Memo. No. *EDD/0.0/322 (1-120)*

Dated- *14.11.2025*

**Distribution**

01. The Director : (Dist)/ (HR)/ (Finance): WBSEDCL : Vidyut Bhavan : Kolkata- 91.
02. The Executive Director (Commercial), WBSEDCL
03. The Chief Engineer :Dist-South / Dist-North /IT/Commercial/ CRM : WBSEDCL.  
----- **The CE (IT) is requested for uploading the Office Order in WBSEDCL's Website**
04. The Zonal Manager (s): Kolkata/ Burdwan/ Midnapore/ Berhampore/ Malda/Siliguri Zone :  
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15. The Divisional Manager (s):  
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06. The P.S. to Chairman & Managing Director: WBSEDCL :VidyutBhavan : Kolkata- 91.