



**West Bengal State Electricity Distribution Company Limited**  
(A Government of West Bengal Enterprise)

Registered Office: Vidyut Bhavan, Bidhannagar, Block-DJ, Sec-II, Kolkata-700091  
Website: www.wbsedcl.in, CIN: U40109WB2007SGC113473

Office Order No.: 2538

Date: 17.12.2025

**Subject: Go-Live of Role for IT Engineers posted at Regional Offices in CRM system.**

In continuation of the **Office Order No: 2489** dated 29.07.2025 of the Director (HR), WBSEDCL, regarding job description of IT Engineers posted at Regional Offices, a new role (**RM\_IT**) has been configured for the IT Engineers posted at Regional Offices in the CRM Customer Care Portal (CC Portal).

The new role has been introduced to provide IT Engineers posted at Regional Offices with necessary system authorizations, enabling them to ensure seamless docketing operations within their respective jurisdictions and to maintain effective oversight of CRM functionalities with details as outlined below :-

Module	Functionalities
<b>User Management</b> (i.r.o. users on CC Portal within jurisdiction)	reset password
	unlock user
	update mobile numbers for OTP
	re-allocate CCC_CFOs partial blacklist CCC_CFOs
<b>Docket Management</b> (i.r.o. L&MV and Bulk consumers within jurisdiction)	docket creation
	docket view
	docket closure
	associated reporting (ad-hoc)
<b>View Application Details</b>	application details view
<b>Reports</b> 1: before 10 AM every day 2: before 10 AM every Monday and Thursday	Pending NSC report
	Non-NSC Pending Work Order report
	Pending master card report
	Collection Done but Withheld report
	Puja Temporary connection report
	CFO login-logout report (ad-hoc)

For creation of users under the RM\_IT role, IT Engineers posted at Regional Offices shall submit employee details (Name, ERP ID, Place of Posting, and Mobile Number), duly approved by the respective Regional Manager, through the CA Helpdesk under the navigation path:  
Application → ISU → CRM → Authorization → Customer Care Portal.

(A. K. Latua)  
Director (HR), WBSEDCL

**Distribution:**

1. Director (R&T)/ Director (HR) /Director (Dist)/Director (Fin)/ Director (Projects)/Director (Generation),WBSEDCL
2. Adviser(S&V),WBSEDCL
3. Adviser(S&V), WBSEDCL
4. Executive Director: (Distribution)/ (Projects)/(Commercial),WBSEDCL.
5. Officer on Special Duty, WBSEDCL.
6. Chief Engineer: Dist.North/ Dist.South. WBSEDCL
7. ChiefEngineer:P&E/Projects-I/Project-II/Project-III/Project-IV/Commercial/Hydel/  
EMD/PTP/SafetyRegulation/CRM/P&C/DTD/PIDD/PPSP/PSPD/Turga/R&EM/SPGD/S&LP/Hydel./Communicatio/  
Corp.Monitoring, WBSEDCL
8. Chief Engineer (IT),WBSEDCL- **with request for uploading this Circular in the Website of the Company**
9. Chief Engineer & Project Manager, PPSP HQ, WBSEDCL
10. General Manager:(HR&A): Corp./T&D and PM/Planning, WBSEDCL.
11. General Manager(F&A): Corp.Planning/IA/Operation, WBSEDCL.
12. Company Secretary, WBSEDCL.
13. Chief Vigilance Officer, WBSEDCL.
14. Chief Medical Officer, WBSEDCL.
15. Chief Security Officer, WBSEDCL.
16. Chief Land Officer, Land Acquisition Cell, WBSEDCL.
17. Advisor, Liaison Office, New Delhi, WBSEDCL.
18. Project Manager, PPSP Site/RHP/TCFHP/TPSP/JHP, WBSEDCL.
19. Addl. Chief Engineer, S&LP/DSM Cell, WBSEDCL
20. Addl. Genl. Manager (HR&A):SSC/CLM/Corp./ES&ER-1/Dist./Legal/Vigilance/ES&ER-II/PTP/PSPD/Common  
Service Cell/HCM Core Team/HRDD/Project-II/Land Acquisition/Board Cell,WBSEDCL.
21. Addl. Genl. Manager (F&A): Corp.-Finance/B&A/MIS-ESTB/Indirect Tax Cell/ Terminal Claims Hydrel/Dist./Project-  
IV/ P&C/ Internal Audit/Project-II/ IT, WBSEDCL
22. Sr. Manager (F&A)/(HR&A), Indirect Taxes/ Budget/ Estb. Corp/ CMC/ EMD, WBSEDCL
23. Project Manager, PPSP Site/RHP/TCFHP/TPSP/JHP, WBSEDCL
24. **Zonal Manager:** Kolkata/Burdwan/Midnapur/ Berhampur/ Malda/Siliguri Zone, WBSEDCL.
25. **Project Manager:** Siliguri/ Raiganj/ Berhampur/Barasat/ Burdwan/ Jalpaiguri/ Coochbehar/ Malda/ Balurghat/  
Murshidabad/ Nadia/ West Midnapur/ East Midnapur/ Bankura Baruipur/ Howrah- Hooghly/Suri/RE  
Project, WBSEDCL.
26. **Regional Manager :** North 24-Parganas/ South 24-Parganas/ Bidhannagar /Howrah /Hooghly/ Purba Bardhaman/  
PaschimBardhaman/ Birbhum/ Purba Medinipur/ Paschim Medinipur/ Jhargram/Bankura/ Purulia/ Nadia/  
Murshidabad/ Malda/ Uttar Dinajpur/ Dakshin Dinajpur/ Jalpaiguri/ Darjeeling/Kalimpong/ Alipurduar/ Coochbehar  
Region, WBSEDCL.
27. **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 North/ Burdwan South/ Durgapur/  
Asansol/ Suri/ Rampurhat/ Bolpur/ Tamluk/ Contai/ Haldia/ Ghatal/ Midnapur/ Kharagpur/Bankura/ Bishnupur/  
Purulia/ Raghunathpur/ Kalyani/ Krishnagar/ Tehatta/ Berhampur/ Kandi/ Raghunathganj/  
Malda/Gajol/Chanchol/Jalpaiguri/ Domkal/ Jiaganj/ Alipurduar/ Coochbehar/ Darjeeling/ Siliguri Town/ Siliguri  
Suburban/ Kurseong/ Islampur/ Kalimpong/ Mal/ Mathabhanga/ Belda/ Egra/ Jhargram/ Khatra/ Nakashipara/  
Kakdwip/ Bhangar/ New Town/ Balurghat/ Buniadpur/Islampur/Raiganj/Ranaghat Division, WBSEDCL. **They are  
requested to circulated the same to the Station Manager under their respective jurisdiction .**
28. Sr. P.S. to Chairman and Managing Director/Director (R&T)/ Director (HR) /Director (Dist)/Director (Fin)/ Director  
(Projects)/Director (Generation)/ ED(Distribution)/(Commercial)/(Projects), WBSEDCL.