



# West Bengal State Electricity Distribution Company Limited

(A Government of West Bengal Enterprise)

OFFICE OF THE DIRECTOR (DISTRIBUTION)

A-BLOCK, 7<sup>TH</sup> FLOOR, VIDYUT BHAVAN, BIDHANNAGAR, KOLKATA - 700091

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OFFICE ORDER No: - 56

DATE: 28.08.2025

## BUSINESS PROCESS FOR HANDLING DEFECTIVE TRANSFORMERS

The following Business Process is to be followed at Divisional Stores for all kind of DTRs & PTRs:-

1. DTR Life Cycle is created under SAP-ERP with the objective of tracking any DTR including Station Service Transformer, Dry type DTR and Power Transformer from the date of receipt at Store to being declared as Scrap. Once any DTR is declared defective, immediately, it is to be recorded in DTR life Cycle either through issuance of P.O for Non-Serialised DTR and LOI for Serialised DTR.
2. For Serialised DTRs procured from P&C Wing, **intimation** to the Manufacturer in auto-filled **Standard Format** gets generated once the defective DTR is recorded in SAP-ERP.
3. **Intimation to the vendor** is to be signed by the concerned Divisional Manager and sent to the respective vendor.
4. Facility is created under **Vendor Portal** so that all defective DTRs, if recorded under DTR Life Cycle will be automatically available to the respective vendor through Vendor Portal.
5. **Store In-Charge** of Divisional Stores must ensure immediate recording of defective DTR in DTR Life cycle as soon as the material reaches store and is declared defective. Store activities of issue and receipt of the DTR including Station Service Transformer, Dry Type Transformer and PTR after rectification must be strictly done in SAP-ERP by issuance of SRN/SRV against the same P.O/LOI as the case may be. It is to be ensured that, qty. issued and qty. received should match. There should not be any mismatch between qty. in P.O. and qty. issued. It is mandatory to give a copy of P.O/LOI to the vendor during lifting of the defective DTR and copy of SRN /SRV to the Vendor at the time of returning the same DTR for reconciliation at their end.
6. **The manual for handling defective DTR is available in WBSEDCL Web Portal > ERP - Welcome to WBSEDCL > DTR Life Cycle**
7. 'YREPORT' is T-code through which all reports related to DTR and Meter Life Cycle is available to all Zonal Offices, Divisional Offices and Divisional Stores for carrying out reconciliation of issued/received DTRs.
8. **Divisional Store In-Charge** must be held accountable for any kind of delay in reporting the defective DTR including Station Service Transformer, Dry Type Transformer and PTR in DTR Life Cycle. In case it is found out that any manual transaction happens, the same will be treated as serious lapse on part of the **Store-In-Charge**.
9. After expiry of OEM Guarantee Period, defective DTRs are to be rectified by DTR repairers on payable basis where repairer also gives warranty as per respective Rate Contract issued from P&C



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Wing. In case of failure, the said DTR is to be recorded in DTR Life Cycle and same process will continue.

10. IT based Process is under development and Vendor Wise and Division Wise failure details will be available from SAP-ERP system very shortly. This will help in identifying performance of the product and performance of the vendor. Number of failure against any DTR within OEM Guarantee Period is also available for Serialised DTR only.

11. IT based process is to be developed to identify the defective DTRs (Serialised) declared as Scrap in DTR Life Cycle to evaluate the prevailing DTR Assets in Network. Once system is developed, authorised person will be able to identify any serialised DTR as scrap in DTR Life Cycle.

## Roles and responsibility of Divisional Managers

Divisional Managers must oversee the Store Activity regarding issue/receipt of defective DTR through SAP-ERP and make their Store-In-Charge aware of the situation. Divisional managers must ensure that all pending defective DTRs/Station Service Transformers /Dry Type DTRs are being recorded in DTR Life Cycle. In case of repeated failure to comply with the above Business Process, accountability is to be fixed.

In case of frequent failure of DTRs under any Division, the **nature of fault** must be explored from Division end and a report should be submitted to P&C Dept. for further follow up action with the vendor, if manufacturing defect is suspected. Otherwise, root cause analysis of failure and its elimination is necessary to maintain failure rate as minimum as possible.

  
(S.Mukherjee)

Director (Distribution)

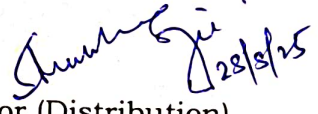
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**Memo no:** DD/O.O/93(1-113)

Date: 28.08.2025

Copy to:

1. The Director (Finance), WBSEDCL
2. The Chief Engineer (Distribution North/ Distribution South), WBSEDCL
3. The Chief Engineer (P&C/ IT), WBSEDCL
4. The Zonal Manager: Kolkata/Burdwan/Midnapur/ Berhampur/ Siliguri/Malda Zone, WBSEDCL
5. The Regional Manager: North 24-Parganas/ South 24-Parganas/ Bidhannagar/ Howrah/ Hooghly/ Purba Bardhaman/ Paschim Bardhaman/ Birbhum/ Purba Medinipur/ Paschim Medinipur/ Bankura/ Purulia/ Nadia/ Murshidabad/ Malda/ Uttar Dinajpur/ Dakshin Dinajpur/ Jalpaiguri/ Darjeeling/ Alipurduar/ Coochbehar /Kalingpong/Jhargram Region, WBSEDCL.
6. The 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/ Chanchal/Gazole/ South Malda/Uttar Dinajpur/ Dakshin Dinajpur/ 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/Ranaghat/Joynagar/Baduria/Buniadpur Division, WBSEDCL. -

  
Director (Distribution)  
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