



# WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A Government of West Bengal Enterprise)

CIN : U40109WB2007SGC113473

Distribution Head Quarters

Vidyut Bhavan (1<sup>st</sup> Floor); Block -D; Bidhannagar,  
Salt Lake, Sector -II; Kolkata- 700091

**Memo No. EDD/Spot Billing/Rate Contract/ 253      Date: 12.09.2025**

**Subject: Rate Contract for implementation of spot billing in respect of Medium & Low voltage Consumers under monthly/quarterly billing system having connected load below 50 KVA within the jurisdiction of WBSEDCL with effect from billing month of October,2025.**

**Ref: E-Tender Notice No. WBSEDCL/EDD/NIT/Rate Contract/Spot Billing/ 2025/34  
Dated: 08/05/2025 (Tender ID: 2025\_WBSED\_843456\_1)**

In pursuance to the E-Tender cited above, the Rate Contract for engagement of outside agencies for implementation of spot billing in respect of Medium & Low voltage Consumers under monthly & quarterly billing system having connected load below 50 KVA within the jurisdiction of WBSEDCL is hereby finalized as detailed below.

1. The following agencies have been enlisted for execution of Spot meter reading and billing job through android base smart phone and hand held Bluetooth printer across West Bengal, except the district of Darjeeling, Kurseong and Kalimpong (Communication details of the agencies are furnished in Annexure-I):


1. M/s Fluentgrid Limited
2. M/s Tera Software Limited
3. M/s Emdee Digitronics Private Ltd.
4. M/s Minati Procon Pvt. Ltd. (Lead) with consortium with M/s Sigma Infotech Pvt. Ltd.
5. M/s Lohia Jute Press Pvt. Ltd. (Lead) with consortium with M/s Technobytes Information Pvt. Ltd.
6. M/s Zygox Infotech Private Limited
7. M/s Microviews Infosystems Pvt. Ltd.
8. M/s Mega Calibre Enterprises Pvt. Ltd.
9. M/s Fusion CX Pvt. Ltd.
10. M/s Pace Computer Services
11. M/s Pentware Computer
12. M/s Sujanix Pvt. Ltd.
13. M/s Idea Infinity IT Solutions (P) Ltd.
14. M/s Nsoft(India) Services Private Ltd.
15. M/s Vibhu Infra Tech India Pvt. Ltd.

On the otherhand,the following agencies have been enlisted for execution of Spot meter reading and billing job through android base smart phone and hand held Bluetooth printer in the district of Darjeeling, Kurseong and Kalimpong (Communication details of the agencies are furnished in **Annexure-I**):

1. M/s Tera Software Limited
  2. M/s Lohia Jute Press Pvt. Ltd. (Lead) with consortium with M/s Technobytes Information Pvt. Ltd
  3. M/s Emdee Digitronics Private Ltd.
  4. M/s Minati Procon Pvt. Ltd. (Lead) with consortium with M/s Sigma Infotech Pvt. Ltd.
  5. M/s Fusion CX Pvt. Ltd.
  6. M/s Vibhu Infra Tech India Pvt. Ltd.
  7. M/s Microviews Infosystems Pvt. Ltd.
  8. M/s Pace Computer Services
  9. M/s Pentware Computer
  10. M/s Mega Calibre Enterprises Pvt. Ltd
  11. M/s Zygox Infotech Private Limited
  12. M/s Nsoft(India) Services Private Ltd.
  13. M/s Fluentgrid Limited
  14. M/s Sujanix Pvt. Ltd.
  15. M/s Idea Infinity IT Solutions (P) Ltd.
2. Scope of Work and other terms and conditions shall be as per details indicated in this order.
  3. The LOA shall be issued to the enlisted agencies by the Zonal Mangers of the respective zones and the agencies have to abided by the terms and conditions of the instant order of Rate Contract.
  4. The LOA for execution of spot meter reading and billing shall be issued as per the rate mentioned in the instant order of Rate Contract. This rate execution of spot meter reading and billing will be firm for the entire period of contract.
  5. One or more than one agencies shall be engaged within a particular Division under the respective Zone.
  6. The Executive Director (Distribution) shall assign the Customer Care Centre for execution of spot reading and billing amongst the above enlisted agencies. WBSEDCL on its own discretion may change the assigned Customer Care Center during the period of execution of contract
  7. The LOA issuing authority i.e. the Zonal Manager of the respective Zones shall mention Division wise & Customer Care Centre wise consumer details in the LOA.
  8. The Agencies shall comply to all statutory obligations as per law of land.
  9. **Rate for Spot reading and Billing job:**

The rate for execution of spot reading & billing job as per scope of work and terms and conditions as stipulated in details in the bid against the tender notice no. under reference is enclosed in **Annexure-II**.

10. All the agencies should ensure the payment of wages as per **Minimum Wages Act,1948** and **Rules and Regulations and amendments** made there under. **Minimum wages under Zone -A** as mentioned under **Schedule of employment in the category of 'Construction & Maintenance of Roads or in Building Operation'** issued time to time by **Assistant Labour Commissioner, Government of West Bengal**, will be applicable for this contract under the entire jurisdiction of **WBSEDCL**. The revision of the wages in the stated category as per notification of the **Labour Commissioner, Govt. of WB**, shall have to be complied immediately with effect from the date as mentioned in such notifications. No extra payment shall be made in any manner.
11. **Specification of the Android smart phone and Blue tooth printer and thermal paper :-**  
Detail specification of Android base Smart phone, blue tooth printer and paper roll are annexed here with as **Annexure-III**.  
The format of the back side of the bill is annexed as **Annexure-IV**.
12. **Software & Hardware:**  
**Software:**  
Spot Billing software shall be provided by **WBSEDCL** to the Agencies. Any change of software shall be intimated to the respective Unit. The Agencies shall collect latest developed software from the respective unit within next 24 hours of such intimation for spot billing.  
**Hardware:**  
Hardware viz. Android base smart phone, Desktop PC, Printers are to be provided by the agencies as per specification / requirement of Scope of Work. The maintenance of all these items is the responsibility of respective agencies. **WBSEDCL** shall arrange UPS/ raw power, LAN connectivity for Desktop PC, Printer etc. Necessary furniture required shall also be provided by **WBSEDCL**. Desktop PC should be provided at CCC end where leased line connectivity is available for transfer of data. Desktop PCs must be provided with Antivirus which shall be updated by the agencies weekly basis to maintain virus free environment in LAN.
13. **Scope of Work:**  
The scope of work consists of Meter Reading and Spot billing at the premises of the consumers via **GPRS based GPS enabled Android Smart phone** and generate bills via blue tooth printer through the outsourced agency. The reading of meters and the spot-billing is to be carried out on monthly/Quarterly basis, as per the schedule given to the Agency by **WBSEDCL**. Carrying out spot billing activity at consumer premises in different CCC shall be made under the guidance



of the concerned Zonal Manager In case of any difficulties for spot billing for any CCC, the same shall be brought to the notice of respective Zonal Manager.

The project implementation of spot billing shall be carried out in the following manner:-

**13.1 Spot Billing in consumer premises:**

**13.1.1** The agency shall prepare billing **Zone-Group** wise Route Map for LT consumers under scope of spot billing before starting of meter reading. This route map shall be uploaded in the hand held mobile device and shall be used to prompt the next LT Consumer automatically as per route map, post completion of the spot billing activities for one LT consumer. Any new connection/addition shall be promptly updated in the existing walking sequence data base. The list of new consumer shall be provided by the respective Station Manager. However the handheld billing device i.e. Smart Phone shall have the capability to collect and store meter reading at any time of the meter reading route as per walking sequence and should be capable to issue the spot bill, if necessary. **No extra payment shall be made for this entire job.**

The Agency shall provide IMEI No. of Android smart phone with mobile number against meter reader for one time registration which will be authenticated at the time of data download and reading and billing.

**13.1.2.** Preparation of Meter reading schedule and placement to respective Station Managers for approval, prior to taking readings. The schedule approved by the Station Manager only shall be maintained for reading and billing purpose.

**13.1.3.** The agency shall download consumer data related to previous reading etc. in the intelligent device before generation of bills. Data related to consumer details, bill details, meter details and any other data required for generation of bills shall be available from the Customer Care Center.

**13.1.4.** The agency shall perform meter reading at consumers' premises at all locations and generate energy bills at the spot via **Portable Bluetooth Printer** with incorporation of that reading in the spot billing machine as per latest tariff of WBSEDCL and using the latest software provided by WBSEDCL. They shall print energy bills in preprinted stationery at the spot and hand over the same to consumers with proper acknowledgement against delivery of each spot bill when the same is taken. Approximately one third ( $\frac{1}{3}$ ) consumers of quarterly billing cycle in each month in all the Customer Care Center shall be billed depending on the billing cycle of the group of consumer **Printing of the bills shall be such that the bills delivered to the consumer might have to be preserved as record for considerable period for any future correspondence.** Spot bills shall be generated for Domestic/ Commercial/ Industrial and Agricultural (Single phase meter) / Govt. Consumer (Street light/ DTW/ RLI/ Public Water Works). If the consumer premises is found locked during the time of meter reading the meter reader shall visit in subsequent 2<sup>nd</sup> occasion as a 2<sup>nd</sup>

attempt for reading & billing of the same consumer and this is to be informed to respective Customer Care Center for further course of action. If the mailing address is different than that of consumer's address of actual connection, then in such cases agency shall deliver bills to the mailing address well within the due date for which no extra cost shall be paid.

- 13.1.5 WBSIEDCL has implemented another project to take meter reading automatically from the above captured meter image using Artificial Intelligence. That module has been integrated with existing Spot Billing Mobile App. In that process, that picture is processed from back-end and reading [along with other parameters] is displayed on mobile screen. If reading is found to be okay, then meter reader should accept the reading for processing the bill otherwise meter reader has to edit the meter reading with correct one and then bill will be processed accordingly. In this scenario, a separate flag is maintained for identification of such modification.

It is also to be noted that some additional information of meter status may also be captured which are to be maintained in database. Few of those are listed as below:

- (a) No display value
- (b) No Match Parameter
- (c) No match serial number
- (d) PIP (Picture in Picture) image found
- (e) Bright light on display found
- (f) Truncated Display found
- (g) Non-Meter image found

Summary report will be available through a portal of WBSIEDCL which will be intimated later.

- 13.1.6. In order to take meter reading automatically from the above captured meter image using Artificial Intelligence, meter image should be captured properly. **Capturing legible picture of the respective meter showing meter Number and meter reading in the same frame including the defective meters is mandatory.** Such photos shall have to be taken in every quarter or earlier as scheduled by Station Managers/Divisional Manager In case of change of meter, the photo of the new meter shall have to be taken accordingly. The picture file shall have the time stamp also. The picture will be saved in local data base.

**The CCC administrator shall ensure 100% checking of uploaded images and submit certificate in this regard to the respective Station Manager.**

- 13.1.7 The device should be GPRS based GPS enabled to identify reading / billing location and side by side to track the location of meter reader on real time basis for monitoring purpose. The charge for usage of data towards communication through GPRS shall be borne by the agencies. Monitoring will be done from CCC and Division office premise.

- 13.1.8. **Stamping of latitude and longitude of the location of consumer premises and time of meter reading, over the spot bill is mandatory.**
- 13.1.9. **To capture mobile number of the consumers through Android base smart phone via designated software for necessary storage in the WBSEDCL database is mandatory.**
- 13.1.10. **Meter reader should keep mobile data connection always on while doing spot billing. Spot Billing data will automatically be uploaded to central database (SAP-ISU) directly from consumer premises after generation of spot bill.**
- 13.1.11. **In case of unavailability of Mobile network for prolonged period due to restriction from Govt. or Natural disaster, Uploading of Spot Billing data will be arranged separately and same will be intimated accordingly whenever the same scenario occurs.**
- 13.1.12. **In case of breakdown of link of CCC data has to be up/downloaded from DCC of respective division or through GPRS Connectivity.**
- 13.1.13. **Entry of meter reading at Consumer meter cards (Yellow Cards): The meter cards shall be replaced in case of lost, damaged, or over. The meter cards will be supplied by respective Station Manager. Meter cards replacement report should have to be submitted to respective Station Manager every month.**  
**Bills generated through other modes shall have to be delivered by the agency to the consumer premises with proper acknowledgement. The same unit rate of normal bill shall be applicable for delivery of such bills.**
- 13.1.14. **Sorting out of all locked bills, average bills, minimum charge bills etc. The list of such consumers along with their present reading and other particulars if any shall be handed over to the respective Station Manager for further action.**
- 13.1.15. **In case of any problem in generating Consumer's bill through smart phone due to reason like defective meters / non-availability of database in spot bill device like new meter installed in the circuit by replacing old one/ change of Zone/door lock/ advance reading or any other such allied reason, the meter reader would collect the meter reading from the respective premises of the consumer & would take action towards raising of bill from the respective DCC as per instruction of the Station Manager and subsequently deliver the bills to the consumers at least 7 days prior to the due date. Necessary entries at CCC would be made by the Administrator engaged by the agency as per direction of the Station Manager.**  
**Payment to the vender would be made according to the unit rate as per LOA for delivering of such bills with the condition that, Agency has to take appropriate actions with the respective DCC and to ensure that the bills of the said consumer in next cycle are be raised through Spot bill device only.**
- 13.1.16. **Collection of all such locked bills, average bills, regenerated bills etc. from the respective DCCs and delivery to the respective consumers is the responsibility of the agency.**



- 13.1.17. Category wise average monthly unit consumption of CCC based on last twelve month's consumption will be worked out by the Station Manager of respective CCC and the agency shall have to maintain the datum level of that average consumption.
- 13.1.18. Agency shall complete the meter reading and spot billing within stipulated time of each month so that due date as per schedule is not disturbed.  
Range of meter reading per month per meter reader should be maximum 1300 for all the areas in West Bengal except Civil Sub Divisions of Darjeeling, Kurseong, Kalimpong. In case of civil sub divisions of Darjeeling, Kurseong and Kalimpong the range of meter reading per month per meter reader should be maximum 1000, for maintaining quality of reading.
- 13.1.19. Agency shall submit the MIS report duly signed by the respective Administrator of Agency both to the respective Supervising Officer and Controlling Officer of WBSEDCL, on : Seems defective meter (077);Consumption seems very high (011); Multiple meters(993);Temp. disconnection in the system but presently live(994);Deemed disconnected but physically live(981); deemed disconnected but enjoying power by other means(983);Meter replaced but consumption of old meter not available(991);Deemed disconnected, but no meter(980);Suspected unauthorized drawal (Special Note 07) etc.
- 13.1.20. Meter readers shall also note down about the following incriminating point and submit report to the Station Managers of the concerned CCCs.
1. Consumers not in the billing cycles.
  2. Meter found missing.
  3. Meter having different serial numbers and make.
  4. Meter without seal or seal tampered.
  5. Meters without terminal cover.
  6. Meter C (Cover) open.
  7. Meter not accessible (Separate list to be provided).
  8. Suspected of bypassing/ illegal consumption of power.
  9. Load to be enhanced.
  10. Category to be changed.
  11. Connected Load to be enhanced
  12. MRU change required
  13. Hybrid or conventional meter
- 13.2. **Providing barcode on spot bill:-**
- 13.2.1. The spot bills shall be provided with barcodes such that the barcodes should be accurately readable with a hand held barcode reader and bar code scanner.
- 13.2.2. The barcode shall be for consumer ID Only.
- 13.2.3. The quality of the paper for printing spot bill with barcode shall be as per specification as annexed herewith as Annexure-III such that the bill can be preserved at least six months with all printed data and the barcode shall be



readable during the period of preservation (six months).

**13.2.4.** Necessary Software will be provided by WBSEDCL to the hand held billing device. No other software other than the billing software provided by WBSEDCL shall run in the device.

**13.2.5.** It should be ensured that no third party apps other than Spot Billing Mobile App and WhatsApp shall be installed on Meter reader's mobile.

**13.3.** Identification of house hold having electricity connection but not in billing data base:-

The agency shall identify the house hold having an electricity connection but not in the billing data base but enjoying service of WBSEDCL and also those consumers appearing in master card or billing system but physically does not exist in the circuit. The agency shall submit the list of such consumers to the respective Station Manager of Customer Care Center for verification, so that the same consumers can be included in billing system.

The agency shall be paid @ 150% of the normal rate per consumer billing against the listed consumers under this category, after proper verification by the Station Manager.

**13.4. Reports to be submitted:-**

**13.4.1.1.** Reports to be submitted after completion of reading of each Zone-group:

(a) List of consumers having no meters, defective meters, stop meters and burnt meters, found locked or where bills could not be raised due to other problems with specific reason.

(b) List of Unbilled records against Spot bill upload; Maximum Demand exceeding Contractual Demand; Temporary disconnected but physically live; No reading taken due to non uploading of consumer's data etc.

(c) Date wise class & category wise, Consumer no. wise previous reading, present reading and demand rose in terms of units and money separately for each billing zone and subtotal must be drawn against that.

(d) Report about delivery of locked, average & minimum charges bills generated from DCC.

**13.4.2. MIS report to be submitted in each month:**

(a) Report as indicated in clause no. 13.4.1(a), 13.1.18 and 13.1.19 at the end of each billing cycle in Soft copy (PDF format) to respective CCC & DCC.

(b) Reports as per requirement of the Supervising Officer / Controlling Officer or ordering authority of WBSEDCL.

(c) The Agency may have to generate MIS reports not listed above as per the requirement of WBSEDCL.

**13.5. Deliverables:**

(a) Stationary, consumables, bills as per pre-approved format by WBSEDCL.

(b) Required numbers of Android Smart Phone and Blue-tooth Printers as

per approved specification including other accessories for spot billing activity with the provision of maintenance of additional quantities (minimum 10% of the actual requirement) of spare accessories in each of the CCC.

(c) Desktop PC as per approved specification and printer in each CCC.

(d) Reports as per clause 13.4.

**13.6. Manpower:**

**13.6.1.** The Spot billing Agency shall be required to nominate one officer for each zone to act as a Nodal Officer to be stationed at the respective Zone Headquarters for the Spot Billing activities under the Zone, who will be the Single Point Contract person for the respective zone.

The Spot billing Agency has to specifically furnish to WBSEDCL, the name, designation, Telephone no. including mobile no., email address of such person.

The Spot billing Agency is required to nominate one person for each CCC, exclusively to supervise the entire work of spotbilling from downloading of data to its completion as 'Administrator' to be stationed at each CCC, with whom the Station Manager of the respective CCC of WBSEDCL will contact on all matters related to this order.

**13.6.2.** The Agency shall deploy adequate manpower for carrying out Spot billing work as per schedule. However, the Agency may engage manpower beyond normal working hours and on Sundays and Holidays, if required, to complete the work as per schedule. In that case, prior permission from respective Supervising Officer and Controlling Officer shall have to be taken.

**13.6.3.** WBSEDCL has the right to instruct the Agency to change its worker in case the workmanship conduct or speed of the work appears to be not satisfactory. The Agency shall comply all the instructions within 30 (thirty) days from the date of receipt of such instructions from the Controlling Officer.

**13.6.4.** The Agency shall issue photo identity cards to entire workforce indicating particulars of the meter reader. A copy of identity card should be given to the controlling officer (Divisional Manager). The personnel engaged by the Agency for reading shall be authorized by the respective Supervising Officer.

**13.6.5.** The Agency shall report to the respective Supervising Officer and Controlling Officer for any Administrative Problem during execution of the job.

**13.6.6. Completion of billing schedule:**

Target of completion billing schedule shall be guided as per specific guideline already in vogue as follows:

20 <sup>th</sup> to 27 <sup>th</sup> of the previous month	40 % of the total bills to be raised
28 <sup>th</sup> to 7 <sup>th</sup> of the billing month	75 % of the total bills to be raised
8 <sup>th</sup> to 15 <sup>th</sup> of the billing month	100% of the total bills to be raised

The progress of work shall be reviewed by the Controlling Officer in the monthly

meeting.

**13.6.7. Service Level Agreement:**

The empanelled agencies shall execute a Service Level Agreement as per format annexed herewith as Annexure No. XI. The original copy of the agreement should be submitted to the Divisional Managers with a copy to the Distribution Headquarter.

**13.6.8. Any job related to application software modification shall be taken care of by the respective Zone. The respective Zonal Manager shall contact the IT Cell for early modification of the same.**

**13.6.8.1. Bifurcation of CCC:**

If it is found that any CCC has been bifurcated resulting in two no. of CCCs instead of the existing one, during the validity period of the contract, then both the CCCs formed after bifurcation shall come under purview of the scope of spot billing work of the respective agency. In that case no separate order shall be issued.

However in case of creation of new CCC by any other procedure as laid down above, specific approval is to be obtained from respective Zonal Manager.

**14. Validity of Contract:**

The validity period of the contract shall be **3(Three) years from the Billing Month of October, 2025**. WBSEDCL may consider extension of contract for duration of **one year** each for a maximum period of **two years** at per same rate and terms and conditions subject to satisfactory performance. Performance of the work will be assessed every six months as per **Graded Scale of Performance Assessment** as per prescribed format.

**15. Price Details:**

Since the total contract price depends on no. of consumers which is variable, an estimated total contract price shall be arrived at considering the estimated no. of billed consumers as per rate details in **Annexure-II excluding GST**. Actual contract price will depend on actual nos. of consumer billed during the contract period. The total Contract price will vary with the variation of no. of consumer

**16. The 'Unit Charge' for different locations as described in details in Annexure-II shall be firm and shall remain firm for entire period of contract and inclusive of all other charges, taxes and other levies but exclusive of GST.**

**17. Considering the difficult terrain, additional 10% amount will be allowed on rate per meter reading (arrived through tendering process and will be applicable for the consumers excepting Hills) for execution of meter reading under Island areas under Bhangar Division, Bashirhat Division, Kakdwip Division and Canning Division over the L1 rate arrived for the area except Civil Sub-Division Darjeeling, Kurseong and Kalimpong. List of Island is enclosed herewith as Annexure-IX.**

There are 27 numbers of Islands and consumer strength is 171502(approx.).

**18. Statutory obligations:**

Statutory obligations as per law of the land are to be complied with by the agencies towards ensuring payment of Provident Fund, ESI, Employee's compensation, Bonus, Minimum wages to the persons engaged by the agencies for spot billing activity in accordance with the law and at par with the rate as published by Joint Labour Commissioner, Govt. of West Bengal etc. In non ESI areas the agency has to arrange for Medical Benefit to the persons engaged by them and arrange for mediclaim policy/ appropriate insurance policy for the benefit of the persons engaged by them from any of Insurance Companies controlled by Insurance Regulatory Development Authority.

**The Minimum Wage which comes under revisions twice in a year and has to be complied by the agency immediately from the date of such revisions made by the Labour Commission, Govt. of West Bengal.**

**19.1. 'Statutory obligations as per law of the land' shall include the provisions of following Acts including the latest amendments and / or replacement, if any.**

(a) Electricity Act, 2003 and Rules & Regulations and amendments made there under.

(b) The Industrial Dispute Act, 1947 and rules & Regulations and amendments made there under.

(c) Contract Labour (Regulation and Abolition) Act 1970 and rules & Regulations and amendments made thereunder and other Labour Laws applicable.

(d) EPF & Miscellaneous Provisions (MP) Act 1952 and Rules & Regulations and amendments made there under.

(e) Employees' Compensation Act'1923 and Rules and Regulations and amendments made there under.

(f) Child Labour Prohibition & Regulation Act'1956 and Rules & Regulations and amendments made there under.

(g) Minimum Wages Act' 1948 and Rules and Regulations and amendments made there under.

**Minimum wages under Zone-A as mentioned under Schedule of employment in the category of 'Construction & Maintenance of Roads or in Building Operation' issued time to time by Assistant Labour Commissioner, Government of West Bengal, will be applicable for this contract and the deployed manpower for execution of Spot billing job will be given minimum wages as per this category. Categories of workman deployed in the spot billing job are appended as below.**

Meter reader	Semi Skilled category
Customer Care Centre Administrator	Skilled category
Zonal Supervisor	High Skilled category

**Travelling allowance:**

Travelling allowance @ 10% on payable minimum wages to be paid extra to the meter readers deployed under Civil Sub Division of Darjeeling, Kurseong, Kalimpong. The travelling allowance must be reflected in the wage sheet and pay slip of the meter readers separately. Non reflection of travelling allowance separately as wage component will be treated as non-compliance.

(h) Payment of Bonus Act' 1965 and Rules and Regulations and amendments made there under.

(i) Employees' State Insurance Act' 1948 and Rules and Regulations and amendments made there under.

(j) Payment of Wages Act'1936 and Rules and Regulations and amendments made there under.

19.2. Spot billing agency will be governed by **Section 65 and Section 66 of Indian IT Act 2000** on the issue of Data protection, privacy and hacking of data.

19.3. **P.F. Code No. & Labour License:**

The agency shall submit to the respective Zonal Managers of WBSEDCL necessary PF code no. and Labour License from Govt. of West Bengal and they shall take ESI registration (where ESI is applicable) including individual labour wise registration after obtaining order/engagement of labour for the spot billing.

20. **Terms of Payment:**

Payment against raising spot bills:

Payment will be made on per consumer basis only. Monthly payment will be made directly to the agency on the basis of actual number of consumers billed. The agency shall submit GST Invoices in triplicate, along with the following documents to the Station Manager; of the respecting Customer Care Centre. The GST Invoices has to be certified by the Supervising Officer within 7(seven) working days from the date of submission.

(a) A certificate has to be submitted by the agency indicating correctness and completeness of the reading supported with the list of consumers against whom the bills have been raised on estimated basis as per **Annexure-V**, which shall duly be approved by the Supervising Officer **along with self-certificate regarding usage of specified Hardware and thermal paper as mentioned in Annexure-VI.**

(b) Proof of deposit of PF and ESI contribution against the PF, ESI code as would be submitted by the agency to the respective Zonal Managers and related document against each employee has to be submitted by the agency with the bill as per **Annexure-VI**, from the second monthly bill onward. Where ESI provisions are not applicable, insurance documents as a proof to ensure medical benefit to the persons engaged is to be submitted with bill.

(c) Bank statement as documentary evidence against the disbursement / receipt of wages as per applicable Minimum Wages which is paid through Bank,

has to be submitted with the GST Invoices for payment.

(d) The Supervising Officer will forward the GST Invoices/ Tax Invoice after due certification to the Division Office within 7(seven) working days from the date of submission.

On receipt of such certified GST Invoices from the Station Managers of the CCC, the GST Invoices should be placed to Asst. Manager (HR&A)/ Manager (HR&A) and Asstt. Engineer (IT)/ Divisional Engineer (IT) & In-charge of DCC of the concerned Division for verification of the statutory compliance and the billing performance respectively.

Asst. Manager (F&A)/ Manager (F&A) of the concerned Division will process/pass the GST Invoices through SAP-ERP System in compliance with the prevailing Income Tax Act and GST Act within next 10(Ten) working days from the date of receipt of the certified GST Invoices on due verification.

(e) Payment will normally be released within 30(Thirty) days from the date of submission of bill, completed in all respect.

**20.1. Paying Authority:**

Asst. Manager (F&A)/Manager (F&A) of the concerned Division will be the Paying authority.

**20.2. Disbursement of payment:**

The payment shall be disbursed centrally from Corporate Finance, WBSEDCL.

**20.3. Extension of time:**

An extension of time without imposition of liquidated damages, may be granted for delay in execution of work provided there is no fault whatsoever on the part of the agency. Such extension may only be granted based on the application of the agency, which has to establish that the extension of time required by him is not due to his fault.

**20.4. In case of any difficulties in respect of processing invoice like incomplete statutory compliance, 50% of invoice amount may be disbursed to the spot bill agency on ad-hoc basis subject to adjustment.**

**20.5.** Amount deducted on account of liquidate damages or for other purpose as per the terms of LOA to be communicated to the agencies in writing.

**21. Taxes, Duties and other levies:**

**21.1.** The agency shall be solely responsible for the payment of taxes that may be levied on the agency's persons or on earning of any of his employees and shall hold the WBSEDCL indemnified and harmless against any claims that may be made against the WBSEDCL. Further, WBSEDCL shall not take any responsibility whatsoever regarding taxes under Income Tax Act, for the agency or his personnel.

**21.2.** The rate shall include all the taxes & duties excepting GST. GST shall be payable by WBSEDCL over & above the contracted rate on submission of documentary evidence towards payment of GST, as per applicable rules & procedure.

**22. WBSEDCL personnel:**

**22.1. Nodal Officer:** The Zonal Manager shall act as a Nodal officer for project under his / her jurisdiction. Spot billing at consumer premises in different Customer Care Centre shall be made under the guidance of the respective Zonal Manager

Zonal Manager shall co-ordinate a Progress Review Meeting in alternate months within his Zone to assess the progress of the job and take corrective measures. In case of any difficulties for spot billing for any Customer Care Centre, the same shall be brought to the notice of the Zonal Manager immediately.

22.2. **Controlling Officer:** Divisional Manager of the respective Division.

22.3. **Supervising Officer:** Station Manager of respective CCC. He / She will supervise all the works related to spot billing for CCCs under his / her command area. Station Managers of each CCC shall nominate a person in the CCC who will monitor the entire billing process & shall coordinate with the Administrator provided by the agency.

23. **Time Schedule:**

The basic consideration and the essence of the Contract shall be strict adherence to the time schedule as it will be specified in the contract for supply and services in LOA (Letter of Award) to be issued rollout as per table appended below. Date of issue LOI (Letter of Intent)/LOA shall be considered as zero date.

Time schedule	
Activities	Time of Completion(from Zero date)
Operational Training by the agencies (maximum five persons)	Two (2) weeks after issue of LOI/LOA
Spot Billing:	
Activities	Time of Completion
Preparation of Billing Schedule and implementation of spot billing for each zone.	<b>As under all CCCs the spot billing is in existence the new agency shall start immediately from the next cycle of billing i.e. Billing Month of October, 2025 onwards.</b>
Billing Schedule	<b>As per clause 13.1.2</b>

24. **Liquidated Damages(L.D):**

The basic consideration and the essence of the contract shall be strict adherence to the time schedule of LOA and WBSEDCL reserves the right to repudiate the contract if the Agency fails to complete the job within stipulated period as stated in clause 23. However, the Ordering authority may at his discretion waive this condition with imposition of Liquidated Damages indicated herein below. Any **Liquidated Damages (LD)** involved will be recovered from the outstanding bill/ next available bill / any BG lying with / to be lying with WBSEDCL.

24.1. Agency shall start spot billing in any CCC after preparation of Billing Zone within time schedule as indicated in clause 23, failure of which shall attract imposition of **LD @ 1% of contract value** for that month for that respective CCC for per week of delay subject of maximum value of 10% of that value.

- 24.2. In the case of achieving less than 100% Meter reading and Bill generation for the eligible Consumers to be billed through SMART PHONE within the stipulated time as mentioned under 13.6.6, penalty will be charged in the following manner:-

Meter reading & Bill generation through smart phone in percentage of total billable consumers	Rates of Penalty
>90 to <100	1% of the amount payable for that month
>80 up to 90	5% of the amount payable for that month
>70 up to 80	10% of the amount payable for that month
<70	15% of the amount payable for that month

- 24.3. In case of failure to print legible Barcode in bill and / or if the bill cannot be preserved as detailed in clause 13.2, deduction will be made @ ₹ 100 /- per bill for the cases detected for such defaults.
- 24.4. If it is noticed, during supervisory meter reading and/ or any complaint received from consumers and accepted by WBSEDCL that contracting agency had raised energy bills not commensurate with actual meter reading in respect of any consumer or for any arbitrary billing such as regeneration of bills etc., WBSEDCL will recover @ Rs 500/- per wrong bill. The contracting agency shall not be eligible to get payment against any such bills. If WBSEDCL already made payment of such bills, the same will be realized from the Bank Guarantee submitted as Performance Guarantee / pending bills of contracting agency lying with WBSEDCL.
- 24.5. Category wise average monthly unit consumption of CCC based on last twelve month's consumption will be worked out by the respective CCCs and the agency shall have to maintain the datum level of that average consumption. Failure to maintain that datum level, the issue would be seriously viewed for a thorough scrutiny and performance review to ascertain actual reasons for any downward trend. Failure / reluctance on the part of the agency may lead to cancellation of the contract.
- 24.6. In case of failure to upload legible picture of meter reading of the eligible billed consumer, including pictures under Clause no. 13.1.5(d), (f), (g) etc. will attract penalty @ ₹ 5/- per consumer.
- 24.7. It is clarified that "eligible consumers" for spot billing are all the consumers who can be billed through Smart Phone for the particular cycle, irrespective of number of reading data downloaded in the Smart Phone by the billing agency.



It is further clarified that LD shall not apply in case of failure on the part of the spot bill agency to perform the spot billing, in the following circumstances which are normally considered as cases beyond the control of agency.

(i) Defective/Stop meter in the circuit (declared defective by the WBSEDCL) at the time of meter reading.

(ii) Change/Replace of energy meter by WBSEDCL with a new meter for which no data up loading is made in the WBSEDCL data base, at the time of meter reading by the agency.

(iii) Meter / Consumer not found/identified at the time of meter reading.

(iv) The detailed particulars of the consumer not available in the data base of WBSEDCL and consequently, not uploaded and not available at the time of meter reading by the agency (To be confirmed by DCC).

(v) Door lock / subject to the provision to check and visit the premises of the consumer for 2 times by the agency, as per LOA.

(vi) Disconnected premises not recorded in the data base

**N.B.** The above List is only illustrative in nature and not exhaustive. List can be drawn in future in view of the fact that the agency should try to perform the job on satisfaction of the Station Manager or the Controlling Officer without any dispute with the objective to protect the interest of WBSEDCL in billing process.

**25. General Condition of Contract:**

25.1.1. In order to timely completion of the job, WBSEDCL reserves the right to divide/split/modify/cancel the entire job during placement of order without showing any reason whatsoever.

25.1.2. The Agency shall satisfy WBSEDCL with his ability to complete the works positively within the stipulated time.

25.1.3. Agencies are encouraged to make the maximum use of resources (like manpower except hardware) available locally in West Bengal / India, provided that these meet the technical requirement as specified.

**25.1.4. Job Scheduling:**

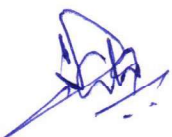
Commencement of billing have to be started as per Time Schedule mentioned in Clause no. 13.6..6 and the Meter Readers should prepare their job schedule accordingly.

**25.2. Manpower Mobilization:-**

25.2.1. The agency shall ensure meeting requirements of site offices i.e. Manpower, Android Base Smart Phone & Blue Tooth Printers, Desktop PCs, Printers and necessary Consumables etc. with necessary training on activities to be performed.

25.2.2. The work of deployment of manpower should have to be started immediately after acceptance of the rate contract order in such a manner, so that spot billing job can be started as per 'time schedule' as mentioned at Clause 23 from the

- issue of LOA from respective Zone.
- 25.2.3. After acceptance of the LOA the agency shall intimate the respective Zonal Manager with a copy to the Executive Director (Distribution) about the location of permanent full-fledged service centre of Spot Billing Machine within the state of West Bengal. Set up of such service centre shall have to be completed before commencement of work.
- 25.2.4. The agency shall keep ready adequate nos. of spare Android Base Smart Phone & Blue Tooth Printers to avoid any delay in billing job in case of major breakdown / failure of the smart phone(s).
- 25.3. **Command Area:**  
Spot Billing System would be carried out in approximately 551 nos. CCCs distributed among 6(Six) WBSEDCL Zones vide. Kolkata, Burdwan, Midnapore, Berhampore, Malda and Siliguri.
- 25.4. **Variation during execution:**  
Number of CCCs may vary during course of execution of the contract as per actual requirement and decision of the management of WBSEDCL. The controlling officer shall communicate such variation of quantity to the agency in writing. The unit price to be quoted by the agency and incorporated in the order would remain valid for such variation of quantity. Total no. of consumers may increase approximately 20% per year which shall also come under spot billing.
26. **Force Majeure :**
- 26.1. The agency shall be under no liability if the agency is prevented from carrying out any of the agency's obligations by reason of war, Invasion, act of foreign country, hostilities, riots, civil commotion, mutiny, accident, earthquake, fires, floods, orders and / or restrictions and other cause beyond the reasonable control of the agency. However, such force majeure circumstances are to be intimated immediately and to be established subsequently with proper documents / proofs to the entire satisfaction of WBSEDCL.
- 26.1.1. WBSEDCL will not take any additional liability towards enhanced taxes, duties and price variation due to force majeure condition.
- 26.2. **Definition of terms:**
- a. The Company/Purchaser/Owner/Department shall mean the WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LTD., having its Office at Vidyut Bhawan, Block-DJ, Sector-II, Kolkata-700091.
- b. The Controlling Officer shall mean the person deployed by the Company for the purpose of this contract.
- c. Company's representative shall mean any person or persons of WBSEDCL appointed by the Company to supervise, inspect, test and examine workmanship and materials of the work under this scope.
- d. The Agency shall mean who will be awarded with the contract by the Company and shall include the Agency's executors administrators, successors and permitted assignees.



e. The work 'Site' shall mean the site of proposed work as detailed in the specification or any other place where the work is to be executed under the contract.

f. 'Date of Contract' shall mean the date on which notification of award of contract/letter of award (LOA) has been issued.

g. 'Zero Date' will be reckoned from the date of placement of LOA/LOI.

27.

**General Requirement:**

a. Agency shall execute, complete and maintain the work as per direction of the Controlling Officer of the work or his representative.

b. **Agency to submit programme:** Within 10 (Ten) days from the date of issue of letter of intent/ award the agency shall submit a programme showing the order, procedure and method in which he proposes to carry out the work.

c. **Agency's staff at site:** The Agency shall provide at site his authorized representative . The Agency and/or his authorized representative is to be constantly of the work place and shall ensure whole time supervision of the same. Such authorized agent or representative shall receive (on behalf of the Agency) direction's and instructions from the Controlling Officer or his representative.

d. **Removal of persons employed at site:** The Controlling Officer/ his representative shall be at liberty to ask the Agency to remove from the site any person, employed by the Agency in the execution of the work, who in the opinion of the Controlling Officer/ his representative misconducts himself or is incompetent or negligent in the proper performance of his duties and such persons shall not be again employed in the work without the permission of the Controlling Officer/ his representative.

e. **Setting out:** The agency shall be responsible for setting up camp office at work site.

f. **Care of works:** From the commencement to the completion of the work, the Agency shall take full responsibility for the care thereof and of all temporary work and in case of any damage, loss or injury to work or to any part thereof or to any temporary work due to any cause whatsoever shall at his own cost repair and make good the same, so that at completion the work shall be in good order and conditions and in conformity in every respect with the requirements of the contract. The Agency shall take every practicable precaution not to damage or to cause injury to any adjoining or other properties or to any person. However, even if any damage or injury occurs, the Agency shall be responsible in meeting the necessary claims and demands as may be required.

g. **Workmen's compensation for accident or injury to any workmen:** The Company shall not be liable for damages or compensation payable as per

provision of law in respect or consequence of any accident or injury to any workmen or other person in the employment of the agency. The agency shall have to pay all claims, demands, preceding costs, charges and expenses whatsoever in respect thereof or in relation thereto. Insurance Policy covering provisions for workmen's compensation for all the workmen to be engaged by the agency is to be made by the agency.

**h. Facilities for other Agencies:** The Agency shall afford all reasonable facilities for any other Agency employed by the company in execution on or near the site of any work not included in the contract.

**i. Clearing site on completion:** On completion of the work, the Agency shall clear away and remove from the site all constructional plant, surplus materials, rubbish and temporary work of every kind and leave the whole of the site and work clean and in a good and tidy condition to the satisfaction of the controlling officer/ his representative.

**28. Fall back arrangement:**

In the event of failure of agency to fulfill its obligations, duties and responsibilities as per the agreement terms, WBSEDCL shall inter-alia have the right, at any time to resort to fall back arrangement. Under this plan, WBSEDCL shall take charge of all facilities and systems whether in operation or under execution after giving suitable notice as provided in the agreement and can recover from the security deposit the losses suffered due to such failure. If the security deposit is insufficient, Agency shall pay the difference to WBSEDCL, failing which WBSEDCL shall have right to recover the sum through legal or other means.

WBSEDCL shall have the right in such circumstances to manage the system itself after taking charge of the facilities as above or through any other agency as it may deem fit and no claim of agency for compensation in this respect shall be entertained.

**29. Handing over on Termination:**

Upon termination of the agreement, the agency's authority performing spot billing activity in the area shall immediately cease. The agency shall be liable to vacate the site with all materials & gadgets in all respect within 7 (seven) days from the date of termination notice. Upon termination of the contract the agency shall transfer the data/document in soft or hard copies to the competent authority of WBSEDCL.

**30. Quality of Work:**

**30.1.** The agency shall arrange and provide all necessary facilities along with necessary manpower for inspection of work at any time at his own cost. The entire work shall be inspected by WBSEDCL representative from time to time at site as necessary. The service provider shall provide all facilities for such inspection free

of cost. Notwithstanding any inspection of the site, WBSEDCL shall have the right to reject any work not conforming to the Specification without being liable for any explanation or compensation. The authorized representative of WBSEDCL shall have the free access to the work site, service provider site office and store.

- 30.2. **Decision:** Controlling Officer's decision is final in respect of all matters which are left for the decision of the Controlling Officer including the granting or withholding of certificates. If, in the opinion of the agency, a decision made by the Controlling Officer is not in accordance with the meaning and intent of the contract, the agency may file with the Controlling Officer, within 7 (seven) days after receipt of the decision, a written objection to the decision. Failure to file an objection within the allotted time will be considered as an acceptance of the Controlling Officer's decision and the decision shall become final and binding.
- 30.3. **Completion of work:** Completion of the work means completion of the work in totality and acceptance/takeover of the same by the Company. Partial or phase wise completion will have no bearing towards consideration of guarantee/defect liability period.
- 30.4. **Idle labour:** Whatever the reasons may be, no claim for idle labour, additional establishment cost, hire and labor charges of tools & plants would be entertained by the Company, under any circumstances.
- 30.5. **Reporting of Accident:** All accidents to the engaged manpower, major or minor in course of employment, must be reported immediately to WBSEDCL and the agency will provide first aid to the injured person immediately and submit a report to the Site -In-charge.
- 30.6. **Serious Injuries:** In case of serious injuries, the following procedure shall be adopted by the Agency.
- To provide first aid at his own First Aid Station.
  - To take the injured person to the hospital.
  - To report the accident to WBSEDCL.

31. **Penalty:**

Failure to observe the Safety Rules will make the agency liable to penalty by way of suspension of work and termination of contract.

**It must be clearly understood that WBSEDCL is indemnified by the agency against payment of any compensation or award on account of any accident, injuries, and damages and if any such payment has to be made by WBSEDCL under order of appropriate authorities, the same shall be recovered from the agency.**

The Agency shall be liable for and shall indemnify the WBSEDCL in respect of all injury to person or damage to property resulting from the negligence of the Agency or his workmen or from defective work but not from any other cause.

Provided that the Agency shall not be liable for any loss or profit or loss of Contract or any other claim made against the WBSEDCL not already provided for in the contract, nor for any injury or damage caused by or arising from the acts of the WBSEDCL or of any other person or due to circumstances over which the agency has no control, nor shall his total liability for loss, damage or injury under this clause exceed the total value of the Contract.

The Agency will indemnify and keep harmless the WBSEDCL against all actions, suits, claims, demands, costs, or expenses arising in connection with injuries (other than such as may be attributable to the WBSEDCL or his employees) suffered prior to the date when the work shall have been taken over hereof by persons employed by the agency on the work, whether at common law or under the Employees' Compensation Act or any other statute in force at the date of contract relating to the question of the liability of employers for injuries suffered by employees and will if called upon to do so, take out the necessary policy or policies of insurances.

**32. Confidentiality:**

32.1. Agency shall not use the confidential information in any way, except for the purpose of execution of the Scope of Work and no changes in the local database will be done by AGENCY without prior permission from ordering authority.

32.2. Agency has to use its best efforts to prevent and protect the confidential information, or any part thereof, from disclosure to any person other than WBSEDCL's employees having a need for disclosure in connection with Agency's authorized use of the confidential information.

32.3. Agency has to take all steps reasonably necessary to protect the secrecy of the confidential information, and to prevent the confidential information from falling into the public domain or into the possession of unauthorized persons.

**32.4. Ownership of Confidential Information:**

Agency has to agree that all confidential information shall remain the property of WBSEDCL, and that WBSEDCL may use such confidential information for any purpose without obligation to Agency. Nothing contained herein shall be construed as granting or implying any transfer of rights to Agency in the confidential information, or any patents or other intellectual property protecting or relating to the confidential information.

**32.5. Survival of Rights and Obligations:**

The Terms of Confidentiality set hereinabove, shall be binding upon and be enforceable by (a) WBSEDCL, its successors, and assignees; to (b) the Agency, its successors and assignees.

32.6. In brief, strict confidentiality shall be maintained with respect to the contents of the data to be handled by AGENCY and any violation of this confidentiality clause may be treated as breach of trust and would lead to any or all of the



penal actions as detailed bellow: -

- a. Termination of the contract
- b. Levying financial penalty [Such amount shall be realized from any pending bills or from Performance Bank Guarantee]
- c. Blacklisting of the service provider at least for 5 years
- d. Appropriate legal action as deemed fit.
- e. Debarring from participating in subsequent tenders floated by WBSEDCL for further period of two years or more.
- f. Engaging other agencies to carry out the remaining work with the condition that the cost of such work will be borne by the defaulting Agency.

**33. Performance Guarantee:**

As contract security, the agency has to furnish a Performance Guarantee in the form of Bank Guarantee on non-judicial stamp paper of ₹100/- by any Schedule Bank in India, as per format enclosed (ANNEXURE-VIII). The BG shall be submitted to the respective Division of a particular Zone as 10% of Contract Value of all CCC under particular Division to be submitted to respective Division within one month from the date of issue of execution order from respective Zone. Validity of BG will be for 3 years from the date of order with a claim period of further 3 months.

**34. Extension of EMD:**

The agency regarding whom, rate contract order would be placed from respective WBSEDCL Zone, shall extend the validity period of Bid Guarantee for a period of another six months with a claim period of 90 days thereafter within 15 days from the date of placement of such rate contract order.

**35. Refund of EMD:**

The 'Bid Guarantee' of the enlisted agency/agencies will be returned within 15 (fifteen) days from the date of submission of Performance Guarantee submitted at the respective Divisions as per "Performance Guarantee" clause after acceptance of the LOA.

**36. Conflict of interest**

Agency shall not have a Conflict of Interest that may affect the working process. If the agency is found to have a Conflict of Interest as per the following reasons, order shall be terminated immediately.

- a. If any employee of the Agency has or develops a financial or other interest with any employee/officer of WBSEDCL associated with this work, during execution of the contract.
- b. If Agency has a relationship with another Agency working with WBSEDCL currently, directly or through common third parties, that puts them in a position to have access to each-others information about, or to influence the working process of either or each of the Company.

Conflict of interest of Agency on above mentioned grounds will lead to termination of contract along with forfeiture of Performance Bank Guarantee.

**37. Data Security:**

Agency will be governed by Section 65 and Section 66 of Indian IT Act 2000 in terms of Data protection, privacy and hacking of data.

**38. Arbitration & Legal Jurisdiction:**

During execution of this job, if any dispute arises thereby, the same shall normally be settled through meeting between WBSEDCL and the contracting agency at the appropriate level. Any dispute arising out of or in connection with the contract shall, to the extent possible, be settled amicably between the parties. **All disputes or differences in respect of which the decision of any has not become final, either party may approach the High Court at Calcutta or other competent court having jurisdiction.**

**39. Deduction from Contract Price:**

All costs, damages or expenses which the owner may have paid, for which under the contract the agency is liable, will be claimed by the owner. All such claims shall be claimed by the owner to the agency regularly as and when they fall due. Such claim shall be supported by appropriate and certified documents or explanations, to enable the agency to properly identify such claims. Such claims shall be paid by the agency within fifteen (15) days of the receipt of the corresponding bills and if not paid by the agency within said period, the owner may then deduct the amount, from any payment due or becoming due by him to the agency under the contract or may be recovered by actions of law or otherwise, if the agency fails to satisfy the owner of such claims.

**40. Safety of system:**

The Agency shall be fully responsible for upkeep, operation, maintenance, security and safety of collection records, hardware, software, documents, data, other documents and records transferred to it and developed later. These documents and records shall be maintained in updated condition and handed over back to WBSEDCL in good working order on completion of the contract or time to time as per scope of works as and when required by the WBSEDCL. Agency shall compensate WBSEDCL any loss suffered by it due to default of the agency in this respect.

**41. Conduct of Agency's employees:**

If any of the Agency's employees shall in the opinion of WBSEDCL is guilty of any misconduct or incompetence or negligence, then if so directed by WBSEDCL, the Agency shall at once remove such employee and replace him by a qualified and competent substitute. It is clarified that all meter readers deployed by agency shall have identity card to be issued by agency.



The meter readers shall only be deployed after back ground verification of last two years by competent agency and acknowledgement is sent thereof to WBSEDCL.

**42. Completion of the contract:**

The contract shall be considered completed on termination of the contract period after full handing over of data, documents or material by the agency, as per HANDING OVER ON TERMINATION clause and clearing all dues towards the agency.

**43. Death/ Bankruptcy etc:**

If the agency dies or gets dissolve or declared to be bankrupt or being a corporation commence to be wound up except for reconstruction purpose or carries on his business under a receiver, the executors successors or other representatives in law of the state of the agency or any such receiver, Liquidator, or any persons to whom to the contract may become vested shall forth with give notice thereof in writing to WBSEDCL and shall for one (1) month during which he shall take all reasonable steps to prevent stoppage of the work have the option of carrying out the agency subject to his or their providing such guarantee as may be required by the purchaser but not exceeding the value of the work for the time being remaining relieve unexecuted provided however that nothing above said shall be deemed to relieve the agency or his successors of his or other their obligations under the contract under any circumstances. In the event of stoppage of the work the period of the option under this clause shall be seven (7) days only. Provided that, should the above option be not exercised, the contract may by terminated by the WBSEDCL by notice in writing to the agency and the same power and provisions reserved to the purchaser in Handing Over on Termination Clause in the event of taking the work out of the agency's hand's shall immediately become operative.

**44. Change of name of the agency:**

There will be no change of name of the agency at any stage after tendering. The WBSEDCL shall deal with the agency only in the name and at the address under which he has submitted the tender. Any change/alteration of name/ constitution/ organization of the Agency shall be duly notified to the WBSEDCL, and the WBSEDCL reserves the right to determine the contract, in case of any such notification. In the event of such determination the WBSEDCL may affect the service from any substitute at the risk and cost of the agency.

**45. Effecting recoveries:**

Any loss, arising due to non-fulfillment of this contract or another contract, will be recovered from the Security & Performance Deposit / Guarantees held and or any other amount due to the agency from the WBSEDCL from this Contract as well as from other contracts.

**46. Responsibility:**



The agency shall be fully responsible for safeguarding entire facility, infrastructure, equipments and its manpower at the work site. The agency shall assess the safety and security requirements by its own and take adequate majors to maintain the same.

**47. Risk Purchase :**

Adherence to time schedules mentioned in the foregoing clauses shall be deemed as the essence of contract and if the agency fails to deliver within the periods prescribed for such work in the rate contract order, WBSEDCL shall be entitled to execute the job through the best and nearest substitute available elsewhere on the account and at the risk of the contracting agency or to cancel the contract and the contracting agency shall be liable to compensate for any loss or damage which WBSEDCL may sustain by reason of such failure on the part of the Contracting Agency.

**48. Periodical review of performance**

Customer Care Center wise review of performance will be done with an interval of every six months as per **Graded Scale of Performance & Evaluation System" (GSPES)**. Performance rating below the grade of desired level in the respective Customer Care Center will invite penal action including termination of contract as per the rule stipulated in the evaluation system. Evaluation methodology is annexed herewith as **Annexure- IX**.

**49. Sub-letting of Contract:**

No new partner/ partners shall be accepted in the firm by the selected agency in respect of the contract unless he / they agree to abide by all its terms, conditions and deposits with the tendering authority through a written agreement to this effect. The agency's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient to discharge for any of the purposes of the contract.

The selected agency shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of tendering authority.

**50. Allotment order / LOA:**

Order for allotment of the Customer Care Centers to the respective venders would be issued by the Executive Director (Distribution) and LOAs to the respective venders would be issued by the respective Zonal Managers under their jurisdiction.

**51. Acceptance of Order:**

The Agency/ agencies shall submit written unconditional acceptance of LOA within 7 (seven) days from the date of issue of the LOA. Such letter shall be super scribed as **"Acceptance Order"**. In case of non-compliance, WBSEDCL reserves the right to cancel the order and get the job done, through other Agency / agencies, at its sole discretion.

**52. Cancellation/Termination of Order:**

WBSEDCL shall have the right to repudiate the contract if the work is not



completed within schedule completion time as per "Time Schedule" or for any reason mentioned hereunder:

- a. Non acceptance of LOA as per "Acceptance of Order" clause.
  - b. Non submission of PBG within time as per "Performance Guarantee" clause.
  - c. If agency fails to implement spot billing as per time schedule or the performance of the agency is found to be not satisfactory as per the terms and condition as stipulated in the instant rate contract order, the LOA would be terminated. In case termination of LOA, spot billing of the concerned CCC would be reallocated to another agency as per discretion of the Executive Director (Distribution) within the contract period of the instant rate contract.
  - d. Failed to maintain desired level of performance rating as per the Graded Scale of Performance Evaluation System at the time of periodical review as per "Periodical Review of Performance" clause.
  - e. In each above cases 15 days termination notice shall be issued prior to termination of LOA.
53. The above mentioned are the salient features of the contract. Anything not covered here will be guided by the clauses incorporated in the e-tender Notice No. WBSEDCL/EDD/NIT/Rate Contract/Spot Billing/ 2025/34 dated: 08/05/2025.

  
(P.P.Dutta)

Executive Director (Distribution)

LIST OF ANNEXURE

1	<b>Annexure-I</b>	Agency details
2	<b>Annexure-II</b>	Rate details
3	<b>Annexure-III</b>	Specification of Smart Phone, Blue tooth Printer and Thermal paper
4	<b>Annexure-IV</b>	Format of backside of Spot Bill
5	<b>Annexure-V</b>	Certificate Format for submission with monthly bill to be issued by SM.
6	<b>Annexure-VI</b>	Sample format of certificate to be submitted with bill for releasing payment to the agency
7	<b>Annexure-VII</b>	Venders are required to attach certificate along with their monthly Bills
8	<b>Annexure-VIII</b>	Format of Performance Bank Guarantee
9	<b>Annexure-IX</b>	Sample Format of performance evaluation procedure
10	<b>Annexure-X</b>	List of Islands
11	<b>Annexure-XI</b>	Format for Service Level Agreement
12	<b>Annexure-XII</b>	Allotment of Customer Care Centre to the agencies.



**List of Enlisted Agencies for spot billing against e- Tender Notice No.  
WBSEDCL/EDD/NIT/Rate Contract/Spot Billing/2025/34..Dated:08/05/2025**

Sl	Name of the Vender	Contracts	Local Contracts
1	<b>M/s Fluentgrid Limited</b>	Hill No.1, Plot no. 2, Rushikonda IT Park, Madhurawada, Visakhapatnam-530045, Andhra Pradesh	Bagjola, P.O: Kolsur,P.S: Baduria, Dist: 24 Pgs(North), West Bengal Pin: 743438
		Mr. Venkatesh Kuppili (Director) Mobile: 8912500000,6600999, 09849032646 Fax: +91 891 2766773 E-mail: <a href="mailto:info@fluentgrid.com">info@fluentgrid.com</a> <a href="mailto:gopi.v@fluentgrid.com">gopi.v@fluentgrid.com</a>	Contract Person: Mr. Manoj Tah Mob:7585050043
2	<b>M/s Tera Software Limited</b>	#8-2-293/82/A/1107, Road No. 55, Jubilee Hills, Hyderabad-500033 Telangana, India	AA-3, 2 <sup>nd</sup> Floor, Salt Lake City, Sector-I, Kolkata-700064
		Mr.T. Gopichand (CMD) Tel: 91-40-23547447 Mobile: 9963328333 Fax: 040 23547449 E-mail: <a href="mailto:info@terasoftware.in">info@terasoftware.in</a> <a href="mailto:marketing@terasoftware.com">marketing@terasoftware.com</a>	Contract Person: Mr. Ashim Bhattacharya Mob:9038902249
3	<b>M/s Emdee Digitronics PrivateLtd.</b>	5B, Saraswati Apartment, 114/1, Golaghata Road, Kolkata-700048	5B, Saraswati Apartment, 114/1, Golaghata Road, Kolkata-700048
		Mr. Chinmoy Kar (Sr. Manager) Tel: (033) 4069 2109 Mobile : 9433051512/ Fax : (033) 2534 0088 Email: <a href="mailto:chinmoy.kar@emdee.in">chinmoy.kar@emdee.in</a>	Contract Person: Mr. Manash Mondal Mob:92305512463
4	<b>M/s Minati Procon Pvt. Ltd. (Lead) with consortium with M/s Sigma Infotech Pvt. Ltd.</b>	EA-1/9 (Gr. Floor), Deshbandhu Nagar, Baguiati, Kolkata - 700 059 ,	EA-1/9 (Gr. Floor), Deshbandhu Nagar, Baguiati, Kolkata - 700 059
		Rupasi Ghosh (Director) Tel : (033) 2576 0444 Mobile: 9230512468 Email: <a href="mailto:minati.procon2019@gmail.com">minati.procon2019@gmail.com</a>	Contract Person: Mr. Sandip Lahiri Mob: 8336977585
5	<b>M/s Lohia Jute Press Pvt. Ltd. (Lead) with consortium with M/s Technobytes Information Pvt. Ltd.</b>	112, Chittaranjan Avenue Kolkata- 700073.	112, Chittaranjan Avenue Kolkata- 700073.
		P. D. Agarwal (CEO) Tel: 91-33-22410531,22412918 Mobile: 09830032801/ Fax: 91 3322413461 E-mail: <a href="mailto:ceo@lohiajutepress.in">ceo@lohiajutepress.in</a> <a href="mailto:lohiaoffice@yahoo.in">lohiaoffice@yahoo.in</a>	Contract Person: Mr. Banibrata Roy Mob:9830081445
6	<b>M/s Zygox Infotech Private Ltd.</b>	#9/1, 1ST CROSS, 10th Main, Indiranagar II stage, Bengaluru- 560038	Ward no. 17, Salgachia, Tamluk, Purba Midnapur, Pin 721636
		Ravishankar Timsandra (MD) Mobile: 9845008993 Tel: (080) 4093 6529 / Fax: +91 8041521867 Email: <a href="mailto:ravishankar@zygoxinfotech.com">ravishankar@zygoxinfotech.com</a> <a href="mailto:Admin@zygoxinfotech.co">Admin@zygoxinfotech.co</a>	Contract Person: Mr. Suman Kaiyan Maity Mob:9002922079
7	<b>M/s Microviews Infosystems Pvt. Ltd.</b>	P-148 A, C.I.T. Road, SCHEME- VIM, Kankurgachi, KOLKATA 700054	P-148 A, C.I.T. Road, SCHEME- VIM, Kankurgachi, KOLKATA 700054
		Alok Kumar Choudhury (Director) Phone: (033) 40069064, 23209544 E-mail: <a href="mailto:asim@microviewslimited.com">asim@microviewslimited.com</a>	Contract Person: Mr. Asim Sarkar Mob:9831062145

Sl.	Name of the Vender	Contracts	Local Contracts
8	<b>M/s Mega Calibre Enterprises Pvt. Ltd.</b>	D-139, Okhla Industrial Area, Phase 1, New Delhi-110020	06/315, Action Area-1, New Town, Rajarhat, Kolkata-700156
		Mr. Sanjeev Swarup (Director) Tel: 2681 6635, 6635 Mobile: +91 9831209509 E-mail: <a href="mailto:debolina@megacalibre.com">debolina@megacalibre.com</a> <a href="mailto:sswarup@megacalibre.com">sswarup@megacalibre.com</a>	Contract Person: Mr. Ujjal Ghosh Mob:7001134109
9	<b>M/s Fusion CX Pvt. Ltd.</b>	Plot Y-9, Block -EP, Sector-5, Bidhan Nagar, Salt Lake, Kolkata (W.B.) - 700091	Plot Y-9, Block -EP, Sector-5, Bidhan Nagar, Salt Lake, Kolkata (W.B.)- 700091
		Mr. Hemant Kumar Dogra (Associate VP) Mob: 9815001920 <a href="mailto:Hemant.Dogra@fusioncx.com">Hemant.Dogra@fusioncx.com</a>	Contract Person: Mr. Arun Banerjee Mob:8536810141
10	<b>M/s Pace Computer Services</b>	P 21, Bosepare Lane, 3 <sup>rd</sup> Floor ,Bagbazar, Kolkata 700003	P 21, Bosepare Lane, 3 <sup>rd</sup> Floor ,Bagbazar, Kolkata700003
		Mr. Debangshu Bhattacharya(Partner) Mobile: +91 9331075445 Phone:033 25551532 E-mail: <a href="mailto:pacecoms1@gmail.com">pacecoms1@gmail.com</a>	Contract Person: Mr. Anirba Sarkar Mob:9331075445
11	<b>M/s Pentware Computer</b>	475, Dum Dum Park Flat-9 , 4th Floor Aswirbad Apartment , Kolkata-700055	475, Dum Dum Park Flat-9 , 4th Floor, Aswirbad Apartment , Kolkata-700055
		Mr. Kishor Das (Partner) Mobile: 7980963202 E-mail: <a href="mailto:pentware@gmail.com">pentware@gmail.com</a>	Contract Person: Mr. Debabrata Banerjee Mob:9432122840
12	<b>M/s Sujanix Pvt. Ltd.</b>	Unit 302-303 2ND FLOOR, Oxford Tower, # 139 Kodihalli, Bengaluru-560008	No:60, Gold Park, Rajdanga, Kasba, Kolkata -700 107 ,
		Edward Burns (Project Head) Mobile: 8961010610, 6291829557 E-mail: <a href="mailto:edwrdburns@sujanix.com">edwrdburns@sujanix.com</a> <a href="mailto:info@sujanix.com">info@sujanix.com</a>	Contract Person: Mr. Edward Burns Mob:9874422177
13	<b>M/s Idea Infinity IT Solutions (P) Ltd.</b>	No.117, Ubiquity Infantry Road Bengaluru, Karnataka 560001	AA-45, VIP Road Raghunathpur, Shree Tower, Flat No. A, 6 <sup>th</sup> Floor, Kolkata: 700059
		S. Syed Faisal (Sr. Manager-Business Development) Mob: 9900050035 <a href="mailto:info@ideainfinityit.com">info@ideainfinityit.com</a> <a href="mailto:Syed.fasal@ideainfinityit.com">Syed.fasal@ideainfinityit.com</a>	Contract Person: Mr. Krishanu Sarkar Mob:9019701598
14	<b>M/s Nsoft(India) Services Private Ltd.</b>	Sy No 17 #580, 30th Main Banashankari 3rdStage, Bangalore-560085	A20/203, Shukhobristi Spandan, Sapooji Complex, Newtown, AA-III, Kolkata-700135
		Bhuvana Nagaraj (Chief Manager Finance & Strategy) Mobile: 9448271461 Email: <a href="mailto:naagaraj.subramonya@nsoft.in">naagaraj.subramonya@nsoft.in</a> <a href="mailto:support@nsoft.in">support@nsoft.in</a>	Contract Person: Mr. Suvendu Mukherjee Mob:9480886171
15	<b>M/s Vibhu Infra Tech India Pvt. Ltd.</b>	#8-3-9777 & 8 , Flat no. 303, Premasai Apartment, Srinagar Colony, Hyderabad-500073 Talangana, INDIA	B17, Survey Park, Santoshpur Avenue, Santoshpur, Kolkata:700075
		Mr. Babji Kollipara (MD) Mobile: 9948277377 E-mail: <a href="mailto:babji@vaibhuinftratech.com">babji@vaibhuinftratech.com</a> , <a href="mailto:info@vaibhuinftratech.com">info@vaibhuinftratech.com</a>	Contract Person: Mr. Amit Ghorai (Project Manager) Mob:7980440305 Mr. Vikash Sing Mob:9038020209



# WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

(A Government of West Bengal Enterprise)

## Distribution Head Quarters


Vidyut Bhavan (1<sup>st</sup> Floor); Block -D; Bidhannagar,  
Salt Lake, Sector -II; Kolkata- 700091

### Price for Billing

e-tender Notice No: WBSEDCL/EDD/NIT/Rate Contract/Spot Billing/ 2025/34

Dated:08/05/2025

Area of meter reading	Rate per consumer for spot Billing and allied job excluding GST
Execution of spot billing and reading and delivery of bills per consumer across West Bengal, except civil sub-division Darjeeling, Karseong and Kalimpong	₹ 16.55 + GST.
Execution of spot billing and reading and delivery of bills per consumer under Civil sub-division Darjeeling, Karseong and Kalimpong	₹ 19.61 + GST.
Execution of spot billing and reading and delivery of bills per consumer under Islands situated under Bhangar Division, Bashirhat Division, Kakdwip Division and Canning Division	₹ 18.21 + GST

  
(P.P.Dutta)  
Executive Director (Distribution)  
WBSEDCL

<b>West Bengal State Electricity Distribution Company limited</b>		
Distribution Head Quarters, 1 <sup>st</sup> Floor 'D' Block, Vidyut Bhavan, Kolkata-91		
e-tender Notice No: WBSEDCL/EDD/NIT/Rate Contract/ Spot Billing/ 2025/ 34 Dated:08/05/2025		
Specifications for GPRS & GPS base Smart Phone		
Features	Specifications	Remarks
Operating System	Min. Android V > = 10.0	Android V > = 10.0 & above
RAM	4 GB	or More
Internal Memory	64GB	or More
Processor	Octa core (2.2 GHz)	or Higher
Screen Size	5.5 inches	or Higher
Screen Resolution	1080 x 2340 pixels	or More
Camera Resolution	12 MP with MFNR (Multi Frame Noise Reduction)	or More
Sensor	Exmor-RS CMOS Sensor	or Better
Autofocus	Enable	-
Flash	LED Flash	or Better
Image Resolution	4000 x 3000 Pixels	or More
Battery Capacity	4000 mAh	or More
Network Support	5G, 4G , 3G	-
Wi-Fi	Wi-Fi 802.11, /bgn/ac dual band	or Advance
Wi-Fi Features	Wi-Fi Direct, Mobile Hotspot	or More
Bluetooth	V 4.0	or Advance
GPS	GPS with A-GPS/ NavIC/ Glonass/ SBAS/ Beidou/ Galileo	or Advance
USB Connectivity	Mass storage device, USB charging	or More
Fingerprint Sensor	Enable	-
Additional Requirements	One External Power Bank of 10000 mAH	or More
	Mobile Data Plan in SIM1 1GB/Day	or Better

Specifications of Portable Bluetooth Printer for Spot Bill Printing		
Features	Specifications	Remarks
Type	Thermal	-
Connectivity	USB, Bluetooth, WLAN (Optional)	or Newer
Technology	ESC/POS	-
Support	Grey scale image, black ink mark	-
Resolution	8 dots / mm	or More
Paper width	76 mm to 80 mm	-
Alignment	Auto	-
Printable width	72 mm	-
Battery Capacity	2500 mAH	or More
Firmware	Upgradable with Multi Character set support	-
Additional Requirement	One Extra Battery with same rating for back-up	or More

Specifications of Desktop PC for Spot Bill Desktop Application		
Features	Specifications	Remarks
Processor	Intel i5 7th gen	or Higher
RAM	6GB	or More
HDD	1TB	or More
Operating System	Genuine Windows 10 Professional	or Latest
Connectivity	Inbuilt Ethernet (10/100/1000 Mbit) and WiFi 802.11b/g/n/ac	Or Better, Data transfer process from mobile to PC or vis a vis will be done through WiFi
Anti Virus	Shall be provided by WBSEDCL	As per the Policy of WBSEDCL
IT Security Policy	IT Security Policy of WBSEDCL need to complied USB port for Mass Storage and MTP shall remain blocked	

Specifications of Portable Bluetooth Printer for Spot Bill Printing		
Features	Specifications	Remarks
Thermal	65 GSM, Top coated Thermal paper of life minimum one year with higher tensile and tear strength.	Or better

**Tariff: Energy charge displayed in "Energy charge details" of bill as per applicable slab, Fixed charge in "Fixed Charged details" and Meter Rent in the relevant field of the bill.**

**Minimum Charges:**

All Domestic consumers Rs 28/- per month  
All Commercial consumers Rs 40/- per month

**Delayed payment surcharge:** The rates of applicable delayed payment surcharge arising from non-payment of electricity charges as also other charges by a consumer shall be 1.00% per month of delay or pro-rated for part thereof up to 3 months of delay, at 1.5% per month of delay or pro-rated for part thereof for any period beyond 3 months of delay but up to the next 3 months and at 2% per month of delay or pro-rated for part thereof beyond first 6 months of delay. Delay in payment shall be counted from the due date for payment. This delayed payment surcharge is without prejudice to the provisions of disconnection under the Act and the Regulations made thereunder.

Rebate for timely payment will be allowed as per tariff order passed by WBERC.ED imposed by State Govt. shall be levied extra.

PAYMENTS WILL BE ACCEPTED AFTER 48 HOURS FROM THE DATE OF THE SPOT BILL.

Bill payment options: • CCC Cash counter • Online Cash collection centre • Kiosk • Net banking / Card • Mobile Wallet ECS • RTGS / NEFT

**Hours of Payment at Cash Counter:**

Weekdays : From 9.30AM to 3.30PM  
Saturday / Saturday : NA

Consumers are requested to check the receipt / balance if any properly before leaving cash Counter.

Cheques / Drafts should be drawn in favour of 'West Bengal State Electricity Distribution Company Limited'.

CHEQUES WILL NOT BE ACCEPTED AFTER DUE DATE

Enjoy the following facilities through WBSEDCL website: [www.wbsedcl.in](http://www.wbsedcl.in) or by using mobile app "VIDYUT SAHAYOGI" from any where:

- Bill payments using Net Banking or Debit/Credit Card and avail 1% addl. Rebate for payment within due date.
- Bill Information
- Application for New electricity connection.
- Registration of Mobile number
- Complaint docketing

Scan following QR Code to download "VIDYUT SAHAYOGI"



- বিদ্যুতের খুঁটি, টানা তার, ট্রান্সফরমার সহ কোনো পরিকাঠামোয় হাত দেবেন না।
- বিদ্যুতের ছিঁড়ে পড়া তারকে স্পর্শ করবেন না।
- তার ছিঁড়ে জলে বা বিদ্যুৎ পরিবাহী জিনিসের উপর পড়লে সেটি থেকেও দূরে থাকুন।
- জলমগ্ন বাড়িতে বিদ্যুতের সরঞ্জাম ব্যবহার করবেন না।
- বৈদ্যুতিক লাইনের নীচে গাড়ির ওপরে বসে ভ্রমণ করা, ঘর বাড়ি বানানো বিপজ্জনক।
- ছক করে বিদ্যুৎ নেওয়া বা বেড়া বিদ্যুতায়িত করা বেআইনি এবং আপনার পরিবার ও প্রতিবেশীর কাছে বিপজ্জনক।

For any such Electrical DANGER please report to whatsapp number – 9230962100

☎ 24 x 7 helpline call 1912

হাসির আলো – ০.৩ KW লোড সহ গৃহস্থ গ্রাহকের ত্রৈমাসিক বিদ্যুৎ খরচ ৭৫ ইউনিটের মধ্যে হলে বিদ্যুৎ মাশুল সম্পূর্ণ মুকুব

In case of any power supply related problem, consumer shall first report to the concerned CCC / ZCC or the office phone number printed on front side of the energy bill. If the problem is not resolved at CCC/office as stated above, consumer may follow the Grievance Redressal procedure displayed at locations specified in Regulation 5.1 of Grievance related Regulation.

**Address and contact no. of Ombudsman:**

Office of the Ombudsman, West Bengal Electricity Regulatory Commission, Bikalpa Shakti Bhavan (3<sup>rd</sup> floor), J-1/10 E.P. Block, Sector-V, Salt Lake, Kolkata-700091, Phone- (033) 2357-2416, Fax-(033) 2357-2415.

**প্রতারণামূল এসএমএস / কল হইতে সাবধান**

সংযোগ বিচ্ছিন্ন করার ব্যাপারে WBSEDCL কখনোই কল করেনা অথবা এসএমএস / হোয়াটসঅ্যাপ – এর মাধ্যমে কারোর সাথে যোগাযোগ করতে বলেনা। যখনই WBSEDCL এসএমএস পাঠায়, এর প্রেরক আইডি হয় \*\*WBSED যেখানে \*\* হল যেকোনো দুটি ইংলিশ অক্ষর।

For details visit website [www.wbsedcl.in](http://www.wbsedcl.in)

**NB: The portion regarding description of various facilities to be printed in blue ink for distinctiveness.**

**Certificate Format for submission with monthly bill to be issued by Station Manager**

**Certified that**

Work Order no.:	
Name of the Agency:	
Billing Month:	
Name of Customer Care Centre	

- 1.1. Downloadable Data was available on FTP server from dated: .....
- 1.2. Download was delayed due to following reasons:

- a. Non availability of Data
- b. Link failure in Customer Care Centre
- c. Delay due to a fault of agency

If reason 'C', kindly mention the reason:

- 2.1. Total no of Billable Consumers for the Month .....
- 2.2. Nos. of Bills Generated through Spot Bill device .....
- 2.3. No. of non-Spot Bills generated ..... (Manual Bills generated from DCC)  
*Reasons and Numbers are as follows:*

..... (to be described here)

- 2.4. Nos. of non-spot bills generated for eligible consumers which could had been generated through SMART PHONE .....
- 2.5. Number of bills delivered with acknowledgement.....

- 3. During supervisory Meter Reading, number of bills revealed and required to be regenerated due to wrong reading .....  
*(Details of consumers with Installation number to be enclosed)*

- 4. No. of Bills printed without eligible Barcode and if the Bill cannot be preserved as detailed in clause no 14.2 and complained letter received from consumer \_\_\_\_\_  
*(copy of complaint letter received from consumer to be enclosed with the certificate)*

- 5. Bills generated but numbers of photo not available at local data base.

- 6. Number of Ghost Consumers Identified by the Agency .....

This Bill has not been claimed before.

**Signature**  
**Station Manager**

### Sample format of certificate

**(The Vendors are required to attach certificate along with their monthly Bills )**

1. Certified that as per provisions of EPF & Miscellaneous Provisions (MP) Act 1952, we have submitted monthly PF Contribution & other allied charges to PF authority amounting to Rs..... (Rupees ) only for the month of ..... ( under PF. Code No.....) Copy of the ECR challan enclosed

Name of the following employees are included in PF Contribution:-

- i) Sri .....
- ii) Sri .....
- iii) Sri .....

.  
. .  
. .  
. .

2. Certified that as per ESI norms we have submitted ESI contributions in respect of above referred employees against sub-code no. .... to ESI authority, amounting to Rs..... (Rupees ) only for the month of .....

Copy of the challan is enclosed (In the areas covered under ESI).

3. Certified that under mentioned employees are covered under ..... Insurance policy and an amount of Rs..... (Rupees ) only has been deposited as premium for the Insurance policy.

Copy of the receipt is enclosed (In the areas not covered under ESI).

Name of the following employees are included in the Insurance Policy:-

- i) Sri .....
- ii) Sri .....
- iii) Sri .....

4. Certified that we have used 65 GSM, top coated thermal paper having live minimum of five years for printing of energy bill.

.  
. .  
. .

Signature of the agency.....  
Name of the Agency.....  
Seal.....



**Sample format of Spot Bill Service Certificate**  
**(The Vendors are required to attach certificate along with their monthly Bills )**

Work Order/LOA No. :	
Name of the Agency:	
Billing Month:	
Name of Customer Care Centre	

**Performance of the Device / Hardware:**

Sl.	Performance of the Devices	No. of equipments are in use	No. of equipments working satisfactory	No. of equipments are not working	No. of equipments replaced within 24 h <sup>rs</sup> of identification of its non-functioning
1	Performance of GPRS & GPS base Smart Phone				
2	Performance of Portable Bluetooth Printer				
3	Performance of Desktop PC for Spot Bill CCC Administrator				
4	Performance of Printer for Spot Bill CCC Administrator				

Performance of 65 GSM, top coated thermal paper	whether the used paper roll for billing are at par with the specification (65 GSM)

( )  
Customer Care Centre Administrator

Name of the Customer Care Centre

Certified by the Station Manager,

Name of the Customer Care Centre



**Performa of Bank Guarantee for Contract Performance**  
(To be stamped in accordance with Stamp Act)

Bank Guarantee No. \_\_\_\_\_

Ref No. \_\_\_\_\_

Date : \_\_\_\_\_

To  
The West Bengal State Electricity Distribution Company Ltd.,  
Vidyut Bhavan, Salt Lake,  
DJ Block, Sector-II,  
Kolkata -700 091 (India).

Dear Sir,

In consideration of West Bengal State Electricity Distribution Company Ltd. (hereinafter referred to as ) which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns having awarded to M/s \_\_\_\_\_ with its Registered/Head Office at \_\_\_\_\_ (hereinafter referred to as the 'Agency') which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns, a Contract by issue of Letter of Award No.\_\_\_\_ dated \_\_\_\_\_ valued at \_\_\_\_\_ for \_\_\_\_\_ (Scope of Contract) and the Agency having agreed to provide a Contract Performance Guarantee of Rupees .....only for the faithful performance under the entire Contract to . We \_\_\_\_\_ (Name and Address) having its Head Office at \_\_\_\_\_ hereinafter referred to as the 'Bank') which expression shall, unless repugnant to the context or meaning thereof include its successors, administrators, executors and assigns do hereby guarantee and undertake to pay , on demand any and all moneys payable by the Contract to the extent of \_\_\_\_\_ as aforesaid at any time upto (day/month/year) without any demur, reservation, contest recourse or protest and or without any reference to the Agency. Any such demand made by on the Bank shall be conclusive and binding notwithstanding any difference between and the Agency or any \_\_\_\_\_ guarantee from time to time extend the time for performance of the Contract by the Agency. , shall have the fullest liberty, without affecting this guarantee to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Agency and to exercise the same at any time and any manner, and either to enforce or to forbear to enforce any covenants, contained or implied in the Contract between and the Agency or any other course of remedy or security available to . The Bank shall not be released of its obligations under this presents by any exercise by of its liberty with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of or any other indulgence shown by or by any other matter or thing whatsoever which under the law would but for this provisions have the effect of relieving the Bank.

The Bank also agrees that at its option shall be entitled to enforce this guarantee against the Bank as a Principal debtor, in the first instance without proceeding against the Agency and notwithstanding any security or other guarantee that may have in relation to the agency's liabilities.

Notwithstanding anything contained herein above our liability under this guarantee is restricted to \_\_\_\_\_ and shall remain in force upto and including \_\_\_\_\_ and shall be extended from time to time for such period, as may be desired by M/s. \_\_\_\_\_ to whose behalf this guarantee has been given. All rights of under this guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities there under unless the enforce a claim under this guarantee against the Bank within six months from the above mentioned date or from the extended date.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2025 at \_\_\_\_\_

Witness:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Official address)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Designation with Bank Stamp)

\_\_\_\_\_  
Attorney as per Power of

Attorney No. \_\_\_\_\_

Date \_\_\_\_\_



Evaluation of Performance of the Agencies engaged in Spot Billing Activities

Spot billing in respect of M & LV consumers was introduced in the year 2009 and was successfully implemented throughout all the Customer Care Centers of WBSEDCL. However in the long run, it was felt by the Company to formulate a methodology for judging the quality of the agencies and to adopt a procedure for evaluation of performance of the agencies engaged in such job contracts in the Company by application of "Graded Scale of Performance".

Accordingly, a "Graded Scale of Performance & Evaluation System" (GSPES) has been formulated as given below for evaluating the overall performance of the agencies entrusted for carrying out such job.

Methodology for evaluation of performance of the agencies:

The "Graded Scale of Performance" will be prepared by evaluating the performance parameters divided in three main segments viz.

- A) QUALITY OF SERVICES
- B) DELIVERY OF SERVICES
- C) STATUTORY COMPLIANCE

A) The performance parameter "QUALITY OF SERVICES" shall include the following sub-parameters during the process of evaluation of performance against a rating scale.

1. Quality of the equipments/spares used i.e. spot billing device and accessories, printer etc.
2. Accuracy level with regard to the generation of energy bills i.e. number of regeneration cases with particular reference to the energy bills related to accumulation of units.
3. Maintaining efficiency level of % spot billing between 95% to 100% of eligible consumers i.e. whether agency has achieved to generate spot bill via smart phone on spot i.r.o. eligible consumer.
4. Effectiveness in reduction in number of consumers not billed due to shortcomings on the part of the agency engaged for spot billing.
5. Accuracy level in capturing the actual photograph of the concerned meter i.e. number of mismatched photographs taken during the course of spot billing.
6. Quality of the stationary items used e.g. Thermal paper etc. For instance, the billed particulars printed on the thermal paper shall remain legible for at least a period of six months from the date of issue.

B) The performance parameter "DELIVERY OF SERVICES" shall include the following sub-parameters during the process of evaluation of performance against a rating scale.

1. Downloading and uploading of the consumer billing data and reading data from and to WBSEDCL data base within the stipulated time period



- and generation of energy bills and handing over to the consumer within the allotted time frame. -whether agency can complete the entire work with in time frame with highest efficiency.
2. Efficiency regarding identification of consumers as per clause 14.3 and submission of report as per clause 14.4.
  3. Entry of the meter readings in the blue card at the CCC within the allotted time frame.
  4. Timely submission of bills for payment after completion of the allotted job.
- C) The performance parameter "**STATUTORY COMPLIANCE**" shall include the following sub-parameters during the process of evaluation of performance against a rating scale.
1. Compliance of the statutory obligations as per the relevant Laws & Rules issued to this effect.
  2. Ensuring timely payment of the wages and maintenance of the other statutes to the workers engaged for spot billing activity.
  3. Level of supervision with quality manpower.
  4. Training imparted to the workers engaged for spot billing activity.

**Weightage of the evaluated ratings:**

The total weight age will be considered as 100 in respect of the above mentioned three segments and will be distributed as A= 40, B= 30 and C= 30 respectively.

**Rating scale:**

Each sub-parameter of all the aforesaid three segments will be rated on a scale of 1 to 5 where 1 stands for unsatisfactory performance and 5 stands for highest level of satisfaction.

A sample procedure for performance evaluation against the rating scale is given hereunder as an example:

**NAME OF DIVISION:**

**A. Quality Of Services:**

Sl.	Performance Parameters	Rating Scale				
		5	4	3	2	1
1.	<b>Average demand growth from 5% to 10%</b>	*				
2.	Accuracy level with regard to the generation of energy bills		*			
3.	Maintaining efficiency level of% spot billing between 95% to 100% of eligible consume <sup>₹</sup>		*			
4.	Effectiveness in reduction in number of unbilled consumers			*		
5.	Accuracy level in capturing the actual photograph of the meter more than 95%		*			
6.	Quality of equipments/spares & stationary items used		*			

Total Rating Score achieved:-  $(1 \times 5 + 4 \times 4 + 1 \times 3) / 6 = 24 / 6 = 4.00$

As the weightage associated with the Quality of Services (A) is 40, so the score achieved by the agency on this parameter =  $40 \times 4 / 5 = 32$ .

**B. Delivery Of Services:**

Sl.	Performance Parameters	Rating Scale				
		5	4	3	2	1
1.	Downloading and uploading of the consumer billing data and reading data from and to WBSEDCL data base within the stipulated time period and generation of energy bills and handing over to the consumer within the allotted time frame	*				
2.	Efficiency regarding identification of consumers as per clause 14.3 and submission of report as per clause 14.4.	*				
3.	Entry of the meter readings in the blue card at the CCC within the allotted time frame		*			
4.	Timely submission of bills for payment after completion of the allotted job		*			

Total Rating Score achieved:-  $(2 \times 5 + 2 \times 4) / 4 = 18 / 4 = 4.50$

As the weightage associated with the Delivery of Services (B) is 30, so the score achieved by the agency on this parameter =  $30 \times 4.50 / 5 = 27$ .

**C. Statutory Compliance:**

Sl.	Performance Parameters	Rating Scale				
		5	4	3	2	1
1.	Compliance of the statutory obligations as per the relevant Laws & Rules issued to this effect	*				
2.	Maintenance of the statutory obligation to the workers engaged for spot billing activity		*			
3.	Level of supervision with quality manpower		*			
4.	Training imparted to the workers engaged for spot billing activity	*				

Total Rating Score achieved:-  $(2 \times 5 + 2 \times 4) / 4 = 18 / 4 = 4.50$

As the weightage associated with the Compliance of Services (C) is 30, so the score achieved by the agency on this parameter =  $30 \times 4.50 / 5 = 27$ .

Total score of the agency will be calculated after summing up the rating scores achieved in the three segments i.e. A, B & C.

So, in the instant case the total score is: -  $(32 + 27 + 27) = 86$  out of 100.

The average score of evaluation for each agency will be calculated on half yearly basis.

The consolidated rating of the respective agency for performance evaluation on the whole shall be derived on the basis of mean value of all the ratings calculated for each C.C.C. where the respective agency is engaged for spot billing activity.

The agencies must achieve at least 85 marks in total to be eligible for extension of the existing contract, if any/participate in subsequent tenders for spot billing activities.

Based on such evaluation, the agencies will be categorized and necessary action shall be initiated against each agency in the event of failure in achieving the

benchmark set herein:-

Sl.	Rating Achieved	Category	Action To Be Taken/ Remarks
1.	85 Marks and Above	"A"	The concerned agency will be preferred for eligibility for extension of the existing contract, if any/ participate in subsequent tenders for spot billing activities.
2.	Above 80 But Less than 85 Marks	"B"	The agency should be motivated to enhance their working capability for enrolling themselves in the CATEGORY "A" in order to make themselves eligible extension of the existing contract, if any/participate in subsequent tenders for spot billing activities.
3.	80 Marks and Below	"C"	The agency should be communicated in writing about the need of performance improvement within one month time. The agency will be required to send corrective action plan. The concerned Officer-in-Charge will monitor the performance of the agency against compliance of the corrective action. In case of failure to achieve the set standards, the agency may not be eligible for continuity of the existing contract /extension of the existing contract, if any/participate in subsequent tenders for spot billing activities.

1. On the basis of performance of respective agency, performance feedback recorded by Station Manager of respective CCCs, the divisional Manager will calculate the performance rating as per the "GSPES" scale for necessary performance evaluation and forward the same to Zonal Manager on half yearly basis , with a copy endorsed to respective Regional Manager.
2. The evaluation report of each agency calculated on the basis of the "Graded Scale of Performance" shall be sent by the Zonal Managers on half yearly basis to the Distribution Headquarters for Corporate Monitoring.
3. The Station Managers of the respective C.C.C. shall effectively monitor the gamut of activities associated with spot billing with the sole objective of increasing the monthly demand in respect of M & LV consume₹

(N.B: The evaluation criteria may change during the contract period as per decision of the management after cue circulation amongst the engaged agencies. )

## Annexure-X

SL No	Name of the Division	Name of the CCC	Name of the Islands	Number of consumer(aprox)
1	Kakdwip	Patharpratima	Mousani	4999
2			Banashyamnagar	4256
3			Boro Rakhkhaskhali	4223
4			Chhoto Rakhkhaskhali	1368
5			G-Plot	6834
6			K-Plot	2657
7			Sridharnagar(L-Plot)	5429
8	Canning	Basanti	Kachukhali	3900
9			Radhanagar	3500
10			Beltali	10800
11			Chotomollakhali	4500
12			Satjelia	8000
13			Bali	4000
14	Bashirhat	Sandeshkhali	Kalinagar	12900
15			Sandeshkhali	3302
16			Khulna	6094
17		Hasnabad	Bhabanipur	7167
19		Hingalganj	Jogeshganj	12591
20			Dulduli	9884
21			Bhandarkhali	4500
22			Bailani	9350
23			Patli-Khanpur	7638
24	Bhangar		Sarberia	Jeliakhali
25		Kumirmari		4142
26		Bamonia		1889
27		Korakathi-Amtali	16911	
28		Minakha	Daudpur-Gabberia	3751
29	Jeliakhali		6917	

**NOTARIAL SERVICE LEVEL AGREEMENT  
(To be executed on Non-Judicial Stamp Paper of ₹. 100)**

A SERVICE LEVEL AGREEMENT (SLA) made this.....day of..... in the year 2025 between

West Bengal State Electricity Distribution Co. Ltd. a statutory body constituted by the Govt. of West Bengal having its Registered Office at Vidyut Bhaban, Block DC, Sector II, Kolkata - 700091 hereinafter referred to as the COMPANY (which expression shall unless excluded by or repugnant to the context be deemed to include its successor and assigns of the ONE PART

AND

M/s.....having its Registered Office at ..... herein after referred to as the "AGENCY" (which expression shall unless excluded by or repugnant o the context be deemed to include his heirs, executors, administrators, representatives and assigns) of the OTHER PART.

WHEREAS company invited bid for three Year Contract for execution spot billing in respect of Medium & Low voltage Consumers under monthly / quarterly billing system having connected load below 50KVA within the jurisdiction of WBSEDCL under E-Tender Notice No. WBSEDCL/EDD/NIT/Rate Contract/Spot Billing/ 2025/34 Dated: 08/05/2025 (Tender ID: 2025\_WBSED\_843456\_1).

AND

WHEREAS in pursuance of such invitation of offer for the contract or submitted offer and has been enlisted as per Rate Contract Order Vide No.....

NOW THEREFORE a Service Level Agreement the Company and the Contractor as follows:

1. The Agency agrees to undertake the work of Three Years Contract and shall abide by all Terms and condition as mentioned in the rate Contract Order vide No.....
2. The agency shall provide adequate numbers of Smart Phone and blue tooth printer with 10% spare along with battery backup and quality paper roll as per the terms of the contract without any deviation.
3. The agency shall be 100% responsible to replace the defective devices within seven days hence and on detection defectiveness of any devices, shall provide substitute from the buffer stock without hampering of single business hour to the meter reader.
4. Agency shall start spot billing in any CCC after preparation of Billing Zone with in time schedule as indicated in clause 23 of rate contract order, failure of which shall attract imposition of LD @ 1% of contract value for respective CCC for that month per week of delay subject to maximum value of 10% of that value.



5. For less than 100% Meter reading and Bill generation for the eligible Consumers to be billed through SMART PHONE within the stipulated time, penalty will be charged in the following manner :-

% of Meter reading & Bill generation through smart phone	Rates of Penalty
>90 to <100	1% of the amount payable for that month
>80 up to 90	5% of the amount payable for that month
>70 up to 80	10% of the amount payable for that month
<70	15% of the amount payable for that month

6. Failure to print legible Bar code in bill and/ or if the bill cannot be preserved as detailed in clause 13.2 as per the terms, deduction will be made @ of ₹. 100 per bill for the cases detected for such defaults.
7. If it is noticed, during supervisory meter reading and or any complaint received from consumers and accepted by WBSEDCL that contracting agency had raised energy bills not commensurate with actual meter reading in respect of any consumer or for any arbitrary billing such as regeneration of bills etc., WBSEDCL will recover @ ₹. 500/- per wrong bill. The contracting agency shall not be eligible to get payment against any Such bills. If WBSEDCL already made payment of such bills the same will be realized from the Bank Guarantee submitted as Performance Guarantee/Sending bills of contracting agency lying with WBSEDCL.
8. Category wise average monthly unit consumption of CCC based on last twelve month's consumption will be worked out by the respective CCCs and the agency shall have to maintain the datum level of That average consumption. Failure to maintain that datum level, the issue would be seriously viewed for a thorough scrutiny and performance review to ascertain actual reasons for any downward trend. Failure/reluctance on the part of the agency may lead to cancellation of the contract. In case of any sort of accumulation is noticed due to failure from the part of the agency, effecting recoveries clauses in terms of clause 45 shall be invoked and accumulated amount shall be recovered from the agency either from his monthly invoices or from PBG or from any other pending amount related to this contract or any other contract, if any with WBSEDCL.
9. Failure to upload legible picture of meter reading of the eligible billed consumer will attract penalty @ ₹. 5/- per consumer.
10. Special note for the last billing month, in terms of 13.1.18 and 13.1.19 of the rate contract order to be submitted within first week of every month.



11. Agency shall be fully liable to maintain billing percentage as per clause 13.6.6 of Rate Contract order.
12. Monthly invoice of last billing month shall be submitted positively within 15<sup>th</sup> of each following month.
13. Violation of SLA as per point (2),(3),(10),(11),(12) as mentioned above shall attract adverse rating in the GAPS rating.
14. Violation of SLA as per point (4),(5),(6),(7),(9) as mentioned above shall attract LD as per terms of the contract.

**Signature of Divisional Manager of  
respective Division of WBS&DCL with  
seal**

**Signature of the representative of  
the agency with seal,**

**1. Witness**

**2 . Witness**



**Copy forwarded for information and necessary action to :**

1. The Director (Distribution)/ Director (Human Resources)/ Director (Finance), WBSEDCL.
2. The General Manager (HR&A) Corp./Planning, WBSEDCL.
3. The General Manager(F&A),Corp. Planning/Corp. Operation, WBSEDCL
4. The Chief Engineer: Dist. South / Dist. North - WBSEDCL.
5. The Chief Vigilance Officer- WBSEDCL
6. The Addl. General Manager(F&A),Corporate Finance, - WBSEDCL
7. The Addl. General Manager(F&A) / (HR&A): Distribution HQ- WBSEDCL
8. **The Zonal Manager:**Kolkata/ Midnapore / Burdwan / Berhampore / Siliguri / Malda Zone, WBSEDCL.
9. **The Regional Manager :**  
Bidhannagar/ 24-Prgs (North)/ 24-Prgs (South)/ Howrah/ Hooghly/ Purba-Burdwan / Paschim-Burdwan / Birbhum/ Purba-Midnapore / Paschim-Midnapore / Bankura / Purulia / Malda / Murshidabad / Nadia / Darjeeling / Jalpaiguri / Uttar-Dinajpur / Dakhin-Dinajpur / Coochbehar / Jhargram / Kalimpong/ Alipurduar Region, WBSEDCL.
10. **The Divisional Manager/Asstt. Manager (F&A)/ Asstt. Manager(HR&A)/ DCC In-Charge:**  
Bidhannagar- I / Bidhannagar- II / New Town / Bhangar / Barrackpore / Naihati / Baduria / Barasat / Basirhat / Bongaon / Habra / Uluberia / Howrah-I / Howrah- II / Behala / Garia / Baruipur / Canning / Diamond Harbour / Kakdwip / Joynagar / Serampore / Chandannagar / Tarakeswar / Arambag / Singur-Haripal / Mogra / Memari / Burdwan South / Burdwan North / Katwa / Kalna / Durgapur / Asansol / Rampurhat / Suri / Bolpur / Kharagpur / Belda / Jhargram / Midnapur / Ghatal / Contai / Egra / Haldia / Tamruk / Bankura / Bishnupur / Khatra / Purulia / Raghunathpur / Kalyani / Krishnanagar / Tehatta / Ranaghat / Nakashipara / Berhampore / Raghunathgunj / Kandi/ Domkal / Jiaganj / Chanchal / Malda ( South) / Gazole / Raiganj / Balurghat / Buinadpur / Coochbehar / Dinhata / Mathabhanga / Alipurduar / Jalpaiguri / Mal / Siliguri Subarban / Siliguri Town / Darjeeling / Kurseong / Kalimpong / Islampur Division : WBSEDCL.
11. The P.S to CMD, - WBSEDCL



# West Bengal State Electricity Distribution Company Limited

Annexure-XII

## Allotment of Customer Care Centre to the Agencies

SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
1	BIDHAN NAGAR-I	BIDHANNAGAR - I	22648				22648											
2		BIDHANNAGAR-II	24101												24101			
3		BIDHANNAGAR-III	26994												26994			
		<b>TOTAL</b>	<b>73743</b>															
4	BIDHAN NAGAR-II	RAJARHAT	68449												68449			
5		BAGUIHATI	65860	65860														
6		TEGHARIA	31634												31634			
7		KRISHNAPUR	56477												56477			
8		NEW BARRACKPUR	27211												27211			
9		BIRATI	24712								24712							
10		LAUHATI	39405								39405							
		<b>TOTAL</b>	<b>313748</b>															
11	BHANGAR	BHANGAR	72141												72141			
12		MINAKHAN	48963				48963											
13		SARBERIA	56006								56006							
14		KOL L CMLPX	41884												41884			
15		KASHIPUR	54341												54341			
		<b>TOTAL</b>	<b>273335</b>															
16	NEWTO WN	NT AA I	34569				34569											
17		NT AA II	16487				16487											
18		NT AA III	19605				19605											
		<b>TOTAL</b>	<b>70661</b>															
	<b>BIDHANNAGAR REGION</b>		<b>731487</b>															
19	BEHALA	AMTALA	62645												62645			
20		PAILAN	52455						52455									
21		BAKHRAHAT	67925						67925									
22		BUDGE BUDGE	53076						53076									
23		USTHI	89532												89532			
24		NODAKHALI	45029						45029									
		<b>TOTAL</b>	<b>370662</b>															
25	DIAMOND HARBOUR	DIAMOND HARBOUR	58848							58848								
26		SARISA	69125							69125								
27		FALTA	74661							74661								
28		KULPI	78511					78511										
29		FSEZ	241								241							
		<b>TOTAL</b>	<b>281386</b>															

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12/09/25

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SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
30	KAKDWIP	KAKDWIP	91382							91382								
31		NAMKHANA	42583													42583		
32		RUDRANAGAR	62867													62867		
33		PATHAR PRATIMA	82553													82553		
		TOTAL	279385															
34	GARIA	BANSDRONI	46794				46794											
35		GARIA	43862								43862							
36		BORAL	35281				35281											
37		BOALIA	48537									48537						
38		RAJPUR	67420									67420						
39		SONARPUR	68898				68898											
40	BAISHALI PARK	40181				40181												
		TOTAL	350973															
41	BARUIPUR	BARUIPUR	48859								48859							
42		MAHINAGAR	46374					46374										
43		CHAMPAHATI	39445													39445		
44		MOGRAHAT	85046									85046						
45		RAMNAGAR	50776				50776											
		TOTAL	270500															
46	JOYNAGAR	JOYNAGAR	51046													51046		
47		MATHURAPUR	39102	39102														
48		LAKSHMIKANTAPUR	54116													54116		
49		DAKSHIN BARASAT	71948	71948														
50		KULTALI	46926				46926											
51		RAIDIGHI	41817	41817														
52		KASHINAGAR	34752	34752														
53	MANIRTAT	49141				49141												
		TOTAL	388848															
54	CANNING	CANNING	98535				98535											
55		BASANTI	94628				94628											
56		JIBANTALA	81807				81807											
57		GOSABA	55350				55350											
		TOTAL	330320															
SOUTH 24 PGS REGION			2272074															
58	BARRACKPUR	BARRACKPUR	22689								22689							
59		RAHARA	38573									38573						
60		SODEPUR	42935		42935													
61		MURAGACHA	23169									23169						
62		PANSILA	25797									25797						
63		AGARPARA	18396									18396						
64		ANANDAPURI	19082														19082	
65		JAFFARPUR	48846									48846						
66		TALPUKUR	23359		23359													
67	AUROBINDANAGAR	39365		39365														
		TOTAL	302211															

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SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
68	NAIHATI	NAIHATI	18013						18013									
69		DEULPARA	30303		30303													
70		KANCHRAPARA	24610					24610										
71		HALISAHAR	46834														46834	
72		KAMPA	18346										18346					
73		BHATPARA	29535		29535													
74		KANKINARA	26423						26423									
75		AUTHPUR	16415		16415													
76		SHYAMNAGAR	52118						52118									
77		JETHIA	16433		16433													
		<b>TOTAL</b>	<b>279030</b>															
78	BARASAT	BARASAT-I	38629				38629											
79		BARASAT-II	44549				44549											
80		MADHYAMGRAM	53540				53540											
81		NABAPALLY	39939				39939											
82		NOAPARA	40645				40645											
83		DUTTAPUKUR	47400															47400
84		GANGANAGAR	65475				65475											
85		BERACHAMPA	57417				57417											
86		JEERAT	74834				74834											
87		KADAMBAGACHI	52994	52994														
88	DEGANGA	50192								50192								
		<b>TOTAL</b>	<b>565614</b>															
89	BASIRHAT	BASIRHAT	61467				61467											
90		MAITRA BAGAN	38573				38573											
91		HASNABAD	55671												55671			
92		SANDESHKHALI	32867															32867
93		HINGALGANJ	59751															59751
94		BHEBIA	34426															34426
		<b>TOTAL</b>	<b>282755</b>															
95	BADURIA	KHOLAPOTA	69454											69454				
96		HAROA	66728						66728									
97		SWARUPNAGAR	50106					50106										
98		BADURIA	45258					45258										
99		KATIAHAT	40326			40326												
100		KEOTSHA	36591			36591												
		<b>TOTAL</b>	<b>308463</b>															
101	HABRA	HABRA	38458				38458											
102		BANIPUR	61059				61059											
103		ASHOKNAGAR	64057				64057											
104		GAIGHATA	33928	33928														
105		GOBORDANGA	44098					44098										
106		GUMA	41072										41072					
107		CHARGHAT	26599										26599					
		<b>TOTAL</b>	<b>309271</b>															

21/09/25

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SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
108	BONGAON	BONGAON	61335									61335						
109		GANGRAPOTA	33618			33618												
110		THAKURNAGAR	37754			37754												
111		BAGDAH	45929											45929				
112		GOPALNAGAR	71715			71715												
113		SINDRANI	34290											34290				
114		CHANDPARA	43683	43683														
		TOTAL	328324															
NORTH 24 PGS REGION			2375668															
115	HOWRAH-I	ANDUL-MOURI	46336				46336											
116		JALDHULAGURI	40991			40991												
117		BALLY	47704				47704											
118		DASNAGAR	50951				50951											
119		SANTRAGACHI	25021				25021											
120		BHATTANAGAR	18824			18824												
121		JAGADISHPUR	33709			33709												
		TOTAL	263536															
122	HOWRAH-II	DOMJUR	65943				65943											
123		SALAP	58594				58594											
124		MUNSIRHAT	70358			70358												
125		BARGACHIA	38403			38403												
126		UDAYNARAYANPUR	56557					56557										
127		AMTA	61498			61498												
128		AMORAGORI	52436			52436												
		TOTAL	403789															
129	ULUBERIA	AJODHYA	42122														42122	
130		DEULGRAM	46627											46627				
131		BAGNAN -- I	55065								55065							
132		BAGNAN -- II	54048								54048							
133		BURIKHALI	30628												30628			
134		GARCHUMUK	39912												39912			
135		PANCHLA	55137						55137									
136		ULUBERIA	41794											41794				
137		BIRSHIBPUR	54397						54397									
138		SHYAMPUR	53437												53437			
139		MANSHATALA	46106													46106		
		TOTAL	519273															
HOWRAH REGION			1186598															
KOLKATA ZONE			6565827															
140	SERAMPURE	CHANDITALA	45658														45658	
141		MAKHLA	16573								16573							
142		NABAGRAM	23848											23848				
143		SERAMPURE	41660					41660										
144		BEGAMPUR	37076													37076		
145		RISHRA	17626											17626				
146		DANKUNI	19360									19360						
		TOTAL	201801															

12/09/25

SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
147	TARAKESWAR	JANGIPARA	47350		47350													
148		JANGALPARA	27493		27493													
149		MOSAT	28888		28888													
150		DHANEKHALI	69269						69269									
151		DADPUR	39128				39128											
152		GURAP	31908		31908													
153		TARAKESWAR	47360						47360									
154		RAJBALHAT	25790		25790													
		<b>TOTAL</b>	<b>317186</b>															
155	ARAMBAGH	ARAMBAGH	38745					38745										
156		GOURHATI	48166					48166										
157		GOGHAT	43070					43070										
158		KAMARPUKUR	51415		51415													
159		ASANPUR	49170		49170													
160		KHANAKUL	48524		48524													
161		RAJHATI	52942		52942													
162		PURSURA	77988								77988							
163	CHAMPADANGA	24757		24757														
		<b>TOTAL</b>	<b>434777</b>															
164	CHANDAN NAGAR	PIPULPATI	27916			27916												
165		TOLAFATAK	22397			22397												
166		BALLYMORE	18205			18205												
167		MOGALTULI	11470			11470												
168		CHANDANNAGAR -I	19221				19221											
169		CHANDANNAGAR -II	18792			18792												
170		CHANDANNAGAR -III	15707			15707												
171		BANDEL	20704			20704												
172		POLBA	28996			28996												
173		KHALISANI	21551			21551												
		<b>TOTAL</b>	<b>204959</b>															
174	MOGRA	MOGRA	44563			44563												
175		PANDUA	48077		48077													
176		KHANYAN	21967		21967													
177		BANSBERIA	18758						18758									
178		BOINCHI	28881															28881
179		KHAMARGACHI	15847	15847														
180		SOMRABAZAR	52601			52601												
181		ADISAPTAGRAM	18194							18194								
		<b>TOTAL</b>	<b>248888</b>															
182	SINGUR- HARIPAL	HARIPAL	52685					52685										
183		NALIKUL	32443		32443													
184		NASIBPUR	43059		43059													
185		SINGUR	49494						49494									
		<b>TOTAL</b>	<b>177681</b>															
<b>HOOGHLY REGION</b>			<b>1585292</b>															

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SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX	
186	BURDWAN (SOUTH)	BURDWAN -I	59600				59600												
187		BURDWAN -II	20754						20754										
188		BURDWAN -III	41561				41561												
189		BURDWAN -IV	30125				30125												
190		MADHABDIHI	37655		37655														
191		KHANDAGHOSH	46191		46191														
192		RAINA	63890													63890			
			<b>TOTAL</b>	<b>299776</b>															
193	BURDWAN (NORTH)	GUSKARA	72907												72907				
194		BONPASH	22187		22187														
195		GALSI	59698		59698														
196		BHATAR	67177		67177														
197		KURMUN	23025		23025														
198		BUDBUD	62205				62205												
		<b>TOTAL</b>	<b>307199</b>																
199	MEMARI	MEMARI	61429										61429						
200		SAKTIGARH	42668									42668							
201		SATGACHIA	54326										54326						
202		JAMALPUR	82893										82893						
203		NABASTHA	18733														18733		
		<b>TOTAL</b>	<b>260049</b>																
204	KATWA	DAINHAT	51979										51979						
205		NATUNHAT	62435														62435		
206		KATWA	80994								80994								
207		KETUGRAM	44215				44215												
208		PACHUNDI	29420				29420												
		<b>TOTAL</b>	<b>269043</b>																
209	KALNA	MONTESWAR	60621												60621				
210		SAMUDRAGARH	53471												53471				
211		BAIDYAPUR	35753								35753								
212		PURBASTHALI	70810								70810								
213		KALNA	47042							47042									
214		DHATRIGRAM	46520													46520			
		<b>TOTAL</b>	<b>314217</b>																
<b>PURBA BURDWAN REGION</b>			<b>1450284</b>																
215	DURGAPUR	BENACHITY	62557							62557									
216		ANDAL	36516							36516									
217		PANAGARH	31166							31166									
218		UKHRA	32088							32088									
219		JAMURIA	31946				31946												
220		GOPALPUR	34468		34468														
221		PANDAVESWAR	18495				18495												
222		COKE OVEN	21649		21649														
223		CITY CENTRE	19291				19291												
224		BIDHANNAGAR	41390				41390												
		<b>TOTAL</b>	<b>329566</b>																

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SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
225	ASANSOL	ASANSOL -- I	73349							73349								
226		ASANSOL -- II	69128											69128				
227		RANIGANJ	45755									45755						
228		BARAKAR	51009								51009							
229		HIRAPUR	24864												24864			
230		RUPNARAYANPUR	28484												28484			
231		DOMOHANI	27680								27680							
		<b>TOTAL</b>	<b>320269</b>															
<b>PASCHIM BURDWAN REGION</b>			<b>649835</b>															
232	SURI	SURI EAST	56208	56208														
233		SURI WEST	31977		31977													
234		DUBRAJPUR	52820		52820													
235		KHOYRASOL	39468		39468													
236		CHANDRAPUR/ RAJNAGAR	23562									23562						
237		MD. BAZAR	37194		37194													
238		SAINTHIA	36576										36576					
		<b>TOTAL</b>	<b>277805</b>															
239	BOLPUR	SHANTINIKETAN	54174									54174						
240		BOLPUR	41257									41257						
241		AHMEDPUR	36146		36146													
242		LAVPORE	41725														41725	
243		KIRNAHAR	56908														56908	
244		ILAMBAZAR	47587		47587													
			<b>TOTAL</b>	<b>277797</b>														
245	RAMPURHAT	RAMPURHAT	63512								63512							
246		MARGRAM	51589								51589							
247		MAYURESWAR	38701														38701	
248		MOLLARPUR	41135														41135	
249		NALHATI	59378														59378	
250		MURAROI	42511														42511	
251		PAIKAR	54288														54288	
252		LOHAPUR	36406														36406	
		<b>TOTAL</b>	<b>387520</b>															
<b>BIRBHUM REGION</b>			<b>943122</b>															
<b>BURDWAN ZONE</b>			<b>4628533</b>															
253	KHARAGPUR	KHARAGPUR	41947			41947												
254		MALANCHA	26482			26482												
255		BALICHAK	44861			44861												
256		PINGLA	56053					56053										
257		SABONG	45729					45729										
258		MADPUR	47546												47546			
259		LOWADA	44108			44108												
260		NIMPURA	35462			35462												
261		CHANDKURI	35679					35679										
		<b>TOTAL</b>	<b>377867</b>															

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SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
262	BELDA	NARAYANGARH	41280					41280										
263		BELDA	45134					45134										
264		KESHARIY	38676			38676												
265		DATAN	44347	44347														
266		MOHANPUR	32015												32015			
267		KHAKURDA	44063												44063			
		<b>TOTAL</b>	<b>245515</b>															
268	MIDNAPORE	MIDNAPUR	40556			40556												
269		ANANDAPUR	52511					52511										
270		B.R.SECTOR	22156			22156												
271		BARUA	44510			44510												
272		SALBONI	26410					26410										
273		CHANDRA KONA ROAD	44252			44252												
274		AMLAGORA	52333					52333										
275		PIRAKATA	27929			27929												
276	GOALTORE	35659			35659													
		<b>TOTAL</b>	<b>346316</b>															
277	GHATAL	DASPUR	75031			75031												
278		SONAKHALI	70972			70972												
279		GHATAL	48775			48775												
280		C. K. TOWN	61208			61208												
281		RAMJIBANPUR	30804						30804									
282		UPPER KUAI	27005						27005									
283	BIRSINGHA	45002						45002										
		<b>TOTAL</b>	<b>358797</b>															
	<b>PASCHIM MIDNAPORE REGION</b>		<b>1328495</b>															
284	JHARGRAM	JHARGRAM	43845			43845												
285		MANIKPARA	27813												27813			
286		JAMBONI	28144					28144										
287		BINPUR	45349					45349										
288		GOPIBALLAVPUR	48096					48096										
289		BELPAHARI	28233													28233		
290		SANKRAIL	27650			27650												
291	NAYAGRAM	29193			29193													
		<b>TOTAL</b>	<b>278323</b>															
	<b>JHARGRAM REGION</b>		<b>278323</b>															
292	TAMLUK	PRATAPPUR	41288			41288												
293		TAMLUK	68808			68808												
294		MATANGINI	56697			56697												
295		NANDAKUMAR	85301						85301									
296		KOLAGHAT	59461			59461												
297		GOPALNAGAR	19679						19679									
298		PANSKURA	70517			70517												
299		GOURANGAPUR	49761						49761									
300		MOYNA	65992						65992									
		<b>TOTAL</b>	<b>517504</b>															

12/09/25

SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRA TECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX	
301	CONTAI	KHEJURI	78654			78654													
302		CONTAI	40167			40167													
303		MARISDA	54725															54725	
304		PICHHABONI	59862															59862	
305		DIGHA	60459			60459													
306		MADAKHALI	45719			45719													
307		MUKUNDAPUR	42502															42502	
		<b>TOTAL</b>	<b>382088</b>																
308	EGRA	BHAGWANPUR	64974			64974													
309		EGRA	28327			28327													
310		PATASHPUR	49869			49869													
311		CHOREPALIA	38789	38789															
312		BALIGHAI	41890	41890															
313		AMARSHI	48855			48855													
		<b>TOTAL</b>	<b>272704</b>																
314	HALDIA	CHAITANYAPUR	46001			46001													
315		DURGACHAK	38993														38993		
316		MAHISADAL	60002			60002													
317		CHANDIPUR	57967															57967	
318		NANDIGRAM	54645															54645	
319		BRAJALALCHAK	38400															38400	
320		REYAPARA	33340															33340	
		<b>TOTAL</b>	<b>329348</b>																
<b>PURBA MIDNAPORE REGION</b>			<b>1501644</b>																
321	BANKURA	PATPUR	25478		25478														
322		LALBAZAR	46425	46425															
323		SCHOOLDANGA	30578				30578												
324		BARJORA	38261	38261															
325		BELIATORE	18730		18730														
326		SALTORA	25435															25435	
327		JHANTIPAHARI	31420													31420			
328		CHHATNA	33098													33098			
329		GANGAJAL GHATI	39081		39081														
330		MEJIA	19014		19014														
		<b>TOTAL</b>	<b>307520</b>																
331	KHATRA	RANIBANDH	26016													26016			
332		HIRBANDH	19347	19347															
333		KHATRA	27935									27935							
334		INDPUR	35545													35545			
335		TALDANGRA	37281													37281			
336		SIMLAPAL	34811							34811									
337		SARENGA	23544							23544									
338		RAIPUR	35556							35556									
		<b>TOTAL</b>	<b>240035</b>																

12/09/2025

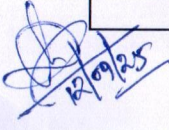


SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
339	BISHNUPUR	BISHNUPUR	48971											48971				
340		SONAMUKHI	58227											58227				
341		INDUS	52124											52124				
342		PATRASAYER	47374											47374				
343		RADHANAGAR	25889								25889							
344		ONDA	64348								64348							
345		JOYPUR	48297								48297							
346		KOTULPUR	58808								58808							
		TOTAL	404038															
	BANKURA REGION		951593															
347	PURULIA	PURULIA	42584			42584												
348		TELKALPARA	42780			42780												
349		BANDWAN	29514			29514												
350		JHALDA	62368			62368												
351		JOYPUR	31440				31440											
352		ARSHA	31969						31969									
353		BALARAMPUR	31101						31101									
354		BARABAZAR	36557						36557									
355		BAGMUNDI	30864						30864									
356		CHAKDA	34381			34381												
		TOTAL	373558															
357	RAGHUNATHPUR	MANBAZAR	45473	45473														
358		HURA	31443	31443														
359		PUNCHA	22911	22911														
360		RAGHUNATHPUR	25068	25068														
361		SALTORE	22747	22747														
362		SANTURI	17669															17669
363		CHELYAMA	23389															23389
364		ADRA	14934			14934												
365		KASHIPUR	35015			35015												
366		ANARA	16433			16433												
367	DUBRA	24050			24050													
		TOTAL	279132															
	PURULIA REGION		652690															
	MIDNAPORE ZONE		4712745															
368	RANAGHAT	ARANGHATA	59457	59457														
369		ULA BIRNAGAR	30490	30490														
370		RANAGHAT (N/S)	33507	33507														
371		RANAGHAT (E)	31342								31342							
372		AISHTOLA	31337									31337						
373		GANGNAPUR	29130							29130								
374		SANTIPUR	31756									31756						
375		FULIA	34086									34086						
376		DIGNAGAR	35508							35508								
377		BADKULLA	38761	38761														
378	SUTRAGARH	32427										32427						
		TOTAL	387801															

12/09/05

SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX
379	KALYANI	CHAKDAH (EAST)	46719	46719														
380		EAST BISHNUPUR	34780	34780														
381		CHAKDAH (WEST)	40552	40552														
382		KALYANI	52405	52405														
383		GAYESHPUR	32464	32464														
384		SUBARNAPUR	37887	37887														
385		MADANPUR	40921													40921		
386		NAGARRUKHRA	31045	31045														
		<b>TOTAL</b>	<b>316773</b>															
387	KRISHNANAGAR	KRISHNANAGAR TOWN	61258										61258					
388		KRISHNANAGAR ROAD STATION	57952						57952									
389		NABADWIP	43467	43467														
390		KRISHNAGANJ	60631	60631														
391		BAGULA	55005	55005														
392		SWARUPGANJ	29401	29401														
393		CHITRASALI	33520	33520														
		<b>TOTAL</b>	<b>341234</b>															
394	TEHATTA	CHAPRA	85694												85694			
395		KARIMPUR	88055												88055			
396		NAZIRPUR	60049											60049				
397		TEHATTA	54071											54071				
398		P. AVOYNAGAR	47629											47629				
		<b>TOTAL</b>	<b>335498</b>															
399	NAKASHIPARA	DEBAGRAM	51295	51295														
400		BETHUADAHARI (NORTH)	35611										35611					
401		DHUBULIA	38727										38727					
402		MATIARY	25314										25314					
403		MURGACHA DHARMADA	34419										34419					
404		PLASSEY	39465															39465
405		BETHUADAHARI (SOUTH)	43228													43228		
		<b>TOTAL</b>	<b>268059</b>															
	<b>NADIA REGION</b>		<b>1649365</b>															
406	BAHARAMPUR	SARGACHHI	41798	41798														
407		KHAGRA	27336	27336														
408		GORABAZAR	20779	20779														
409		COSSIMBAZAR	22306	22306														
410		BAHARAMPUR	66630	66630														
411		BAHARAN	79492			79492												
412		BELDANGA	65909	65909														
413		REJINAGAR	40692							40692								
414		AMTALA	65386							65386								
		<b>TOTAL</b>	<b>430328</b>															

12/09/25

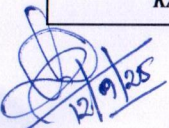


SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX	
415	JIAGANG	JIAGANG	26097						26097										
416		MMT	50953						50953										
417		BHAGABANGOLA	97038																97038
418		LALGOLA	48860																48860
419		NABAGRAM	57846																57846
420		AZIMGANJ	24363						24363										
421		MAYA	49811																49811
			TOTAL	354968															
422	DOMKAL	DOULATABAD	41579				41579												
423		CHAK-ISLAMPUR	40837							40837									
424		RANINAGAR	64180						64180										
425		DOMKAL	53394					53394											
426		JALANGI	76754		76754														
427		BAGDANGA	49337					49337											
		TOTAL	326081																
428	RAGHUNATHGANJ	RAGHUNATHGANJ	69866				69866												
429		JANGIPUR	84141						84141										
430		AURANGABAD	64793					64793											
431		DHULIAN	96483	96483															
432		FARAKKA	61534	61534															
433		SAGARDIGHI	78738			78738													
434		AHIRAN	44971	44971															
		TOTAL	500526																
435	KANDI	KANDI	43013				43013												
436		BHARATPUR	36965							36965									
437		SALAR	50132					50132											
438		PANCHTHUPI	55766					55766											
439		KHARGRAM	54050					54050											
440		GOALJAN	41539												41539				
441		SAKTIPUR	33710												33710				
442		GOKARNA	40547												40547				
		TOTAL	355722																
MURSHIDABAD REGION			1967625																
BERHAMPORE ZONE			3616990																
443	MALDA	RATHBARI	59886											59886					
444		FULBARI	41503											41503					
445		MOKDAMPUR	40737											40737					
446		KALIACHAK	54517										54517						
447		SUJAPUR	52410											52410					
448		MOTHABARI	52928						52928										
449		MANIKCHAK	69333						69333										
450		BAISNABNAGAR	41058						41058										
451		GOLAPGANJ	45730						45730										
			TOTAL	458102															

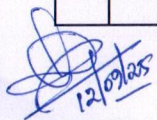
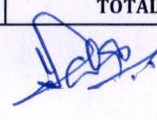
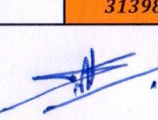
SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX	
452	CHANCHAL	SAMSI	61627	61627															
453		PARANPUR	46419	46419															
454		CHANCHAL	45349	45349															
455		HARISHCHANDRAPUR	43933													43933			
456		BHALUKA	40363													40363			
457		MALATIPUR	41998													41998			
458		KUSHIDA	41626													41626			
		<b>TOTAL</b>	<b>321315</b>																
459	GAZOLE	OLD MALDA	64361											64361					
460		AIHO	60243						60243										
461		GAZOLE	63717	63717															
462		BAMANGOLA	42876													42876			
463		PANDUA	28238	28238															
		<b>TOTAL</b>	<b>259435</b>																
	<b>MALDA REGION</b>		<b>1038852</b>																
464	RAIGANJ	RAIGANJ	74883						74883										
465		KALIAGANJ	77172															77172	
466		HEMTABAD	41629					41629											
467		BIRNAGAR	68044																68044
468		ITAHAR	74570											74570					
469		KARANDIGHI	62997											62997					
		<b>TOTAL</b>	<b>399295</b>																
470	ISLAMPUR	DALKHOLA	31309		31309														
471		KANKI	62057					62057											
472		GOALPOKHAR	69313		69313														
473		ISLAMPUR	87991					87991											
474		CHOPRA	69844					69844											
		<b>TOTAL</b>	<b>320514</b>																
	<b>U. DINAJPUR REGION</b>		<b>719809</b>																
475	BALURGHAT	BALURGHAT	66128										66128						
476		HILI	24697										24697						
477		KUMARGUNJ	47024					47024											
478		TAPAN	64626										64626						
479		PATIRAM	33080					33080											
		<b>TOTAL</b>	<b>235555</b>																
480	BUNIADPUR	BUNIADPUR	42670										42670						
481		HARIRAMPUR	41410										41410						
482		GANGARAMPUR	80978	80978															
483		KUSHMUNDI	53662		53662														
		<b>TOTAL</b>	<b>218720</b>																
	<b>D. DINAJPUR REGION</b>		<b>454275</b>																
	<b>MALDA ZONE</b>		<b>2212936</b>																

12/09/25

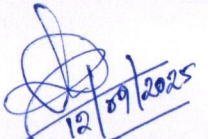
SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX		
484	SILIGURI TOWN	HAKIMPARA	27816												27816					
485		POWER HOUSE	44630								44630									
486		PRADHANNAGAR	43707								43707									
487		SUBHASPALLI	40949													40949				
488		NJP GATE BAZAR	30066																30066	
489		MILANPALLI	37038									37038								
490		SILIGURI TOWN	11126												11126					
			<b>TOTAL</b>	<b>235332</b>																
491	SILIGURI SUBARBAN	BAGDOGRA	22248																22248	
492		MATIGARA	42641																42641	
493		SHIBMANDIR	31785						31785											
494		NAXALBARI	34294						34294											
495		PHANSIDEWA	27703						27703											
496		KHARIBARI	32062						32062											
497		BIDHANNAGAR	19583																	19583
			<b>TOTAL</b>	<b>210316</b>																
498	KURSEONG	KURSEONG	24678											24678						
499		SONADA	10180																10180	
500		MIRIK	13090																13090	
		<b>TOTAL</b>	<b>47948</b>																	
501	DARJEELING	DARJEELING	32003																32003	
502		BIJONBARI	14389																14389	
503		LODHAMA	4893																4893	
504		TAKDA	14234																14234	
505		SUKHIAPOKRI	12657																12657	
		<b>TOTAL</b>	<b>78176</b>																	
	<b>DARJEELING REGION</b>		<b>571772</b>																	
506	KALIMPONG	KALIMPONG	25283																25283	
507		TEESTABAZAR	3274																3274	
508		MONGPU	5780																5780	
509		PEDONG	11902																11902	
510		SINJEE	8483																8483	
		<b>TOTAL</b>	<b>54722</b>																	
	<b>KALIMPONG REGION</b>		<b>54722</b>																	

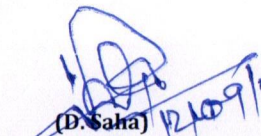




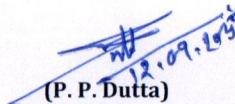
SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX		
511	JALPAIGURI	UM SECTOR	64021							64021										
512		NBPP SECTOR	56740							56740										
513		BELACOBA	36018							36018										
514		FULBARIHAT	25882							25882										
515		MOYNAGURI	66005	66005																
516		DHUPGURI	64573								64573									
517		BHOTPATTY	23438								23438									
		TOTAL	336677																	
518	MAL	BANARHAT	33651	33651																
519		NAGRAKATA	24542	24542																
520		MALBAZAR	24915	24915																
521		ODLABARI	36421																36421	
522		MATELI	26695							26695										
523		JHALONG PEREN	7449																7449	
524		KRANTI	30114						30114											
525		GAIRKATA	23667						23667											
		TOTAL	207454																	
	JALPAIGURI REGION		544131																	
526	ALIPURDUAR	ALIPURDUAR NEW TOWN	51252															51252		
527		ALIPURDUAR P. BAZAR	56632															56632		
528		KAMKHYAGURI	52085															52085		
529		KALCHINI	43681															43681		
530		JAIGAON	26578						26578											
531		BIRPARA	39882							39882										
532		FALAKATA	60418							60418										
533		MADARIHAT	30400							30400										
534		SAMUKTALA	28931							28931										
535		MEJBIL	17784							17784										
		TOTAL	407643																	
	ALIPURDUAR REGION		407643																	
536	COOCHBEHAR	COOCHBEHAR MAIN	40081						40081											
537		KHAGRABARI	41750															41750		
538		NEW TOWN	73541															73541		
539		PUNDIBARI	35135															35135		
540		TOOFANGANJ	71228							71228										
541		BOXIRHAT	52249							52249										
		TOTAL	313984																	

SL. NO.	DIVISION	CUSTOMER CARE CENTRE	NUMBER of CONSUMERS	Fluentgrid	NSOFT	ZYGOX	TERA SOFT	PACE COMP.	EMDEE	MEGA CALIBRE	IDEA INFINITY	VAIBHU INFRATECH	MICROVIEWS INFOSYS	LOHIA JUTE PRESS	SUJANIX	PENTWARE	MINATI PROCON	Fusion CX	
542	DINHATA	DINHATA-I	66395								66395								
543		DINHATA-II/ SAHEBGANJ	57122												57122				
544		OKRABARI	47511																47511
545		SITAI	38248													38248			
546		DEWANHAT	34559											34559					
		<b>TOTAL</b>	<b>243835</b>																
547	MATHABHANGA	MATHABHANGA	73818																73818
548		SITALKUCHI	63506																63506
549		DOLONGMORE	53764																53764
550		HALDIBARI	35894																35894
551		CHANGRABANDHA	35840	35840															
		<b>TOTAL</b>	<b>262822</b>																
<b>COOCHBEHAR REGION</b>			<b>820641</b>																
<b>SILIGURI ZONE</b>			<b>2398909</b>																
<b>GRAND TOTAL</b>			<b>24135940</b>	<b>2503253</b>	<b>1821424</b>	<b>2785912</b>	<b>2405790</b>	<b>1780794</b>	<b>2431202</b>	<b>1308559</b>	<b>1445535</b>	<b>470754</b>	<b>1020284</b>	<b>1182917</b>	<b>1762815</b>	<b>848369</b>	<b>1190644</b>	<b>1177688</b>	
<b>No. of CCC</b>			<b>551</b>	<b>58</b>	<b>47</b>	<b>66</b>	<b>48</b>	<b>41</b>	<b>54</b>	<b>29</b>	<b>32</b>	<b>12</b>	<b>21</b>	<b>26</b>	<b>37</b>	<b>19</b>	<b>29</b>	<b>32</b>	

  
 12/09/2025  
 (D. Chatterjee Hazra)  
 Manager (HR&A)/DHQ

  
 12/09/2025  
 (D. Saha)  
 AGM(HR&A)/DHQ

  
 12.09.2025  
 (P. P. Dutta)  
 Executive Director (Distribution)