

NOTIFICATION NO. : MPP/2018/01



**WBSEDCL**

*POWER TO PROGRESS*

(A Govt. of West Bengal Enterprise)

## **EXPRESSION OF INTEREST (EOI)**

**ENLISTMENT OF AGENCIES/FIRMS FOR RECRUITMENT PROCESS OUTSOURCING**

**ISSUED BY:** RECRUITMENT & MANPOWER PLANNING CELL  
VIDYUT BHAVAN, 7TH FLOOR, 'C' BLOCK.  
BLOCK-DJ, SECTOR-II, BIDHANNAGAR, KOLKATA-91

## PREFACE

### WBSEDCL OVERVIEW

**West Bengal State Electricity Distribution Company Limited** (WBSEDCL) is proud to bring smiles to millions of people across West Bengal with a slew of measures towards providing Quality Power and Customer Service. The annual turnover of **WBSEDCL** is more than ₹ **18,000 crores**.

**Power Distribution:** WBSEDCL serves more than **1.78 crores+** Customers spread over **87,000** sq.km with more being added every day – from hills to seashore, particularly in remote and rural areas.

**Customer Services:** Online connection, Central Data Centre, Zonal Call Centres, E-payment through Debit/Credit Card & other services, pre-paid and remote metering, Automated Kiosks, grievance redressal, single-window services and prompt restoration of Power through IVRS system during breakdowns.

**Energy Management:** WBSEDCL is the nodal agency for the Bureau of Energy Efficiency (BEE) to promote energy effectiveness in West Bengal.

**Employee Motivation:** Excellent work culture, professional management, workers' participation and welfare measure make WBSEDCL one of the best places to work.

**Awards & Accolades:** Proud winner of 'Power India Excellence Award' from the India-Tech Foundation in the three consecutive years **2008, 2009 & 2010**, 'Power India Excellence Certificate' in **2011 & 2012** for Customer Satisfaction and Quality Service, 'IEEMA Power Award 2009' from NDTV Profit and 'Award of Excellence' by the Indian Chamber of Commerce in five consecutive years -**2009,2010,2011,2012** and **2013**. WBSEDCL won the 2nd best award for 'Customer Service and Sound Financial Base' by the rating of the Ministry of Power, Govt. of India in **2013**. WBSEDCL has ranked **2<sup>nd</sup>** in '**Distribution Side Management**' category at India Energy Summit organized by ICC on **12.11.2014**. However, our biggest award is the SMILE we bring to our Customers.

Visit us at [www.wbseedcl.in](http://www.wbseedcl.in) for more information.

### WBSEDCL DISTRIBUTION NETWORK INFORMATION

ZONAL OFFICE	REGIONAL OFFICE	DIVISIONAL OFFICE	CUSTOMER CARE CENTRE	SUB-STATION
5	20	71	509	565

### WBSEDCL EMPLOYEE INFORMATION

NO. OF EMPLOYEES	CLASS I	CLASS II	CLASS III	CLASS IV
13718	1807	722	8113	3076

## PAST RECRUITMENT SUMMARY & STATISTICS

SI NO.	NOTIFICATION NO.	VACANCY	CLASS	CATEGORY	APPLICATIONS RECEIVED
1	PP/2012/01	548	CLASS III & CLASS II	TECH & NON-TECH	290
2	MPP/2012/02	486	CLASS I & CLASS III	TECH & NON-TECH	11427
3	MPP/2012/03	100	CLASS IV	TECH	20325
4	MPP/2012/04	200	CLASS IV	TECH	111547
5	MPP/2012/05	100	CLASS III	NON-TECH	9018
6	MPP/2013/02	404	CLASS I & CLASS III	TECH & NON-TECH	16544
7	MPP/2013/03	245	CLASS III	TECH	3133
8	MPP/2013/07	520	CLASS II & CLASS III	NON-TECH	8308
9	MPP/2013/08	498	CLASS III	TECH & NON-TECH	2381
10	MPP/2014/02	123	CLASS I & CLASS III	TECH & NON-TECH	15610
11	MPP/2014/03	258	CLASS II & CLASS III	NON-TECH	15466
12	MPP/2015/06	98	CLASS III	TECH	3489
13	MPP/2015/13	298	CLASS I, II & III	NON-TECH	22822
14	MPP/2016/01	60	CLASS I	TECH	1978
15	MPP/2016/11	03	CLASS III	NON-TECH	97
16	MPP/2017/01	112	CLASS I	TECH	2566
17	MPP/2017/03	365	CLASS III	TECH	35638
18	MPP/2017/04	247	CLASS III	NON-TECH	23341

## EXPRESSION OF INTEREST - OBJECTIVE

**West Bengal State Electricity Distribution Company Limited (WBSEDCL)**, a Govt. of West Bengal Enterprise came into effect from **01.04.2007** after restructuring of erstwhile West Bengal State Electricity Board in compliance of Electricity Act, 2003. WBSEDCL is major power utility in the state of West Bengal and is engaged in the business for distribution of electricity and hydro-generation.

WBSEDCL is planning to enlist agencies/firms of repute with competence and experience for Recruitment process outsourcing. WBSEDCL with a current manpower strength of around **14,000** employees is planning to recruit about **4000+** of fresh manpower across various cadres within the next **4 (Four) years**. The agency/firm should have appropriate knowledge and expertise in handling end to end recruitment process. Adequate knowledge of the prevalent 100 Point Roster system under **Govt. of West Bengal** is essential.

All the recruitment process will take place in the State of West Bengal. The enlistment will be valid for a period of 2 (two) years and may be extended based on mutually agreed terms and conditions. The enlistment may also be terminated by WBSEDCL with a prior notice.

## SCOPE OF WORK

- ✓ Designing of Portal for receiving of Application Online.
- ✓ Scrutiny of Application submitted Online.
- ✓ Collection of Application fees using Bank Challan or Online payment mode.
- ✓ Receiving of hard copy of application and thorough verification of documents.

- ✓ Undertake all steps for conducting of Written Test (i.e. Issuance of Admit Card, Designing of Question Paper/Evaluation through Double Scanning of OMR Answer Sheet & Arranging of Standard Venues)
- ✓ Conducting of Computer Proficiency Test/Personal Interview.
- ✓ Compilation & submission of Merit List.
- ✓ Time of completion of entire project is **100/120 days** from the date of publication of the notification in the Newspapers.
- ✓ Designing and conducting process of "PSU Recruitment through GATE" model.

##**This EOI is only for Enlistment of Eligible Agencies** and in the real event, each case will be finalized by way of competitive bidding through limited tender amongst the enlisted agencies on each advertisement on vacancy basis.

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## PROJECTED RECRUITMENT

WBSEDCL is tentatively planning to recruit about **4000+** fresh manpower (including both Technical & Non-Technical) for various induction level posts across varied nos. of cadres.

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## ELIGIBILITY CRITERIA FOR ENLISTMENT

- 1) The agency should have handled at least **10** examination activities against different advertisements for various organizations and atleast one in West Bengal. The examinations mentioned for all the posts will take place in the State of West Bengal.
- 2) The agency must have processed a total number of applications above **5000** per recruitment with at least one recruitment consisting of **50,000 - 1,00,000** or more applications against single advertisement.
- 3) The onus of secured printing and its confidentiality lies with the vendor. The software used for conduct of examinations should be tested before it is brought into use and to be certified, from reputed technological firm/company.
- 4) The agency should have at least **30+** persons working on permanent roll of the company.
- 5) The agency must have successfully handled and completed end to end recruitment/selection process including Written Test or Computer Based Test (CBT) for Departments of Central Government, State Government/PSUs/ Public Sector Banks/ Academic Institution of National Repute during last 3 (Three) Financial Years ending **31.03.2017**. The consultant firm/ agency should submit the details of such assignments undertaken.
- 6) The agency should have at least 2 (Two) offices running under the banner of bidding company across India. The details like addresses, contact number etc to be submitted for the establishment of the required geographical reach across India. The company should have atleast one permanent office in West Bengal with adequate permanent manpower and infrastructure facilities.**
- 7) The Agency must have yearly turnover of at least **Rs. 50 lakhs** during last 3 (Three) financial years (**FY 2014-15, 2015-16 & 2016-17**) from recruitment or related job.
- 8) The Agency / Firm must have the capability to process applications, and must have experience of registration through online / offline mode and handling offline / hard copies of applications and documents as per requirement. The agency must have sufficient experience in conducting written examination in multiple venues, conducting interview for the eligible candidates through engaging expert in the respective field and submission of final merit list of the selected candidates.

- 9) The Agency / Firm must have successfully completed recruitment work for Govt. Departments / Central PSUs / State PSUs / State Govt. / Statutory Corporation for an order value of **Rs. 10 Lakhs or more per order and at least three such orders** will have to be executed during last three financial years (**FY 2014-15, 2015-16 & 2016-17**).
- 10) The agency must have sufficient infrastructure for processing applications on-line through IT infrastructure, competent and technically / professionally qualified manpower of required number for conducting selection process involving minimum **5,000** or more applications in each case.
- 11) The Recruitment Agency must have sufficient storage space to keep the examination related documents for at least 3 years on behalf of the Company, in case of conducting selection.
- 12) The Agency must have experience for conducting large public examinations with multiple venues and experience for conducting interview for professionally qualified candidates from open market through engagement of experts in the concerned fields and in other allied matters including submission of merit list as per Govt. guidelines.
- 13) **An Unregistered Partnership / Firm or Society shall not be eligible to apply.**
- 14) The Agency / Firm shall, during the entire period of contract place in position a core team consisting minimum three key personnel who are professionally qualified in the respective field and well experienced in recruitment process. The Agency / Firm, on being enlisted, shall furnish the details of the core team with their name, designation, qualification and contact no. to WBSEDCL in case of assigning any particular project on successful bidding. The core team so engaged shall remain unchanged throughout the period of a particular recruitment project.
- 15) Out sourcing of any job at any stage of recruitment (if assigned to the agency on being enlisted) by the agency without permission of WBSEDCL authority is strictly prohibited.
- 16) Enlistment will be done strictly as per eligibility criteria. Interested agencies are requested that they must satisfy all the eligibility criteria before applying for enlistment.
- 17) **Co-operative societies for hand delivery of energy bills, security agencies, manpower hiring agencies, self help group, housekeeping agencies, outsourcing agencies, consortium etc. are not eligible to take part in the process of enlistment.**
- 18) On being enlisted, the Agency has to deposit a sum of **Rs. 1,00,000/- (One Lakh)** only through Demand Draft drawn in favour of West Bengal State Electricity Distribution Company Limited, payable at Kolkata as Security Deposit.
- 19) The enlistment shall be valid for a period of **2 (two) years** from the date of enlistment. Terms of enlistment may be extended by suitable period on same terms and conditions subject to decision and approval of competent authority.
- 20) WBSEDCL, may, at any point of time without assigning any reason, cancel the enlistment without any liability by giving 30 days notice.

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#### **DISCLAIMER**

1. This EOI is not an agreement and is neither an offer nor invitation by WBSEDCL to the prospective Applicants or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this EOI.
2. Information provided in this EOI to the Applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

3. WBSEDCL also accepts no liability of any nature whether resulting from negligence or otherwise caused arising from reliance of any applicant upon the statements contained in this EOI.
4. WBSEDCL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI.
5. The issue of this EOI does not imply that WBSEDCL is bound to select any or all Agencies or to appoint the Selected Agency, as the case may be, for the specified process for Recruitment and WBSEDCL reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
6. The Agency shall bear all its costs associated with or relating to the preparation and submission of its Proposal.

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### APPLICATION PROCESS

Interested agencies/firms are requested to visit our website [www.wbsecl.in](http://www.wbsecl.in) (Career@ WBSEDCL) **immediately for downloading the application format etc.** The application along with necessary documents may be submitted to **Addl. General Manager (HR&A), Recruitment & Manpower Planning Cell, Vidyut Bhavan, 7th Floor, Block 'C', Kolkata-91 superscribing Expression Of Interest (EOI)-Enlistment of Agencies/Firms for Recruitment Process Outsourcing** . Last date of submission of applications in prescribed format is **28.03.2018** (Up to 01:00 PM). The format of application is available under "**Enlistment of Agencies/Firms for Recruitment Process Outsourcing – (Notification No. MPP/2018/01)**" at our website [www.wbsecl.in](http://www.wbsecl.in) (Career [Tab]).

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### CONTACT US

**Recruitment & Manpower Planning Cell (R&MP)**  
 Vidyut Bhavan, 7<sup>th</sup> Floor, 'C' Block,  
 Bidhanagar, Block-DJ, Sector-II, Kolkata-700091.  
**Phone No.:** 033-2359-8379  
**Contact Person:** **Addl. General Manager (HR&A), R&MP**  
**Visiting Time:** 10:00 AM to 05:00 PM (Except Saturday & Sunday).

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### IMPORTANT DATES

SI NO.	PROCESS SCHEDULE	DATE
1	PRE EOI DISCUSSION ( <b>Venue: R&amp;MP CELL, VIDYUT BHAVAN</b> )	<b>21.03.2018 (At 2:00 PM)</b>
2	LAST DATE FOR SUBMISSION OF EOI	<b>28.03.2018 (Upto 1:00 PM)</b>
3	OPENING OF EOI	<b>28.03.2018 (At 3:00 PM)</b>

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