



West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)

IT Cell

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NOTICE

Please be informed that due to a **planned system upgradation activity** aimed at enhancing system performance and improving consumer service delivery, **some of the consumer services of WBSEDCL will remain unavailable from 27th May, 2026, 10 pm to 28th May 2026, 10 pm**

The system will be available, once the up-gradation activity is over.

The services affected during the aforementioned period are mentioned as follows:

Sl No.	<u>Services unavailable/affected during the shutdown period</u>	<u>Mitigation Plan</u>
1	Payment mechanisms including Prepaid recharge and collection through cash desks, Kiosks, web-portal, e-Pradhan, Bangla Sahayata Kendra, Bharat Bill Payment System (Mobile wallet) i.e. third-party payments for L&MV and HT Consumers will be unavailable	RTGS payment system will also be available during this period
2	For smart pre-paid consumers, recharge amount will not be reflected in consumer portal and through Vidyut Sahayogi app.	Recharge amount and balance will be reflected once system is up.
3	All consumer self-services through web portal, Mobile apps (both Android and iOS), pull SMS service, short URL service and Whatsapp chatbot like Bill View, Payment Receipt Download, New Connection, Load Enhancement, Complaint Docketing etc. shall be unavailable.	Complaint docketing though CRM system, using IVRS will continue but the consumer id validation will be bypassed. Complaint docketing will continue through call centre agent as well.

This upgradation is **highly essential** for ensuring **better system reliability, enhanced performance, improved compatibility, and integration with newer technologies**. All consumers are hereby **requested to plan their activities accordingly**.

Pana
26/05/26

Chief Engineer
IT Cell, WBSEDCL