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

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WBSEDCL
ITC/33.10(MBC)/2479

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SHUTDOWN NOTICE

Please be informed that due to planned hardware upgradation activity at Data Centre, the SAP-IS-U and allied applications will remain unavailable from 10 PM onwards on 13th March, 2026 to 9 AM on 16th March'2026.

During this period certain billing and collection activities will be affected.

The affected services and the corresponding alternative plan for mitigation is mentioned below:

Sl. No.	**Services unavailable/affected during the shutdown period**	**Mitigation Plan**
1	All the Collection channels including smart as well as non-smart Prepaid recharge, Collection through cash desks, Kiosks, Web Portal, e-Pradhan, BSK, Mobile Wallet (Paytm and Bill-desk) i.e. 3rd party payments for L&MV and HT Consumers will be unavailable	ICICI/SBI RTGS payment facility will be available, but respective service provider needs to be intimated accordingly for backdated posting
2	For smart prepaid consumers, daily recharge amount will not be reflected at the MDMS end. Payment sync and balance sync services will be unavailable for all the smart prepaid consumers.	The prepaid recharge facility will be available through ICICI/SBI RTGS payment facility and the same will be posted against consumer account once the system is up. Additionally, as the proposed downtime period falls during the Holidays and beyond Office hours, disconnection job from MDMS will not be executed as per existing modality.
3	Spot Billing will be done but real time upload will not be possible	All the SBM files will be uploaded and processed in SAP-ISU once the system is up.
4	All Consumer Portal self-services except Complaint Docketing will be unavailable	Complaint docketing using IVRS will continue to work bypassing Consumer Id validation. Complaint docketing will continue through Call Centre agent

The upgradation activity is highly essential for better system reliability, performance and better integration with newer technologies. All concerned are hereby requested to plan their activities accordingly.

Yours faithfully,

13/3/26

Chief Engineer
IT Cell
WBSEDCL