



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

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CIN: U40109WB2007SGC113473

WBSEDCL

Memo No: WBSEDCL/IT&C/33.10 (11)/51

Date: 22.04.2026

SHUTDOWN NOTICE

Please be informed that due to planned hardware upgradation activity at Disaster Recovery Centre of WBSEDCL, the WBSEDCL Website and allied applications will remain unavailable **from 10 PM onwards on 24th April, 2026 to 10 PM on 25th April, 2026.**

During this period certain functionalities of WBSEDCL Web Portal will be affected.

The affected services and the corresponding alternatively available services are mentioned below:

Sl. No.	Services unavailable/affected during the shutdown period	Mitigation Plan
1	All the Collection channels through Web Portal & Mobile Apps including smart as well as non-smart Prepaid recharge, BSK, SBI RTGS will be unavailable	ICICI RTGS & BBPS (3rd Party Payment System including Mobile Wallets) payment facility along with KIOSK facility will be available for all consumers except Offline Prepaid consumers having Non-Smart Meters for Voucher Recharge. Prepaid Smart Meter consumers can continue to recharge through the aforesaid channels.
2	All Consumer Portal self-services (e.g. New Connection, Load Enhancement, Solar PV Connection Application including Aoshree Subsidy Scheme, Online Complaint Docketing, Pull SMS etc.) will be unavailable	Complaint docketing using IVRS will continue to work.

The upgradation activity is highly essential for better system reliability, performance and better integration with newer technologies. Inconvenience caused is deeply regretted.

Yours faithfully,

Jana 22/04/26

Chief Engineer
IT Cell
WBSEDCL