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The West Bengal State Electricity Distribution Company Limited or WBSEDCL is a company owned by the Government of West Bengal and operates with the mandate of distributing electric power to consumers in the state whose requirements are 33KV or below. The company had been formed in April 2007 from a restructuring exercise on the earlier West Bengal State Electricity Board or WBSEB concordant to the legislative reforms in the power sector in India. The company had been adjudged the winner of the Power India 2008 award as a result of its successful initiatives in the reforming the power sector.

Services & Solutions Delivered

CallConfine

Our proprietary suite of voice logging software applications to record details of telephonic conversations with customers. The solution is based on a VoIP platform which is conformant with the latest technological standards in the telecom industry.

Value Creation By Nexus

- 1 WBSEDCL is a state owned organization in the business of distributing electric power to consumers across multiple districts in West Bengal. Consumers facing power availability and related issues register their complaints with the organization and our CallConfine application enables the later to effectively manage and direct redressal services to ensure customer satisfaction to the greatest extent possible.
- 2 Information inquiries from consumers of the organization with regard to their connections can also be recorded with the application to create a database of such client specific queries that are commonly encountered.

Key Client Information

West Bengal State Electricity Distribution Company Limited

Head Office	Kolkata
Industry	Utilities
Vertical:	Electric Power Distribution
Website	www.wbsedcl.in
Coverage	Client Footprint
Business Location	Kolkata
Technical Support	Remote & Onsite