

ಚಾಮುಂಡೇಶ್ವರಿ ವಿದ್ಯುತ್ ಸರಬರಾಜು
ನಿಗಮ ನಿಯಮಿತ
(ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ಸ್ವಾಮ್ಯಕ್ಕೆ ಒಳಪಟ್ಟಿದೆ)
ನಿಗಮ ಕಾರ್ಯಾಲಯ, ಖರೀದಿ ಶಾಖೆ,
ಚಾವಿಪನಿ, ಮೈಸೂರು-570017.
Telephone No: 9448994705



CHAMUNDESHWARI ELECTRICITY
SUPPLY CORPORATION LIMITED

(An Undertaking of Karnataka Undertaking)

Corporate Office, Procurement Section,
CESC, Mysuru-570017.

Website: www.cescmysore.org

E-mail ID: gmpure@cescmysore.org

Company Identity Number (CIN): U40109KA2004SGC035177

CESC/GM(P)/DGM(P)/AGM (P-2)/2021-22/CYS-729

Date: 30.08.2021

Official Memorandum

Sub: Regarding- Implementation of Smart Business Management System by providing Web based Total Revenue Management modules, GIS, BI & Analytical tools and other modules along with Supply of Hardware, Software, Manpower, Stationeries and the consumables on System as a Service (SaaS) Basis to Non-RAPDRP area of CESC.

- Ref:** 1) DWA no: CESC/GM/DGM-1/AGM-1/Proj./2016-17/7815 Dated 25.07.2016.
2) Letter to BCITS vide No: CESC/GM(P)/DGM(P)/AGM (P-2)/2021-22/CYS-726 Dated 30.08.2021
3) Official Memorandum No: CESC/GM(P)/DGM(P)/AGM (P-2)/2021-22/CYS-727 Dated:30.08.2021
4) New DWA Placed to M/s Idea Infinity No: CESC/GM(P)/DGM(P)/AGM (P-2)/ 2021-22/CYS-728 Dated on 30.08.2021

CESC has awarded Total Revenue Management (TRM) Contract to BCITS Pvt Ltd for a period of 5 years vide ref (1) and the contract is ending on 31.08.2021. Further new tender is processed and contract is awarded to the New agency i.e. M/s Idea Infinity IT Solutions Pvt Ltd., Bangalore vide DWA ref(4).

The new TRM contract ref(4) having various latest features and technology and same needs to be implemented within the timeline specified in the DWA. But to ensure the uninterrupted billing and collection services until entire new system is rolled out as per the new DWA vide ref (4) terms, new agency, (M/s Idea Infinity IT Solutions Pvt Ltd) has agreed to provide the interim services by deploying its existing TRM software, hardware including Spot billing devices and other resources at free of cost with effect from 01.09.2021.

Hence the following guidelines to be followed by the Divisions and sub divisions of the CESC as part of hand over activity from M/s BCITS Pvt Ltd,

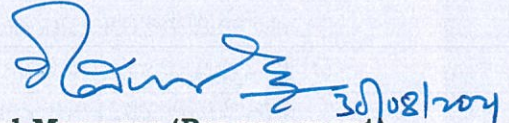
- 1) All the revenue transaction entries like posting of Hand receipts, generation of unmetered IP sets bills(Assess consumption), bill corrections, posting adjustments and etc shall be completed on or before 12:00 Noon 31.08.2021.
- 2) Instructions to the M/s BCITS is given vide Ref(2) to block the TRM software at 3:00 PM 31.08.2021 for entry and process the month end activity and submission of Final DCB on the same day. Field Officers shall ensure this activity. Any delay or non entry of data into system before the deadline mentioned above leads to the error in the data migration from old system to new system, hence utmost care needs to be taken.

- 3) The existing TRM software provided by M/s BCITS Pvt Ltd will be available only for View purpose after 3:00 PM 31.08.2021 and transaction entry post 3:00 PM is NOT Allowed.
- 4) You shall get the database backup, documentation and other artifacts from BCITS Pvt Ltd as per the DWA terms and conditions. The release of hardwares and other assets back to M/s BCITS Pvt Ltd shall be done duly following instruction provided in the ref (3) letter.
- 5) Revenue section shall ensure the timely and accurate data migration from the existing TRM system into new TRM system in co-ordination with TRM Nodal Officer from corporate office.
- 6) **RRNo wise DCB shall be tallied with generated DCB by TRM Agency without fail.**
- 7) **RRNo wise deposit shall be tallied with the DCB column of generated DCB without fail.**
- 8) **Incomplete process done in TRM for the New service connection, Tariff change ,Load enhancement ,Load reduction, Name change ,Solar rebate, meter change Etc data back shall be obtained at the SDO wise or Division wise.**

Further the TRM activity shall be performed using new TRM agency i.e. M/s Idea Infinity IT Solutions Pvt Ltd with effect from 01.09.2021. Following guidelines to be followed by the Divisions and sub divisions of the CESC as part of take over activity by M/s Idea Infinity IT Solutions Pvt Ltd (New agency),

- 1) The Agency M/s Idea Infinity IT Solutions Pvt Ltd shall provide New TRM software for billing and collection activity as part of the interim arrangement along with available hardwares to all accounting units on or before 01.09.2021.
- 2) Utilize the existing 423 spot billing devices (Handheld Computers) of CESC purchased vide Po No: CESC/CEE/SEE(O)/AEE-3/2015-16/CYS-142 dated on 09.11.2015 and other existing hardwares and resources of the CESC during the interim arrangements.
- 3) Co-ordinate with New agency for starting of the project including data migration, training, deployment of resources for day to day TRM activity w.e.f 01.09.2021. The contact details/escalation matrix of the personals of the new agency is enclosed.
- 4) Division and subdivision offices shall extend necessary support and provide assistance to the New Agency for the successful take over of the TRM activity.
- 5) Utmost care to be taken to complete the Billing activity with out fail by the new agency and CESC Team.

**Draft approved by Honorable
Manging Director**


General Manager (Procurement),
CESC, Mysore

Copy Submitted for Kind Information to:

- Chief General Manager, Internal Audit, CESC, Mysore. for kind information.
- Chief Engineer (Ele), O&M Zone, CESC, Mysore & Hassan for kind information.

Copy with Compliments to:

- The Superintending Engineer (Ele), O & M Circle, CESC, Mysuru/ Mandya /Chamarajanagar-Kodagu / Hassan.

Copy to:

- All the Executive Engineer (Ele), O&M Division, CESC. for information.
- PS to MD/DT/CFO to place before Hon'ble MD/DT/CFO, CESC.
- M.F. / O.C.

ESCALATION MATRIX FOR CESC TRM SUPPORT FROM IDEA INFINITY IT SOLUTIONS PRIVATE LIMITED										
SI No	DIVISION NAME	SUBDIVISION/ACCOUNTING SECTION	LEVEL-1		LEVEL-2		LEVEL-3		LEVEL-4	
			SUPERVISOR NAME	Contact No	CONTACT NO & EMAILID	TECH SUPPORT CONTACT NO/ EMAILDI	PROJECT MANAGER NAME, CONTACT NO, EMAILID			
1	Channarajanagar	Beguru	Santhosh	7022999904						
2	Channarajanagar	Ch Nagar & Haradanahalli	Latha	8867369103		Madhu				
3	Channarajanagar	Santhamaralli	Siddaramu	7022999903		9900486708				
4	Kollegala	Kollegala & Hanuru & Yalandur	Sharath	9972543475		s.madhusudhan@idea				
5	Nanjangudu	Nanjangud	Mahalakshmi	9611434135		infinityit.com				
6	Nanjangudu	Bannuru & T-Narasipurapura	Nagendra	7822193508						
7	Arasikere	Alur & Arehalli	Prashanth	9606064722						
8	Arasikere	Arasikere	Latha El	9743993951						
9	Arasikere	Banavara & Dm.Kurke	Somashekar	9900486713						
10	Channarayaptana	Cr. Patna	Sahana	7353038840						
11	Channarayaptana	Cr. Patna & Hirisave	Mallikanjun	9353160350						
12	Channarayaptana	Gundlupete	Vinay	960116262		Narayan				
13	Channarayaptana	Nuggehalli & S Belagola	Ambarish	9019024125		9900486703				
14	Hassan	Hassan-2 & Hassan -1	Hamsaveni	7337688799		narayana@ideainfinity				
15	Madikeri	Conikoppal & Virajpete	Karthik	8861057998		it.com				
16	Madikeri	Madikeri	Thejaswi	9008906513						
17	Madikeri	Madikeri & Munnad	Nandakumar	9481773386						
18	Madikeri	Suntikoppa & Kushalnagar	Yogesh	8217717207						
19	Madikeri	Somawarpete	Srikanth	9591655551						
20	Sakaleshpura	Archalli & Beluru & Sakaleshpura	Shivaji	7022999907						
21	Arasikere	Gandsi	Manu	9513999046						
22	Holenarasipura	Hangrahalli	Kumar	7022999905						
23	Holenarasipura	Ramanathapura & Konanur	Afroz Pasha	9886581438						
24	Holenarasipura	Arakalgodu	Abhishek	7204044945						
25	Holenarasipura	Hn Pura	Nagaraj	7899193526		Prasanna				
26	Hunsuru	Hunsur & Blikere	Punith	9113253916		9900486707				
27	Hunsuru	Saraguru & Hd Kote	Sathyaraj	9606052906		prasanna.krn@ideainfi				
28	KR Nagar	Beddadpura & Periyapattana	Sharath	9900486714		nityit.com				
29	KR Nagar	Kr Nagar & Saligrama	Chandresh	8748042452						
30	NR Mohalla	Kadkola	Sarvamangala	9611530065						
31	VV Mohalla	Yilawala	Ponnaga	8884898770						
32	KR Pete	Mikkeri	Madhakari	7022999906						
33	Madduru	Madduru-1 & 2	Bainava	7975428193						
34	Madduru	Malavalli 1 & 2	Pavithra	8971065784						
35	Madduru	Bharathnagar & Halaguru & Kiragavlu	Raghavendra	9606052903		Samyuktha				
36	Mandya	Korekotlu	Ravikiran	9741489172		9900486705				
37	Mandya	Kothathi	Nikithi	7019974908		samyuktha.kanishka				
38	Nagamangala	Beiluru & Nagamangala	Raghubovi	9900486712		@ideainfinityit.com				
39	Pandavapura	Arkere & Melkote & Pandavapura & Sr Patna	Gurumurthy	9880148843						
40	KR Pete	Kr Pete -1 & 2	Narayan Prasad	7022999910						

JAGADEESH / HEMANTH
9900486702 / 9019024117
ms.jagadeesh@ideainfinityit.com
hemantha.kumar@ideainfinityit.com

support_cesctrm@ideainfinityit.com
7483026412 / 9513999049

