

Himachal Pradesh State Electricity Board Limited

"A State Government Undertaking"



Registered Office	Vidyut Bhawan, HPSEBL, Shimla-171004(H.P)
Number (CIN)	U40109HP2009SGC031255
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No. HPSEBL/CE (P&M)/IT Cell /SAP ISU/FMS/2025 1008410

Date: 04/02/2026

To

**The Chief Engineers (Operation)
Shimla/Mandi/Hamirpur/Kangra Zone
HPSEBL**

Subject: Regarding Scheduled SAP IS-U downtime – Completion of Billing & Collection Activities in Time Bound manner.

Sir (s)

On the subject cited matter, this is to bring to your kind notice that a major upgrade of the SAP-ISU Software Infrastructure at Data Centre level is tentatively scheduled w.e.f. 26.02.2026 (midnight) onwards.

The proposed upgrade will require a complete shutdown of all SAP-ISU/CRM services being operated from the Data Centre, covering SAP-based Metering, Billing and Collection systems, CRM modules, Websites, Consumer Portal, Mobile Applications and all other SAP-ISU/CRM related Operations.

In this regard, it is requested to impart necessary directions to all the Electrical Sub-Divisions under your jurisdiction to strictly adhere to the following timelines so as to ensure uninterrupted revenue assessment and realization for the month of February' 2026:

- a) **Completion of Metering and Billing: by 21st February' 2026**
- b) **Completion of Collection/Payments: by 26th February' 2026**

Cooperation is solicited to adhere above timelines please


With Regard,

(Er. Shamsheer Singh Negi)
**Chief Engineer (P&M)
HPSEBL, Vidyut Bhawan,
Shimla-4.**

Copy to the following:

- 1. Sr. PS/PS to the worthy Chairman, HPSEBL, Vidyut Bhawan, Shimla-171004 for the kind information of worthy Chairman please.
- 2. Sr. PS/PS to the worthy Managing Director, HPSEBL, Vidyut Bhawan, Shimla-171004 for the information of worthy Managing Director please.

3. Sr. PS/PS to the worthy Director (Finance) and Director (OP), HPSEBL, Vidyut Bhawan, Shimla-171004 for the kind information of worthy Directors please.
4. The Chief Accounts Officer, F&A Wing, HPSEBL, Shimla for kind information please.
5. All the Superintending Engineers (Op), HPSEBL for information please.
6. All the Sr. Executive Engineers (Op), HPSEBL, for information and compliance.
7. All the Assistant Engineers (Op), HPSEBL for information and compliance.
8. The Manager, SAP-ISU/CRM Project, Tata Consultancy Services Ltd., 6th Floor, F&A Wing, HPSEBL, Shimla-171004 with request to ensure timely posting of consumer payments within the aforesaid timelines including all prerequisites required for the scheduled downtime..


Chief Engineer (P&M)
HPSEBL, Vidyut Bhawan,
Shimla-4.