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ORDER
OF
WEST BENGAL ELECTRICITY REGULATORY COMMISSION

IN THE MATTER OF
SEIKH HAFIZUR RAHAMAN

- VS -

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LTD

CASE NO. COMP/341/WBSEDCL/15-16

IN RE COMPLAINTS OF SEIKH HAFIZUR RAHAMAN UNDER SECTION 142 OF THE ELECTRICITY ACT, 2003 FOR NON-COMPLIANCE WITH THE ORDER DATED 27.08.2015 ISSUED BY THE OFFICE OF THE OMBUDSMAN OF WEST BENGAL ELECTRICITY REGULATORY COMMISSION AND FORWARDED TO WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED VIDE NO. OMBUD/W-46 SB/2015/2220 DATED 31.08.2015.

PRESENT:

SRI R. N. SEN, CHAIRPERSON

SRI AMITAVA BISWAS, MEMBER

DATE: 07.12.2016

Order of the Commission regarding complaints of Seikh Hafizur Rahaman under section 142 of the Electricity Act, 2003 for non-compliance with the Order dated 27.08.2015 issued by the Office of the Ombudsman of the Commission and forwarded to West Bengal State Electricity Distribution Company Limited vide No. OMBUD/W-46 SB/2015/2220 dated 31.08.2015.

Noting by Office or Advocate	Sl. No.	Date	Office notes, reports orders or proceedings with signature
		07.12.2016	<p style="text-align: center;"><u>ORDER</u></p> <p>1.0 One Seikh Hafizur Rahaman, S/o Moslem Seikh, Vill. Ishna, P. O. Jamna, P. S. Monteswar, Dist. Burdwan, West Bengal, Pin 713422 (hereinafter referred to as the "complainant") submitted an application dated 16.11.2015 to the West Bengal Electricity Regulatory Commission (hereinafter referred to as the "Commission") stating, inter-alia, that the Ombudsman, West Bengal Electricity Regulatory Commission appointed under Section 42(6) of the Electricity Act, 2003 (hereinafter referred to as the "Act"), had in his settlement order dated 27.08.2015 issued directions to the West Bengal State Electricity Distribution Company Limited (in short "WBSEDCL") for regeneration of electricity bill by WBSEDCL after adjustment of all excess units, as charged in the previous bills, within a fortnight and that the complainant shall make payment of the outstanding amount, if any, within a fortnight from the date of receipt of regenerated bill, and the same was forwarded to them vide letter no OMBUD/W-46 SB/2015/2220 dated 31.08.2015 of the Office of the Ombudsman.</p> <p>The complainant submitted that the Order dated 27.08.2015 of the Ombudsman has not been complied with by WBSEDCL.</p> <p>2.0 On perusal of the aforesaid petition along with the documents submitted by the complainant, the Commission admitted the matter and decided to take hearing on the matter. Accordingly, notices were served to both the complainant and WBSEDCL (the licensee) under no. WBERC/Comp/WBSEDCL/341/15-16/1317-1318 dated the 09th November, 2016 intimating that the hearing would take place on</p>

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			<p>18.11.2016 at 11.30 hours at the office of the Commission.</p> <p>3.0 The Commission took up the hearing on 18.11.2016 as scheduled. Shri D. Gupta, Chief Engineer, CRM Cell, WBSEDCL represented WBSEDCL in the hearing with due authorization. The complainant, Seikh Hafizur Rahaman, also attended the hearing.</p> <p>4.0 The representative of WBSEDCL produced a copy of the letter No. CE/CRM/WBERC/793 dated 17.11.2016 which shows that the bill has been regenerated in the name of the complainant on 16.11.2016 as per the directions of the Ombudsman.</p> <p>5.0 The complainant submitted that he has not received any such bill from WBSEDCL, as has been claimed by the representative of WBSEDCL. He also submitted that he is still making payment without having any bill from WBSEDCL on zero consumption bases.</p> <p>6.0 The Commission observed that the complainant might not have received the regenerated bill since the same appears to have been regenerated only on 16.11.2016. The Commission felt that the matter can be conclusively resolved through meaningful discussion between the complainant and WBSEDCL across the table.</p> <p>7.0 Given the position as aforementioned, the Commission directed both, the CM (CRM), WBSEDCL and the complainant, to sit together and settle the issue amicably. However, if the complainant is not satisfied with the settlement that might evolve through discussion, the complainant will have the liberty to submit application to the Commission for further directions.</p> <p>8.0 With the above direction the matter is disposed of.</p>
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			<p>9.0 Let a copy of this order be served upon Seikh Hafizur Rahaman and WBSEDCL.</p> <p>Sd/- (AMITAVA BISWAS) MEMBER</p> <p>Dated : 07.12.2016</p> <p>Sd/- (R. N. SEN) CHAIRPERSON</p>
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