



सत्यमेव जयते



ORDER
OF
WEST BENGAL ELECTRICITY REGULATORY COMMISSION

IN THE MATTER OF
SHRI AHIA DEWAN

- VS -

WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LTD

CASE NO. COMP/333/WBSEDCL/15-16

IN RE COMPLAINTS OF SHRI AHIA DEWAN UNDER SECTION 142 OF THE ELECTRICITY ACT, 2003 FOR NON-COMPLIANCE WITH THE ORDER DATED 08.07.2015 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-592 AG/14/1733 DATED 09.07.2015.

PRESENT:

SRI R. N. SEN, CHAIRPERSON

SRI AMITAVA BISWAS, MEMBER

DATE: 07.12.2016

Order of the Commission regarding complaints of Shri Ahia Dewan under section 142 of the Electricity Act, 2003 for non-compliance with the Order dated 08.07.2015 issued by the Office of the Ombudsman of the Commission and forwarded to West Bengal State Electricity Distribution Company Limited vide No. OMBUD/W-592 AG/14/1733 dated 09.07.2015

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 Shri Ahia Dewan, S/o Late Noor Ahmed Dewan, Vill. Nandigram, P. O. Chandpur, P. S. Pandua, Dist. Hooghly, West Bengal, Pin 712149 (hereinafter referred to as the "complainant") submitted an application dated 30.10.2015 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 08.07.2015 issued directions to the West Bengal State Electricity Distribution Company Limited (in short "WBSEDCL") for generation of outstanding bills excluding the periods for which power remained disconnected and service connection shall be restored on payment of regenerated bills. The said order of the Ombudsman was forwarded to WBSEDCL vide letter no OMBUD/W-592 AG/14/1733 dated 09.07.2015 of the Office of the Ombudsman.</p> <p>The complainant submitted that the Order dated 08.07.2015 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 in the matter. Accordingly, notices were served upon both the complainant and WBSEDCL (the licensee) under no. WBERC/Comp/WBSEDCL/333/15-16/1315-1316 dated the 09th November, 2016 intimating that the hearing would take place on 17.11.2016 at 11.30 hours at the office of the Commission.</p> <p>3.0 The Commission took up the hearing on 17.11.2016 as scheduled. Shri</p>

Order of the Commission regarding complaints of Shri Ahia Dewan under section 142 of the Electricity Act, 2003 for non-compliance with the Order dated 08.07.2015 issued by the Office of the Ombudsman of the Commission and forwarded to West Bengal State Electricity Distribution Company Limited vide No. OMBUD/W-592 AG/14/1733 dated 09.07.2015

			<p>D. Gupta, Chief Engineer, CRM Cell, WBSEDCL represented WBSEDCL in the hearing with due authorization. The complainant Sri Ahia Dewan, was absent due to reported disruption in railway services.</p> <p>4.0 The Commission was apprised by the representative of WBSEDCL that as per the direction of the Ombudsman vide his settlement order dated 08.07.2015, the pending bills were regenerated, barring the periods during which the power was disconnected, and the service connection was restored on payment of the regenerated bills by the complainant.</p> <p>5.0 The Commission decided that the complainant may be heard on next day i.e., 18.11.2016 when hearings for other complainants have been fixed and directions accordingly were issued.</p> <p>6.0 The matter was taken up for hearing on 18.11.2016 but to its surprise the Commission found the complainant absent on date, too. The Commission further observed that the complainant appears to be not keen to attend the hearing as the order dated 08.07.2015 of the Ombudsman has been complied with by WBSEDCL according to the submission made by the representative of WBSEDCL present during the hearing.</p> <p>7.0 In view of above, the Commission disposed of the matter with the direction that if there is any dispute, the complainant may appeal to the appropriate forum for its redressal observing due procedure as per Regulations.</p> <p>8.0 Let a copy of this order be served upon Shri Ahia Dewan and WBSEDCL.</p> <p style="text-align: center;">Sd/- (AMITAVA BISWAS) MEMBER</p> <p style="text-align: center;">Sd/- (R. N. SEN) CHAIRPERSON</p> <p>Dated : 07.12.2016</p>
--	--	--	---