



WEST BENGAL ELECTRICITY REGULATORY COMMISSION



**From: T.K. Mukherjee,
Dy. Director (Admin) & Officiating Secretary**

No. WBERC/B-27/5/1098

Dated, Kolkata, 07th November, 2017

NOTICE

It is notified for information of all concerned that the following distribution licensees supplying electricity in West Bengal at the material point of time, namely, **West Bengal State Electricity Distribution Company Limited, CESC Limited, Durgapur Projects Limited, IPCL (Formerly known as DPSC Limited) and Damodar Valley Corporation** have submitted their respective Annual Report on the level of Performance achieved and compensation details for the period from **01.04.2016 to 31.03.2017**, as required under sub-section (1) of section 59 of the Electricity Act, 2003 and the Regulations made thereunder by the Commission. In terms of sub-section (2) of section 59 of the Electricity Act, 2003, such reports are hereby published and made available in the office of the Commission for consultation on all working days. Copy of the same can be had from the office of the Commission between 11.00 hrs. and 16.00 hrs. on all working days on payment of usual fees. The same can also be viewed and downloaded from the website www.wberc.net free of cost.

By Order of the Commission

(T. K. Mukherjee)
Dy. Director (Admin) & Officiating Secretary

No. WBERC/B-27/5/1098(1-22)

Dated, Kolkata, 07th November, 2017

Copy with a copy of the report published forwarded to: -

1. **The Principal Secretary** to the Government of West Bengal, Department of Power and Non-conventional Energy Sources, Bidyut Unnayan Bhaban, 3/C, LA – Block, Sector – III, Bidhannagar, Kolkata – 700 098,
2. **The Chairman & Managing Director**, West Bengal State Electricity Distribution Company Limited, Vidyut Bhawan, Block – DJ, Sector – II, Kolkata – 700 091, cmd@wbsedcl.in
3. **The Chairman & Managing Director**, The West Bengal Power Development Corporation Limited, Bidyut Unnayan Bhavan, 3/C, LA-Block, Sector-III, Bidhannagar, Kolkata-700 098, cmd@wbpdc.co.in
4. **The Managing Director**, West Bengal State Electricity Transmission Company Limited, Vidyut Bhavan, Sector-II, Block-DJ, Bidhannagar, Kolkata-700 091
5. **The Managing Director**, The Durgapur Projects Limited, Administrative Building, Durgapur, Burdwan, Durgapur, PIN 713201, md.tdpl@gmail.com


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WEST BENGAL ELECTRICITY REGULATORY COMMISSION

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6. **The Chairman**, Damodar Valley Corporation (DVC), DVC Towers, VIP Road, Kolkata – 700 054,
7. **The Managing Director**, CESC Ltd., CESC House, Chowringhee Square, Kolkata - 700 001, aniruddha.basu@rp-sg.in
8. **The Managing Director, Haldia Energy Limited**, 8, Chittaranjan Avenue, 6th Floor, Barick Bhawan, Kolkata – 700 072
9. **The Chief Executive Officer**, IPCL (Formerly known as DPSC Ltd.) "Centre for Excellence" Plot No. X-1, 2 & 3, Block EP, Sector - V, Salt Lake City, Kolkata - 700 091, pr@indiapower.com
10. **The Secretary to the Govt. of West Bengal**, Department of Consumer Affairs, Govt. of West Bengal, 11A, Mirza Ghalib Street, Kolkata –700 087, sec.cad@nic.in
11. **The Secretary**, Department of Commerce and Industry, Govt. of West Bengal, 4, Abanindhra Nath Tagore Sarani, Kolkata-700 016, secci@wb.gov.in
12. **The Secretary**, Department of Labour, Govt. of West Bengal, East India House, 2nd Floor, 20B, Abdul Hamid Street, Kolkata-700 069, seclabour1978@tyahoo.co.in
13. **Shri Jitendra Roy, Joint Secretary**, Department of Agriculture, Govt. of West Bengal, Estab (Sectt.) Branch, Block-III, 2nd Floor, Writers' Buildings, Kolkata- 700 001, ps.agri-wb@nic.in
14. **Shri I.S Jha, Chairman & Managing Director**, Power Grid Corporation of India Limited, B-9, Qutab Institutional Area, Katwaria Sarai, New Delhi-110 016, isjha@powergridindia.com
15. **Shri R.P. Sasmal, Director (Operation.)**, Power Grid Corporation of India, "Saudamini, Plot No-2, Sector-29, Near IFFCO Chowk, Gurgaon, Haryana-122 001, rpsasmal@powergridindia.com (in absence of Sri I.S. Jha)
16. **The President**, All Bengal Electricity Consumers' Association, 27A, Dhiren Dhar Sarani, Kolkata-700 012
17. **Shri Sunil Mitra**, sunilmitra2007@gmail.com
18. **Shri Anil Sardana, CEO & MD**, Tata Power, anil.sardana@tatapower.com
19. **Shri K.K. Sharma, Director (Opn.)**, NTPC Limited, Core-7, Scope Complex, Lodhi Road, New Delhi-110 003, kksharma@ntpc.co.in
20. **Shri A.K. Bandyopadhaya, Member-Secretary**, Eastern Regional Power Committee, 14, Golf Club Road, Kolkata-700 033, mserpc-power@nic.in
21. **Shri V.S. Verma, Special Invitee**, B-01, Swati Apartments, 12, I.P. Extension, Delhi-110092, vermavs2@gmail.com
22. **Office Notice Board.**



(T. K. Mukherjee)

Dy. Director (Admin) & Officiating Secretary

WEST BENGAL ELECTRICITY REGULATORY COMMISSION



**Reports submitted by the
distribution licensees as
required under section 59(1)
of the Electricity Act, 2003
for the financial year 2016-17**

**FD-415A, Poura Bhawan, 3rd Floor, Sector-III
Bidhannagar, Kolkata – 700 106**

WEST BENGAL ELECTRICITY REGULATORY COMMISSION



Reports submitted by the distribution licensees as required under section 59(1) of the Electricity Act, 2003 and the Regulations on Standard of Performances of the Licensees framed and published by West Bengal Electricity Regulatory Commission as required in terms of Section 59 (2) of the Electricity Act, 2003.

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ANNUAL REPORT UNDER SUB SECTION (1) OF SECTION 59 OF THE ELECTRICITY ACT, 2003

Name of the Distribution licensee : West Bengal State Electricity Distribution Company Limited						
Full Office address (HQ) of Licensee : Vidyut Bhavan, Block – DJ, Sector –II, Bidhannagar, Kolkata – 700 091						
ANNUAL REPORT FOR THE FINANCIAL YEAR 2016-17 ENDING ON 31.03.2017 (01.04.2016 TO 31.03.2017)						
I. Number and Type of the consumer complaints received, attended and compensation paid (if any):						
Sl. No.	Types of complaints	Number of complaints received	Whether attended	Number of cases where compensation was payable	Number of cases where compensation was paid	Total amount (in Rs.) of the compensation paid
1.	New connections where distribution mains already exist	5985	5682	13	03	1,28,400
2.	New connections where extension of distribution mains was required	1054	1015			
3.	New connections where commissioning of a new substation was required	11569	8972			
4.	Extension of load	4066	3720			
5.	Unplanned interruptions	29439	29405			
6.	Voltage related complaints	3090	3029			
7.	Meter related complaints	133787	80638			
8.	Modifications to the existing connections	202	154			
9.	Others	22109	17928			
II Interruptions in power supply: -						
1.	No. of instances of interruptions in power supply (01.04.2015 to 31.03.2016)			LT – Network–11 KV	768090	
				HT – Network–33 KV	51256	
2.	Total duration in feeder hours of interruptions in power supply (From 01.04.2016 to 31.03.2017)			LT – Network– 11 KV	69954.8	
				HT – Network– 33 KV	8493.76	

Sd/-
(Amalendu Saha, Chief Engineer-CRM Cell)
Customer Relation Management Cell, WBSEDCL

ANNUAL REPORT UNDER SUB SECTION (1) OF SECTION 59 OF THE ELECTRICITY ACT, 2003

Name of the Distribution Licencee	: CESC Ltd.					
Full Office address (HQ) of the Licencee	: CESC House, 1, Chowringhee Square, Kolkata 700 001					
ANNUAL REPORT FOR THE FINANCIAL YEAR 2016-17 ENDING ON 31.03.2017 (01.04.2016 TO 31.03.2017)						
I. Number and Type of the consumer complaints received , attended and compensation paid: -						
Sl. No	Types of complaints	Number of complaints received	Whether attended	Number of cases where compensation was payable	Number of cases where compensation was paid	Total amount (in Rs.) of the compensation paid
1.	New connections where distribution mains already exist	344	Yes	—	—	—
2.	New connections where extension of distribution mains was required	48	Yes	—	—	—
3.	New connections where commissioning of a new substation was required	02	Yes	—	—	—
4.	Extension of load	41	Yes	—	—	—
5.	Unplanned interruptions (approx)	3570	Yes	—	—	—
6.	Voltage related complaints	568	Yes	—	—	—
7.	Meter related complaints	662	Yes	—	—	—
8.	Modifications to the existing connections	37	Yes	—	—	—
9.	Others	523	Yes	—	—	—
II. Planned interruptions in power supply: -						
1. No. of instances of planned interruptions in power supply in -				LT network – 61344		
				HT network - 756		
2. Total duration in hours of planned interruptions in power supply in -				LT network – 127596		
				HT network - 761		
EXPLANATORY NOTE						
1. LT Network – In 216 areas of Licensed Area overhead maintenance work was taken up. In the interest of our consumers the work was phased out over 284 days so as to cause minimum inconvenience to them. The average interruption time was 2 hours 05 minutes per day. The total duration of planned interruption was 127596 hours.						
2. HT Network – There were 756 instances of planned interruption and the total duration of such interruption was 761 hours.						
3. In addition to the figures in item 5, there are LT fuse cases, which are generally caused by drawal of loads higher than applied for.						

Sd/- (Amitava Shome)

General Manager, Customer Relations, CESC Ltd., CESC House

ANNUAL REPORT UNDER SUB SECTION (1) OF SECTION 59 OF THE ELECTRICITY ACT, 2003

Name of the Distribution Licencee	:	The Durgapur Projects Ltd				
Full Office address (HQ) of the Licencee	:	New Administrative Building, Durgapur – 713201, Dist – Burdwan, West Bengal				
ANNUAL REPORT FOR THE FINANCIAL YEAR 2016-17 ENDING ON 31.03.2017 (01.04.2016 TO 31.03.2017)						
I. Number and Type of the consumer complaints received, attended and compensation paid (if any)						
Sl. No	Types of complaints	Number of complaints received	Whether attended	Number of cases where compensation was payable	Number of cases where compensation was paid	Total amount (in Rs.) of the compensation paid
1.	New connections where distribution mains already exist	01	01	Nil	Nil	Nil
2.	New connections where extension of distribution mains was required	27	27	Nil	Nil	Nil
3.	New connections where commissioning of a new substation was required	Nil	Nil	Nil	Nil	Nil
4.	Extension of load	02	02	Nil	Nil	Nil
5.	Unplanned interruptions	03	03	Nil	Nil	Nil
6.	Voltage related complaints	05	05	Nil	Nil	Nil
7.	Meter related complaints	2021	2021	Nil	Nil	Nil
8.	Modifications to the existing connections	Nil	Nil	Nil	Nil	Nil
9.	Others	Nil	Nil	Nil	Nil	Nil
II Planned interruptions in power supply: -						
1.	No. of instances of planned interruptions in power supply in:		LT network	– 400 Nos.		
			HT network	– 590 Nos.		
2.	Total duration in hours of planned interruptions in power supply in		LT network	– 538 hrs.		
			HT network	– 424.44 hrs.		

Sd/-

A.K. Samanta

Senior Manager (Regulatory) DPL

ANNUAL REPORT UNDER SUB SECTION (1) OF SECTION 59 OF THE ELECTRICITY ACT, 2003

Name of the Distribution Licencee :		IPCL (Formerly known as DPSC Ltd)					
Full Office address (HQ) of the Licencee :		"Centre for Excellence" Plot No. X-1, 2 & 3, Block EP, Sector - V, Salt Lake City, Kolkata - 700 091					
ANNUAL REPORT FOR THE FINANCIAL YEAR 2016-17 ENDING ON 31.03.2017 (01.04.2016 TO 31.03.2017)							
I. Number and Type of the consumer complaints received, attended and compensation paid (if any)							
Sl. No.	Types of complaints	Number of complaints received	Whether attended	Number of cases where compensation was payable	Number of cases where compensation was paid	Total amount (in Rs.) of the compensation paid	
1.	New connections where distribution mains already exist	0	0	0	0	0	
2.	New connections where extension of distribution mains was required	0	0	0	0	0	
3.	New connections where commissioning of a new substation was required	0	0	0	0	0	
4.	Extension of load	0	0	0	0	0	
5.	Unplanned interruptions	01	01	0	0	0	
6.	Voltage related complaints	02	02	0	0	0	
7.	Meter related complaints	12	12	0	0	0	
8.	Modifications to the existing connections	0	0	0	0	0	
9.	Others	0	0	0	0	0	
10.	Complain Received at GRO	02	02	0	0	0	
II Planned interruptions in power supply: -							
1. No. of instances of planned interruptions in power supply in					LT network-	Nil	
					HT network-	2671	
2. Total duration in hours of planned interruptions in power supply in					LT Network-	Nil	
					HT network-	1270.87	

Sd/

Debashis Sarkar, Vice President (Technical)

ANNUAL REPORT UNDER SUB SECTION (1) OF SECTION 59 OF THE ELECTRICITY ACT, 2003

Name of the Distribution Licensee	: Damodar Valley Corporation (DVC)					
Full Office address (HQ) of the Licensee	: DVC Towers, VIP Road, Kolkata 700 054					
ANNUAL REPORT FOR THE FINANCIAL YEAR 2015-16 ENDING ON 31.03.2016 (01.04.2015 TO 31.03.2016)						
I. Number and Type of the consumer complaints received , attended and compensation paid (if any): -						
Sl. No	Types of complaints	Number of complaints received	Whether attended	Number of cases where compensation was payable	Number of cases where compensation was paid	Total amount (in Rs.) of the compensation paid
1.	New connections where distribution mains already exist	NIL	NIL	NIL	NIL	NIL
2.	New connections where extension of distribution mains was required	NIL	NIL	NIL	NIL	NIL
3.	New connections where commissioning of a new substation was required	NIL	NIL	NIL	NIL	NIL
4.	* Extension of load	04	Yes	NIL	NIL	NIL
5.	** Unplanned interruptions	29	Yes	NIL	NIL	NIL
6.	Voltage related complaints	21	Yes	NIL	NIL	NIL
7.	Meter related complaints	Nil	Nil	NIL	NIL	NIL
8.	Modifications to the existing connections	NIL	NIL	NIL	NIL	NIL
9.	Others	NIL	NIL	NIL	NIL	NIL
II. Planned interruptions in power supply: -						
1. No. of instances of planned interruptions in power supply in -				LT network	-	NA
				HT network (33 KV and above) -	-	500 hrs. (33 KV & above)
2. Total duration in hours of planned interruptions in power supply in -				LT network	-	NA
				HT network - (33 KV and above) -	-	2248 (127-OFF-TAKE Points)
NOTE						
• * Excludes extension/enhancement of load been held up due to augmentation of present transformer / line capacity at some S/s.						
• ** Meant for interruption (excludes load-shedding) due to break-down in the Lines, switch-gears etc.						

Sd/-

Chief Engineer (Comml.) Comml. Dept, DVC, Kolkata – 700 054