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**ORDER**  
**OF**  
**WEST BENGAL ELECTRICITY REGULATORY COMMISSION**

**IN THE MATTER OF**  
**SHRI RABI PRASAD SOM**

**- VS -**

**WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LTD**

**CASE NO. COMP/351/WBSEDCL/15-16**

IN RE COMPLAINTS OF SHRI RABI PRASAD SOM. UNDER SECTION 142 OF THE ELECTRICITY ACT, 2003 FOR NON-COMPLIANCE WITH THE ORDER DATED 26.03.2015 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-629 KB/2014/881 DATED 02.04.2015.

**PRESENT:**

**SRI R. N. SEN, CHAIRPERSON**

**SRI AMITAVA BISWAS, MEMBER**

**DATE: 30.11.2016**

Order of the Commission regarding complaints of Sri Rabi Prasad Som under section 142 of the Electricity Act, 2003 for non-compliance with the Order dated 26.03.2015 issued by the Office of the Ombudsman of the Commission and forwarded to West Bengal State Electricity Distribution Company Limited vide No. OMBUD/W-629 KB/2014/881 dated 02.04.2015

Noting by Office or Advocate	Sl. No.	Date	Office notes, reports orders or proceedings with signature
		30.11.2016	<p style="text-align: center;"><u>ORDER</u></p> <p>1.0 One Sri Rabi Prasad Som, S/o Pravakar Som Vill. Akui, P. O. Akui, P. S. Indas, Dist. Bankura, West Bengal, Pin 722201 (hereinafter referred to as the "complainant") submitted an application to the West Bengal Electricity Regulatory Commission (hereinafter referred to as the "Commission") dated 29.03.2016 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 26.03.2015 issued directions to the West Bengal State Electricity Distribution Company Limited (in short "WBSEDCL") for refund of the excess service connection charge, earnest money and cost of the 10 KVA transformer supplied by the complainant (including interest) and the same was forwarded to them vide letter no OMBUD/W-629 KB/2014/881 dated 02.04.2015 of the Office of the Ombudsman.</p> <p>The complainant submitted vide his aforesaid application that the Order dated 29.03.2015 of the Ombudsman has not been complied with by WBSEDCL.</p> <p>2.0 On perusal of the petition along with the documents submitted by the complainant, the Commission admitted the matter and decided to take a hearing on the matter. Accordingly, notices to both the complainant and WBSEDCL (the licensee) were served under no. WBERC/Comp/WBSEDCL/351/15-16/1349-1350 dated the 09<sup>th</sup> November, 2016 intimating that the hearing would take place on 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</p>

Order of the Commission regarding complaints of Sri Rabi Prasad Som under section 142 of the Electricity Act, 2003 for non-compliance with the Order dated 26.03.2015 issued by the Office of the Ombudsman of the Commission and forwarded to West Bengal State Electricity Distribution Company Limited vide No. OMBUD/W-629 KB/2014/881 dated 02.04.2015

			<p>D. Gupta, Chief Engineer, CRM Cell, WBSEDCL represented WBSEDCL in the hearing with due authorization. The complainant Sri Rabi Prasad Som also attended the hearing.</p> <p>4.0 During the hearing, the representative of WBSEDCL produced a copy of letter No. CE/CRM/WBERC/769 dated 03.11.2016 which, inter-alia, shows that the necessary refund of Rs. 76324.00 (including interest), as directed by the Hon'ble Ombudsman vide his order dated 26.03.2015, has already been made to the complainant vide cheque no. 420594 dated 21.10.2016.</p> <p>5.0 A letter dated nil has, in the meantime, been sent by the complainant to the Commission confirming implementation of the order of Hon'ble Ombudsman dated 26.03.2015 and that the complainant has no complaint against WBSEDCL.</p> <p>6.0 The Commission after perusing the papers submitted by WBSEDCL and the aforesaid letter of the complainant observed that the matter has been conclusively settled through compliance of the order of the Hon'ble Ombudsman dated 26.03.2015, and, therefore, no further action in the matter is called for.</p> <p>7.0 With the above observation the petition is disposed of.</p> <p>8.0 Let a copy of this order be served upon Sri Rabi Prasad Som and WBSEDCL.</p> <p style="text-align: center;">Sd/- <b>(AMITAVA BISWAS)</b> MEMBER</p> <p style="text-align: center;">Sd/- <b>(R. N. SEN)</b> CHAIRPERSON</p> <p><b>Dated : 30.11.2016</b></p>
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