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West Bengal Electricity Regulatory Commission

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Ref No. WBERC/B-27/4/0690

Dated : 10th October 2014

From :

K. P. Bhar, IAS (Retd)
Secretary, W.B.E.R.C

To

The Additional Chief Secretary,
Government of West Bengal,
Department of Power & Non-conventional Energy Sources,
New Secretariat Building,
1, Kiron Sankar Roy Road,
Kolkata – 700001.

**Subject : Consumer Protection as stipulated by the Electricity Act 2003
(the Act) and Rules and Regulations made thereunder.**

Sir,

In respect of the subject mentioned above I am directed to refer to this Commission's letter No WBERC/B-27/4/0594 dated 09.09.2014 (copy enclosed) wherein the stand taken by WBSEDCL not to comply with the orders of the Ombudsman and also that of this Commission as well as filing of writ petitions thereof, were highlighted with relevant details. I am also directed to mention that such legal complication originated from failure of the Distribution licensee i.e. WBSEDCL to observe Standard of Performance relating to consumer service as per provision of the Act and Rules and Regulations made thereunder.

2. In this connection, I am further directed to mention that of late, WBSEDCL is filing writ petitions in Hon'ble Calcutta High Court on identical issues wherein the State of West Bengal has been made the 1st Respondent followed by WBERC, Ombudsman and the concerned consumer as 2nd, 3rd and 4th Respondents respectively. It is apparently surprising to note that a fully state owned company (WBSEDCL) is filing writ petitions against the State of West Bengal on issues in which the State is not at all directly related and the 2nd and the 3rd Respondents are statutory authorities having no direct connection with State of West Bengal excepting those specifically mentioned in the Electricity Act 2003.

3. This is for your kind information and taking appropriate action. The action taken in this regard may kindly be intimated to this Commission.

Thanking you,

Yours faithfully,

(K P Bhar)
Secretary