



WEST BENGAL ELECTRICITY REGULATORY COMMISSION

Ref No. WBERC/B-27/6/488

Dated, Kolkata, the 29th August, 2025

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, IPCL & Damodar Valley Corporation** have submitted their respective Annual Report on the level of Performance achieved and compensation details for the period from 01.04.2019 to 31.03.2020, 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.gov.in free of cost.

By Order of the Commission

Deputy Director (Engineering)

WEST BENGAL ELECTRICITY REGULATORY COMMISSION



Report Submitted by the distribution licensees as required under section 59(1) of the Electricity Act, 2003

For the financial year 2019-2020

PLOT NO – AH/5, PREMISES NO. MAR 16-1111, ACTION AREA – 1A, NEW TOWN, RAJARHAT

KOLKATA-700163



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.

CONTENTS

Sl No.	Description	Pages
1.	Index	1
2.	Reports of West Bengal State Electricity Distribution Company Limited (WBSEDCL)	2
3.	Reports of CESC Limited	3
4.	Reports of IPCL (formerly known as DPSC Ltd.)	4
5.	Reports of Damodar Valley Corporation (DVC)	5



WEST BENGAL ELECTRICITY REGULATORY COMMISSION

Plot No: AH/5 (2nd and 4th Floor), Premises No: MAR 16-1111, Action Area-1A,

Newtown, Rajarhat, Kolkata - 700163

Annual Performance Report of Distribution Licensee for FY 2019-20

Name of Distribution Licensee: West Bengal State Electricity Distribution Company Limited

A. Status of the consumer complaints received, attended and compensation paid:

Financial Year	Complaint Type	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 Compensation Paid
2019-20	New connections where distribution mains already exists	11,824	11,626	5	1	25,500
	New connections where extension of distribution mains was required	3,061	2,840			
	New connections where commissioning of a new sub-station was required	553	456			
	Extension of load	4,939	4,934			
	Unplanned interruptions	3,009	3,005			
	Voltage related complains	3,179	3,163			
	Bill/ Meter Related Complaints	1,13,777	1,10,682			
	Modifications to the existing connections	1,010	879			
	Others	4,671	4,571			

B. Planned interruptions in power supply

Category	No. of Instances of Interruptions	Total Duration (in Feeder Hours)
11 KV	7,46,616	47,561.23
33 KV	51,772	5,703.19



WEST BENGAL ELECTRICITY REGULATORY COMMISSION

Plot No: AH/5 (2nd and 4th Floor), Premises No: MAR 16-1111, Action Area-1A,

Newtown, Rajarhat, Kolkata - 700163

Annual Performance Report of Distribution Licensee for FY 2019-20

Name of Distribution Licensee: CESC Limited

A. Status of the consumer complaints received, attended and compensation paid:

Financial Year	Complaint Type	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 Compensation Paid
2019-20	New Connections where distribution mains already exists	205	Yes	NA	NA	NA
	New Connections where extension of distribution mains was required	24	Yes	NA	NA	NA
	New Connections where commissioning of a new substation was required	6	Yes	NA	NA	NA
	Extension of load	24	Yes	NA	NA	NA
	Unplanned interruptions	3,280	Yes	NA	NA	NA
	Voltage related Complaints	290	Yes	NA	NA	NA
	Meter related complaints	529	Yes	NA	NA	NA
	Modifications to the existing connections	24	Yes	NA	NA	NA
	Others	349	Yes	NA	NA	NA

B. Planned interruptions in power supply

Category	No. of Instances of Interruptions	Total Duration (in Feeder Hours)
LT Network	41,990	84,652
HT Network	337	206



WEST BENGAL ELECTRICITY REGULATORY COMMISSION

Plot No: AH/5 (2nd and 4th Floor), Premises No: MAR 16-1111, Action Area-1A,

Newtown, Rajarhat, Kolkata - 700163

Annual Performance Report of Distribution Licensee for FY 2019-20

Name of Distribution Licensee: Damodar Valley Corporation

A. Status of the consumer complaints received, attended and compensation paid:

Financial Year	Complaint Type	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 Compensation Paid
2019-20	New Connections where distribution mains already exists	Nil	NA	NA	NA	NA
	New Connections where extension of distribution mains was required	Nil	NA	NA	NA	NA
	New Connections where commissioning of a new substation was required	Nil	NA	NA	NA	NA
	Extension of load	Nil	NA	NA	NA	NA
	Unplanned interruptions	Nil	NA	NA	NA	NA
	Voltage related Complaints	Nil	NA	NA	NA	NA
	Meter related complaints	Nil	NA	NA	NA	NA
	Modifications to the existing connections	Nil	NA	NA	NA	NA
	Others	Nil	NA	NA	NA	NA

B. Planned interruptions in power supply

Substations	Category	No. of Instances of Interruptions	Total Duration (in Feeder Hours)
GOMD I (Howrah, Kolaghat, Belmuri, Kharagpur, Burdwan)	LT*	0	0
	HT	0	0
GOMD II (Kalyaneshwari, Ramkanali, Burnpur)	LT*	0	0
	HT	324	626.85
GOMD III (Purulia)	LT*	0	0
	HT	0	0
GOMD VI (Durgapur, Parulia, Barjora, ASP, Kalipahari, Jamuria)	LT*	0	0
	HT	276	1146

* DVC has no LT Network



WEST BENGAL ELECTRICITY REGULATORY COMMISSION

Plot No: AH/5 (2nd and 4th Floor), Premises No: MAR 16-1111, Action Area-1A,

Newtown, Rajarhat, Kolkata - 700163

Annual Performance Report of Distribution Licensee for FY 2019-20

Name of Distribution Licensee: India Power Corporation Limited (IPCL)

A. Status of the consumer complaints received, attended and compensation paid:

Financial Year	Complaint Type	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 Compensation Paid
2019-20	New connections where distribution mains already exist	0	NA	NA	NA	NA
	New connections where extension of distribution mains was required	0	NA	NA	NA	NA
	New connections where commissioning of a new substation was required	0	NA	NA	NA	NA
	Extension of load	0	NA	NA	NA	NA
	Unplanned interruptions	1,141	1,141	0	0	0
	Voltage related complaints	50	50	0	0	0
	Meter related complaints	165	165	0	0	0
	Modifications to the existing connections	0	NA	NA	NA	NA
	Others	NA	NA	NA	NA	NA
	Complain Received at GRO	1	1	0	0	0

B. Planned interruptions in power supply

Category	No. of Instances of Interruptions	Total Duration (in Feeder Hours)
LT Network	2,145	1,426.13
HT Network		