



WEST BENGAL ELECTRICITY REGULATORY COMMISSION

Ref No. WBERC/B-27/6/ 493

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 01.04.2024 to 31.03.2025, 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 2024-2025

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

KOLKATA-700163



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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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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 2024-25

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
2024-25	New connections where distribution mains already exists	33,532	31,277	0	0	0
	New connections where extension of distribution mains was required	5,218	5,165			
	New connections where commissioning of a new sub-station was required	755	752			
	Extension of load	34,278	34,278			
	Unplanned interruptions	1,31,821	1,31,821			
	Voltage related complains	31,370	31,370			
	Bill/ Meter Related Complaints	39,062	38,952			
	Modifications to the existing connections	3,280	3,278			
	Others	8,306	8,306			

B. Planned interruptions in power supply

Category	No. of Instances of Interruptions	Total Duration (in Feeder Hours)
11 KV	9,37,158	8,48,878.67
33 KV	83,063	30,115.99



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Annual Performance Report of Distribution Licensee for FY 2024-25

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
2024-25	New Connections where distribution mains already exists	121	Yes	NA	NA	NA
	New Connections where extension of distribution mains was required	63	Yes	NA	NA	NA
	New Connections where commissioning of a new substation was required	4	Yes	NA	NA	NA
	Extension of load	28	Yes	NA	NA	NA
	Unplanned interruptions	7,599	Yes	NA	NA	NA
	Voltage related Complaints	540	Yes	NA	NA	NA
	Meter related complaints	1,766	Yes	NA	NA	NA
	Modifications to the existing connections	67	Yes	NA	NA	NA
	Others	350	Yes	NA	NA	NA

B. Planned interruptions in power supply

Category	No. of Instances of Interruptions	Total Duration (in Feeder Hours)
LT Network	48,375	1,20,938
HT Network	396	135.26



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Annual Performance Report of Distribution Licensee for FY 2024-25

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
2024-25	New Connections where distribution mains already exists	1	Yes	NA	NA	NA
	New Connections where extension of distribution mains was required	NA	NA	NA	NA	NA
	New Connections where commissioning of a new substation was required	NA	NA	NA	NA	NA
	Extension of load	NA	NA	NA	NA	NA
	Unplanned interruptions	NA	NA	NA	NA	NA
	Voltage related Complaints	1	Yes	NA	NA	NA
	Meter related complaints	NA	NA	NA	NA	NA
	Modifications to the existing connections	NA	NA	NA	NA	NA
	Others	NA	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	222	1467.983
GOMD III (Purulia)	LT*	0	0
	HT	0	0
GOMD VI (Durgapur, Parulia, Barjora, ASP, Kalipahari, Jamuria)	LT*	0	0
	HT	288	905

* DVC has no LT Network



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Annual Performance Report of Distribution Licensee for FY 2024-25

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
2024-25	New connections where distribution mains already exist	NA	NA	NA	NA	NA
	New connections where extension of distribution mains was required	NA	NA	NA	NA	NA
	New connections where commissioning of a new substation was required	NA	NA	NA	NA	NA
	Extension of load	NA	NA	NA	NA	NA
	Unplanned interruptions	2,354	Yes	Nil	NA	NA
	Voltage related complaints	32	Yes	Nil	NA	NA
	Meter related complaints	972	Yes	Nil	NA	NA
	Modifications to the existing connections	NA	NA	NA	NA	NA
	Others	NA	NA	NA	NA	NA
	Complain Received at GRO	2	Yes	Nil	NA	NA

B. Planned interruptions in power supply

Category	No. of Instances of Interruptions	Total Duration (in Feeder Hours)
LT Network	2,130	1,652 hrs 10 mins
HT Network		