



West Bengal Electricity Regulatory Commission

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

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Ref No. WBERC/B-27/4/ 0594

Dated : 9th September 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,

I am directed to mention that protection of electricity consumers is one of the most important aspects within the framework of Electricity Act, 2003, electricity policy, tariff policy and Rules and Regulations made thereunder. Section 57 of the Act provides framing of Standard of Performance of a licensee or a class of licensees including distribution licensees. This Commission after observing due formalities framed Regulations called WBERC (Standard of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended (**SOP Regulations**). The said Regulations stipulate different standards relating to consumer services viz. period by which a licensee will effect new connection, load extension, complaint management etc. The SOP Regulations also stipulate penal measures for non-compliance of the provisions of Standard of Performance contained in SOP Regulations. Such penal measures among others, include payment of compensation to the consumers in case of failure on the part of distribution licensee to serve the consumers as per SOP Regulations. Further, for lawful redressal of consumer grievance the Commission as per provision of the Act, notified WBERC (Guidelines for Establishment of Forum for Redressal of Grievances of Consumers and Time and Manner of Dealing with such Grievances by the Ombudsman) Regulations, 2013 as amended. These Regulations provide procedural details for consumer grievance redressal by the Grievance Redressal Officer (as prescribed by the Government) and the Ombudsman as appointed by the Commission. Any consumer if aggrieved for not getting service as per SOP Regulations, may approach the Grievance Redressal Officer and thereafter the Ombudsman, in case, his grievance is not redressed at the GRO level. It has been observed that the consumers hardly get any redress at the GRO level and almost all the aggrieved consumers submit complaints to the Ombudsman for due redress. Incidentally, it is observed that due to poor functioning of the Grievance Redressal Officers (who are designated Officers of the licensee) number of consumer complaints to the Ombudsman is very high and as per information from different sources number of such complaints lodged to the Ombudsman is highest in the country. The following Table shows the position of consumer complaints so far received upto March 2014 for redressal by the Ombudsman in respect of different licensees : -


of Letter No. WBERC/B-27/4/0584 Dated :Kolkata, the 9th September 2014

Grievance against	No. of complaints		
	Received	Disposed off	Pending
WBSEDCL	8036	6459	1577
CESC Ltd	1273	1243	30
DPL	06	05	01
SHRELCOP	36	36	--
DPSC Ltd	03	03	--
DVC	01	01	--
Total	9355	7747	1608

It is mentioned that during 2013-14 only number of complaints received by the Ombudsman office is 2257.

2. At present three full time Ombudsmen are functioning for considering the said complaints on consumer grievance and issuing settlement orders after observing due procedural formalities viz. holding of hearing etc. A substantial number of Ombudsman Orders include, among others, direction for payment of compensation by the licensees due to their failure in SOP compliance. Out of 7747 Ombudsman Orders so far issued, 1401 orders directed for payment of compensation to the consumers by the licensees arising out of poor SOP compliance by them. Incidentally, barring 2/3 cases all Ombudsman Orders with direction for compensation payment are in respect of WBSEDCL consumers and records show that WBSEDCL mostly complied the compensation orders upto the year 2011-12 except a few cases where WBSEDCL filed Writ Petition in the Hon'ble High Court. The situation in respect of compliance of the compensation orders by WBSEDCL dramatically changed from 2012-13. WBSEDCL from 2012-13 onwards is filing numerous Writ Petitions in Hon'ble High Court against such compensation orders citing different reasons, which are mostly not logical so far the Commission analyzed those cases. However, Hon'ble High Court is the appropriate authority to decide the Writ Petitions.

3. Of late, WBSEDCL is also not complying Orders involving payment of compensation, which are issued by the Commission after due hearing etc on the complaint petitions lodged by the consumers under Section 142 of the Act and instead, they are filing Writ Petitions against such Commission's Orders. The following Table shows the position in respect of compliance of grievance redressal orders involving compensation payment, by WBSEDCL during 2012-13 & 2013-14.

	Year	No of Cases	Complied by WBSEDCL i.e., Compensation paid to the Petitioners.	Remarks
Orders issued by the Ombudsman(s) involving payment of Compensation to the Petitioners (Consumers).	2012-13	291	80	Compensation not yet paid to 111 Petitioners.
	2013-14	191	19 (upto 01.09.2014)	Compensation not yet paid to 172 Petitioners.
Orders issued by the Hon'ble Commission involving payment of Compensation to the Petitioners (Consumers), u/s 142 of the Electricity Act, 2003.	2012-13	23	11	Writ Petitions on 11 cases filed by WBSEDCL before the Hon'ble High Court, Calcutta. Compensation not paid in one (1) No. of case due to death of the petitioner.
	2013-14	13	01	Writ Petition cases filed on 12 cases by WBSEDCL before the Hon'ble High Court, Calcutta.

West Bengal Electricity Regulatory Commission

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of Letter No. WBERC/B-27/4/0594 Dated :Kolkata, the 9th September 2014



4. Reports and lists of cases in this connection are enclosed for perusal.

5. The Commission has nothing to say if any licensee approaches appropriate legal forum against any order of a subordinate legal authority. But the fact remains that in the instant matter the electricity consumers, mostly domestic and agricultural, are the sufferers for such course of action adopted by WBSEDCL. Most of the effected consumers have little monetary and other related support system to fight out their cases against the distribution licensee in the Hon'ble High Court. In addition, it is needless to mention that disposal of writ petitions at the Hon'ble High Court often takes years together resulting therein in effect absence of quick redressal of consumer grievances. Under such situation the Commission painfully observes that the very purpose of the Electricity Act, 2003 relating to the consumer protection is being frustrated. The Commission also regretfully notes that WBSEDCL instead of pulling up its distribution machinery for lawful consumer services, is adopting a screwed route where the consumers are virtually helpless in respect of getting due redress on their grievances. It is needless to mention that it also goes against public interest which is unexpected from WBSEDCL, a Government owned Company.

6. I am directed by the Commission to bring to the notice of the Government the above said position on electricity consumers' grievance redressal position for kind consideration and action as may deem fit.

Thanking you,

Yours faithfully,

(K P Bhar)
Secretary

Enclosures : As stated (14 sheets)

Chief Engineer, ChM Dept

Principal Grievance Redressal Officer



West Bengal State Electricity Distribution Company Limited
(A Govt. of West Bengal Enterprise)
(CIN:U40109WB2007SGC113473)
Customer Relations Management Cell
Vidyut Bhavan, Block-DJ, Sector-11, Bidhannagar, Kolkata – 700091
Website: www.wbsedcl.in E-Mail ID: crmcell@wbsedcl.in
Telephone: (033)2334-5868/Fax: (033)2359-1943

Memo No- : CE/ CRM/WBERC/ 783

Date- 23.08.2014

To
The Secretary
West Bengal Electricity Regulatory Commission
FD-415A, Poura Bhaban (3rd Floor)
Sector-111, Bidhannagar,
Kolkata- 700106,

Sub: - Non- Compliance of the Orders of the Ld.
Ombudsman(s) awarding payment of compensation by
WBSEDCL i.r.o 136 applications.

Your Ref No-1) WBERC/B-1A/34/0302 Dated: 18.06.2014

2) WBERC/B-1A/34/0410 Dated: 18.07.2014

Sir,

In response to the memo dated 18.06.2014 & 18.07.2014 respectively, issued by your good office, this is to inform you that the Competent Authority of the Company has decided to challenge all the cases as above before the Hon'ble High Court.

Chief Engineer: CRM Cell

&

Principal Grievance Redressal Officer

SI No	CASE_NO	COMP_NAME	CCC_NAME	OMB_ORD_I	SI No	CASE_NO	COMP_NAME	CCC_NAME	OMB_ORD_I	SI No	CASE_NO	COMP_NAME	CCC_NAME	OMB_ORD_I
1	W-244 K 2011	Nil Ratan Mal	Raghunathganj CCC	16-05-2011	15	W-714 KB 2012	Taimur Hossain	Malatipur CCC	12-11-2012	29	W-956 AG 2012	Shankar Kumar	Sabong CCC	08-02-2013
2	W-839 P 2011	Naru Gopal Mondal	Pingla CCC	08-12-2011	16	W-713 KB 2012	Mohiruddin	Chanchal CCC	23-11-2012	30	W-886 KB 2012	Darshan Jana	Egra CCC	11-02-2013
3	W-1049 AG 2012	Srikanta Mondal	Indus CCC	26-02-2012	17	W-495 KPB 2012	Binod Behari Maji	Sabong CCC	04-12-2012	31	W-888 KB 2012	Nayan Ranjan	Egra CCC	11-02-2013
4	W-1379 SB 2012	Gourhari Rana	Pataspur CCC	12-06-2012	18	W-750 KB 2012	Uday Narayan Maity	Egra CCC	19-12-2012	32	W-889 KB 2012	Achinta Kumar Kundu	Egra CCC	11-02-2013
5	W-342 KPB 2012	Bhaskar Mondal	Egra CCC	28-06-2012	19	W-623 KB 2012	Sankar Mondal	Katwa CCC	08-01-2013	33	W-890 KB 2012	Suprabhat Kundu	Egra CCC	11-02-2013
6	W-493 KPB 2012	Seikh Jainal Abedin	Indus CCC	27-08-2012	20	W-984 KB 2012	Gangadhar Singh	Sabong CCC	10-01-2013	34	W-893 KB 2012	Madhusud an Jana	Egra CCC	11-02-2013
7	W-596 AG 2012	Haradhan Pal	Kotulpur CCC	27-08-2012	21	W-985 KB 2012	Bishnupada Bhakat	Sabong CCC	10-01-2013	35	W-895 KB 2012	Bankim Chandra Das	Egra CCC	14-02-2013
8	W-600 AG 2012	Murari Mohan Pal 142	Madpur CCC	30-08-2012	22	W-1027 KB 2012	Umapada Das	Egra CCC	18-01-2013	36	W-896 KB 2012	Sajal Manna	Egra CCC	14-02-2013
9	W-332 KB 2012	Basudev Maity	Mohanpur CCC	31-08-2012	23	W-873 AG 2012	Smt. Sibani Das	Raghunathgan j CCC	29-01-2013	37	W-897 KB 2012	Dinaband hu Das	Egra CCC	14-02-2013
10	W-382 KB 2012	Nemai Ghosh 7	Dainhat CCC	10-09-2012	24	W-919 AG 2012	Subal Chandra Pradhan	Pataspur CCC	29-01-2013	38	W-979 AG 2012	Baneswar Matya	Sabong CCC	14-02-2013
11	W-639 KPB 2012	Md Maslemuddin Ahammed	Chanchal CCC	18-09-2012	25	W-912 AG 2012	Sk. Nuruddin	Egra CCC	30-01-2013	39	W-983 AG 2012	Gopal Chandra Das	Sabong CCC	14-02-2013
12	W-569 KB 2012	Surajit Samanta	Sabong CCC	24-09-2012	26	W-913 AG 2012	Sk. Mayraj Ali	Egra CCC	30-01-2013	40	W-1214 KB 2012	Amal Kumar	Garchumuk CC	05-03-2013
13	W-603 KB 2012	Batakrishna Paira	Egra CCC	24-09-2012	27	W-914 AG 2012	Ananta Maity	Egra CCC	30-01-2013	41	W-1053 AG 2012	Prasanta Sau	Egra CCC	06-03-2013
14	W-678 KB 2012	Bishnupada Bag 142	Sabong CCC	02-11-2012	28	W-881 KB 2012	Gobardhan Manna	Egra CCC	08-02-2013	42	W-1054 AG 2012	Mritynjoy Das	Egra CCC	06-03-2013

43	W-1055-AG 2012	Swapan Kumar Giri	Egra CCC	06-03-2013	57	W-1173 SB 2012	Achintya Kumar Jana	Pataspur CCC	20-03-2013	71	W-1025 KB 2012	Basanta Ojha	Egra CCC	19-04-2013
44	W-1056 AG 2012	Raghunath Pradban	Egra CCC	06-03-2013	58	W-898 KB 2012	Prasanta Pradban	Pataspur CCC	20-03-2013	72	W-1197 SB 2012	Adwaita Charan	Pataspur CCC	19-04-2013
45	W-1057 AG 2012	Ashutosh Bhattacharya	Egra CCC	06-03-2013	59	W-1176 SB 2012	Purnendu Bera	Egra CCC	21-03-2013	73	W-1199 SB 2012	Bholanath Kamilya	Egra CCC	19-04-2013
46	W-1058 AG 2012	Jay narayan Jana	Egra CCC	06-03-2013	60	W-1192 KB 2012	Madan Chandra Das	Egra CCC	21-03-2013	74	W-1202 SB 2012	Aswini Acharyya	Egra CCC	19-04-2013
47	W-1059 AG 2012	Sk. Jalal	Egra CCC	08-03-2013	61	W-1193 KB 2012	Swapan Kumar Payra	Pataspur CCC	21-03-2013	75	W-1283 KB 2012	Sankar Bera	Pataspur CCC	19-04-2013
48	W-1099 AG 2012	Basudeb Pusti	Egra CCC	08-03-2013	62	W-1223 AG 2012	Sambhu Nath Baitalik	Ajodhya CCC	03-04-2013	76	W-842 KB 2012	Mangala Charan Mukherje e	Onda CCC	19-04-2013
49	W-1100 AG 2012	Prasanta Shasmal	Egra CCC	08-03-2013	63	W-1226 AG 2012	Uma Mandal	Mahinagar CCC	03-04-2013	77	W-1284 KB 2012	Samir Maity	Pataspur CCC	25-04-2013
50	W-1101 AG 2012	Nasiruddin Khan	Egra CCC	08-03-2013	64	W-1194 KB 2012	Basanta Kumar Payra	Pataspur CCC	05-04-2013	78	W-1305 AG 2012	Tapati Kayal	Ajodhya CCC	25-04-2013
51	W-1091 SB 2012	Gunadhar Jana	Egra CCC	11-03-2013	65	W-1219 AG 2012	Mohasan Mallick	Pataspur CCC	09-04-2013	79	W-1306 AG 2012	Rabindra Nath Parai	Sabong CCC	25-04-2013
52	W-1032 KB 2012	Ananta Giri	Egra CCC	15-03-2013	66	W-1220 AG 2012	Serajul Khan	Pataspur CCC	09-04-2013	80	W-1307 AG 2012	Rajani Rani Jana	Sabong CCC	25-04-2013
53	W-1034 KB 2012	Kalipada Sau	Egra CCC	15-03-2013	67	W-1224 AG 2012	Kalipada Manna	Pataspur CCC	09-04-2013	81	W-1362 KB 2012	Rabindra Bera	Egra CCC	25-04-2013
54	W-1042 KB 2012	Basanta Singha	Egra CCC	15-03-2013	68	W-1225 AG 2012	Achinta Manna	Egra CCC	11-04-2013	82	W-1424 AG 2012	Sariful Mandal	Berachampa C	25-04-2013
55	W-1174 SB 2012	Bimal Kumar Jana	Pataspur CCC	15-03-2013	69	W-808 KB 2012	Salimuddin Mondal	Berachampa CCC	11-04-2013	83	W-1360 KB 2012	Goutam Singha	Egra CCC	29-04-2013
56	W-1037 KB 2012	Mrinal Kanti Mandal	Egra CCC	20-03-2013	70	W-1285 KB 2012	Ambik Ghosh	Banipur CCC	18-04-2013	84	W-1364 KB 2012	Gopal Chandra Jana	Egra CCC	29-04-2013

15	W-969 B 2012	Jnanarajan Mandal	Naba Gram CCC	02-05-2013	99	W-1434 AG 2012	Byomkesh Nayak	Egra CCC	17-05-2013	113	W-55 KB 2013	Milan Mondal	Baruipur CCC	28-05-2013
16	W-1373 KB 2012	Dulal Das	Pataspur CCC	07-05-2013	100	W-1295 SB 2012	Dudhkumar Giri	Ajodhya CCC	25-05-2013	114	W-60 KB 2013	Sudhanshu Prahadhan	Egra CCC	30-05-2013
17	W-1429 AG 2012	Khagendra Nath Bera	Pataspur CCC	08-05-2013	101	W-1299 SB 2012	Samarendra Sanki	Ajodhya CCC	25-05-2013	115	W-61 KB 2013	Sri Gopal Chandra Giri	Pataspur CCC	30-05-2013
18	W-1367 KB 2012	Shrimanta Gayen	Pataspur CCC	10-05-2013	102	W-1300 SB 2012	Gautam Chowdhury	Ajodhya CCC	25-05-2013	116	W-62 KB 2013	Sanatan Das	Egra CCC	30-05-2013
19	W-1368 KB 2012	Lakshman Chandra Bera	Pataspur CCC	10-05-2013	103	W-1301 SB 2012	Bilwamangal Adak	Ajodhya CCC	25-05-2013	117	W-1310 AG 2012	Manik Chand Jana	Sabong CCC	31-05-2013
20	W-1375 KB 2012	Chandi Charan Pal	Pataspur CCC	13-05-2013	104	W-21 AG 2013	Chandra Mohan Tung	Sabong CCC	25-05-2013	118	W-58 KB 2013	Chittaranjan Giri	Bhagwanpur C	31-05-2013
21	W-12 KB 2013	Sri Lakshmikanta Giri	Digha CCC	16-05-2013	105	W-25 AG 2013	Shukdev Pramanik	Sabong CCC	25-05-2013	119	W-130 AG 2013	Debabrata Pattanaya k	Egra CCC	07-06-2013
22	W-1370 KB 2012	Begambar Barik	Egra CCC	16-05-2013	106	W-39 KB 2013	Sri Badal Kumar Adak	Egra CCC	25-05-2013	120	W-1311 AG 2012	Sri Rampada	Sabong CCC	07-06-2013
23	W-1377 KB 2012	Basanti Payra	Egra CCC	16-05-2013	107	W-574 KPB 2012	Provat Kumar Mandal	Gourhati CCC	25-05-2013	121	W-132 AG 2013	Pankaj Kumar	Egra CCC	07-06-2013
24	W-778 KB 2012	Samar Bijoy Ghorai	Madpur CCC	16-05-2013	108	W-1038 AG 2012	Pabindra Bala	Katwa CCC	28-05-2013	122	W-136 AG 2013	Gouranga Bera	Egra CCC	07-06-2013
25	W-1430 AG 2012	Paresh Chandra Maity	Pataspur CCC	17-05-2013	109	W-1039 AG 2012	Saraswati Das	Katwa CCC	28-05-2013	123	W-141 AG 2013	Alok Kumar	Egra CCC	07-06-2013
26	W-1431 AG 2012	Malay Kumar Das	Pataspur CCC	17-05-2013	110	W-1297 SB 2012	Joy Gour Mondal	Ajodhya CCC	28-05-2013	124	W-77 KB 2013	Nandaram Mondal	Egra CCC	08-06-2013
27	W-1432 AG 2012	Bijay Krishna Das	Egra CCC	17-05-2013	111	W-1435 AG 2012	Radha Kanta Nayak	Egra CCC	28-05-2013	125	W-78 KB 2013	Parbati Jana	Egra CCC	08-06-2013
28	W-1433 AG 2012	Shishir Kumar Dingal	Egra CCC	17-05-2013	112	W-1436 AG 2012	Utpal Kumar Pati	Egra CCC	28-05-2013	126	W-80 KB 2013	Dukhiram Mahapatr	Egra CCC	08-06-2013

Sl No.	Case No	Comp Name	C.C.C Name	Omb-ORD
127	W-82 KB 2012	Nandan Kumar Gayen	Sabang CCC	08-06-2013
128	W-100 KB 2013	Swapan Das	Egra CCC	10-06-2013
129.	W-102 KB 2013	Sachindra Nath Manna	Egra CCC	10-06-2013
130.	W-1280 KB 2012	Sukdev Guru 162	Kolaghat CCC	10-06-2013
131.	W-1346 SB 2012	Md. Omar Ali	Paranpur CCC	10-06-2013
132.	W-83 KB 2013	Maniranjana Das	Sabang CCC	10-06-2013
133.	W-92 KB 2013	Shyamal Pramanik	Ajodhya CCC	10-06-2013
134.	W-1383 SB 2012	Dhirendra Nath Maity	Pataspur CCC	12-06-2013
135.	W-97 KB 2013	Banshari Mohan Nemo	Kotulpur CCC	12-06-2013
136.	W-99 KB 2013	Makhan Lal Manna	Pataspur CCC	12-06-2013

Please refer to the above. Information is furnished below as demanded.

4) Position of Payment of Compensation i.e. Complaint Disposed by
WHPC under sec 142 of ISA 2003

Year	Total No of Complaints Filed	No of Cases where Comp. is Paid	No of Cases where W/P Filed	Remarks
2013	23	21	11	Payment was not made up to date of the petition
2014	13	1	12	

Cases disposed by L.R. Commission with Direction to award
compensation

Year	Total No of Complaints Filed	Amount Involved (Rs.)
2013	28	202.81
2014	101	174.73

Yours faithfully,
[Signature]
Chief Engineer, WHPC



(A Govt. of West Bengal Enterprise)

(CIN: U40109WB2007SGC113473)

Customer Relations Management Cell

WBSEDCL Vidyut Bhavan, Block-DJ, Sector-II, Bidhannagar, Kolkata 700091

Website: www.wbsecl.co.in E-Mail ID: crm@wbsecl.co.in

Telephone: (033) 2334 5868 / FAX: (033) 2359 1943

Memo No :: CE/CRM/WBERC/ SJ7

dated 27/8/14

To
The Secretary,
West Bengal Electricity Regulatory Commission,
FD-415A, Poura Bhawan, 3rd Floor, Sec-III,
Bidhannagar, Kolkata-700106.

Sub :: Annual Reports for the year 2012-13 & 2013-14 in terms of the
regulation called the WBERC Regulation 2010 and 2013 issued
under no 46/WBERC dtd 31.05.10 and 57/WBERC dtd 26.08.13

Ref :: WBERC/B-27/4/0505 dated 13.08.14

Sir,

Please refer to the above. Information is furnished below as desired please.

a) Position of Payment of Compensation i.r.o Complaint Disposed by WBERC under sec 142 of EA 2003				
Year	Total No of Compensation Case	No of Cases where Comp. was Paid	No of Cases where W/P filed	Remarks
2012-13	23	11	11	Payment was not made in one no of case due to death of the petitioner
2013-14	13	1	12	

b) Cases disposed by Ld Ombudsman with Direction to award
Compensation

Year	Total No of Compensation Case	Amount involved (Lakhs)
2012-13	291	202.81
2013-14	191	174.73

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CP-49

Yours faithfully,

(P.K. Bhattacharyya)
Chief Engineer :: CRM Cell

Name of the Distribution Licensee: WBSEDCL, Bidyut Bhaban, Block - D.I., Sector - II, Badhama, Kolkata - 700091

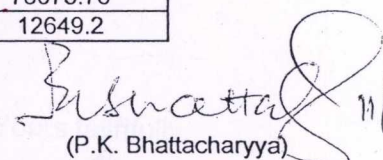
Full Office Address (HQ) of the Distribution Licensee: Bidyut Bhaban, Block - D.I., Sector - II, Badhama, Kolkata - 700091

Report for the Financial Year :: 2013-14 (01.04.13 to 31.03.14)

Number and Type of the Consumer complaints received, attended and compensation (if any):

Sl No	types of Complaints	Number of complaints received	where 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 exists	5007	4718	191	5	328000
2	New connections where extension of distribution mains was required	3698	3670			
3	New connections where commissioning of a new sub-station was required	9648	9567			
4	extension of load	217	200			
5	Unplanned interruptions	13450	13420			
6	Voltage related complains	1205	1174			
7	Meter related complains	61135	59520			
8	Modifications to the existing connections	209	206			
9	Others	31981	30897			

II Interruptions in Power Supply :			
1	No of instances of interruptions in power supply (from 01/04/2013 to 31/03/2014)	11 KV	545542
		33 KV	41635
2	Total duration in feeder hours of interruptions power supply(from 01/04/2013 to 31/03/2014)	11 KV	78073.78
		33 KV	12649.2


(P.K. Bhattacharyya)
Chief Engineer :: CRM Cell
WBSEDCL



West Bengal Electricity Regulatory Commission

FD 415A, Pouri Bhawan, 3rd Floor, Sector III

Bidhannagar, Kolkata - 700 106

Tel: (033) 2359 3397, 2189

Fax: (033) 2359 3397

Website www.wberc.net

Ref No.WBERC/B-27/4/0535

Dated, Kolkata, the 22nd August, 2014

From:

K. P Bhar, I.A.S. (Retd.),
Secretary, WBERC

To:

Shri P. K Bhattacharyya,
Chief Engineer, CRM Cell,
West Bengal State Electricity Distribution Company Limited, (WBSEDCL)
Vidyut Bhawan, Block- DJ, Sector - II, Bidhannagar, Kolkata - 700 091

Sub: Annual Reports for the year 2012-13 & 2013-14 in terms of the regulation called the WBERC (Standards of the performance of the licensees Relating to consumer service) Regulation 2010 as amended

Ref: CRM/WBERC/Report/334 dated 11.06.2014

Sir,

I am directed to refer to your letter mentioned above and to say that on scrutiny of your Annual Report for the year 2013-14, it appears that you have paid compensation only 5 (five) cases out of 191 cases, as ordered by the Ld. Ombudsman.

In view of the above, you are requested to kindly intimate the present status on compliance of remaining **186 cases** to the Commission by 01st September, 2014, positively.

Yours faithfully,

(K. P. Bhar)
Secretary

PR / BBR
CP-SS

West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

(CIN: U40109WB20078GC113473)

Customer Relations Management Cell

W.B.S.E.D.C.L. Bidyut Bhavan, Block-DJ, Sector-II, Bidhannagar, Kolkata - 700091

Website: www.wbsedcl.in E-Mail ID: crmcell@wbsedcl.in

Telephone: (033) 2334 5868 /FAX: (033) 2359 1943

Memo No :: CE/CRM/WBERC/839

dated :: 01/7/14

To
The Secretary,
West Bengal Electricity Regulatory Commission,
FD-415A, Poura Bhawan, 3rd Floor, Sec-III,
Bidhannagar, Kolkata-700106.

Sub :: Annual Reports for the year 2012-13 & 2013-14 in terms of the regulation called the WBERC (standard of performance of the Licensees relating to consumer service) Regulation 2010 as amended.

Ref :: WBERC/B-27/4/0535 dated 22.08.14 *ef-32*

Sir,

In response to your memo dated 22/08/2014 it is for your information that the undersigned has been asked to inform the present status of 186 cases where order were passed by Ld Ombudsman on the basis of the complaint lodged by the consumer / intending consumer.

It is for your information that out of 186 cases 89 no of orders passed by the Ld Ombudsman prior to 13.06.2013 i.e the date of delegation of power by the Hon'ble WBERC to the Ld Ombudsman against which the competent authority of the Licensee of the Company has been taken a decision to challenge those orders before the Hon'ble High Court.

So far remaining 97 nos of orders are concern the following steps were taken.

Status	No	Remarks
Paid	14	
Writ filed	17	
Rest/ Pending	66	With regard to 66 nos of orders the legality and validity of direction of payment of compensation where scrutinized and steps are being taken which will intimate your good office within a very short period.

Yours faithfully,

P.K. Bhattacharyya 1/9/14

(P.K. Bhattacharyya)

Chief Engineer :: CRM Cell

Ser NO	Case NO	Respondents	date of receipt of Case by us	10
1.	WP NO: 4319(W) of 2013	Hamedur Rahman	09.01.14	
2.	WP NO: 4315(W) of 2013	Sudha Sarkar	10.02.14	
3.	WP NO: 12925(W) of 2013	Anil Deb Nath	26.02.14	
4.	WP NO: 12926(W) of 2013	Musari Mohan Kumar	26.02.14	
5.	WP NO: 12928(W) of 2013	Habibur Rahman	26.02.14	
6.	WP NO: 24209(W) of 2012	Adhir Chandra Nandy	31.03.14	
7.	WP NO: 9632(W) of 2014	SK. Nazimul Rahman	11.04.14	
8.	-do- 9634(W) of 2014	Shri Anulya Patra	11.04.14	
9.	-do- 9636(W) of 2014	Shri Sadar Sekh	11.04.14	
10.	-do- 10369(W) of 2014	Mijanur Rahman	11.04.14	
11.	-do- 10371(W) of 2014	Samrat Mohal	11.04.14	
12.	-do- 11430(W) of 2014	Smt. Mandira Mukherjee	11.04.14	
13.	-do- 19851(W) of 2014	Musari Mohan Pal	21.07.14	
14.	-do- 19853(W) of 2014	Jnanamangal Mohal	21.07.14	
15.	-do- 20410(W) of 2014	Shri Swapan Chandra	21.07.14	
16.	-do- 20487(W) of 2014	Shri Dush Kumar Gori	21.07.14	
17.	-do- 20729(W) of 2014	Sri Sukdev Gure	21.07.14	

18. WP NO 20744(W) Sri Nabakumar Nayek 28.07.14
of 2014
19. ~~do~~ 22804(W) Sri Ranjan Ruidas 14.8.14
of 2014
20. ~~do~~ 22807(W) Sri Swaparn Mondal 14.8.14
of 2014
21. ~~do~~ 23711(W) shri shakun shee 14.8.14
of 2014
22. ~~do~~ 24138(W) shri Ramamanda Maira 01.09.14
of 2014
23. ~~do~~ 24987(W) shri Lakshmi chandra Bera 01.09.14
of 2014

22. Rajat Joyti Santra	Comp/WBSEDCL/228/11-12	WP No. 17791(W) 2011 Stay Order
23. Biswajit Kundu	Comp/WBSEDCL/229/11-12	WP No. 8042 (W) 2011 Stay Order
24. Hrishikesh Naskar	Comp/WBSEDCL/230/11-12	WP No. 13519 (W) 2011 Stay Order
25. Gopal Dey	Comp/WBSEDCL/231/11-12	WP No. 16676 (W) 2011 Stay Order
26. Sukumar Santra	Comp/WBSEDCL/232/11-12	WP No. 14991 (W) 2011 Stay Order
27. Amitabh Jaisan	Comp/CESCL/12/11-12	Disposed
28. Sahajan Ali Molla	Comp/WBSEDCL/233/11-12	WP No. 1792 (W) 2011 Stay Order
29. M/s Loudon Properties Pvt Ltd	Comp/CESCL/12/11-12	Disposed / At present under Subjudice before the High Court
30. Lutfar Rahman	Comp/WBSEDCL/234/11-12	WP No. 16235 (W) 2011 Stay Order
31. Samar Ghosh	Comp/WBSEDCL/235/11-12	Disposed
32. Basudeb Ghosh	Comp/WBSEDCL/236/11-12	Application withdrawn. Disposed
33. Basudeb Laga	Comp/WBSEDCL/237/11-12	WP No. 20953 (W) 2011 Stay Order
34. Sk. Golam Mortuja	Comp/WBSEDCL/238/11-12	No WP-2688(W) 2011 Stay Order
35. Gautam Datta	Comp/WBSEDCL/239/11-12	Compensation paid. Disposed
36. Haraid Sekh	Comp/WBSEDCL/240/11-12	No WP-3465(W) 2011 Stay Order
37. Anjan Kumar Duan, Secretary	Comp/WBSEDCL/241/11-12	Compensation paid. Disposed
38. Anjan Kumar Duan	Comp/WBSEDCL/242/11-12	Compensation paid. Disposed
39. Saktipada Hain	Comp/WBSEDCL/243/11-12	No WP-3556 (W) 2012 Stay Order
40. Adwaitya Jana	Comp/WBSEDCL/244/11-12	No WP-6026 (W) 2012 Stay Order
41. Nirmal Goswami	Comp/WBSEDCL/245/11-12	Compensation paid. Disposed
42. Sudarshan Santra	Comp/WBSEDCL/246/11-12	Compensation paid. Disposed
43. Magnum Projects(P) Ltd	Comp/WBSEDCL/247/11-12	No WP-7350 (W) 2012 Stay Order
44. Gautam Mondal	Comp/WBSEDCL/248/11-12	WP filed. Stay Order
45. Anil Kumar Karmakar	Comp/WBSEDCL/249/11-12	Case Settled. Disposed
46. Durga Rani Khanna	Comp/WBSEDCL/250/11-12	Case Settled. Disposed
47. Subhas Ghosh	Comp/WBSEDCL/251/11-12	Compensation paid. Disposed

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APPLICATIONS UNDER SECTION 142 OF THE ELECTRICITY ACT, 2003
WHOSE COMPENSATION GRANTED IN THE ORDER OF OMBUDSMAN

Sl. No	Name	Case File No	Remarks
1.	ABECA, Champahati Unit	Comp/WBSEB/81/05	Order issued by WBERC.
2.	Nanji Premji Patel	Comp/WBSEB/90/05	-do-
3.	Amiya Ranjan Chatterjee	Comp/WBSEB/142/05	-do-
4.	Palan Molla	Comp/WBSEB/173/06-07	-do-
5.	M/s Rattan Floor Mill	Comp/WBSEB/209/06-07	-do-
6.	Gobinda Prasad Barik	Comp/WBSEDCL/212/07-08	-do-
7.	M/s Swadesh Agro Farming	Comp/WBSEDCL/215/08-09	-do-
8.	Bimal Kumar Manna	Comp/WBSEDCL/221/09-10	-do-
9.	Khairul Alam	Comp/WBSEDCL/222/09-10	-do-
10.	Ali Hossain	Comp/WBSEDCL/223/09-10	-do-
11.	Dulal Sau	Comp/WBSEDCL/224/09-10	-do-
12.	Sridam Jana	Comp/WBSEDCL/225/09-10	-do-
13.	Uday Chandra Roy	Comp/WBSEDCL/216/08-09	-do-
14.	Sudhir Ranjan Chowdhury	Comp/WBSEDCL/217/08-09	-do-
15.	Yusuf Sekh & Ors	Comp/WBSEDCL/218/09-10	-do-
16.	Narayan Chandra Chakra	Comp/WBSEDCL/219/09-10	-do-
17.	Partha Sarathi Paul	Comp/CESC/117/09-10	Pending before the Court
18.	Kanchan Karmakar	Comp/CESC/116/09-10	Settled by CESC
19.	Pradip Kumar Sarkar & Ors	Comp/CESC/118/09-10	Order issued by WBERC
20.	Uday Chandra Roy	Comp/WBSEDCL/226/10-11	-do-
21.	Haripada Majhi	Com/WBSEDCL/227A/10-11	W.P No. 17791(W) 2010
22.	Rajat Joyti Santra	Comp/WBSEDCL/228/11-12	W.P No. 8642 (W) 2011.Stay Order
23.	Biswajit Kundu	Comp/WBSEDCL/229/11-12	W.P No.13519 (W) 2011.Stay Order
24.	Hrishikesh Nasker	Comp/WBSEDCL/230/11-12	W.P No.16676 (W) 2011.Stay Order
25.	Gopal Dey	Comp/WBSEDCL/231/11-12	W.P No.14991 (W) 2011.Stay Order
26.	Sukumār Santra	Comp/WBSEDCL/232/11-12	W.P No.14992 (W) 2011.Stay Order
27.	Amitabh Jalan	Comp/CESC/121/11-12	Disposed
28.	Sahajan Ali Molla	Comp/WBSEDCL/233/11-12	W.P No.1792 (W) 2011.Stay Order
29.	M/s Loudon Properties Pvt Ltd *	Comp/CESC/122/11-12	Disposed / At present under Subjudice before the High Court.
30.	Lutfar Rahman	Comp/WBSEDCL/234/11-12	W.P No.16238 (W) 2011.Stay Order
31.	Samar Ghosh	Comp/WBSEDCL/235/11-12	Disposed.
32.	Basudeb Ghosh	Comp/WBSEDCL/236/11-12	Application withdrawn Disposed
33.	Basudeb Laga	Comp/WBSEDCL/237/11-12	W.P No.20953 (W) 2011.Stay Order
34.	Sk. Golam Mortuja	Comp/WBSEDCL/238/11-12	No.WP-2688(W) 2011.Stay Order
35.	Gautom Dutta	Comp/WBSEDCL/239/11-12	Compensation paid. Disposed
36.	Hamid Sekh	Comp/WBSEDCL/240/11-12	No. WP-3465(W) 2011.Stay Order
37.	Anjan Kumar Duari, Secretary	Comp/WBSEDCL/241/11-12	Compensation paid. Disposed
38.	Anjan Kumar Duari	Comp/WBSEDCL/242/11-12	Compensation paid. Disposed
39.	Saktipada Hait	Comp/WBSEDCL/243/11-12	No.WP-3556 (W) 2012 .Stay Order
40.	Adwaitya Jana	Comp/WBSEDCL/244/11-12	No.WP-6026 (W) 2012.Stay Order
41.	Nirmal Goswmi	Comp/WBSEDCL/245/11-12	Compensation paid. Disposed
42.	Sudarshan Santra	Comp/WBSEDCL/246/11-12	Compensation paid. Disposed
43.	Magnum Projects(P) Ltd	Comp/WBSEDCL/247/11-12	No. WP-7350 (W) 2012 .Stay Order
44.	Gautom Mondal	Comp/WBSEDCL/248/11-12	W.P filed. .Stay Order
45.	Anil Kumar Karmakar	Comp/WBSEDCL/249/11-12	Case Settled. Disposed
46.	Durga Rani Khanra	Comp/WBSEDCL/250/11-12	Case Settled. Disposed
47.	Subhas Ghosh	Comp/WBSEDCL/251/11-12	Compensation paid. Disposed

**APPLICATIONS UNDER SECTION 142 OF THE ELECTRICITY ACT, 2003
WHOSE COMPENSATION GRANTED IN THE ORDER OF OMBUDSMAN**

2012-2013

Sl. No	Name	Case File No	Remarks
1.	Basudeb Saha	Comp/WBSEDCL/252/12-13	Paid & Disposed.
2.	Sushanta Sarkar	Comp/WBSEDCL/253/12-13	Hearing Postponed. W.P filed.
3.	Anil Bpari	Comp/WBSEDCL/254/12-13	Paid & Disposed.
4.	Hasan Sekh	Comp/WBSEDCL/255/12-13	Paid & Disposed.
5.	Swadhim Mondal	Comp/WBSEDCL/256/12-13	Paid & Disposed.
6.	Shishir Choudhury	Comp/WBSEDCL/257/12-13	Hearing Postponed. W.P filed.
7.	Smt. Mandira Mukherjee	Comp/WBSEDCL/258/12-13	Paid & Disposed.
8.	Soharab Sk	Comp/WBSEDCL/259/12-13	Disposed.
9.	M/s Loudon Properties (P) Ltd	Comp/CESC/122/12-13	Disposed.
10.	Tarani Kanta Debnath	Comp/WBSEDCL/260/12-13	Paid and Disposed
11.	Lokenath Debnath	Comp/WBSEDCL/261/12-13	Disposed.
12.	Amarendra Nath Bhowmik	Comp/WBSEDCL/262/12-13	Way Leave Problem.
13.	Ganesh Roy	Comp/WBSEDCL/263/12-13	Paid and Disposed.
14.	Mangal Beshra	Comp/WBSEDCL/264/12-13	Way Leave Problem.
15.	Adhir Chandra Nandy	Comp/WBSEDCL/265/12-13	Order issued but Writ petition has been filed by WBSEDCL.
16.	Macneill Engineering Ltd.	Comp/WBSEDCL/266/12-13	u-s 126 of the EA, 2003
17.	Rajeswar Prasad Bhakat	Comp/WBSEDCL/267/12-13	Writ Petition has been filed by WBSEDCL.
18.	Uttam Kumar Bhakat	Comp/WBSEDCL/268/12-13	Order issued but Writ Petition has been filed by WBSEDCL.
19.	SK. Saiful Ali	Comp/WBSEDCL/269/12-13	Disposed.
20.	Nemai Ch. Garai	Comp/WBSEDCL/270/12-13	Writ Petition filed by WBSEDCL.
21.	Arun Kumar Mondal	Comp/WBSEDCL/271/12-13	Disposed.
22.	Bishnu Biswas	Comp/WBSEDCL/272/12-13	Disposed.
23.	Santoh Kumar Mondal	Comp/WBSEDCL/273/12-13	Disposed.
24.	Arun Kumar Mondal	Comp/WBSEDCL/274/12-13	Disposed.
25.	Bishnu Biswas	Comp/WBSEDCL/275/12-13	Disposed.
26.	Jadav Chandra Maity	Comp/WBSEDCL/276/12-13	Order issued (Bill due).
27.	Sudha Sarkar	Comp/WBSEDCL/277/12-13	Hearing : 07.05.13, 3.30 Pm W.P Postpond.
28.	Md. Maslemuddin Ahmed	Comp/WBSEDCL/278/12-13	Way Leave Problem.
29.	Hamedur Rahaman	Comp/WBSEDCL/279/12-13	Writ Petition filed by WBSEDCL
30.	Abdul Towab	Comp/WBSEDCL/280/12-13	Writ Petition filed by WBSEDCL
31.	Saidul	Comp/WBSEDCL/281/12-13	Writ Petition filed by WBSEDCL
32.	Fatema Bibi	Comp/WBSEDCL/282/12-13	Way Leave Problem.
33.	Shasanka Senapati	Comp/WBSEDCL/283/12-13	Placed before the Commission
34.	Anil Debnath	Comp/WBSEDCL/284/12-13	Disposed.
35.	Bishnupada Bag (list)	Comp/WBSEDCL/285/12-13	Disposed. <i>W.P yet to be filed</i>

**APPLICATIONS UNDER SECTION 142 OF THE ELECTRICITY ACT, 2003
WHOSE COMPENSATION GRANTED IN THE ORDER OF OMBUDSMAN**

2013-2014

Sl. No	Name	Case File No	Remarks	
36	Md. Alamin Sk	Comp/WBSEDCL/286/13-14	Order issued for giving s/c.	1
37	Anowara Bibi	Comp/WBSEDCL/287/13-14	Order issued for giving s/c.	2
38	Tapan Kumar Ghosh	Comp/WBSEDCL/288/13-14	Order issued for giving s/c.	3
39	Rana Barui	Comp/WBSEDCL/289/13-14	Order issued & Disposed .	4
40	Biswanath Nath	Comp/WBSEDCL/290/13-14	Order issued. Delay Complied.	5
41	Tapash Ghosh	Comp/WBSEDCL/291/13-14	Order issued. Delay Complied.	6
42	Santana Bala Saha	Comp/WBSEDCL/292/13-14	Review Petition filed & Pending.	
43	Mukunda Saha	Comp/WBSEDCL/293/13-14	No notice issued but Complied.	
44	Jnanarjan Mandal (list)	Comp/WBSEDCL/294/13-14	Order issued for payment of compensation. <i>Writ Petition filed.</i>	7
45	Sk Mijanur Rahaman	Comp/WBSEDCL/295/13-14	Order issued for payment of compensation. <i>Writ Petition filed.</i>	8
46	Samjet Moral <i>last paid.</i>	Comp/WBSEDCL/296/13-14	Order issued & Disposed . <i>W.P. Filed.</i>	9
47	Mansur Sk.	Comp/WBSEDCL/297/13-14	Order issued for payment of compensation. <i>Writ Petition filed.</i>	10
48	Sukdeb Gure (list)	Comp/WBSEDCL/298/13-14	Not complied with & referred to Ombudsman/WP Filed.	11
49	Paresh Nath Nag	Comp/WBSEDCL/299/13-14	Order issued but W.P filed.	12
50	Ranjan Nayek	Comp/WBSEDCL/300/13-14	Order issued but W.P filed.	13
51	Shibnath Ruj	Comp/WBSEDCL/301/13-14	Pending issue of notice a/w reports from Ombudsman.	
52	Gourhari Gorai	Comp/WBSEDCL/302/13-14	Pending issue of notice a/w reports from Ombudsman.	
53	Murari Mohan Pal (list)	Comp/WBSEDCL/303/13-14	Order issued for payment of compensation/WP Filed.	14
54	Sudha Sarkar	Comp/WBSEDCL/304/13-14	Writ Petition filed by WBSEDCL	15
55	Alok Kumar Sarkar	Comp/WBSEDCL/305/13-14	Order issued & Disposed <i>Not Complied</i>	16
56	Dudh Kumar Giri <i>(list)</i>	Comp/WBSEDCL/306/13-14	Writ Petition filed by WBSEDCL	
57	Mandira Mukherjee	Comp/WBSEDCL/307/13-14	Writ Petition filed by WBSEDCL	
58	Gopal Samanta	Comp/WBSEDCL/308/13-14	Writ Petition filed by WBSEDCL	
59.				

2014-2015

59. Anulya Patra *Comp/WBSEDCL/309/14-15* - *Writ Petition filed* / *No order issued from Com*
 60. md. Khalil Mondal *Comp/WBSEDCL/310/14-15* } *Order issued and Paid.* *Not Complied with the Commission for opinion from Advocate*
 61. — do — *Comp/WBSEDCL/311/14-15*
 62. Mani Rajan Das *Comp/WBSEDCL/312/14-15*