



West Bengal Electricity Regulatory Commission

FD-415A, Poura Bhawan, 3rd Floor, Sector-III

Bidhannagar, Kolkata – 700 106

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No. WBERC/B-27/2/1025

Dated, Kolkata, 22nd October, 2008

NOTICE

It is notified for information of all concerned that all the distribution licensees supplying electricity in West Bengal at the material point of time, namely, West Bengal State Electricity Distribution Company Limited, CESC Limited, Durgapur Projects Limited and DPSC Limited. have submitted their respective Annual Reports for the period from 01.04.2007 to 31.03.2008, as required under sub-section (1) of section 59 of the Electricity Act, 2003 and the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2005 issued under notification no. 24/WBERC dated 18.10.2005. In terms of sub-section (2) of section 59 of the Electricity Act, 2003, such reports are hereby published and are 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.net free of cost.

By Order of the Commission

Sd/- 22.10.2008

(K. L Biswas)
Secretary

Report in next page

WEST BENGAL ELECTRICITY REGULATORY COMMISSION



**Reports submitted by the
distribution licensees as
required under section 59(1)
of the Electricity Act, 2003
for the financial year 2007-08**

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

WEST BENGAL ELECTRICITY REGULATORY COMMISSION



Reports submitted by the distribution licensees as required under section 59(1) of the Electricity Act, 2003 and the West Bengal Electricity Regulatory Commission (Standards of Performance of Distribution Licensees Relating to Consumer Services) Regulations, 2005 issued under notification no. 24/WBERC dated 18.10.2005 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 relating to the then West Bengal State Electricity Board submitted by West Bengal State Electricity Distribution Company Limited	2
3.	Reports of CESC Ltd.	3
4.	Reports of the Durgapur Projects Limited	4
5.	Reports of DPSC Ltd	5

Name of the Distribution licensee		: Now West Bengal State Electricity Distribution Company Limited				
Full Office address (HQ) of Licensee		: Vidyut Bhavan, Block – DJ, Sector –II, Bidhannagar, Kolkata – 700 091				
REPORT FOR THE YEAR 2007-08 ENDING ON 31.03.2008						
I. Number and Type of the consumer complaints received, attended and compensation paid (if any):						
Sl. No.	Types of complaints	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 the compensation paid
1.	New connections where distribution mains already exist	829	798	09	05	23317
2.	New connections where extension of distribution mains was required	197	197			
3.	New connections where commissioning of a new substation was required	145	123			
4.	Extension of load	36	33			
5.	Unplanned interruptions	4010	4000			
6.	Voltage related complaints	248	179			
7.	Meter related complaints	9005	8709			
8.	Modifications to the existing connections	64	46			
9.	Others	4125	3995			
II Planned interruptions in power supply: -						
1.	No. of instances of planned interruptions in power supply (01.04.2007 to 31.03.2008)	LT – Network –		131880		
		HT – Network –		1034214		
2.	Total duration in hours of planned interruptions in power supply (From 01.04.2007 to 31.03.2008)	LT – Network –		292986		
		HT – Network –		228210.3		

Sd/ dated 23.06.2007
(A.B. Dasgupta)
Chief Engineer
Customer Relation Management Cell, WBSEDCL

ANNUAL REPORT OF PERFORMANCE UNDER REGULATION 14 OF THE WEST BENGAL ELECTRICITY REGULATORY COMMISSION (STANDARDS OF PERFORMANCE OF DISTRIBUTION LICENSEES RELATING TO CONSUMER SERVICES) REGULATIONS, 2005 ISSUED UNDER NOTIFICATION NO. 24/WBERC DATED 18.10.2005

Name of the Distribution Licencee	: CESC Ltd.
Full Office address (HQ) of the Licencee	: CESC House, 1, Chowringhee Square, Kolkata 700 001

ANNUAL REPORT FOR THE FINANCIAL YEAR 2007-08 (COVERING THE PERIOD FROM 01.04.2007 TO 31.03.2008)

I. Number and Type of the consumer complaints received and attended: -

Sl. No	Types of complaints	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 the compensation paid
1.	New connections where distribution mains already exist	958	Yes	—	—	—
2.	New connections where extension of distribution mains was required	273	Yes	—	—	—
3.	New connections where commissioning of a new substation was required	30	Yes	—	—	—
4.	Extension of load	309	Yes	—	—	—
5.	Unplanned interruptions	62,000	Yes	—	—	—
6.	Voltage related complaints	822	Yes	—	—	—
7.	Meter related complaints	1872	Yes	—	—	—
8.	Modifications to the existing connections	361	Yes	—	—	—
9.	Others	761	Yes	—	—	—

II. Planned interruptions in power supply: -

- | | |
|--|--------------------|
| 1. No. of instances of planned interruptions in power supply in - | LT network – 44376 |
| | HT network - 3918 |
| 2. Total duration in hours of planned interruptions in power supply in - | LT network – 88770 |
| | HT network - 2590 |

EXPLANATORY NOTE

1. LT Network – In 153 areas of Licensed Area overhead maintenance work was taken up. In the interest of our consumers the work was phased out over 290 days so as to cause minimum inconvenience to them. The average interruption time was 2 hours per day. The total duration of planned interruption was 88740 hours.

TRANSFORMER MAINTAINANCE - 6 LOCATIONS –5 hrs = Total Duration 30 hrs

2. HT Network – There were 3918 instances of planned interruption and the total duration of such interruption was 2590 hours.

3. In addition to the figures in item 5, there are LT fuse cases, which are generally caused by drawal of loads higher than applied for.

Sd/-

Probir K. Bose, Vice President (Customer Relations), CESC Ltd.,

ANNUAL REPORT OF PERFORMANCE UNDER REGULATION 14 OF THE WEST BENGAL ELECTRICITY REGULATORY COMMISSION
(STANDARDS OF PERFORMANCE OF DISTRIBUTION LICENSEES RELATING TO CONSUMER SERVICES) REGULATIONS, 2005 ISSUED
UNDER NOTIFICATION NO. 24/WBERC DATED 18.10.2005

Name of the Distribution Licencee		The Durgapur Projects Ltd				
Full Office address (HQ) of the Licencee		New Administrative Building, Durgapur - 713201				
Report for the period from 01.04.2007 to 31.03.2008 for the financial year 2007-08						
I. Number and Type of the consumer complaints received, attended and compensation paid (if any)						
Sl. No	Types of complaints	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 the compensation paid
1.	New connections where distribution mains already exist	2	Nil	Nil	Nil	Nil
2.	New connections where extension of distribution mains was required	3	Nil	Nil	Nil	Nil
3.	New connections where commissioning of a new substation was required	3	Nil	Nil	Nil	Nil
4.	Extension of load	5 nos.	DPL has taken action	Nil	Nil	Nil
5.	Unplanned interruptions	507 nos. of Telephonic complaint was received by DPL against unplanned interruption occurred on different feeders.	DPL has taken prompt action and rectified the fault	Nil	Nil	Nil
6.	Voltage related complaints	1 no. of complaint received against voltage	DPL attended the complaint	Nil	Nil	Nil
7.	Meter related complaints	25 nos of complaints received regarding performance of LT meter	Attended and the fault was rectified	Nil	Nil	Nil
8.	Modifications to the existing connections	Nil	Nil	Nil	Nil	Nil
9.	Others	Nil	Nil	Nil	Nil	Nil
II Planned interruptions in power supply: -						
1.	No. of instances of planned interruptions in power supply in:		LT network –2520 nos. at different feeders HT network – 1430 nos. at different feeders.			
2.	Total duration in hours of planned interruptions in power supply in		LT network –4276 hrs. HT network – 3743 hrs.			

Sd/- 04.06.2008,
Additional Sr. Manager,

ANNUAL REPORT OF PERFORMANCE UNDER REGULATION 14 OF THE WEST BENGAL ELECTRICITY REGULATORY COMMISSION (STANDARDS OF PERFORMANCE OF DISTRIBUTION LICENSEES RELATING TO CONSUMER SERVICES) REGULATIONS, 2005 ISSUED UNDER NOTIFICATION NO. 24/WBERC DATED 18.10.2005

Name of the Distribution Licencee :		DPSC Ltd				
Full Office address (HQ) of the Licencee :		"Centre for Excellence" Plot No. X-1 2 & 3, Block EP, Sector - V, Salt Lake City, Kolkata - 700 091				
Report for the financial year 2007-08						
I. Number and Type of the consumer complaints received, attended and compensation paid (if any)						
Sl. No.	Types of complaints	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 the compensation paid
1.	New connections where distribution mains already exist	Nil		Does not arise		
2.	New connections where extension of distribution mains was required	Nil		Does not arise		
3.	New connections where commissioning of a new substation was required	Nil		Does not arise		
4.	Extension of load	Nil		NOT APPLICABLE		
5.	Unplanned interruptions	(a) All unplanned interruptions were attended to promptly and was restored within allowable time as provided in Regulation (b) For interruptions more than 1 hour, all consumers are informed over telephone.				
6.	Voltage related complaints	Stray low voltage complaints were received from our consumers especially during peak hours, but in all cases variation were observed to be within 9%. However, efforts are taken to improve the same by further modification of our system and implementation of projects as specific under Rolling Plan.				
7.	Meter related complaints	Nil		Not applicable		
8.	Modifications to the existing connections	Nil		Not applicable		
9.	Others					
II Planned interruptions in power supply: - All planned shutdown are taken with pre consultation with the consumer & duration of such shut down normally vary from 15 min to 1 ½ hrs.						
1. No. of instances of planned interruptions in power supply in				LT network –		
				HT network-		2131
2. Total duration in hours of planned interruptions in power supply in				LT Network-		
				HT network-		1549

Sd/
For DPSC Ltd