WEST BENGAL ELECTRICITY REGULATORY COMMISSION
WEST BENGAL
Petition No. WBERC/Comp/WBSEDCL/395/18-19
Date of hearing: 14th November, 2019
Time of hearing: 15.30 hours
Coram:
Shri Sutirtha Bhattacharya, Chairperson
Shri Durgadas Goswami, Member
Shri Pulak Kumar Tewari, Member

In the matter of

And

In the matter of
Sri Joydeb Kabi
S/o Late Gokul Chandra Kabi
Vill. – Kantagoria
P. O. – Singrapur
P. S. – Goghat
Dist. – Hooghly
West Bengal (PIN: 712 614).

Complainant

And

In the matter of
West Bengal State Electricity Distribution Company Limited
Vidyut Bhavan
Block DJ, Sector – II
Salt Lake City
Kolkata 700 091

Respondent

Certified true Copy
Representatives attended:

**Complainant:**
Sri Joydeb Kabi

**West Bengal State Electricity Distribution Company Limited (WBSEDCL)**

[Respondent]
1. Smt. Mousumi Bhowmick, CE, CRM Cell,
2. Smt. Gauri Mukhopadhyay, SE(E), CRM Cell,
3. AE&SM, Kamarpukur.

**CASE IN BRIEF**

Sri Joydeb Kabi (the petitioner) had filed a petition before the Hon’ble Ombudsman of the Commission with the grievances of non issuance of quotation for effecting his new service connection by the local office of WBSEDCL (the licensee) and had, therefore, prayed for issuing quotation for effecting his new service connection. After hearing both the petitioner and the licensee, the Hon’ble Ombudsman passed an order dated 13.12.2017 with the following directions:

a) That the complainant shall ensure the submission of a confirmation report regarding construction of meter room along with all accessories and necessary way leave clearance to the local office of the OP within next 15 days.

b) That the OP, i.e. WBSEDCL (the licensee) shall issue quotation within a week from the date of receipt of the confirmation report from the complainant in the manner as ordered hereinabove, after conducting necessary site inspection, if necessary.

c) That there will be no order for awarding compensation for delayed issue of the quotation as it has been established that the complainant has failed to complete all the regulatory requirements for issuance of quotation for effecting his new service connection by the local office of the OP.

Being aggrieved by non-compliance of the order dated 13.12.2017, the petitioner filed a petition before the Commission under section 142 of the Electricity Act, 2003 on 31st May, 2018 for resolving the issue. The Commission admitted the petition and a hearing was taken up on 27.06.2019 at 15.00 hour at the office of the Commission.
Upon hearing both the parties, the Commission vide its interim order dated 08.07.2019 directed that –

a) The respondent WBSEDCL shall follow the procedure as specified in the statute and Regulations for providing new service connection;

b) The respondent WBSEDCL shall conduct a proper inspection of the land and follow the statute only in dealing with any objection'

c) The respondent WBSEDCL shall provide the service connection to the petitioner and submit a compliance report in the form of affidavit before the next date of hearing;

d) The next hearing is fixed on 22 August, 2019 at 02.30 PM.

The hearing date was postponed to 14th November, 2019 due to shifting of the Office of the Commission. The hearing was held on 14th November, 2019 when both the complainant and the representatives of WBSEDCL were present.

SUBMISSION DURING HEARING

The petitioner submitted that –

a) The service line was effected on 20.08.2019

b) No isolator has been provided with the meter which was an essential component.

c) The meter is not showing any date and time and that the meter has been installed on a bamboo outside the meter room although it was inspected by WBSEDCL before installation of the meter.

The respondent submitted that they have already effected the service connection to the complainant.
OBSERVATIONS OF THE COMMISSION

The Commission observed that although WBSEDCL was directed to submit the compliance report in the form of affidavit before the next date of hearing, no such affidavit has been submitted by WBSEDCL.

ORDER

Upon hearing both the sides, the Commission directs that –

a) WBSEDCL shall reinstall the meter in a proper safe place;

b) WBSEDCL shall provide a proper meter as per the SOP; and

c) WBSEDCL shall submit a report in the form of affidavit complying with all the directions given by the Commission and the Ld. Ombudsman so far within a week from the date of receipt of this order.

Sd/-
(PULAK KUMAR TEWARI)
MEMBER

Sd/-
(DURGADAS GOSWAMI)
MEMBER

Sd/-
(SUTIRTHA BHATTACHARYA)
CHAIRPERSON

DATE: 25.11.2019

(T. K. MUKHERJEE)
SECRETARY