



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

Registered Office: Vidyut Bhavan, Bidhannagar, Block-DJ, Sector-II, Kolkata-700 091

CIN: U40109WB2007SGC113473, website: www.wbsedcl.in

Office Order No: 2440
Dated: 29-01-2025

WHEREAS the need of providing various services in the West Bengal State Electricity Distribution Company Limited (WBSEDCL) through the online mode for "Ease of Doing Business (EODB)" has been under active consideration for some time past.

AND

WHEREAS it is found necessary to provide a streamlined, efficient, and prompt resolution of grievances of businesses / citizens.

NOW, THEREFORE, for effective grievance redressal, WBSEDCL has developed an Online Grievance Mechanism, with detailed SOPs, including an escalation matrix with timelines and, for reverting to businesses among others, for handling grievances of businesses / citizens, for the following services:

1. Temporary Electricity Connection
2. New Electricity Connection

Businesses / citizens shall be able to submit their grievances through this online system and this platform will facilitate the efficient handling of grievances, ensuring timely and satisfactory resolutions.

Detailed SOP of the Online Grievance Mechanism and escalation matrix

I. Procedure is to be followed by the Businesses/ citizens for Grievance Re-dressal

A. Submission of Grievances:

1. Grievances can be submitted through online portal, URL:
<https://portal.wbsedcl.in/irj/go/km/docs/bills/GrievanceRedressal/index.html>
2. The applicants are required to log in into the portal with their Consumer ID or Application Number along with captcha text. Then VERIFY button needs to be clicked.
3. Name along with registered mobile number against the Consumer ID will be displayed. Applicant can update the mobile number to be tagged with this grievance.
4. OTP will be sent to the mobile number. Enter the same and click the VERIFY OTP button. OTP resend option is also available.
5. Details of the applicant will be shown along with text field for Email, Problem Type and Problem Description. After filling these text fields, concerned Regional Redressal Officer (RGRO) or Central Redressal Officer (CGRO) is to be selected.
6. A pdf copy (max size 1 MB) of supporting document needs to be uploaded.

B. Acknowledgment of Grievances:

After submission, an acknowledgement number will be generated and SMS/ Email notification will be sent to the given mobile number. The same will be checked by WBSEDCL and if found within the regulatory guidelines, the grievance will be registered and a docket number will be generated and SMS Email notification will be sent to same mobile number.

C. Tracking of Status of Grievance Redressal:

The applicant shall be able to track Status of Grievance Redressal in the system through the Acknowledgment Number / Docket Number / Consumer Id / Application Number. Using the Consumer

If or Application Number, all the grievances against the consumer will be shown. In case of Docket Number or Acknowledgement Number, details against only that particular grievance will be shown.

D. Resolution of Grievances and reverting back to the Business/Citizen:

1. If any consultation or spot inspection is not required, the designated officer will prepare a draft settlement order and will allow both parties to submit their views within stipulated time.
2. On receiving of any such views, a hearing will be called with both parties, following which an order will be passed.
3. If no such views are received, the reasoned order will be passed without hearing.
4. System generated status report will be intimated to the applicant through SMS/Email. The applicant will also be able to see and download a status report in the Dashboard.

II. Escalation Matrix, Timelines and procedure for reverting back to businesses/ citizens with resolution of grievances.

A. Grievance Redressal by the designated officer:

Level 1-Officer: Regional Grievance Redressal Officer of the concerned Office.

Timeline: 15 (Fifteen) working days

Action: Examine and resolve the grievance and send resolution report to the applicant through online system. If not resolved within 15 days, it will automatically get escalated to the Level 2 Officer for supervision of the grievance.

B. Auto escalation by the system if grievance is not resolved within 15 working days by the designated officer:

Level 2-Officer: Central Grievance Redressal Officer, CRM Cell, Vidyut Bhavan, WBSEDCL.

Timeline: 15 (Fifteen) working days

Action: Examine the issue, when escalated, and follow up with the Level 1 Officer with observations/comments for resolving the grievance.

This Notification is subject to extent portions of regulation of WBERC and shall take immediate effect.

(A K Latua)
Director (HR)