

**FORUM FOR REDRESSAL OF GRIEVANCES OF CONSUMERS**

1. Consumers will be aware that a Grievance Redressal Forum exists in DPSC as required under the West Bengal Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of Consumers and Time and Manner of Dealing with such Grievances by the Ombudsman) Regulations, 2006.
2. While the existing system of attending consumer complaints at Distribution Offices, Central Office, Head Office or over telephone will continue, if the consumers are not satisfied with the redressal of their complaints at the initial stage and have further grievances, they can approach the "Consumer Grievance Redressal Forum", as detailed below with such grievance. The forum has Grievance Redressal Officer(s) (GRO) at sub divisional and divisional level and Central Grievance Redressal Officer (CGRO) at the corporate head quarters level.
3. As per the Regulations, the Redressal Forum is required to follow the procedures laid down hereinafter to deal with any complaint of any existing or prospective consumer of power within the area of supply of DPSC.
  - (a) The consumer shall approach the GRO of his area only through a written petition, submitting in the same, as much concrete and detailed information about grievance as possible. If his grievance is the subject matter of any court case, he should furnish a copy of his plaint and indicate the status of the court case. In case, the court case has already resulted in an order, he should submit a copy of that order.
  - (b) The grievance petition shall be acknowledged by the GRO in writing within 7 (seven) working days from the date of receipt of the grievance petition. Each petition shall be given a consecutive number pertaining to that year and the date on which such number is given and the same shall be specifically quoted in communication to the grievance petitioner.
  - (c) In the opinion of the GRO, if a grievance does not require any consultation with technical expert of DPSC or any spot inspection, the GRO after giving reasonable opportunity of hearing to both parties, pass order disposing the grievance petition within 21 (twenty one) working days from the date of sending the acknowledgement to the petitioner.
  - (d) Where Redressal of a grievance involves consultation with technical expert of DPSC or any spot inspection or both, the GRO after giving reasonable opportunity of hearing to both parties, pass order disposing the grievance petition within 45 (forty five) working days from the date of sending the acknowledgement to the petitioner.
  - (e) Each order of a GRO by which a consumer's grievance is finally disposed off, shall contain the information to the effect that the consumer may approach the Ombudsman for settlement of his grievance, if he feels dissatisfied with the order of the GRO. The order should also mention the full postal address, telephone & fax no., e-mail address etc. of the office of the Ombudsman.
  - (f) A certified true copy of the written order passed by a GRO, shall be given to the grievance petitioner by the GRO within 7 (seven) working days from the date of passing of the order. Each order will specifically mention of the arrangement of representation to the Ombudsman, in case the grievance petitioner wishes to move against the order of the GRO.

4. An aggrieved consumer must approach at least one GRO or CGRO before he can represent his case to the Ombudsman. If a consumer is not satisfied with the order of the GRO or he does not receive any order from the GRO who was first approached, within 60 (sixty) days from the date of lodging his grievance, he may submit written representation to the Ombudsman for settlement of his grievance.
5. Representation to the Ombudsman is without any prejudice to the aggrieved consumer's rights to move any other authority or a court of law or a consumers' forum for Redressal of his grievances. If he has moved any such authority or a court of law, or a consumers' forum, he shall disclose the same with all necessary details to the Ombudsman when he files a representation to the latter.
6. The representation should be filed in the format prescribed in **Annexure – I**. No fees are payable for filing representation to the Ombudsman.
7. The details of Grievance Redressal Officers in different levels and Ombudsman are furnished below:

**A. CENTRAL GRIEVANCE REDRESSAL OFFICERS OF DPSC LTD. AT CORPORATE LEVEL:**

1. MR. SUBHENDU PODDER, DEPUTY GENERAL MANAGER (TECH.),  
ADDRESS: PLOT NO. X-1, 2 & 3, BLOCK – EP, SECTOR – V, SALT LAKE CITY, KOLKATA- 700 091.  
PH:033-23573586/4309/4310  
FAX: 033-23572452  
Email ID : subhendu.podder@dpscl.com
2. MR. SAIKAT BARDHAN, DEPUTY SECRETARY & COMPLIANCE OFFICER  
ADDRESS: PLOT NO. X-1, 2 & 3,  
BLOCK – EP, SECTOR – V, SALT LAKE CITY, KOLKATA- 700 091.  
PH:033-23573586/4309/4310  
FAX: 033-23572452  
Email ID: sb@dpscl.com

**B. GRIVANCE REDRESSAL OFFICERS OF DPSC LTD. AT DIVISIONAL LEVEL:**

1. MR. GAUTAM RAY, SENIOR MANAGER (P & L)  
ADDRESS: DPSC LTD., SANCTORIA, P.O. DISHERGARH, DIST. BURDWAN, WEST BENGAL, PIN-713 333  
PHONE:0341 2520451  
FAX: 0341-2520022  
Email ID: gautam.ray@dpscl.com
2. MR. SOUMEN ROY, SUPERINTENDENT ENGINEER (CONSUMER SERVICES)  
ADDRESS: DPSC LTD., SANCTORIA, P.O. DISHERGARH, DIST. BURDWAN, WEST BENGAL, PIN-713 333  
PHONE:0341 2520453  
FAX: 0341-2520022  
Email ID: soumen.ray@dpscl.com

**C. GRIEVANCE REDRESSAL OFFICERS OF DPSC LTD. AT SUB-DIVISIONAL LEVEL:**

**DISHERGARH DISTRIBUTION:**

1. MR. SWAPAN KR. SARKAR, SENIOR GENERAL SUPERINTENDENT (T&D AND LOAD MANAGEMENT),  
ADDRESS: DPSC LTD., SANCTORIA, P.O. DISHERGARH, DIST. BURDWAN, WEST BENGAL, PIN-713 333  
PHONE:0341 2520453  
FAX: 0341-2520022  
Email ID: swapan.sarkar@dpscl.com
2. MR. SANJOY BHATTACHARYA, EXECUTIVE ENGINEER (T&D)  
ADDRESS: DISHERGARH POWER STATION, P.O. SUNDERCHAK, DIST. BURDWAN, WEST BENGAL, PIN-713 360.  
PHONE: 0341 2510626/2510442/2510447.  
FAX: 0341-2511900  
Email ID: sanjoy.bhattacharya@dpscl.com

**SEEBPORE DISTRIBUTION:**

1. MR. G. DALAL, SENIOR GENERAL SUPERINTENDENT (T&D).  
ADDRESS: SEEBPORE POWER STATION, P.O. JAMURIA, DIST. BURDWAN, WEST BENGAL.  
PHONE: 0341 2455563  
FAX: 0341-2455478  
Email ID: g.dalal@dpscl.com
2. MR. RANJIT DAS, DIVISIONAL ENGINEER (T&D)  
ADDRESS: SEEBPORE POWER STATION, P.O. JAMURIA, DIST. BURDWAN, WEST BENGAL.  
PHONE: 0341 2455253.  
FAX: 0341-2455478  
Email ID: [ranjitkr.das@dpscl.com](mailto:ranjitkr.das@dpscl.com)

**LUCHIPUR DISTRIBUTION:**

1. MR. SHEKHAR PAL, DIVISIONAL ENGINEER (T&D).  
ADDRESS: LUCHIPUR RECEIVING STATION. P.O. KAJORA, DIST. BURDWAN, WEST BENGAL.  
PHONE: 0341 2379251  
FAX: 0341 2379251  
Email ID: shekhar.pal@dpscl.com

MR. MAHASIN MONDAL, EXECUTIVE ENGINEER (T&D)  
ADDRESS: LUCHIPUR RECEIVING STATION. P.O. KAJORA, DIST. BURDWAN, WEST BENGAL.

PHONE: 0341 2379251.  
FAX: 0341 2379251  
Email ID:mahasin.mondal@dpscl.com

**NOTE:**

1. Normally consumers shall approach GRO under Sl. No. 1 of his area through a written petition.
2. In absence of GRO under Serial No. 1, consumers shall approach GRO under Serial No. 2 at that location.

**D. OMBUDSMAN**

OFFICE OF THE OMBUDSMAN  
WEST BENGAL ELECTRICITY REGULATORY COMMISSION  
BIKALPA SHAKTI BHAWAN, (3<sup>RD</sup> FLOOR),  
J-1/10, EP & GP BLOCK,  
SECTOR V, SALT LAKE,  
KOLKATA – 700 091  
PHONE- 033 23572416  
FAX – 033 23572415