

Supplementary Petition to FPPCA and APR Petition for 2019-20

Volume - 1

Submission Text and Affidavit

Submitted to

**THE HON'BLE WEST BENGAL
ELECTRICITY REGULATORY COMMISSION**

by



**CESC HOUSE
CHOWRINGHEE SQUARE
KOLKATA 700 001**

Supplementary Petition to FPPCA and APR 2019-20

**BEFORE THE HON'BLE WEST BENGAL ELECTRICITY
REGULATORY COMMISSION, KOLKATA**

FILE NO.

CASE NO.

IN THE MATTER OF:

Supplementary Petition to the FPPCA and
APR Petition for 2019-20 in terms of the
Regulations of the Hon'ble West Bengal
Electricity Regulatory Commission.

AND

IN THE MATTER OF:

CESC Limited
CESC House
Chowringhee Square,
Kolkata 700 001

.....Petitioner




**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**

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For Volumes 3, 5, 6, 7, 8, and 9, kindly refer to the APR Petition for 2019-20 submitted on 1 December 2020.



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CESC LIMITED**

Supplementary Petition to the FPPCA and APR Petition for 2019-20

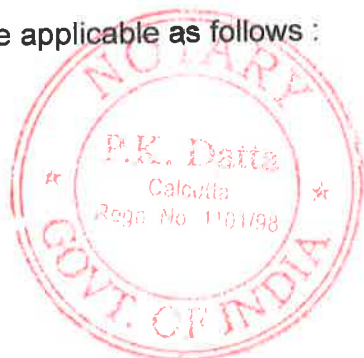
In terms of the applicable Regulations specified by the
Hon'ble West Bengal Electricity Regulatory Commission

The humble petition of the Petitioner above-named

MOST RESPECTFULLY SHEWETH:

1. Preamble

- 1.1. The Petitioner herein, CESC Limited (hereinafter referred to as "**CESC**" or "**the Company**"), is a Company registered under the Companies Act, 1956 having its Registered Office at CESC House, Chowringhee Square, Kolkata – 700001.
- 1.2. CESC is a distribution licensee in terms of the first proviso to Section 14 of the Electricity Act, 2003. The Company is also a generating company within the meaning of Section 2 (28) of the Electricity Act, 2003.
- 1.3. The Hon'ble West Bengal Electricity Regulatory Commission (hereinafter referred to as the "**Hon'ble Commission**") determines the tariff of CESC in terms of the Electricity Act, 2003 and the Regulations prescribed thereunder by the Hon'ble Commission. The Hon'ble Commission has specified regulations under the Electricity Act, 2003 outlining the terms and conditions of tariff determination. After the initial notification in April 2011, the Hon'ble Commission has specified several amendments to these regulations thereafter. These notifications along with the dates from which they were made applicable as follows :



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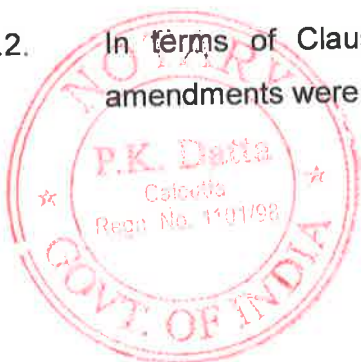
Name of the Regulation	Date of Applicability	Nature of Notification
West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) Regulations, 2011	29 April 2011	Principal Regulations
West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) (Amendment) Regulations, 2012	27 August 2012	First Amendment
West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) (Amendment) Regulations, 2013	30 July 2013	Second Amendment

1.4. The above regulations, comprising the Principal Regulations, the First Amendment and the Second Amendment together is referred to as the "**Tariff Regulations**" hereinafter for the purpose of this instant petition.

1.5. Third Amendment to the terms and conditions of tariff determination:

1.5.1. The Hon'ble Commission has also specified another amendment to the terms and conditions of tariff determination - the West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) (Third Amendment) Regulations, 2020.

1.5.2. In terms of Clause 1 of the said amendment regulations these amendments were made applicable from 1 April 2020:



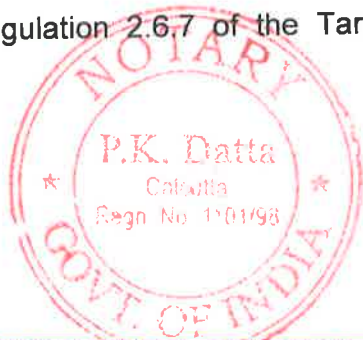
**MANAGING DIRECTOR (DISTRIBUTION)
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"1. Short Title and Commencement:

- (i) *These Regulations may be called the West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) (Third Amendment) Regulations, 2020.*
- (ii) ***This shall come into force on & from 01.04.2020, after it's publication in the Official Gazette.***
(emphasis supplied)
- (iii) ***Any Aggregate Revenue Requirement (ARR), Annual Performance Review (APR), Fuel Cost Adjustments (FCA), Fuel and Power Purchase Cost Adjustment (FPPCA) for the period prior to 01.04.2020 shall be governed by the regulations existing prior to the Amendment.*** (emphasis supplied)

1.5.3. Therefore, the Third Amendment, being applicable from 1 April 2020 and also in terms of Clause 1(iii) as quoted above, is not applicable for the Fuel and Power Purchase Cost Adjustment (FPPCA) and Annual Performance Review (hereinafter referred to as "APR") for 2019-20.

1.6. CESC has already submitted the petition for approval of FPPCA for the year 2019-20 vide communication No. MD(G):290 dated 18 September 2020 (hereinafter referred to as the "**FPPCA Petition**") in 7 volumes and also the application for APR for the year 2019-20 vide communication No. MD(D):070 dated 1 December 2020 (hereinafter referred to as the "**APR Petition**") in 9 volumes, in compliance with the mandate of Regulation 2.6.1 read with Regulation 2.6.7 of the Tariff Regulations and submitted the statutorily




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audited information and a copy of the audited Annual Accounts for 2019-20. Both these petitions were submitted in consonance with the Tariff Regulations. The Company has also deposited with the Hon'ble Commission, the requisite fees payable in terms of the applicable Regulations of the Hon'ble Commission for submission of such petition.

- 1.7. Thereafter, the Hon'ble Commission, vide its communication dated 24 December 2020 referred to the *suo moto* proceeding in Case No. SM-21/19-20 dated 29 November 2019 and directed the licensees and generating companies to submit their APR applications within 3 months from the date of their respective Tariff Orders for 2018-19 and 2019-20.
- 1.8. Tariff Order of CESC for the years 2018-19 and 2019-20 has been issued on 3 February 2022 in Case No. TP – 77 / 18-19 (hereinafter referred to as the “**MYT Order**”). The MYT Order has been issued after the concerned period is over on 31 March 2020, *inter alia*, giving rise to the concerns that (a) the FPPCA and APR Petitions have been submitted in terms of the extant Tariff Regulations without additional detailing called for by the MYT Order, and (b) directions given in the MYT Order can only be complied with now prospectively.
- 1.9. The Petitioner herein feels that there are certain additional information required to be submitted in the APR Petition already submitted by CESC, and accordingly, the Petitioner is submitting this “**Supplementary Petition**”. The Company prayed for extension of timeline for submission of the Supplementary Petition by one month through Communication No. CORP:SERV:2487 dated 2 May 2022, in light of the difficulties in arranging significant documentation requirement as has been requisitioned by the Hon'ble Commission through the MYT Order and the Hon'ble Commission has extended the said timeline for submission of Supplementary Petition upto 3 June 2022 vide its Communication No. WBERC/B-8/16/2179 dated 13 May



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2022. It is also being submitted that a Review Petition has been filed before the Hon'ble Commission on the MYT Order on 29 March 2022.

- 1.10. It is being prayed before the Hon'ble Commission that, this Supplementary Petition may kindly be considered as a part of the APR Petition for 2019-20 already submitted on 1 December 2020. The Submission Text and the forms submitted herein are replacing the Submission Text and forms submitted earlier through the APR Petition. Volume 3, 5, 6, 7, 8 and 9 of the APR Petition remain unchanged and are not being resubmitted with this Supplementary Petition to avoid prolixity. Volume 1, 2, and 4 are being resubmitted. Also, two additional volumes, namely Volume 10 and 11 are being submitted with this Supplementary Petition, containing supporting documents arising from compliance requirement of the MYT Order. It is also prayed that the FPPCA Petition for 2019-20 submitted on 21 September 2020 may kindly be read together with the APR Petition for completeness of understanding and compliance of information submission by the Petitioner. Form D(1) and D(3) submitted in this Supplementary Petition provide additional details to Statement 1 and Statement 3 placed in Volume 3, Page 156 to 157 and 160 to 163 of the FPPCA Petition. Form D(2) is being submitted in this Petition in replacement of Statement 2 placed in Volume 3, Page 158 to 159 of the FPPCA Petition. It is also respectfully submitted that the documents and information furnished through the earlier submissions, as mentioned above, are not repeated here in order to avoid prolixity.

2. Overview of Licensed Operations

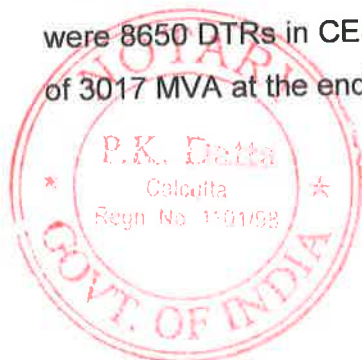
- 2.1. CESC is in the business of electricity distribution for 122 years. It is the first Company to commence public power supply in India, which started power distribution in India only 17 years after New York. CESC's licensed area presently extends over 567 sq. km, covering Kolkata, parts of North and South 24 Parganas, Howrah and Hooghly districts. A power map of the




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Company has been placed as "Attachment 1" (Page No. 82 of Volume 1) in this Supplementary Petition.

- 2.2. Presently, the Company serves more than 35 lakh consumers in its licensed area. Maximum demand of 2339 MW recorded in April 2022 is the highest demand ever met by CESC system. Peak demand surpassed 2000 MW on quite a few occasions in summer of 2019-20. Meeting the consumer demand has become a critical challenge under present circumstances. Besides, consumers' expectations are changing with time. Hence, service quality improvement has become extremely important for distribution business.
- 2.3. Electricity is transported to the load centres for transformation to 33 kV through EHV network spread across the licensed area. There are sub-stations / receiving stations where voltage level is brought down from 220 / 132 kV to 33 kV. Total transformation capacity at sub-station / receiving station is 4467 MVA as on March 2020. Eastern Railway is the first consumer connected at 132 kV in CESC System. There are a few consumers served at 33 kV directly from EHV Substations via 33 kV feeders. Voltage transformation to 11 / 6 kV is carried out in distribution stations, which are fed from 33 kV feeders. From Distribution Stations, 11 / 6 kV feeders emanate to feed 11 kV and 6 kV (HT) consumers as well as for transformation at 400 / 230 V via Distribution Transformers (DTRs).
- 2.4. At the end of 2019-20, there were 1844 consumers, supplied at 11 / 6 kV. CESC also has a few consumers supplied at 20 kV and 3.3 kV due to its past legacies. Thereafter, electricity is transported to the local distribution centres where it is transformed to 400 V / 230 V through DTRs. 400 / 230 V (MV / LV) consumers are supplied through MV feeders emanating from distribution transformers. Millions of consumers are supplied at these voltages. There were 8650 DTRs in CESC's licensed area with total transformation capacity of 3017 MVA at the end of 2019-20.

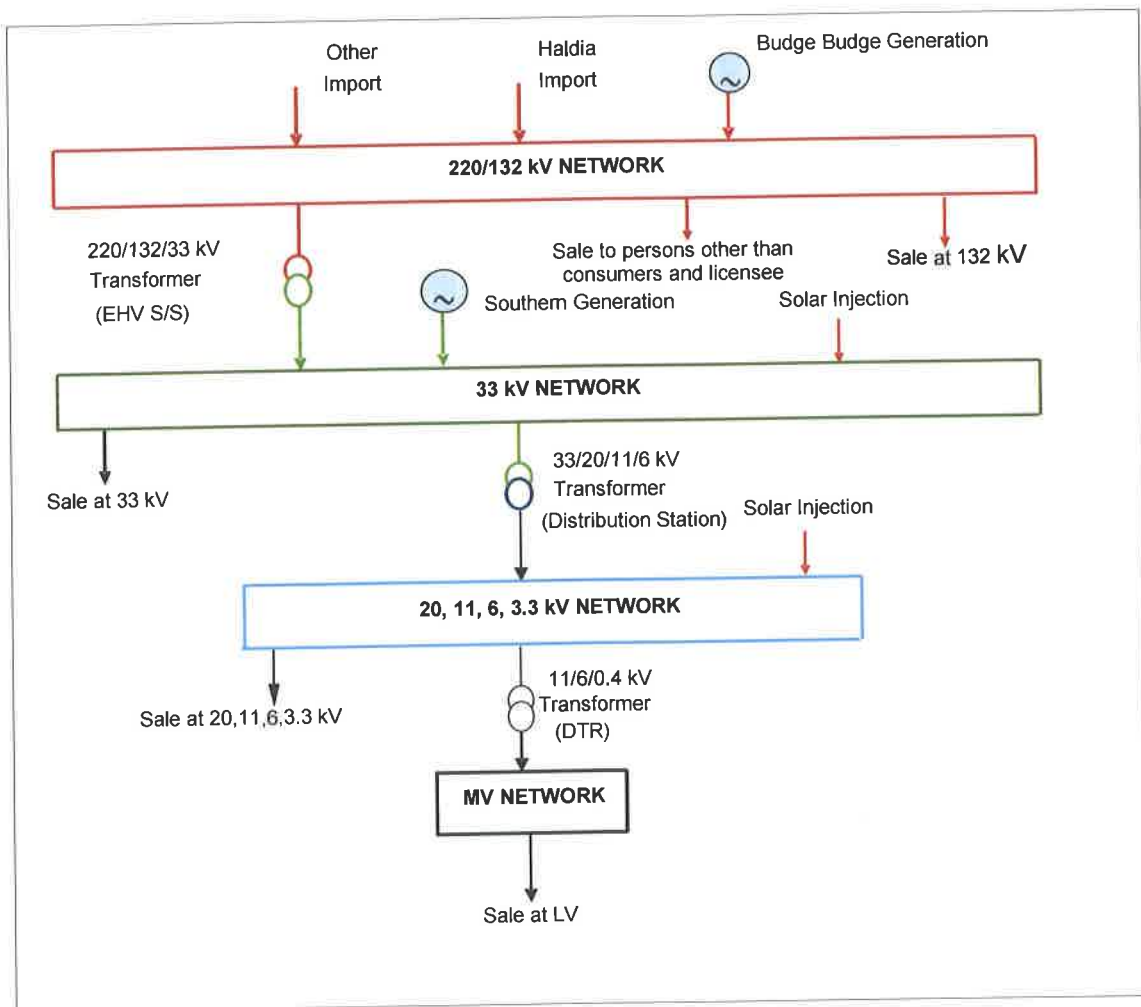


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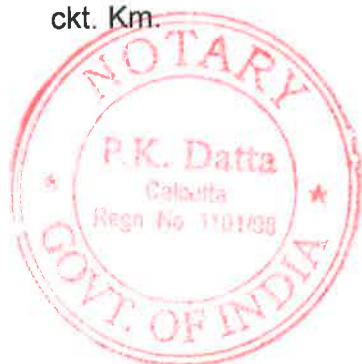
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2.5. A schematic diagram showing different voltage levels of CESC's distribution network is presented below.

Chart 2.1 Schematic Diagram of Different Voltage Levels in CESC's Distribution Network as on 31.03.2020



2.6. Capacity of substations at load centres and distribution network for supply to the consumers at various voltages as existing at the end of 2019-20 is given in the following table. In the year 2019-20, 107 MVA transformation capacity had been added in the network and total network length increased by 282 ckt. Km.



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Table 2.1: Distribution Capacity of CESC Limited as on 31.03.2020

Voltage Level	Transformation Capacity (MVA)
220 / 132 / 33 kV	1440
132 / 33 kV	3027
33 / 11 / 20 / 6 kV	3892
11 / 6 / 0.4 kV	3017
Voltage Level	Network Length (ckt. km)
220 kV	267
132 kV	394
33 kV	1643
20 / 11 / 6 / 3.3 kV	7044
400 V	13529

3. Factors Affecting CESC's licensed Business

3.1. Overview

3.1.1. Regulated licensees in India are statutorily required to provide critical services, often under hostile circumstances. They need to be able to finance their ongoing operations including essential repairs and maintenance. In case commensurate funds to finance the business activities are not available/ delayed, there is a negative impact both on the Company's finances as well as its ability to service its customers.

3.2. Risks of distribution business

3.2.1. Being the link between the consumers and utilities, Distribution is the most critical segment of the electricity business. The National Electricity Policy observes, "*Distribution is the most critical segment of the electricity business chain*". Experts agree that Distribution business is

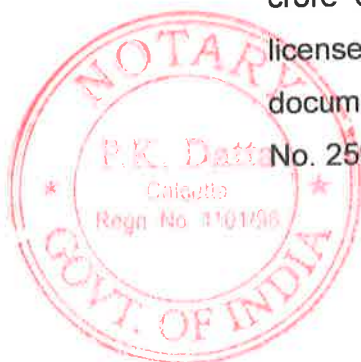


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beset with problems of high and ever increasing consumer expectations necessitating huge investments to upgrade continuously, risks / challenges on combatting the menace of power theft, uncertainty of recovery of investment and regulatory risk.

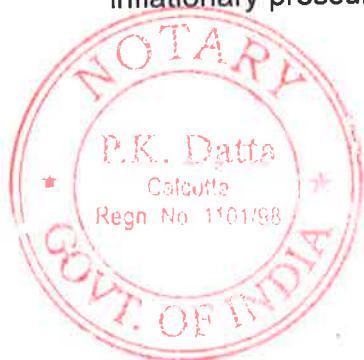
- 3.2.2. Even after 15 years down the reform line, commercial viability of the sector looks like a distant dream. This is also echoed by NITI Aayog in the Appraisal Document of Twelfth Five Year Plan 2012-17 "*The main issue affecting the power sector is the financial viability of the distribution companies, or discoms. The tariffs awarded by electricity regulatory commissions have not been sufficient to recover even the cost of supply. In fact, the gap between average revenue and average cost is widening over time.*" A matrix showing comparative risk analysis supporting this contention is placed in "**Attachment 2**" in this Spplementary Petition (Page No. 83 – 84, Volume 1).
- 3.2.3. Accumulated loss and debt of electricity distribution sector, as reported time and again by the Government of India, highlight the plight of electricity distribution sector which constrains the ability of the licensees to invest in modernisation and technological upgradation, essential for controlling aggregate technical and commercial losses (AT&C losses) of the nation – the core problem with the Indian utilities.
- 3.2.4. According to a report sponsored by Niti Aayog on study of distribution sector in India published in April 2019, the major critical issues plaguing the distribution sector includes accumulated losses of discoms, absence of cost-reflective tariff leading to under-recovery of fixed costs, poor operational performance of discoms etc. Poor financial condition of distribution licensees is affecting financial condition of electricity generation sector and banking sector in turn. There is about Rs. 120400 crore overdue payments of generating companies from distribution licensees as per Ministry of Power records as on June 2020. Necessary documents in this regard have been placed in the APR Petition (Page No. 259 of Volume 5).



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- 3.2.5. It is worthwhile to mention that the Appellate Tribunal of Electricity (APTEL) has passed a suo-motu order on 23 September 2019 necessitating regular and timely issue of tariff and associated true-up orders by the State Electricity Regulatory Commissions ensuring cost recovery of distribution licensees in adequate manner. Necessary information has been sought from the Forum of Regulators in this regard to ensure compliance of the above directions. As per July 2019 research report of CRISIL, post implementation of Ujwal Discom Assurance Yojana (UDAY), the desired improvement in performance of the distribution licensees has not been achieved primarily due to irregular / untimely revision in tariff.
- 3.2.6. Another important aspect relating to the distribution business warrants mention. It is the statutory obligation of the distribution licensees to provide universal service. They must, at any cost, carry on supplying power to each existing consumer, a large proportion of whom belongs to very low consumption segment. In the year 2019-20, about 18.3 lakhs of consumers of CESC accounted for around 935 MU sales – a meagre average sale of around 42 units a month per consumer. About 55% of consumers are in this category and account for even less than 10% of the units sold. Yet all costs relating to capital expenditure, breakdown service, meter reading, billing and collection, network surveillance, overall administration etc. have to be incurred for meeting the universal service obligation cast on CESC. Moreover, the cost associated with serving these small consumers is relatively higher in most cases. In this context, it is worthwhile to note that the National Electricity Policy observes, “..... *meeting the target of providing universal access is a daunting task requiring significant addition to generation capacity and expansion of the transmission and distribution network.*” Unfortunately, all costs relating to providing service are on the rise, driven by sustained inflationary pressure.



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- 3.2.7. Added to this onerous obligation, the distribution licensees in the country are required to combat the social menace of power theft. Unfortunately power pilferers have no qualms about their offences. On the contrary, these very persons turn aggressive and violent when the licensees attempt to prevent power theft. Various submissions made before the Hon'ble Commission from time to time stands as a testimony to the fact that CESC operates its theft control operation in a hostile environment often involving physical violence against the Company's employees. Recovery of accumulated dues from the Government Institutions is also a critical issue.
- 3.2.8. In spite of the above challenges, CESC has been able to cater to the ever growing demands in its licensed area as well as ensured reliability through uninterrupted supply to its consumers. There is, however, an over-arching need for settlement of its past tariff dues, as an enabler for continuity of its customer-centric services and initiatives.
- 3.3. Macroeconomic Factors – effect on Power Sector
- 3.3.1. Due to various global as well as domestic factors leading to scarcity of capital, related cost of financing remains at a higher level. Post failure of some financial institutions, there has been shortage of liquidity in the market.
- 3.3.2. Poor financial performance of power sector has affected the banking industry. In order to recognise the bad loans / NPAs, a significant portion of which was contributed by the power sector, the banks were forced to create huge provisions for the NPAs. With power / infrastructure sector creating large amount of NPAs, availability of fresh loan became dearer. A large part of the advances provided to power sector either required to be restructured or lying as non-performing assets (NPA) with the banks. According to a report published in March 2018 by the Parliamentary Standing Committee on Energy, Ministry of Power (MoP), of the total



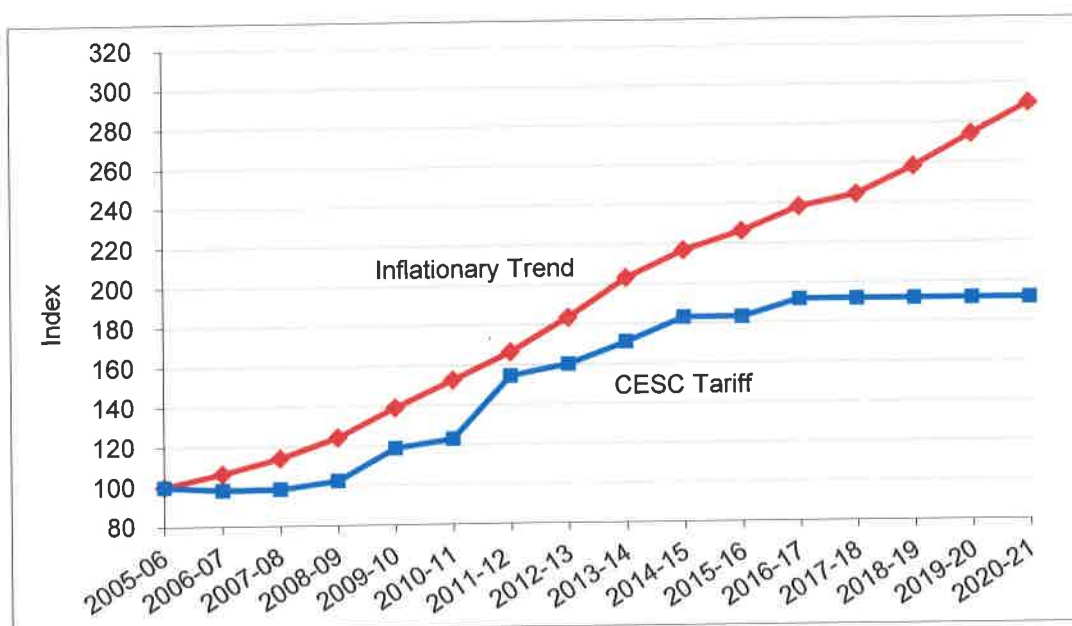
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advances of Rs. 482965 crore provided to electricity generation sector, around 19% of the outstanding advances are under stress. This may further rise due to falling electricity demand as being experienced over last few months in the country. Relevant extracts have been placed in the APR Petition (Page No. 257 – 258 of Volume 5).

- 3.3.3. While CESC has endured the inflationary pressures well in the past through sustained performance improvement, the same impacted the Company adversely.

Chart: 3.1: Movement of Consumer Price Index (CPI)



CPI considered at August every year (source: Labour Bureau, GoI).

- 3.3.4. Efficiency measures can contain costs only up to a certain extent. Curtailment of necessary expenditure is bound to manifest itself as service inadequacies and eventually goes against the interest of the consumers. It may kindly be appreciated that maintaining its current level of activities is a critical challenge for CESC.

- 3.3.5. The Company have been exploring various ways and means to contain interest cost at a manageable level and pursuant to protracted



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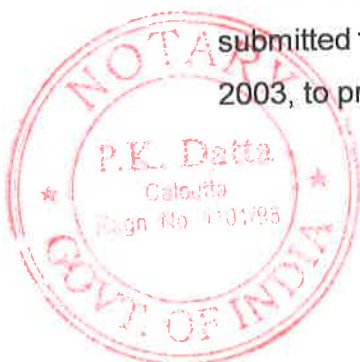
negotiations, the Company could manage to keep its average interest rates well below the SBI PLR. Considering involvement of several factors and with a high degree of uncertainty prevailing in this sector, there is high financial risk in future. Certificates on SBI PLR movement were placed in the APR Petition (Page 163 - 166 of Volume 5).

3.4. Regulatory Uncertainty

3.4.1. Given this state of affairs, it is therefore of vital importance, to safeguard the sustainability of the Company's operations in the interest of its consumers in general and particularly the smaller segment thereof. All investors / lenders would like to weigh the risk against return and look for suitable incentive schemes on good performance before putting their funds at stake. Unless revenue sufficiency is predictable to meet costs and it provides expected return commensurate with the risk of distribution business, confidence of the stakeholders is bound to erode, the necessary fallout of which will manifest through absence of investment in the sector. Needless to mention that such an eventuality will not only be detrimental for the sector but also have significant repercussions for the State as a whole, particularly when the State is planning to progress along the path of resurgence.

3.4.2. The Electricity Act, 2003 seeks to promote investment in the power sector and it also aims at encouraging private sector participation. Electricity industry is highly capital intensive having long gestation period. This fact has been acknowledged in the National Electricity Policy. The same guiding policy also recognises the need for creation of adequate reserve capacity margin through suitable investment.

3.4.3. Private sector participation in investment is not likely to be forthcoming unless regulatory uncertainties are considerably mitigated. It is submitted that earlier attempts before promulgation of the Electricity Act, 2003, to promote investment and invite private sector participation were




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not successful principally because of the investors' risk perception. Recent developments have only accentuated risk perception of the sector as a whole.

- 3.4.4. Regulated licensees in this country are statutorily required to provide critical services, often under hostile circumstances. They need to be able to finance their ongoing operations including essential repairs and maintenance. Therefore, the Company hopes that in view of its consistent high performance, the submissions / prayers as contained in this petition will be favourably considered.
- 3.4.5. Securing optimum investment and recovery of costs in the sector and ensuring financial viability is relevant in the context of the developments that took place in the legal regime pertaining to coal in the recent past, which is of great significance for the generation sector (51% of generation in India is coal based). Around 84% of coal produced in India is consumed for power generation.
- 3.4.6. As a fallout of the Judgment and Order of the Hon'ble Apex Court of India dated 25 August, 2014 and 24 September, 2014 respectively in the matter of coal block allocation by the Government of India many coal blocks were de-allocated. CESC has been apprising the Hon'ble Commission of all relevant developments pertaining to coal from time to time. Detailed chronology of events leading to allocation of the captive coal mine at Sarisatolli, emergence of this mine as the primary and least-cost source for CESC's generating units, subsequent de-allocation as well as securing back of the mine through e-auction, issues and factors affecting mining operations presently are already in the records of the Hon'ble Commission and are not repeated herein to avoid prolixity. Additional documents in this regard are being submitted with this Supplementary Petition in Page No. 212 - 217 of Volume 10. Kindly also refer to Paragraph 10.4.4 hereinbelow. The Company craves leave to rely upon the same, whenever necessary. The risk/ cost of coal



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procurement has indisputably enhanced to a great extent, which is affecting financial viability and investment in the sector.

4. Supply Scenario

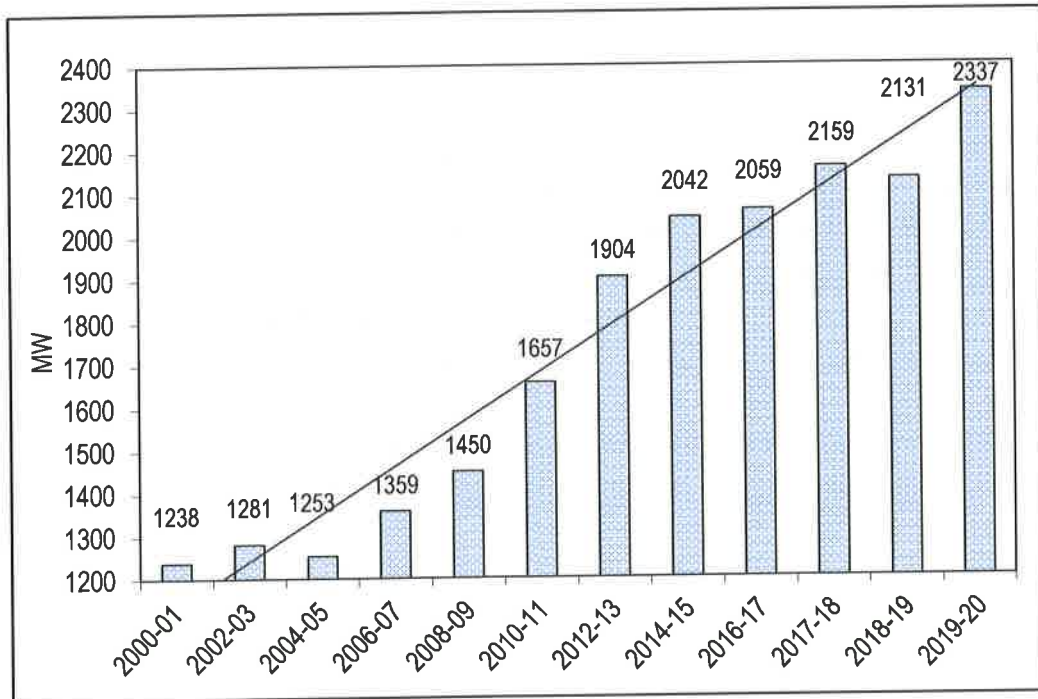
- 4.1. CESC suffers from the vagaries of an uneven demand profile inherent in the business of an urban distribution Company where diurnal variations of demand are characteristically very high. While demand hovers around 2000 MW during summer peak, night lean demand slumps to around 500 MW during summer and plummets to about 450 MW during winter. With such large variations in diurnal demand, relative economics is considered for deciding despatch schedule. Seasonal variations in demand add complexities to the problem. Improvement in capacity utilisation by optimally utilising the generation sources ensures benefits for the consumers through achievement of improved operational parameters.
- 4.2. The following chart reflects the steady increase in peak demand in CESC licensed area over the past few years.



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Chart: 4.1: Movement of Maximum Demand of CESC System

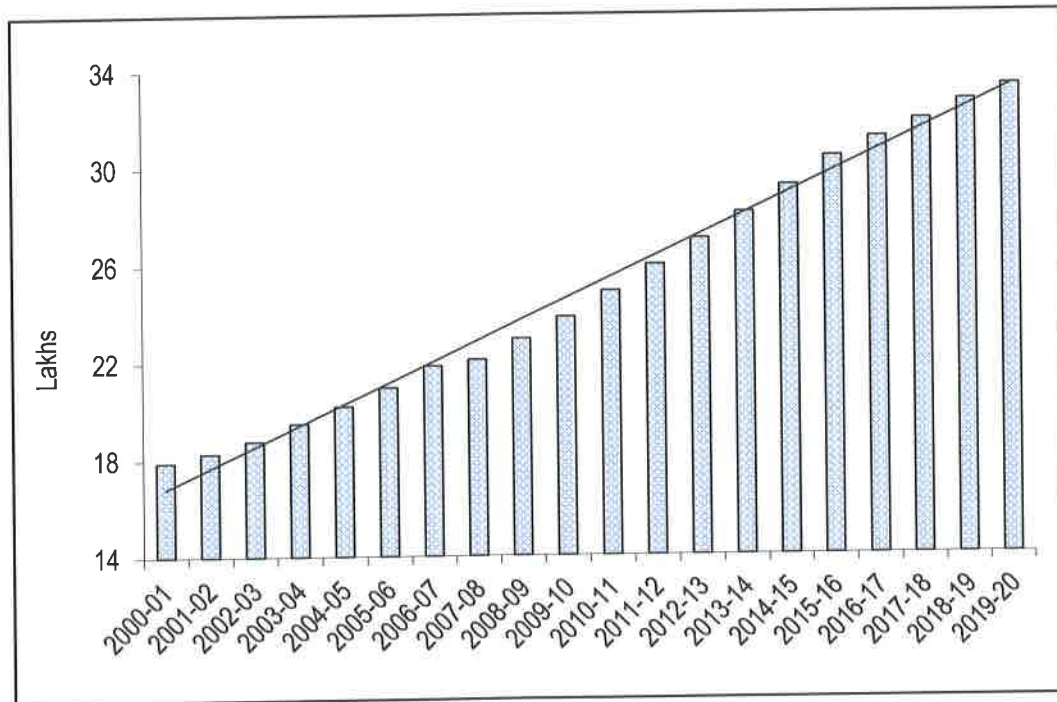


4.3. Vertical growth is taking place in and around the city. Consumer number was about 33.3 lakhs by the end of the year 2019-20 from around 18 lakhs in 2000-01. Lower end consumer segments have registered substantial growth in regular manner. All these necessitate large scale network expansion to cater to the growing needs of the city based system.



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Chart: 4.2: Movement of Consumer Numbers



- 4.4. In this context, it is also worth mentioning that average electricity tariff of CESC was lower than tariff prevailing in the major metropolitan cities of Mumbai and Delhi during year under review. But, to ensure energy security, reliability and to sustain improved operational performance, it is imperative to enhance tariff adequately.

5. Distribution loss management

- 5.1. It is a well-known and acknowledged fact that distribution is the most risk prone segment and weakest link in the entire value chain of power sector, which has also been recognized in the National Electricity Policy. Apart from meeting high consumer expectations in terms of services provided and universal service obligation, the most challenging task of a distribution licensee is containing the losses within the limit in its system.



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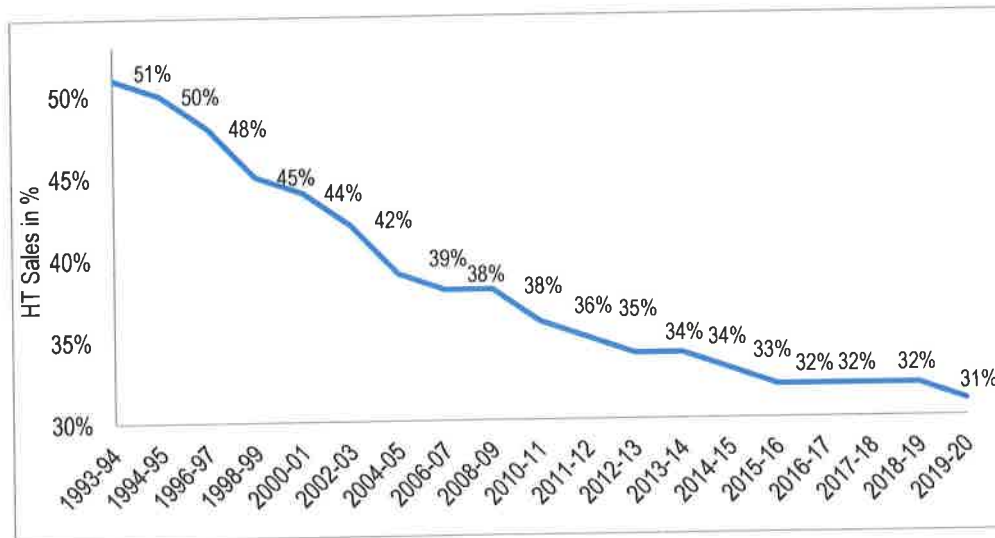
- 5.2. Losses arise both as technical losses due to laws of physics and also as unauthorized consumption by some consumers of the distribution licensee (commercial losses). The Hon'ble Commission is kindly aware that there is no management inaction on these fronts and in spite of best efforts from the Company's side, containing distribution loss beyond a threshold is outside the control of the distribution licensee under most circumstances.
- 5.3. As per a report "State Finances A Study of Budgets of 2019-20" by Reserve Bank of India, total power sector expenditure by all states have shown a significant rise in 2003-04, 2015-16 and 2016-17, with UDAY and similar schemes altering the composition of states' spending in favour of capital expenditure. But despite the reform activities, power distribution remains the weakest link in the sector's value chain, weighed down by consistent revenue gaps, burgeoning losses and unsustainable debt levels. This, in turn, is impacting the upstream power generation companies that suffer from delays in payment of dues
- 5.4. In case of CESC, the task of containing the distribution losses within acceptable limit is increasingly becoming challenging as the ratio of HT to LT sales is reducing over the years, from over 51:49 in the year 1993-94 to about 31:69 in the year 2019-20. It is a well-known fact that higher the proportion of low voltage sales, the higher would be the technical component of distribution loss. This change in the sales ratio is totally beyond the control of any licensee and depends entirely on the pattern of electricity demand of the consumers. The following graph depicts the declining trend in proportion of HT sales.



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Chart: 5.1 HT Sales vis-à-vis Overall Sales

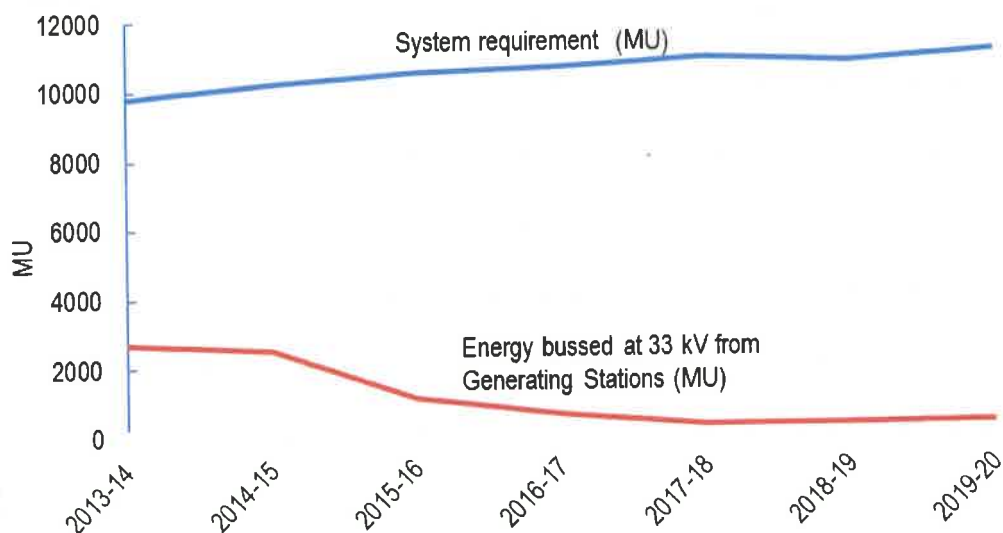


5.5. CESC has an embedded network of extra high voltage (EHV) system comprising 132 kV and 220 kV lines in its distribution network. Therefore, distribution loss of CESC includes technical loss incurred in this EHV network also. Such loss has further accentuated with new sources coming up at a considerable distance from the load centres and decreasing contribution from load centre based generating stations on account of environment, vintage and other issues, already on the records of the Hon'ble Commission. The following graph shows decline in energy bussed at 33 kV from generating stations.



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Chart: 5.2 System requirement vis-à-vis Energy bussed at 33 kV by the generating stations



- 5.6. Furthermore, CESC operates its loss control (theft control) activity in a hostile environment where stiff opposition from miscreants, physical violence, ingenious methods / technologies developed by pilferers and continuous threats to CESC's loss control staff are on the rise. There is also a serious aspect of theft / unauthorized use of electricity. These activities lead to danger of severe electrical accidents even leading to loss of human life and property.
- 5.7. Containment of loss was possible through concerted efforts by all concerned in such an adverse scenario as mentioned earlier. A detailed report on loss reduction measures, both technical and commercial, is enclosed in the **Appendix** (Page No. 138 - 157 of Volume 4) of this Supplementary Petition.
- 5.8. The following actions are taken on appropriate occasions for reduction / controlling technical distribution losses.



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5.8.1. **Network Upgradation and management:**

- Regular investments are made for capacity creation in order to meet the system demand, to manage technical loss effectively and to improve reliability of supply. Unlike most other licensees, CESC operates its primary distribution voltage level at 6 kV instead of 11 kV. The Company is proactive in upgradation of 6 kV system to 11 kV and numerous activities are initiated to enhance such conversion. This programme of conversion at different load centres is also kept consistent with consumers' upgradation plan and benefits commensurate with investment plan.
- Supervisory Control and Data Acquisition (SCADA) and Distribution Management System (DMS) are in place to monitor power flow on real time basis and take corrective actions like load balancing etc.

5.8.2. **Installation of Automatic Power Factor Controller (APFC)**

- CESC is installing power factor controllers at appropriate places in the distribution network since 2016-17. Generally, the nearer such power factor controller is placed in the network to the load centre, the better is the performance. Post assessment, management of technical loss at upstream network has been effective at upstream network of the transformer.

5.8.3. **Condition Monitoring**

- Regular health monitoring of the assets at 33 kV and 11 kV is being done using suitable tools to optimise performance. The other important measures for this purpose are Dissolved Gas Analysis (DGA) for transformers and Partial Discharge detection for switchgears. Thermographic scanning at outdoor yard is done for hotspot detection.



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5.8.4. **LT Aerial Bunched Conductor Installation**

- Direct hooking from bare LT lines can be prevented by replacing the overhead bare LT lines with Aerial Bunched Conductors. CESC is already adopting such measures. Such cables are insulated and difficult to tap. It has also been observed that consumers are indulging in tampering AB Cable and tapping it. Adequate administrative support to CESC would be essential in curbing this problem.

5.8.5. **Use of coaxial cable in LV distribution network**

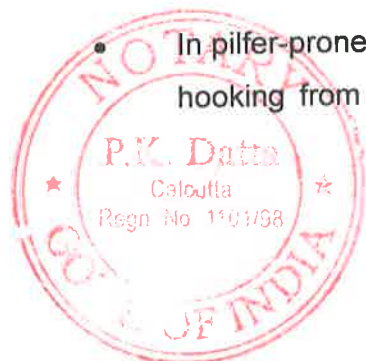
- In loss prone pockets, over the period, even LT AB cables have been abused either by rupturing the insulation in the mid span or accessing the live parts from the joints for hooking / tapping. In order to combat such kind of theft of electricity, coaxial cables are now being used in some identified places because of its inherent construction which will result in a cable fault if such attempts are being made by the pilferers.

5.8.6. **Service cut-out installation**

- The Company is replacing re-wireable fuse cut-outs at the service termination with Miniature Circuit Breakers (MCBs) / Moulded Case Circuit Breakers (MCCBs) inside an enclosure with special types of seals to prevent unauthorized access to the service parts. The arrangement also ensures safety and isolates in case of a fault in consumer's installation. CESC has embarked upon systematic replacement of the conventional cut-outs at the low and medium voltage service installations by this in-house developed innovation.

5.8.7. **Bus bar Protecting Paint**

- In pilfer-prone areas, there is propensity to steal electricity by direct hooking from busbars of pillar boxes. CESC has applied busbar



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protecting paint in about 290 pillar boxes to prevent theft of electricity in 2019-20.

5.8.8. **Equipment installation to prevent pilferage and over drawal**

- CESC has designed and developed an in-house and innovative service termination equipment namely "Pilfer Resistant and Pilfer Evident Service Unit for LV and MV installation with Overload and Short-circuit Protection Unit" in replacement of conventional cut-outs in theft-prone areas.

5.9. Energy Audit

- Loss prone areas are being identified through energy audit at LV and MV level of distribution transformers. All the distribution transformers are retrofitted with metering arrangement in theft prone pockets. For the purpose of energy audit, meter reading and monitoring is done at a remote place through GPRS (General Packet Radio Service) communication. Distribution pillar boxes are being metered for further investigation in the theft prone localities.
- Intensive actions are being undertaken in accordance with the law. However, the sensitive nature of most of these areas precludes administrative support, as actions taken in such areas often escalate into severe law and order issues. Voluminous documented evidences exist in this regard and quite a number of them are already on the records of the Hon'ble Commission. The Company has carried out energy audit for sample feeders in major theft-prone areas, the details of which have been submitted to the Hon'ble Commission. Energy audit helps to embark into processes that are detailed below and each of which helps to bring down the losses.

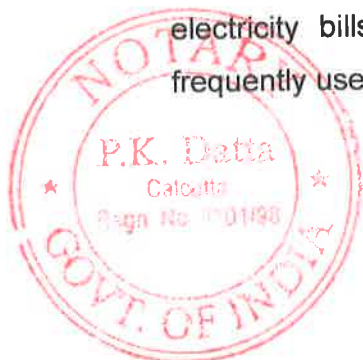
5.10. Commercial loss is being controlled by undertaking the several measures, which include the following:



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5.10.1. **Metering**

- Statistical Analysis System: CESC has developed a system for continuous monitoring / control by using Statistical business intelligence tool of Statistical Analysis System (SAS) to facilitate better surveillance practices on all categories of customers (Domestic / Industrial / Commercial) on the basis of consumption pattern and take appropriate measures.
- Meter Board Renovation: Old dilapidated meter boards are being replaced with new type of renovated meter boards on regular basis. Jumbled-up wiring in old meter boards causes frequent service faults, loose connection, short circuit etc. It also hampers safety aspect. Detection of pilferage become difficult in jumbled-up wiring in old meter boards.
- Metered supply has been provided to those who otherwise resort to unauthorised supply of electricity by means of theft. In 2019-20, 9075 new metered connections were given at different pilfer prone areas.
- Meters are tested in the in-house laboratory to identify defective and faulty meters. The meter testing laboratory in the Testing Department of CESC is accredited by NABL, Department of Science and Technology, Government of India.
- To promote pre-paid metering facility amongst consumers, CESC has taken initiatives as directed by Hon'ble Commission. However, it is experienced that the consumers in general are not opting for pre-paid meters and the Company has pre-paid meters lying in stock. As guided by the Hon'ble Commission, the Company has introduced various other options to its consumers for payment of electricity bills. These payment options are quite popular and frequently used by the consumers.



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5.10.2. **Smart Street Light Management System**

- Metering arrangement is provided for unmetered street light services through installation of "Smart Street Light Management System" having intelligent meter-cum-controller unit tailor-made for specific requirement of CESC.

5.10.3. **Public awareness programme and continuous surveillance**

- Extensive public awareness campaigns are undertaken through print and electronic media including the Company's website. Camps are organised at the identified theft prone pockets jointly with local administration, Police authority, Fire Brigade and involving inhabitants, on the damaging effect of theft of electricity like safety and fire hazards etc. Regular visits to schools, distribution of leaflets, putting up posters, mobile announcements are made to instil awareness against this social menace.
- Intense level of activities are carried out in meter checking, surprise inspections, removal of hookings, vigilance, filing of FIRs, following up cases in legal forums etc. Regular round the clock surveillance of all industrial and high-end commercial consumers are carried out within stipulated period, with priorities given to cases where unusual change of consumption pattern is observed as per IT data base. Regular follow-up of the cases is done where unmetered consumption charges have not been paid in order to check whether the accused consumers are getting supply of electricity by any unauthorised means.

5.10.4. **24 x 7 Operational call centre**

- Apart from handling cases of supply breakdowns and other supply related complaints of LT consumers, the Call Centre also works as a channel for theft reporting. Power theft can also be reported



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through the website of the Company (www.cesc.co.in) as well as through WhatsApp.

5.10.5. **Loss control cell – A dedicated team and IT enabled system**

- Loss Control Cell (LCC) has grown to be a full-fledged department, armed with exclusive software named System for LCC Information Management (SLIM).

5.10.6. **Smart Energy Management System**

- Recording of total energy consumed in different parts of the system under audit.
- Energy Audit of whole / part of own consumption to initiate demand side management for flattening the system load curve, thereby reducing the import of costly peak power.
- The concept and equipment may be extended to consumer's premises (HT and LT) towards saving of demand and energy charge during system peak period.

5.10.7. **Distribution Zone formation**

- To reduce loss in a specific area, the area has been divided into multiple micro Distribution Zones (DZ) with two to four DTRs each and rearranged the network. This is the first of its kind approach for creation and management for Distribution Zones. Various types of actions have been taken to reduce the loss such as identification of consumers having no authorized supply, hassle-free new connection provided through process change, employing local youth as brand ambassadors and CSR initiatives for community development etc. Distribution zone based focused approach helps CESC to identify the problem areas.



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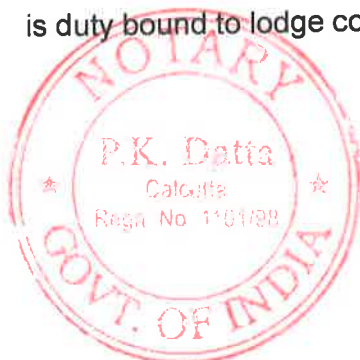
5.10.8. CSR initiatives

- The CSR initiatives like computer training program for local youth, health monitoring program for kids, training program for local women were undertaken by the Company to engage with the community in a more meaningful way, thereby curbing the tendency of unauthorised use of electricity.

5.11. The Hon'ble Commission is kindly aware that marginal rate of reduction of distribution loss becomes extremely low beyond a threshold level, and involves significant capital and operational expenditure. Insistence of continuous betterment of performance parameters is not always technically possible and may prove to be counter-productive for the consumers.

5.12. Further, it is an acknowledged technical fact that higher the proportion of low voltage sales, higher is the distribution loss on account of technical reasons. HT: LT load mix is beyond the control of any licensee and depends entirely on the consumer demand pattern. It is a matter of record that proportion of sales of electricity to high voltage consumers has been gradually declining in CESC's licence area. Simultaneously, with increasing urbanisation and vertical growth, low voltage sales have been on the increase. All these factors, which are entirely beyond CESC's control, had a marked adverse impact on CESC's distribution loss. Covid-19 related disruption is affecting the HT : LT ratio and also made physical loss control measures more difficult due to various embargoes.

5.13. The Hon'ble Commission may kindly appreciate that since the utility can take all reasonable steps within the four corners of law, the principal deterrent towards theft / unauthorised use of electricity is in the domain of the Administration and the Judiciary. As a law abiding entity, CESC, a licensee, is duty bound to lodge complaints with the police administration in each case



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of detection of theft of electricity and CESC never fails in doing so. There has been no management inaction in this respect.

- 5.14. It is the Company's concern that without effective administrative and judicial deterrents, it will not be possible for CESC to control the menace and the distribution loss percentage figures will show an upward trend in the coming years unless huge technical, financial, legal and administrative resources are mobilized with all support from the society at large.
- 5.15. Considering, *inter alia*, the above factors, it is submitted that CESC is already operating at optimum level. Restricting the distribution loss at present level is itself a challenge. It requires significant capital expenditure in a continuous manner to strengthen network, appropriate administrative support to control theft and sufficient employee strength. Otherwise, the distribution loss figures may show an upward trend in the coming years.

6. Distribution System Performance

- 6.1. Performance of the distribution system is accorded high importance by the Company. The Hon'ble Commission has stipulated stringent standards of performances of distribution licensees. CESC is committed to adhere to the standards set by the Hon'ble Commission.
- 6.2. The Company is deeply grateful for the Awards, Merit and Quality Certificates that have come its way. This reflects the continuous pursuit of the Company in striving for excellence in all spheres of its activities. However, it acknowledges the fact that though these awards recognise the endeavours made in supplying quality power and commensurate reliable service to the consumers, the Company has to continue its endeavours so as to be able to provide quality service to the consumers in future also. Some photographs in this respect are attached to this petition.



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6.3. Consistently meeting universal service obligation

6.3.1. Universal service obligation is an onerous responsibility of a distribution licensee. A large proportion of the consumers of CESC belong to a low consumption segment of around 42 units per month. Less than 10% of total units sold are consumed by about 55% of overall consumer base. However, stringent service obligations are required to be met for this huge consumer base and all necessary expenditure have to be incurred to fulfil the responsibility of universal service obligation cast upon the licensee under the Act. The Company endeavours to fulfil the expectation of its consumers through a number of initiatives and has been consistently fulfilling its universal service obligation. Details are furnished later in this petition.

6.4. Improvement in services

6.4.1. In the year 2019-20 alone, about 88000 consumers have been added to the distribution system of the Company. Significant improvement has been achieved in providing new connections by reducing inspection time through computerization of the entire inspection related process.

6.5. Improvements in metering infrastructure

6.5.1. Almost all non-superior old electromechanical type meters have been replaced. A comprehensive software supported meter management system is in place to keep track of the meters. Meters are inspected and tested, if required, before exchange.

6.5.2. The Company has achieved 100% metering for all categories of consumers including street lighting supplies of all Municipalities and other Public Bodies except a small portion of one Municipality in the fringe area (around 0.01% of the overall sales) for the year under review.



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6.5.3. Coverage of AMRs increased significantly during the year. The coverage is being expanded in a phased manner to other bulk customers such as housing projects with over 20 metered supplies. The meter data is available in a browser-based meter data management system for viewing loading status and breakdowns to help take prompt corrective actions.

6.6. Performance improvement measures

6.6.1. The internal measurement and control of various parameters of the distribution system performance are carried out in line with the regulatory needs and consumer expectations on a regular basis and improvements on the same are carried out by taking suitable corrective actions. CESC's overall effort of improving the distribution system performance is broadly structured around the following three themes.

- (a) Strengthening the basic distribution backbone;
- (b) Reliability through service innovation; and
- (c) Prudent maintenance management system.

6.6.2. Each of the above is illustrated in the following paragraphs.

6.6.3. Strengthening the basic distribution backbone

- EHV network development is being carried out considering merit order despatch of generation and / or purchase of power from different sources.
- CESC has put together a comprehensive roadmap for strengthening its distribution infrastructure taking into account the long-term demand scenario. This includes:

- (a) Establishing / augmenting connectivity with state or national grid to facilitate external power procurement.

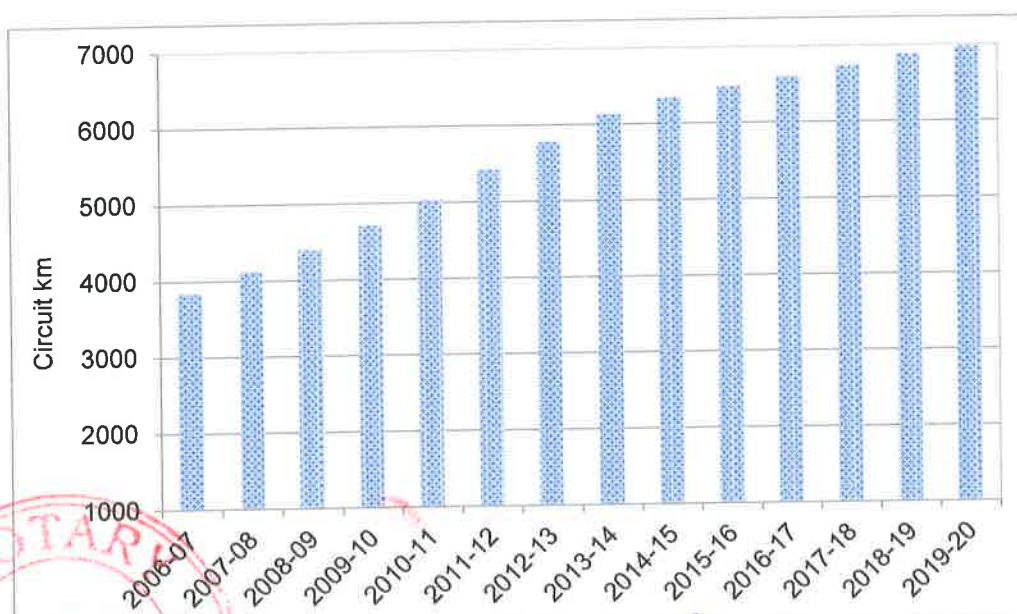


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- (b) Installation of new substations and / or capacity augmentation of existing substations.
 - (c) Commissioning of gas insulated substations (GIS) at strategic nodal points to enhance network reliability, facilitate space savings and replacement of old equipment.
 - (d) Space consolidation in existing substations to generate space for capacity augmentation of the substation and for future provisions.
- However, the challenges to network addition / augmentation persist in the form of space constraint and RoW issues.
 - The Company undertakes continuous upgradation of the distribution infrastructure to provide safe and reliable power supply. These include commissioning of new distribution stations, augmentation of transformation capacities, upgradation of voltage level, establishing ring main connectivity and addition / replacement of the underground / overhead cable network along with use of modern equipment. Statistics of a few measures undertaken for improving system redundancy and reliability are given below.

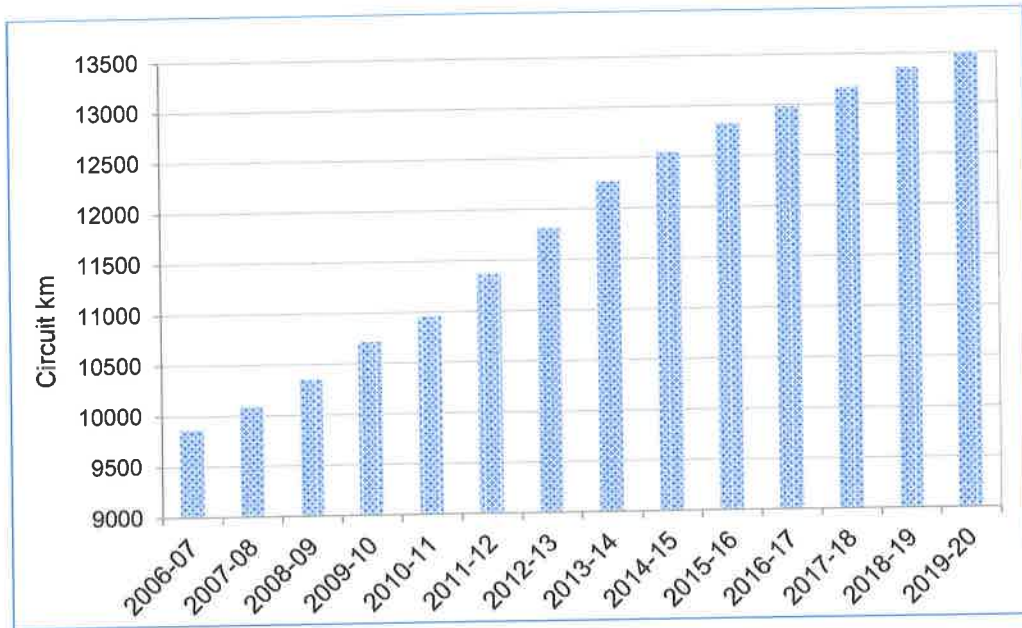
Status of 11 kV and 6 kV network (ckt km)



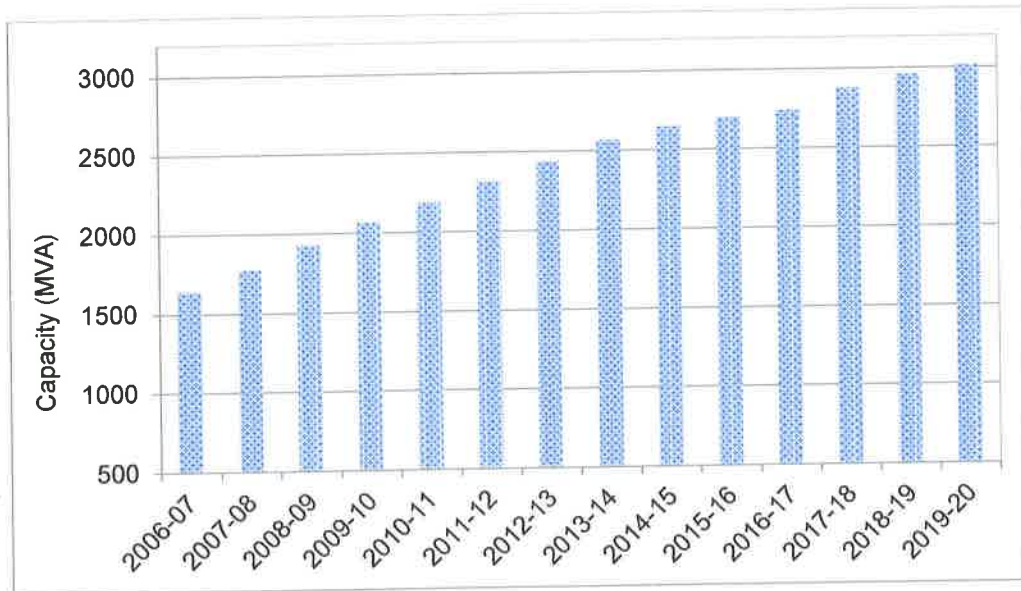
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Secondary LT network (ckt km)

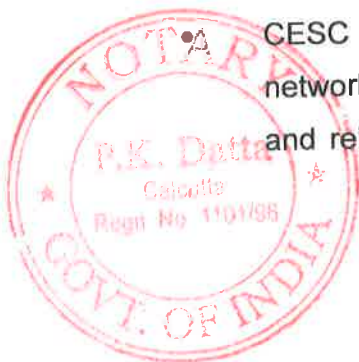


Distribution Transformer Capacity (MVA)



6.6.4. Reliability through service innovation

CESC is committed to continuous improvement of the distribution network to meet the growing demand of its consumers, with safe and reliable supply of electricity being the highest priority. At the



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heart of the approach to innovation is the commitment to continuous improvement of services. This commitment to innovate and improve covers CESC's entire distribution services, including Customer Relationship Processes, Connection Management, Asset Management, Network Automation, Safety and Sustainability, Remote Work Force Monitoring and back office functions. Some of the innovative approaches adopted by the Company are described in the following paragraphs.

- Some of the prominent operational bottlenecks faced by CESC are illustrated below.
- One of the major obstacles faced was that, due to the vast spread and diversity of the LT network, monitoring of the same through a single window was difficult.
- Fuse protection in CESC system was by means of re-wireable copper fuses at pillar boxes, pole cut outs and service cut-outs. Supply interruptions due to fusing at pillar boxes were frequent and formed a major portion of the supply interruptions encountered by the consumers. Due to inherent nature of the re-wireable fuses, the fusing current for such fuses depend on a variety of factors such as condition of fuse contacts, the skill of the workman installing the fuse, fuse material and in service age of the fuse wire etc.
- LT cable faults were another operational bottleneck. The LT cable is laid at a much lesser depth as compared to HT cable. Moreover, there are numerous joints, predominantly tee joints for providing services along LT distributors, thus creating a number of points prone to fault at these joints throughout the length of the cable.
- An age-old problem associated closely with LT distribution network is the elimination of low voltage pockets developed as a result of installation of air conditioners and other power guzzling appliances.



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The problem becomes even more acute when the pockets have to be eliminated while limiting the investment requirement.

- Being an urban utility, CESC faces the problem of paucity of space, especially for installing pillar boxes which necessarily have to be erected near load centres. Planning for excavation work is also a critical issue, as only a limited time period is allowed by the civic authorities for such kind of work. The cost of road restoration that has to be paid to civic authorities for any excavation work undertaken is quite high for urban areas
- **LT Control Room:** In line with CESC's ardent initiatives to offer the best in class service experience for the retail LT consumers and to continuously improve upon the operational processes, a LT Control Room (operational 24 X 7) has been set up at the commercial hub of Kolkata at B.B.D Bag 132 kV Substation.
- **GIS and GPS integrated consumer complaint management system:** At the LT Control Room, CESC has innovatively blended the GPS based mobile crew tracking system and the GIS based mapping of its consumers for better monitoring of the LT trouble call management.
- **AMR in DTR integrated with GIS:** All the DTRs are provided with on line metering which captures all the electrical parameters and stores the average value over cycles of 30 minutes. The innovative piece was depicting all these DTRs with these online readings on the GIS map with colour coding to indicate the load profile.
- **Smart Pillar Box:** CESC has re-engineered the conventional pillar box, replacing the re-wireable copper fuse units by Fuse Strips fitted with High Rupturing Capacity (HRC) fuses. Also, by adding an automated module to the pillar boxes, a process has been developed where in a SMS is triggered by the automation module



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during any outages. There is also a system in place to monitor the loading of different units of the Pillar Boxes using data telemetry

- **LT Compact Substation (LTCSS):** Quite a few numbers of low voltage complaints are received every year by CESC. Such low voltage complaints are now being resolved, where ever possible, by installation of LTCSS. LTCSS essentially comprise of two components, namely a voltage regulator and a capacitor bank, installed individually or in a combination at strategic points in the LT network.
- The Company has targeted new technologies as research and development activities, in a limited scale, in the area of Battery Energy Storage System, Electric Vehicle Charging Station (EVCS), which are considered to be essentials for the future power systems. The Company has also submitted a petition on setting up EVCS before the Hon'ble Commission.
- Repeated occurrences of Cut Out failure due to gross over drawal by consumers have prompted CESC to develop a 'Cut Out Less Service Unit'. CESC has applied for a patent for the device. Additionally, installation of LT auto-changeover device at consumer premises has also been aimed at reducing the time for supply resumption in case of any LT fault.
- **Reduction in feeder tripping:** With the aim of increasing reliability and providing uninterrupted supply, a spike prevention team has been formed to monitor the work done by external agencies and to prevent accidental damage to underground cables caused by them.
- Several initiatives like mobile vans equipped with GPS tracking system, 'Power on Wheels' service to extend support to the restoration team and Installation of automated supply modules to ensure immediate restoration through an alternative source have



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been undertaken to reduce average restoration time after faults are reported or identified by the Company.

- The timelines for restoration of supply are mostly within the time limits stipulated by the Hon'ble Commission in the Regulations, due to the above multi-pronged activities at all levels in the organisation. However, CESC's distribution network being mostly underground, it is frequently affected by micro-tunnelling as well as excavation work by other service utilities / civic bodies / entities for drainage and sewerage revamping activities etc.
- The Company has taken up a programme to replace its old / outlived SCADA System. The new state-of-the art SCADA will comprise Energy Management System (EMS), Distribution Management System (DMS) and Outage Management System (OMS) to facilitate enhanced reliability and operational flexibility.
- These efforts have resulted in further improvement in the reliability parameters. CESC has been furnishing information on interruptions from 2015-16 to the Hon'ble Commission in terms of the applicable Regulations with suitable information disclosure in the Company's website as well.

6.6.5. Prudent maintenance management system

- CESC is continuously striving for improving efficiency of providing service to the consumers. The Company is making a shift from routine breakdown maintenance to condition monitoring based preventive maintenance, which allows preventive and corrective actions to be scheduled at the optimal time. New technological advances progressively adopted under condition based asset management practices are given below:



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- (a). Partial Discharge Monitoring - enables a comprehensive assessment of the condition of insulation. Different non-intrusive techniques for detection of PD in high voltage apparatus have been evolved.
- (b). High Frequency Current Transformer based online monitoring & localization of partial discharges in HT & EHT underground cables.
- (c). Ultrasound Detection - Suited generally for the detection of surface discharges.
- (d). Transient Earth Voltage Measurement - Suited generally for indoor air insulated switchgear.
- (e). Radio Frequency Interference Scanning - Suited generally for outdoor installations.
- (f). Ultra-High Frequency Technique - Suited generally for SF6 gas insulated switchgear.
- (g). Thermographic Detection (Infrared Radiation) of hot spots in energized distribution equipment is carried out.
- (h). CESC has developed Distribution Related Engineering Asset Management System (DREAMS), a software tool which has helped optimisation of maintenance and related expenditures of distribution assets over their life cycle and to formulate an asset replacement strategy.
- (i). The Company has done condition monitoring of HT assets belonging to the HT consumers, so as to locate partial discharges and hotspots in their power system and recommend corrective measures.



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7. Consumer Services

7.1. The Company is continuously striving to improve the consumer experience through engagement with the consumers to understand their needs and serve them better. In this context, CESC's approach is targeted at providing enhanced consumer experiences under the guidance of the Hon'ble Regulatory Commission. A number of initiatives have been introduced to improve customer service, some which are detailed below.

7.2. New connection to consumers

7.2.1. CESC added around 88000 new consumers during the year 2019-20. Now the applicants can also estimate the necessary Security Deposit through a Cost Estimator placed in the Company's website, even before making an application. The Online application process has been further simplified for the ease and convenience of the Applicants..

7.2.2. At present, supply is being offered within two days on an average after receiving a complete application from a prospective consumer and supply is connected within one day on an average after the necessary compliance by the consumer.

7.3. Complaint handling

7.3.1. The Company provides different channels for reporting any problem or complaint that the consumers may face and they are free to choose any convenient method to lodge the complaint. Various options available to the consumers are as described below.

7.3.2. IVRS enabled Supply and Billing Call Centres

- The Company is operating a 24-hour Call Centre (Telephone No.1912, 4403-1912 and 1860-500-1912) for providing services to the consumers so that consumers' inconveniences are remedied at




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the quickest possible time. The Call Centre handles cases of supply breakdowns and other supply related complaints of the consumers.

- The Company has launched a 24-hour HT Call Centre (Telephone No.2225-9156 and 2225-9157) with 60 incoming lines for providing services to the HT Consumers so that their supply or bill related queries / complaints are addressed in the quickest possible time.
- Information through Automated Out Bound Dialling (OBD): An Out Bound Dialler (OBD) has been integrated with the Company's CRM System, through which, Consumers are being proactively informed over telephone through a recorded voice message, regarding any supply interruption in case of large area outages.

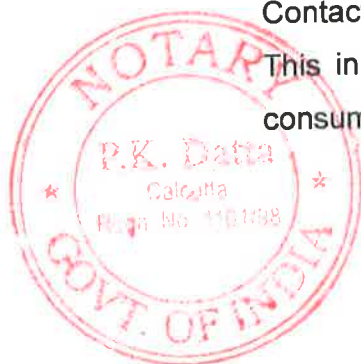
7.3.3. Control Room for HT and LT

- There is a separate help desk at the Control Room to attend to complaints of HT consumers. Special teams comprising distribution engineers, supervisors, skilled and unskilled persons are available round the clock at decentralised command stations to attend to HT fault in the distribution network.
- The Company has a fully functional LT Control Room operated by Distribution Engineers to bridge the processes of Call Centre and Regional Reporting Centres for better management of consumer complaints and to ensure faster restoration of supply.

7.3.4. Key Account Managers:

- The Organisation has introduced a new concept of "Key Account Managers" by allocating an Officer of the Company as a dedicated Key Account Manager for Bulk Consumers, as their Single Point of Contact to provide them requisite assistance, as and when required.

This initiative has now been extended to cover more number of consumers both from the HT & LT segments. The primary objective



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is to develop a mutually beneficial long-term relationship with HT Consumers.

7.3.5. Commercial helpdesk

- As an extension of existing Call Centre (1912), a Commercial Call Centre is also operating to provide end-to-end solutions to all commercial complaints. Consumer calls related to billing, metering and payment etc. are directed to the commercial call centre from 1912 for smooth and hassle-free service. A Centralised Complaint Management Centre is also in operation as the back office of the Commercial Helpline. The Call Centre and the Commercial Helpline combine together to forge better connectivity with the consumers with respect to the availability of CESC's emergency, as well as, regular services.

7.3.6. Digital avenues for complaint handling

- Consumers can also report complaints through the website of the Company (www.cesc.co.in) as well as through e-mail, SMS, WhatsApp messaging, Facebook, Twitter, and the Mobile APP.
- Support on Online processes is also provided to Consumers through WhatsApp and pull SMSs. A special E-mail helpline exists for each Online process and all mails to these E-mail IDs are attended immediately
- **Chatbot- eBuddy:** As a part of its continuous efforts to enhance Consumer Delight and to reduce Customer's wait-time, CESC has launched its **Chatbot- eBuddy**, which is now live on CESC's Website (www.cesc.co.in). This Chatbot assists consumers to avail a bouquet of E-Services and also handles various Consumer Queries, Complaints and Requests. It provides quicker and easier online solutions to consumers and makes interaction with CESC a hassle-free and delightful experience.



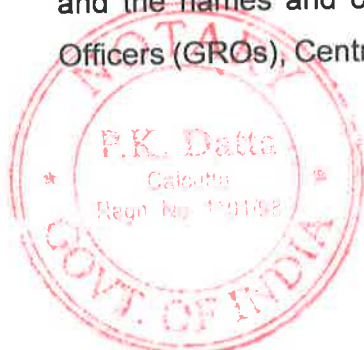
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7.3.7. Other consumer friendly initiatives

- CESC has launched a Queue Management System (QMS) in its regional offices to reduce time required for handling consumer issues. QMS, in the first step, helps in maintaining uniform workload distribution amongst various consumer-counters and thus results in speedy resolution of consumer issues.
- Moreover, all the regional offices are now equipped to receive any consumer's complaint irrespective of the consumer's geographical location and the corresponding operational jurisdiction of a particular regional office in the consumer's area of supply. Thus the regional offices are now operated in a 'boundary-less' manner extending services to all the consumers in CESC's entire area of supply.
- To provide quality facilities on the move to Customers, CESC has updated the CESC Mobile App with additional features, to make it modern, state-of-the-art and even more user-friendly with features such as 'hassle-free registration', 'customizable dashboard based menu', 'push notifications' and 'one-touch Complaint docketing facility'.

7.4. Grievance Redressal Forum

- 7.4.1. The Grievance Redressal Forum (GRF), constituted as per the Electricity Act, 2003, is functioning in accordance with the Regulations and information on its functioning is reported to the Hon'ble Commission. Also, communications regarding grievance redressal procedure are sent to the consumers through electricity bills and through Newspaper advertisements. Gist of the grievance redressal procedure and the names and official designations of the Grievance Redressal Officers (GROs), Central Grievance Redressal Officers (CGROs) and of



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the Ombudsman, along with their offices and also displayed on the Company's website.

7.5. Meter reading and billing

7.5.1. Billing related activities are carried out following a structured schedule, starting from inspection of meter, generation of electricity bill and receipt of the same by a consumer so as to ensure adequate lead time from payment.

7.5.2. The Company has implemented meter reading through hand held devices and as soon as the reading is recorded in the Tablet, the concerned consumer receives an SMS indicating the meter reading and the Units advanced. This helps the consumers to keep track of their meter reading and consumption in a better manner.

7.5.3. Vernacular billing options

- CESC has introduced an option of providing electricity bills in vernacular languages (Bengali / Hindi) for all the consumers. To avail this facility, a consumer can either log into the Company's website or may even send SMS or WhatsApp message and seek the option of receiving the electricity bill in the desired language

7.5.4. Redesigned Electricity Bill

- As part of the company's ongoing efforts towards consumer centricity, CESC has re-designed the Monthly Electricity consumption bills. Consumers are receiving newly designed bills with all the important information highlighted in attractive colours making it more comprehensive and consumer friendly

7.5.5. Digital services related to billing

- A variety of SMS services are provided to consumers.



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- CESC APPS, the mobile APP of the Company has an array of options such as bill details, payment status and history, Complaints lodging etc.
- **Wondermail**, a new Mobility Solution has been launched for CESC's consumers. The Bill Generation SMS has been amended to include the special Wondermail Link, clicking on which a number of services like viewing and paying bills, regular updates on CESC's #LiveFreeBreatheFree Campaign, online payment options etc. are available

7.6. Multiple payment options

- 7.6.1. Cash offices: The Company operates 40 cash offices for collection of payment from its consumers against electricity bills and other bills e.g. new connection, additional security deposit due to extension of load, reconnection of supply, prepaid recharge voucher etc. Out of these, major cash offices are operated for extended hours. Out of these, major cash offices are operated for extended hours. The Company also provides advance payment options and has arranged for cheque drop boxes at different locations across the licensed area.
- 7.6.2. Additionally a number of Any Time Payment (ATP) kiosks are in place at various locations where the consumers can pay their electricity bills
- 7.6.3. Digital payment options: Consumers can make their bill payments and advance payments from the corporate website. The consumers have a bouquet of options in this regard. There are multiple payment gateways. Online batch payment option through NEFT / RTGS has also been launched – a long requirement for Corporate Houses. Card swiping machines at 16 Cash Offices are available for Walk-in Consumers.



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7.7. Consumer engagement initiatives

- 7.7.1. Registration / Data Collection Process: several initiatives to provide multiple options to the consumers to register their e-mail id / mobile number with the Company like in webpage, customer relation stalls or through call centre.
- 7.7.2. Chat with Managing Director: CESC has extended the initiative of consumer interaction through organising online chats on a regular basis. Senior officials across various divisions of the organisation engage in the chat every week. The Managing Director (Distribution) of the Company too engages in Online Chats with the Customers regularly. Officials at the highest levels are available at these sessions. Queries raised during such sessions are resolved with utmost priority.
- 7.7.3. HT Consumers' Meet: The Company also conducts regularly 'HT Consumers' Meets' to discuss the unique needs of the High Tension consumers on one-to-one basis.
- 7.7.4. HT Technical Workshop: The Company organises 'HT Technical Workshop', where best technical practices adopted by CESC is shared with the HT consumers, Regular visits at HT consumers' establishment
- 7.7.5. Awareness Programme on Electrical and Fire Safety: Number of programmes targeted at different categories of consumers, viz., banking, educational institutions, hotels, hospitals, malls, clubs etc
- 7.7.6. Meet CESC at Your Locality: The Company has started organising different Meets at the consumers' own localities, through residential housing societies or local clubs. 'Meet CESC at Your Locality' is an interactive experience where consumers can personally talk to different members of the CESC Management. Meetings and events are organised with eminent bodies (BCCI, CREDAI BENGAL, HRAEI, etc.) and Government Forums. Consumer Meets are also arranged at the



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7.7.7. Initiatives to promote Customer-Centricity inside the Organisation: Such as Bandhan (a Customer Centricity Workshops covering Officers and Frontline Personnel), Grahok Bandhu (a Reward Recognition Programmes)

7.7.8. Digital Channels: Such as Facebook and Twitter.

7.8. Access to useful information

7.8.1. In adherence to the Regulations of the Hon'ble Commission, requisite information regarding new application, service alteration application, details of cash collection offices and their working hours, Grievance Redressal procedure etc. are displayed at important locations.

7.8.2. Additionally, with the gradual deployment of the various e-services, CESC's corporate website has become a 24 X 7 virtual office, where a consumer can avail a bouquet of web services from the comfort of his home / office. The website provides various information to the consumers including planned outages, power saving guidelines, safety tips, power consumption guide, guidelines to the prospective consumers, details of district offices and cash offices etc. The facility of downloading copies of electricity bills from the website is available for all consumers.

7.8.3. Apart from electricity bills, forms for reconnection / transfer of supply, voluntary disconnections etc. can be downloaded from the website. Status of application for new connection, load augmentation as well as short-term supply for community festivals can also be tracked online.

7.8.4. Details of consumption / payment history and security deposit details for the current and last few Financial Years of consumers are available on the website. Additionally, a consumption charge calculator has been incorporated, which enables the consumers to have an indicative idea about their monthly consumption charge with all the necessary




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breakups. HT consumers can view daily real time consumption, payment / contractual load history, security deposit status etc. upon registering. There are provisions for lodging complaints and reporting power theft through the website as well.

- 7.8.5. #LiveFreeBreatheFree: As a responsible Corporate Citizen, CESC has embarked on an initiative of contributing towards making the city of Kolkata and Howrah a Cleaner & Greener place to live in. In its endeavour to adopt Clean Fuel for Transportation, CESC has already set up Electric Vehicle Charging Stations at major locations in the city and introduced Electric 4-wheelers in its operations. The company has been encouraging consumers to embrace Clean Technologies in their daily household usage like Electric Cooking, Air Purifiers, Star rated Air Conditioners (AC), Geysers and Refrigerators. In view of rising air pollution, Electric Vehicles and Electric Cooking appliances are a much cleaner, safer and affordable energy option and the company has been trying to develop customer awareness in this regard to contribute towards making a greener city.
- 7.8.6. Recently, as a part of this initiative, the Organisation has joined hands with BCCI to promote electric cooking within the Street Food Vendors of the Dalhousie area in view of the rising safety & environmental concerns of the city.
- 7.8.7. CESC has rolled out the E-corner initiative with all in one desktop installed at the bill payment ATP kiosks for the consumers to avail the e-services available through the website. An additional Online Support help desk has also been set up to provide guidance to the applicants / consumers for using the online services. Information on web services is promoted regularly as well.
- 7.8.8. The Company sends regular messages through electricity bills as well as mailers / e-mailers to the consumers to make them aware of safety, online payment, grievance redressal forum, Company's new initiatives




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etc. New consumers are provided with an informative welcome kit with information on a host of features. Consumer booklets and handbooks are made available to enhance general awareness at different Customer touch points.

- 7.8.9. Based on customer feedback, cheque drop-boxes were placed at multiple locations in the city to facilitate payments. A special instructional video on online payment was also created to aid customers. Besides, regular communications were sent through SMS, e-mail, newspaper and TV advertisements regarding services during lockdown. It is also being submitted that, with the widespread devastation that Cyclone "Amphan" caused, the Company worked round the clock on a war footing to restore full power for 99% of its consumers within seven days.

8. Environmental responsibility

- 8.1. The Company takes utmost care to ensure that all its generating stations comply with the governing environmental standards. All the generating stations are running within the permissible norms of Central Pollution Control Board (CPCB) and West Bengal Pollution Control Board (WBPCB) for emissions, effluent, hazardous and solid wastes. CESC, as directed by the Hon'ble Commission had approached the West Bengal Pollution Control Board to explore the possibility of exemption from the requirement of coal beneficiation. However, the West Bengal Pollution Control Board has reiterated the requirement of utilisation of coal with ash content not beyond 33% at the Budge Budge Generating Station.

- 8.1.1. Apart from compliance with applicable legal and regulatory requirements, CESC has devised processes to perform better than the norms. Emission levels at the power plants are far better than the standards set by WBPCB. Special importance is accorded to monitor and control emissions and effluents. To contain ash levels at the




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generating stations, the Company has taken initiatives to wash a part of its coal requirement through installation of a suitable plant. The stations are equipped with extremely efficient electro static precipitators. Zero discharge system is in place in all the generating stations. Additionally, zero effluent discharge system has also been put in place. All the Generating Stations are ISO 14001:2004 certified in respect to Environmental Management Systems. Ministry of Environment, Forest and Climate Change (MoEFCC) has amended its guidelines to regulate the generating stations with stricter pollution control standards; the Company would approach the Hon'ble Commission after reviewing the process as directed through Order in Case No. OA-339/20-21 dated 20 January 2022. Relevant communications on the above matter are placed in the **Appendix**.

8.1.2. Environmental Statement reports for the year ending 31 March 2020 as submitted to the WBPCB, are enclosed in the this Supplementary Petition (Page No. 359 - 382 of Volume 4). In recognition of its achievements in this arena, the generating stations of the Company have been merited with a number of awards and certificates, which are mentioned herein below.

8.1.3. **Budge Budge Generating Station**

- Awarded 'Environmental Excellence Award 2018' from Mission Energy Foundation for the category 'Clean Generator of the Year – Coal'
- Awarded '19th National Award for Excellence in Energy Management 2018' organized by Confederation of Indian Industry (CII) for the category 'Excellent Energy Efficient Unit'
- Received '2nd Annual Exceed Gold Award 2018' in 'Environment Preservation' under Power (inclusive Renewable) Sector
- Received 'Apex India Occupation Health & Safety Gold Award 2018'



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- Honoured as 'Best Performing Utility in Thermal Power Sector' by the Central Board of Irrigation and Power in 2018
- Received Gold Award in '17th Annual Greentech Safety Award 2018'
- Received Gold Award in the 'Thermal Power Sector category' at the '16th Greentech Safety Awards 2017' for 'outstanding achievement in Safety Management'
- Adjudged winner in 'Asian Power Awards 2017'
- Received Gold Award for 'Environment Protection' in 'Rashtra Vibhushan Award 2016-17'

Southern Generating Station

- 'Safety, Health & Environment (SHE) Excellence Awards 2017-18' from CII Eastern Region at The Safety Symposium & Exposition in 2018
- Special appreciation in 'Environment Excellence Award 2018' organized by ICC
- Platinum Award in the 'Thermal Power Sector category' at the '16th Greentech Safety Awards 2017'
- Gold Award in the '17th Annual Greentech Safety Award 2018'

Photographs of the above are submitted with this Supplementary Petition (Page No. 85 - 148 of Volume 1).

9. General Form and Structure of the Petition

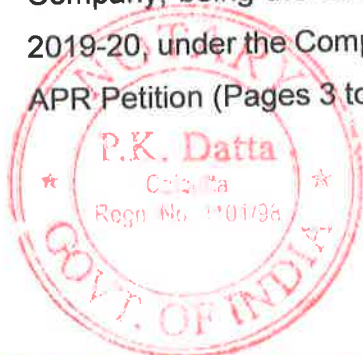
- 9.1. In terms of the Tariff Regulations, the applicable formats are being submitted to the best understanding of the Company. Additional notes, data and reconciliation, wherever required for clarity, in conformity with the Regulations, have been furnished. Compliance requirements as arising from



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various Orders of the Hon'ble Commission have been fulfilled to the extent feasible / practicable. It is respectfully submitted that directives can only be complied with on prospective basis. CESC undertakes to make available such other or further information and documents as the Hon'ble Commission may consider appropriate and make a requisition therefor. The Company would also like to furnish additional information / documents as may be necessary for disposal of this application, if required, post-disposal of the pending FPPCA and APR petitions from 2014-15 onwards, which are dealt with in more details hereinafter.

- 9.2. The Attachments, Annexes and the Appendix furnished herewith form a part of these Additional Submission.
- 9.3. In order to retain appropriate focus, figures have been rounded off for final presentation in certain cases. All compliance requirements, as understood and interpreted, have been met to the extent possible. In appropriate cases, items in applicable forms of submissions have been regrouped for clearer presentations. Detailed status report on the updated compliance requirements has been placed in this Supplementary Petition (Page No. 3 - 27, Volume 4). Suitable Auditors' Reports / Certificates as well as reconciliations have already been furnished to bring out the details pertaining to the generation business and licensed distribution business. Kindly refer to Page No. 194, Volume 3 of the APR Petition.
- 9.4. As required under the Tariff Regulations, the Company is providing the related information for Annual Performance Review as per the applicable formats. This information is provided in "Annex 1" of this Petition.
- 9.5. The statutory audited data, embodied in the Audited Annual Accounts of the Company, being the audited annual accounts of the Company for the year 2019-20, under the Companies Act, 2013 are enclosed in "Annex C1" of the APR Petition (Pages 3 to 184 of Volume 3).



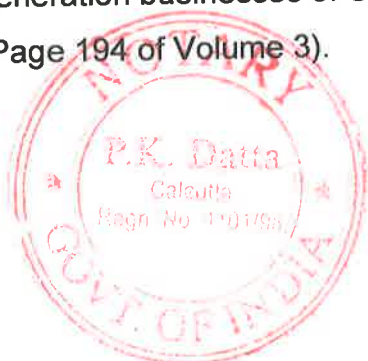
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- 9.6. As indicated in this petition, benefits have been proposed to be passed on to the consumers duly in accordance with the Tariff Regulations. The Auditors' Report and Certificate on earnings from sale of electricity to persons other than own consumers and West Bengal State Electricity Distribution Company Limited (WBSEDCL) in 2019-20, is placed in "**Annex C2**" of the APR Petition (Pages 185 to 188 of Volume 3). Sales is effected to such persons to improve capacity utilisation and operational performance of long term sources. Illustrative seasonal load curves have been placed in the **Appendix**, in Page No. 386 - 387, Volume 4 of the Supplementary Petition. The Company has also furnished Auditors' Report and Certificate on purchase / sale to own consumers, WBSEDCL and persons other than own consumers and WBSEDCL and consumption in own premises for 2019-20 in "**Annex C3**" of the APR Petition (Pages 189 to 192 of Volume 3). Auditors' certificate relating to the number of consumers as on 31 March 2020, electricity consumption during 2019-20 and the total connected load as on 31 March 2020 under each tariff category has been placed in "**Annex C4**" of the APR Petition (Page 193 of Volume 3).
- 9.7. Variable cost adjustment has been proposed in terms of the FPPCA Petition. For such cost adjustment, Auditors' certificates and other details on Fuel and Power Purchase have been furnished in terms of Regulation 2.8.7 read with Schedule-7A of the Tariff Regulations along with the FPPCA petition.

10. Treatment of Specific Items

- 10.1. In accordance with the directions of the Hon'ble Commission, the Auditors' certificate on break-up of expenditure between the distribution and generation businesses of CESC is placed in "**Annex C5**" of the APR Petition (Page 194 of Volume 3).



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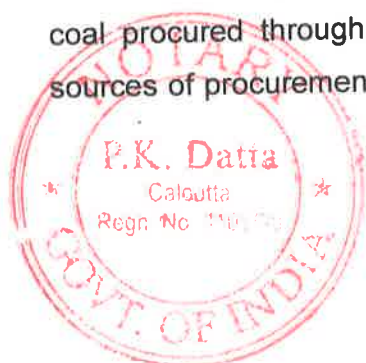
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10.2. The Company humbly submits that the capital expenditure is incurred mainly on account of strengthening of the distribution network/ umbrella network, assuring reliability of supply through service innovation, implementation of prudent maintenance management system and ensuring better consumer service. In light of pendency of a number of petitions, the Company, through proper planning, deferment and optimisation, was able to contain capital expenditure for the year at Rs. 56574 lakhs. The Perspective Plan submitted before the Hon'ble Commission with the multi-year tariff application for the sixth control period has been broadly followed with necessary deferment and optimisation. Necessary investments are being made to maintain and improve quality and reliability of services for CESC's consumers. It is also submitted that getting possession of suitable plots of land and RoW in a highly developed urban area is a serious issue. Though the Company makes every feasible effort to obtain land and RoW to adhere to its plan, the situation is often beyond its control and therefore in some cases, there are some modifications at a later date to accommodate exigencies and uncertainties arising out of non-availability of suitable land / RoW.

10.3. As an endeavour towards contributing to cleaner environment, the Company has set up few Electric Vehicle (EV) charging stations at some major locations within its licenced area. The Hon'ble Commission may acknowledge such initiative and consider providing additional capital expenditure, if required, towards development of such infrastructure.

10.4. Fuel Cost

10.4.1. CESC, for its Budge Budge Unit 3 and other stations, has Fuel Supply Agreements (FSAs) with subsidiaries of CIL, namely Eastern Coalfields Limited ("ECL") and Bharat Coking Coal Limited ("BCCL"). The relevant FSAs are already in the records of the Hon'ble Commission. Domestic coal procured through linkage has been recognised as one of the sources of procurement in terms of Regulation 5.8.2 and Form D(1) of



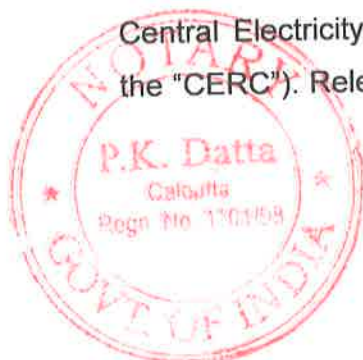
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the Tariff Regulations. The FSAs also provide for coal delivery through road / Road-cum-Rail ("RCR") mode of arrangement at the Supplier's discretion. It is respectfully submitted that the Suppliers, i.e., subsidiaries of CIL are also empowered to offer coal from any other subsidiary of CIL and decision in this regard of the CIL subsidiaries are binding on the Company. The Company craves leave to refer to the FSAs, whenever necessary.

10.4.2. CESC has consumed about 42% of its annual requirement of coal produced from its captive mine located at Sarisatolli. Details regarding cost and quantum of captive coal has been furnished in terms of relevant forms [Form D(1), D(2) and D(3)] as specified in the Tariff Regulations. Form D(1) and D(3) submitted in this Supplementary Petition provide additional details to Statement 1 and Statement 3 placed in Volume 3, Page 156 to 157 and 160 to 163 of the FPPCA Petition. Form D(2) is being submitted in this Petition in replacement of Statement 2 placed in Volume 3, Page 158 to 159 of the FPPCA Petition. Captive coal mine has been recognised as a fuel source under regulation 5.8.1 of the Tariff Regulations. Detailed chronology of events leading to allocation of the captive coal mine at Sarisatolli, emergence of this mine as the primary and least-cost source for CESC's generating units, subsequent de-allocation as well as securing back of the mine through e-auction, issues and factors affecting mining operations presently are already in the records of the Hon'ble Commission and the details are not repeated herein to avoid prolixity. The Company craves leave to rely upon the same, whenever necessary.

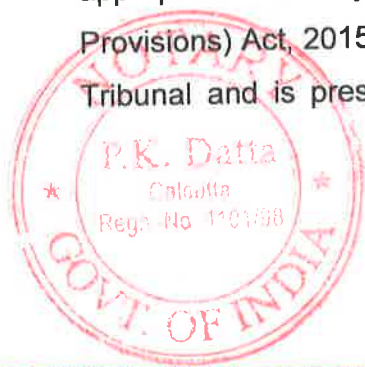
10.4.3. Post de-allocation of Sarisatolli mine and allotment through subsequent bidding, the consumers are not bearing the mining cost. Therefore reject sale proceeds are not liable to be shared with consumers. The same principle is also echoed in Tariff Regulations framed by the Hon'ble Central Electricity Regulatory Commission (hereinafter referred to as the "CERC"). Relevant extract [Regulation 36P (2)] has been placed in




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the **Appendix** in Page No. 218 – 220 of Volume 10 of this Supplementary Petition. In this regard it is important to highlight that as per Para 4.4 of the Washery Reject Policy of Ministry of Coal issued on 27 May 2021, additional obligations are cast solely upon “Linkage holders (regulated sector)” and the “owners of coal block allocated through allotment route” and benefit sharing for reject sale is not required for auctioned mines as per Para 4.4.3 of the Policy. Relevant extracts of the Washery Reject Policy dated 27 May 2021 is placed in Page No. 221 - 222 of Volume 10 of this Supplementary Petition.

- 10.4.4. Captive coal was mined to the extent possible. Some uncontrollable factors hindered production, which include rapid spread out of fire in and around areas of coal seam close to working areas, difficult geographical terrain inside the mines resulting into deeper sections with narrower angles, necessitating use of smaller equipment, existing district board road through the mine which is being used as a thoroughfare and restrictions imposed by Directorate General of Mines Safety (DGMS) on blasting in some parts etc. All such factors have made extraction extremely difficult at times and the issues have been regularly placed before the Appropriate Authority through monthly status reports / communications. In this regard, as has already been intimated to the Hon'ble Commission, that on a writ petition filed by the Company, the Hon'ble High Court of Delhi was pleased to grant an appropriate stay on the actions taken by the Nominated Authority, Ministry of Coal, Government of India relating to performance standards and production issues for the financial years 2015-16 & 2016-17 under the Coal Mine Development and Production Agreement (CMDPA) and granted liberty to the Company to approach the Hon'ble Tribunal, Rajmahal Project Area, Lalmatia Godda, Jharkhand, constituted under the Coal Bearing Areas (Acquisition and Development) Act, 1957, which is also the appropriate authority for adjudication under the Coal Mines (Special Provisions) Act, 2015 and the matter has been admitted by the Hon'ble Tribunal and is presently sub-judice. Subsequently, in the matter of

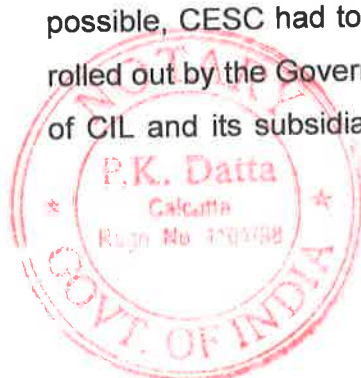



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issues relating to shortfall in production from the mine in the financial years 2017-18 to 2019-20, various difficulties faced in the mine was represented before the Scrutiny Committee constituted by Ministry of Coal. The Committee recommended the Nominated Authority to take opinions / comments of Central Mine Planning and Design Institute Limited (CMPDIL). In response CMPDIL in July 2021 communicated to the Coal Ministry that *"the fire is affecting the production capacity of the mine, however, for assessing the impact of fire on the annual production capacity of the mine a detail study would be required involving considerable resources in terms of time and money"*. A copy of the Minutes of Meeting of the Scrutiny Committee and also the report of CMPDIL have been placed in the **Appendix** in Page No. 212 – 217 of Volume 10 of this Supplementary Petition.

10.4.5. Following shift to Goods and Services Tax (GST) regime from 1 July 2017, the Clean Environment Cess of Rs. 400 per tonne has been incorporated under the GST Compensation Cess list and has been renamed as the GST Compensation Cess. GST on coal is 5% and the same is 18% on mining support services. The Hon'ble Commission has directed the Company to obtain appropriate ruling for 'Nil' rating of GST on captive coal consumption. In this context, it is respectfully submitted that though no GST is applicable on captive coal, the Company, under applicable statutes, needs to pay GST to agencies engaged for mining, sizing, transportation, evacuation facility charge, washing, security, road repair etc. CESC was also required to pay GST at applicable rate on Reverse Charge Basis on Fixed Rate, Additional Premium, Royalty etc. A detailed note in this respect has been placed in the **Appendix** in Page No. 223 - 254 of Volume 10 of this Supplementary Petition.

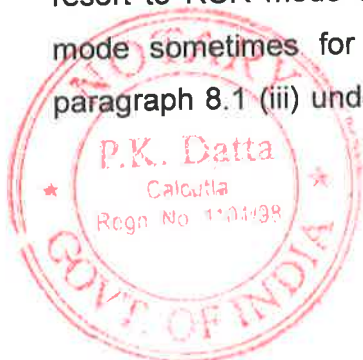
10.4.6. After exhausting the FSA route and mining captive coal to the extent possible, CESC had to procure coal through the e-auction mechanism rolled out by the Government of India from some of the specified mines of CIL and its subsidiaries, considering the quality, delivery schedule



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and blending requirements. In terms of the Regulations 5.8.2 of the Tariff Regulations, procurement of coal through the e-auction route is permissible. This is an enabling provision to address the scarcity of coal availability and at the same time keeping less reliance on imported coal. The Company, however, needed to be vigilant and undertake the planning of coal procurement through e-auction as the e-auction schedules are usually non-uniform and without any specific delivery commitment. Moreover, coal available through e-auction mode are subject to high volatility of price owing to variation in premium depending on the nature of demand and other associated factors. Any upward revision in notified price of coal is also being considered by CIL subsidiaries for automatic scaling up of coal e-auction discovered price, often with retrospective applicability.

- 10.4.7. In terms of recommendations of the Group of Ministers (GoM) (as has been approved by the Ministry of Power) for resolution of stressed thermal power projects, Ministry of Coal may earmark at least 50% coal sourced under e-auction mode for use in the power sector. Hence, utilisation of e-auction coal for power sector is an accepted and widely acknowledged position by the Government of India. Details relating to sale intimation notices / sale orders containing price discovered in the bid, have been placed in the **Appendix**, Page No. 105 - 142 of Volume 10 of this Supplementary Petition.
- 10.4.8. Coal had been procured through e-auctions held during earlier years and 2019-20. As the coal mines notified for e-auction are often located in far-away places, the procurement is also riddled with issues of logistics and use of roadways is frequently needed to be taken up. Presently, insufficient infrastructural readiness of some of the mines necessitates RCR mode of transports. Therefore, the Company had to resort to RCR mode of transport for coal sourced through e-auction mode sometimes for the period under consideration. In terms of paragraph 8.1 (iii) under Schedule-1 read with Form D(2) of the Tariff



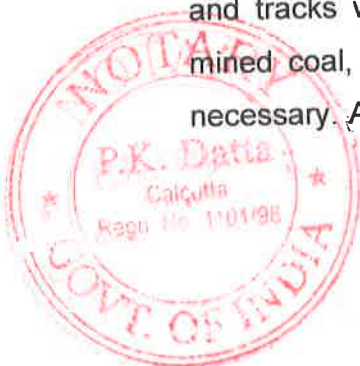
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Regulations, cost of transportation through road mode is a part of fuel cost. Handling agents are normally identified through competitive bidding. It is humbly submitted that other incidental charges / handling costs are allowable under fuel cost in terms of Regulation 5.8.1 (vii) and Regulation 1.2.1 (lvi) of the Tariff Regulations. Relevant supporting documents in adherence to the directives of the Hon'ble Commission in this respect, to the extent feasible and practicable have been placed in the **Appendix**, in Page No. 11 - 330, Volume 11 of this Supplementary Petition.

10.4.9. It is also respectfully submitted that "first-mile-connectivity" is a challenging issue for the Coal India subsidiaries and to evacuate, mined coal from coal mines having connectivity issue are offered on RCR mode. In past few years, a considerable quantity of coal was moved in RCR mode across the country. It is respectfully submitted that CIL subsidiaries in certain cases offered a part of coal mandatorily through RCR route. Relevant document is placed in Page No. 331 - 337 of Volume 11 of this Supplementary Petition. It is respectfully submitted that during 2019-20, CCL and MCL has transported 34% and 32% of coal on an overall basis through road. Road transportation by trucks is also allowed in the Environment (Protection) Amendment Rules, 2020.

10.4.10. In 2015, the government brought in a policy level change to shift from imported coal to developing new areas for mining and supplying domestic coal. Target were set to increase domestic coal production by the Coal India Limited ("CIL") to 1 billion tonnes per annum by 2019-20 from 462 million tonnes in 2014. Many of the heavily mined coal producing regions were getting depleted, hence new areas were developed. When the new mines opened up, coal evacuation appeared to be a great challenge as the matching infrastructure like railway siding and tracks were not yet got developed. Therefore, to evacuate the mined coal, carrying the coal over road to the railway sidings were necessary. At this juncture, as a policy decision, coal consumers were



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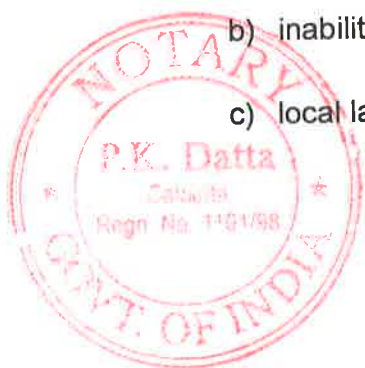
**MANAGING DIRECTOR (DISTRIBUTION)
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also encouraged to lift coal from mine on their own and carry it to railway siding for further transport. This mechanism is known as "Road-Cum-Rail" or RCR in common parlance. Shift in policy stance from import to domestic RCR route also gets evidenced from the decision of the Railway Authority keeping in abeyance in 2016 the "Logistic Plan" introduced in 2011 for handling imported coal.

10.4.11. Reports of the sub group constituted by Infrastructure Constraints Review Committee show that not only the Independent Power Plants ("IPP"), but the Public Sector Undertakings like NTPC Limited, DVC etc. were also encouraged to lift coal through RCR route. Thus, the generating companies started procuring coal through RCR mode in addition to already existing rail mode. It may also be noted that in case of CCL the percentage of coal transported through rail decreased from 47% to 44% in the period 2014-15 to 2018-19, while the percentage of coal transported through road increased from 33% to 42% in the same period.

10.4.12. The Ministry of Coal has formed the Infrastructure Constraints Review Committee to look into the coal shortage issues in thermal power plants. The minutes of meetings of the Sub-Group of the Infrastructure Constraints Review Committee captures the factors behind coal shortage and the identified corrective actions communicated to various stakeholders. It is apparent from the minutes of meetings that coal transportation from mine to railway siding is a major issue for various coal companies, including ECL, BCCL and CCL, which supply coal to CESC. Transportation of coal to railway siding is affected due to :

- a) contractual disputes / litigation between coal companies and the coal transporter,
- b) inability of contract finalization within a stringent time frame,
- c) local law and order problems, and



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d) inequitable risk-sharing mechanism in contracts.

10.4.13. In particular, CCL and BCCL have suffered immensely. To address this issue, coal dispatch in road / RCR mode was encouraged. It was put in place even for large Public Sector Undertakings like NTPC Limited and Damodar Valley Corporation and had concurrence / approval of the Ministry of Power and other government authorities. In particular, inability to conclude road transportation contracts in a reasonable timeframe affected NTPC and other stakeholders. To overcome the issue of transportation of coal by coal companies to railway siding, RCR mode of coal transportation had been advocated on numerous occasions during these meetings by Government authorities to improve coal production and offtake. It is pertinent to mention that the Infrastructure Constraints Review Committee was formed under the Ministry of Coal and this particular sub-group of the Infrastructure Constraints Review Committee had representation from the Ministry of Coal, the Ministry of Power, the Central Electricity Authority, Railways, Coal Companies, NTPC etc. Relevant documents are placed in the **Appendix** of this Supplementary Petition (Page No. 338 – 368, Volume 11).

10.4.14. It is humbly submitted to the Hon'ble Commission that the freight is charged by Indian Railways on full carrying capacity of wagons and not on the actual quantity loaded. Railway wagons are often not capable to carry upto the original carrying capacity due to ageing. Stenciled capacity of wagons is the allowable capacity which can be safely loaded onto a particular wagon considering its age. Overloading charges are computed on the basis of the permissible carrying capacity of wagons specified by the Indian Railways. CIL refunds for underloading on the basis of difference of actual weight of coal and the stenciled capacity; hence, cost for carriage based on carrying capacity is not neutralised by compensation for underloading. Due to this reason and imposition of GST, actual railway freight on Rs./Tonne basis is normally higher than



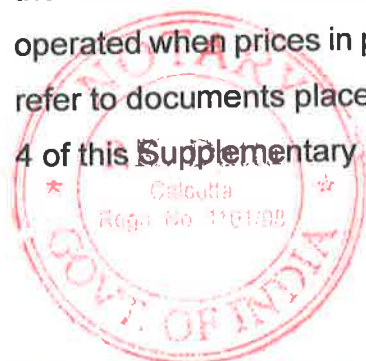
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the rates provided in the railway freight circulars. Railway freight is being recovered in terms of Regulation 1.2.1 (vi) of the Tariff Regulations. Relevant circular on Railway Freight is enclosed in Page No. 60 - 62 and 70 - 72 of Volume 10 of this Supplementary Petition. Notification relating to imposition of GST on railway freight is placed in Page No. 73 - 75, Volume 10 of this Supplementary Petition. Sample copies of the bills / railway receipts and a summary of railway freight based on such receipts are enclosed in Page No. 143 - 203 of Volume 10 of this Supplementary Petition.

10.5. Sourcing of Power

10.5.1. The licensed distribution business of the Company has been procuring power generated by the generating stations of its generation business in terms of the orders issued by the Hon'ble Commission from time to time and the Minutes of Meeting dated 22 March 2007 signed between the generation and distribution divisions of the Company. Considering the best interest of the end consumers, Southern Generating Station (SGS) was operated at a lower PLF following appropriate economic dispatch in terms of merit order principle and associated technical issues. It is humbly submitted that in terms of Regulation 6.4.2 of the Tariff Regulations, the recovery of capacity charge for generating stations of licensees like the Petitioner, should be recovered at targeted availability factor and not on PLF or any other conditions applicable for ABT based generating stations. It is respectfully submitted that operation of conventional generating stations requires steady load and hence, frequent start-up and shut-down activities affect health and life of conventional plants. Keeping this in mind, operation of Southern Generating Station was undertaken to ensure continuous operation of the units for a minimum time period. Southern was generally not operated when prices in power exchanges were more favourable. Kindly refer to documents placed in **Appendix** (Page No. 383 - 385 of Volume 4 of this Supplementary Petition).



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- 10.5.2. To meet the demands of the consumers of the Company, optimal utilisation of all available sources has been made (both long term and short term, from, inter alia, independent generators as well as the Traders and the Power Exchanges) following relative economics, in the best interest of the end consumers. Apart from Power Exchanges, power was procured from other short-term sources as permitted under Regulation 7.5.2 of the Tariff Regulations. Necessary documents relating to the above have been placed in Page No. 38 - 41 of Volume 2 of this Supplementary Petition. The Company obtains power on long term basis from own generating stations and Haldia Energy Limited (HEL) under an approved PPA, in terms of applicable regulations / orders of the Hon'ble Commission.
- 10.5.3. Power purchase cost also includes cost of short-term power purchase from supplemental sources (significant portion from energy exchanges) made in terms of the extant Regulations and applicable order to meet the requirement of power in CESC's licensed area. The Company has also procured power through banking which has been valued in terms of Regulation 5.15.2(iv) of the Tariff Regulations. Utilisation of banking (swap-in / swap-out) mechanism, in terms of the relevant regulations, helped the Company to fulfill its statutory universal supply obligation in an optimum manner in the interest of the consumers. CESC undertook swap-in / swap-out transactions keeping in mind usual market trend with respect to prices in power exchange. CESC has also procured power from power exchanges in terms of Regulation 7.4.4 of the Tariff Regulations. It is respectfully submitted that in terms of Regulation 7.5.5 of the Tariff Regulations, no PPA is required for procurement through Power Exchange.
- 10.5.4. Injection/ generation from roof-top solar sources through net metering has also been considered, as directed by the Hon'ble Commission. The Company had effected net metering arrangements with 444 consumers having roof-top Solar (PV) sources as on 31 March 2020. Ground



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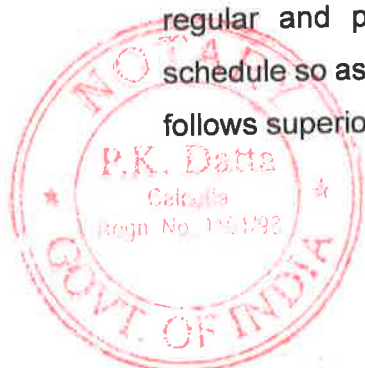
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mounted solar PV system of 15 MW capacity has become operational under net-metering arrangement in CESC licensed area. The Company has advised all existing and upcoming roof-top consumers to capture generation data and submit the same to CESC. Considering 16.13% Capacity Utilisation Factor, generation from the roof-top sources was 46.754 MU. In the year 2019-20, 5.56 MU energy was injected from rooftop solar sources into CESC system. CESC has also procured power from cogeneration sources, to the extent available. Regulations of the Hon'ble Commission permits procurement of energy from such sources.

- 10.5.5. CESC has also procured power from West Bengal State Electricity Distribution Company Limited (WBSEDCL) on emergency basis in terms of the relevant order of the Hon'ble Commission and as per the approved rate of procurement. Sourcing of power from the available sources was optimised through the dispatch schedule, with due cognisance of technical and allied considerations as provided for under the relevant Regulations. Copies of Power Purchase Agreements / arrangements and sample copies of Connectivity Agreements entered into with consumers having roof-top solar sources are also collectively enclosed in the **Appendix** of the APR Petition (Volume 6 to Volume 8).

10.6. Operation and Maintenance Expenses

- 10.6.1. Regulated licensees are statutorily required to provide critical services, often under unfavourable circumstances in this country. They need to be able to finance their on-going operations including essential repairs and maintenance. It is humbly submitted that the Company practices cost control and economy to the best of its endeavours and abilities. Asset base of CESC includes ageing plant and equipment which need regular and proper upkeep following an appropriate maintenance schedule so as to keep them in good operating condition. The Company follows superior operation and maintenance practices across its various

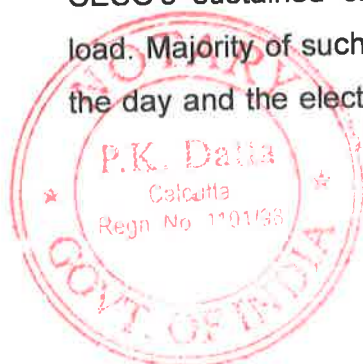



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functions in generation and distribution. The licensed area has limited road space. Majority of CESC's distribution network is underground. Micro-tunnelling as well as massive excavation by other service utilities / civic bodies / entities for drainage and sewage revamping activities etc. randomly undertaken in and around the city and fringes, frequently damages underground network of the Company. While this issue has been reported before the appropriate authorities, damages to the network invariably result in incurrence of added repairs and maintenance costs.

10.6.2. CESC has implemented condition based monitoring of plant and equipment. Instead of carrying out time based maintenance program, under the present regime, the health of plant and equipment are checked periodically with modern and state-of-the-art devices and maintenance is carried out on the basis of the results of such health check-up. In-house developed asset management software 'DREAMS' is used for monitoring health, failure history and maintenance details of operational assets. Thermographic and ultrasonic detection of hot-spots are being conducted to take up corrective actions. This has enabled reduction in faults / breakdown of plant and equipment. Safety standards specified by the Central Electricity Authority in its Regulations are being adhered to. The documents are made available to the O&M engineers and associated persons. At present, the documents are available in the in-house developed MIS named DREAMS. The parameters and the contents mentioned in the documentation are sometimes customised depending upon the actual situation.

10.6.3. It may be worth mentioning that peak power requirement is contributed by undeclared installation and use of power guzzling equipment like air-conditioners, geysers, washing machines and other white goods despite CESC's sustained campaign on voluntary declaration for additional load. Majority of such equipment are being used during peak hours of the day and the electricity drawn by the consumers is generally peak-



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coinciding. Appropriate TOD tariff for such residential segments merit consideration by the Hon'ble Commission. Additional electricity demand from such consumers puts considerable pressure on CESC's distribution equipment viz. distribution transformers, cables, services, meters etc. and sometimes leads to supply failure due to overloading, which calls for additional O&M expenses.

10.6.4. Pilferage of electricity also leads to overloading of plant and equipment beyond the optimum operating capacities. Therefore, the same get damaged and need special repair and maintenance to avoid undue trip / failure. To meet its statutory supply obligations and to ensure quality supply, as well as to maintain availability of the generating stations, it is necessary for the licensee to carry out appropriate repairs and maintenance. The Company submits that the same is done following prudent utility practices to protect the interest of the consumers. Such expenses may kindly be allowed by the Hon'ble Commission.

10.6.5. CESC has been setting up adequate infrastructure to cater to ever increasing consumer demand. Auditors' certificate on voltage level-wise distribution line length, total number of transformers and transformation capacity as directed by the Hon'ble Commission in the MYT Order for the fifth control period, has been placed in "Annex C6" of the APR Petition (Page 195 to 196 of Volume 3).

10.7. Employee Cost

10.7.1. The Company could bring down its employee strength, in spite of significant surge in the Company's activity level. In terms of direction of the Hon'ble Commission, necessary Auditors' Certificates on the employees' details has been placed in "Annex C7" and "Annex C8" of the APR Petition (Pages 197 to 198 of Volume 3). The employee cost contains the effect of enhanced activity level, inflationary push and effect



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of market corrections. Consistent efforts are undertaken by the Company to retain critical talent in this highly competitive industry.

- 10.7.2. CESC has been discharging statutory obligation of maintaining various terminal benefit funds. Auditors' Certificate with respect to such terminal benefit funds have been placed in "Annex C9" of the APR Petition (Page 199 of Volume 3).
- 10.7.3. It is humbly submitted stated that, in terms of the Tariff Regulations, employee cost is an uncontrollable item and therefore any variation in cost is allowable through tariff. However, for generation function, number of employees (i.e. Man / MW ratio) is normative, which fixes the number of employees (own plus contracted) of a generating station for the purpose of tariff determination. When employee cost is uncontrollable but based on a normative number for generation, it emanates that for the generating stations, the Company is entitled to full cost of employees worked out on the basis of the normative number of personnel. Thus, the employee number has been claimed on normative basis with both own employees and contracted manpower in terms of Regulation 2.5.5, Table 2.5.5-1, Schedule-9A, Item A., read with Notes x), xi) under Item A, Note iv) under Item B, and other relevant Regulations of the Hon'ble Commission. The details of manpower cost for own employees and contractual manpower has been furnished in Form 1.17(h) of Annex 1 (kindly refer to Page No. 73 - 74, Volume 2 of this Supplementary Petition).

10.8. Interest

- 10.8.1. Through proper planning, deferment and optimisation, the Company could contain capital expenditure at Rs. 56574 lakhs. Actual interest as incurred on loans has been prayed for. Further, interest on normative loan capital has also been prayed for in accordance with the relevant Regulations. Auditors' Certificate for finance charges for the year 2019-



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20, as directed by the Hon'ble Commission is enclosed as "**Annex C10**" of the APR Petition (Page 200 of Volume 3).

10.8.2. Working Capital requirement has been furnished in the petition and interest thereon has been prayed for on the basis of contractual rate, arrived through protracted negotiations, at significantly lower than SBI PLR rate

10.9. Bad Debt

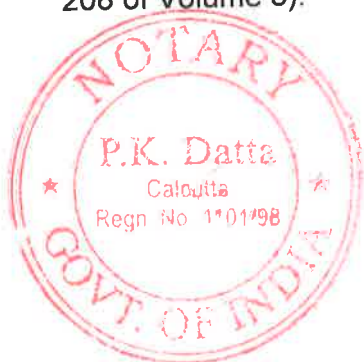
10.9.1. Bad Debts for the year 2019-20 have been duly approved by the Board of Directors in its meeting held on 29 June 2020, through approval of the Annual Accounts of the Company. Relevant Auditors' Certificate is furnished in "**Annex C5**" of the APR Petition (Page 194 of Volume 3). The figure represents amount actually written off.

10.10. Income Tax

10.10.1. Auditors' Report and Certificate for the actual payments on account of Income Tax is submitted in "**Annex C11**" of the APR Petition (Page 201 of Volume 3) and the amount is prayed for accordingly.

10.11. Reserve for Unforeseen Exigencies

10.11.1. The Company has not appropriated / claimed any sum towards reserve for unforeseen exigencies as the tariff order for the year under review is pending and the tariff continues from the previous year, where such appropriation was not allowed. Interest of Rs. 1868 Lakhs has been ploughed back as directed. The Auditors' Report and Certificate in this respect is furnished in "**Annex C12**" of the APR Petition (Pages 205 to 208 of Volume 3).



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10.12. Performance Based Incentive

10.12.1. The essential characteristic of the Regulations framed by the Hon'ble Commission is to usher in a performance based system with scope for incentivisation as also to provide a reasonable degree of regulatory certainty.

10.12.2. *"The principles rewarding efficiency in performance"* has been recognised in the Electricity Act, 2003 as one of the major guiding factors for determination of tariff. The relevant Regulations of the Hon'ble Commission also echo the same. The Hon'ble Commission has adopted the principle enshrined in the National Electricity Policy:

"5.8.5. All efforts will have to be made to improve the efficiency of operations in all the segments of the industry. Suitable performance norms of operations together with incentives and disincentives will need to be evolved along with appropriate arrangement for sharing the gains of efficient operations with the consumers. This will ensure protection of consumers' interests on the one hand and provide motivation for improving the efficiency of operations on the other."

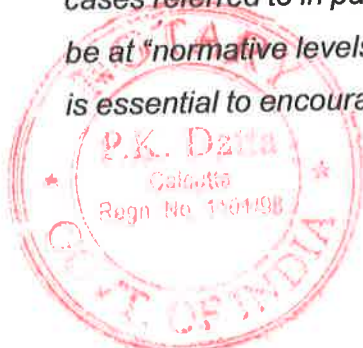
Extracted from the National Electricity Policy issued under Section 3 of the Electricity, Act 2003.

10.12.3. The Tariff Policy issued under the aegis of the Electricity Act, 2003, also echoes the same principles.

"5.0 GENERAL APPROACH TO TARIFF"

5.11 f) Operating Norms

Suitable performance norms of operations together with incentives and disincentives would need to be evolved along with appropriate arrangement for sharing the gains of efficient operations with the consumers. Except for the cases referred to in para 5.11 (h)(2), the operating parameters in tariffs should be at "normative levels" only and not at "lower of normative and actuals". This is essential to encourage better operating performance. The norms should be




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efficient, relatable to past performance, capable of achievement and progressively reflecting increased efficiencies and may also take into consideration the latest technological advancements, fuel, vintage of equipments, nature of operations, level of service to be provided to consumers etc. Continued and proven inefficiency must be controlled and penalized.”

Extracted from the Tariff Policy issued under Section 3 of the Electricity Act, 2003.

- 10.12.4. The Auditors' Report and Certificate on details of generation for the year 2019-20, including Plant Load Factor achieved by CESC is placed in **“Annex C13”** of the APR Petition (Pages 209 to 212 of Volume 3). Auditors' Report and Certificates on consumption details of coal and oil for the year 2019-20, are placed in **“Annex C14”** of the APR Petition (Page 213 to 216 of Volume 3). Relevant figures have been furnished in terms of Schedule-10 of the Tariff Regulations.

10.13. Equity Base and Normative Loan Capital

- 10.13.1. In terms of the Tariff Regulations and previous Orders, the closing equity base of 2018-19 as per the APR petition of 2018-19 has been considered as the opening equity base for 2019-20 with appropriate functional allocation. The closing equity base for 2019-20 has been obtained from the opening equity base of 2019-20, considering additions during 2019-20. Return has been claimed on the equity base at the rates provided in the Tariff Regulations. Interest on normative loan capital for 2019-20 has been claimed for the shortfall in loan amount.

10.14. Security Deposit

- 10.14.1. Security Deposit is accepted from the consumers in terms of the applicable Regulations of the Hon'ble Commission. Entire interest payment has been appropriately settled. The Auditors' Report and



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Certificate is provided in “**Annex C15**” of the APR Petition (Pages 217 to 220 of Volume 3) on Interest on Security Deposit maintained by the consumers for 2019-20. Interest on Security Deposit as indicated in the audited accounts (Note 38) in Annex C1 has been fully settled. A report on Security Deposit is placed in the **Appendix** of this Supplementary Petition (Page No. 351 – 353, Volume 4).

10.15. Expenses pertaining to the licensed business and the generation business supplying power to the licensed business, as permitted under the relevant Regulations, have only been prayed for through this petition with specific exclusions of expenses on account of employee cost, legal and other overheads not directly attributable to the licensed area/ generation business, to the best of knowledge and information. As directed, a report in this respect is enclosed in the **Appendix** (Page No. 28, Volume 4 of this Supplementary Petition), confirming that the expenses pertaining to the Company’s licensed business/ generation business for licensed area have only been considered in this petition.

10.15.1. Capital Expenditure and asset capitalisation

10.15.1.1. Regulatory provisions relating to capital expenditure for distribution are summarised below:

10.15.1.2. In terms of Regulation 2.8.2.3 of the Tariff Regulations, distribution licensees are free to take up capital expenditure, without prior approval of the Hon’ble Commission, in case the distribution project cost is lower than Rs. 125 crores.

10.15.1.3. In terms of Regulation 2.8.4.1 (ii) of the Tariff Regulations, no prior approval is necessary for incurring capital expenditure in providing new connection, from and beyond distribution sub-station.



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- 10.15.1.4. Distribution – It is respectfully submitted that capital expenditure amounting to Rs. 17606 Lakhs was incurred for providing new connections and associated activities, namely meters, house service connections, MV Mains and MCBs. Rs. 11539 lakhs was spent on special projects, each within the limit of Rs. 125 crores, which were essential for creation and strengthening of power import capability. Other distribution capital expenditure were incurred under small schemes, each well within the cap of Rs. 125 crores. The details are placed in Form 1.19 (b) of Annex-1, placed in Volume 2, Page No. 87 – 89 of this Supplementary Petition.
- 10.15.1.5. In paragraph 5.16.2 of the MYT Order, the Hon'ble Commission has considered capitalisation of asset on basis of CAGR with provision for consideration of actual audited numbers during Annual Performance Review (para 5.16.3 of the MYT Order). Actual capital expenditure has been furnished herein, in Form 1.19 (b) of this Supplementary Petition.
- 10.15.1.6. It is humbly submitted that, the Company incurred much lower capital expenditure vis-à-vis projections towards strengthening of distribution network due to reasons mentioned in the Annex 1 (Page No. 89, Volume 2 of the Supplementary Petition). In order to supply quality power to the consumers, for faster restoration of supply in case of outages and also to provide safety to the working personnel, adequate investment is required, specially for network reorganization jobs. The Hon'ble Commission may kindly note that, Under certain heads the actual expenditure are lower than the estimates, particularly in the area of Metering, MV Mains, Power factor Controllers, HV Mains, Procurement of new Distribution transformers, shown under "Distribution capital expenditure". At the same time, the Company incurred slightly higher expenditure under certain heads than the estimates. It is also submitted that in a few cases, due to non-availability of suitable plots of land, clearances etc. and also to meet exigencies, there has been some modification in the phasing plan.



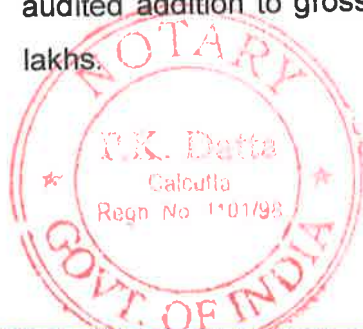

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10.15.1.7. It is being submitted that CESC Limited had incurred routine capital expenditure of Rs. 2972 lakhs for generation business during 2019-20, as detailed in Form 1.19 of Annex 1 of this Supplementary Petition. Requirement of capital expenditure for generation business was submitted vide communication No. CORP:SERV:2298 dated 4 October 2018. Capital expenditure in generation function arise from the following major heads:

- Replacement and refurbishment of various equipment / components
- Technology absorption / upgradation due to obsolescence of existing technologies / systems
- Reliability improvement
- Environmental reasons
- Safety and security

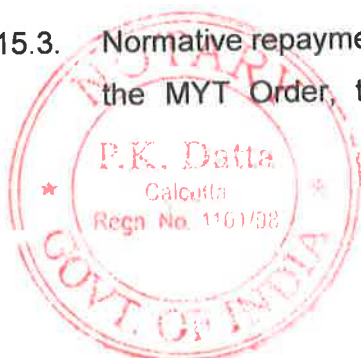
10.15.1.8. As submitted above, addition to fixed asset in Generation function takes place for refurbishment / repair of assets, technology adoption / upgradation, environment, safety and security purposes, explained in more detail later in this petition. For distribution function, for 2019-20, addition to fixed asset took place under small schemes for which prior approval of the Hon'ble Commission was not necessary.

10.15.1.9. Gross addition to fixed asset as per the MYT Order is Rs. 66899 lakhs, (with provision for adjustment during APR) as derived from column 4 of Table under Paragraph 5.16.2 of the MYT Order and retirement of asset amounting to Rs. 6600 lakhs as per MYT petition submitted on 29 June 2018 and consumer contribution of Rs. 15000 lakhs as per serial No. 3 of Table under Paragraph 5.26.1 of the MYT Order. The aforesaid amount, along with deferment of Rs. 3330 Lakhs in Generation and Rs. 27084 Lakhs in Distribution to the APR stage results to addition to fixed asset of Rs. 97313 lakhs. Against this, actual audited addition to gross fixed asset is a lower figure of Rs. 54289 lakhs.




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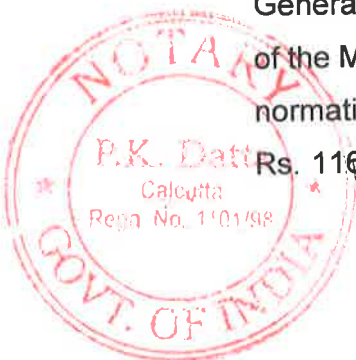
- 10.15.1.10. Details of generation capex is placed along with Form 1.19 (b) in Page No. 87, 90 - 93 of Volume 2 of this Supplementary Petition.
- 10.15.1.11. The Company humbly prays before the Hon'ble Commission that, deferment of reasonable and prudent expenditure creates hindrance for the distribution licensee in taking up prudent practices which ultimately affects the end consumers adversely both financially as well as through inferior service quality.
- 10.15.1.12. In paragraph 5.16.3 of the MYT Order, the Hon'ble Commission has held that during APR, depreciation, as per audited books of account will be considered. The Company respectfully submits that capital expenditure, asset capitalisation, depreciation furnished in this Supplementary Petition through various applicable Annex-1 forms are as per the audited books of account.
- 10.15.2. Depreciation on lease hold land - In paragraph 5.16.2 of the MYT Order, the Hon'ble Commission has also not considered any depreciation on lease hold land. As per Form-B of Annex-1 placed in Page No. 115, Volume 2 of the Supplementary Petition, CESC claimed Rs. 150 lakhs under Generation and Rs. 58 lakhs under Distribution for depreciation against leasehold land. The Petitioner respectfully submits that as per the Accounting Standard under Ind-AS, all Companies are required to charge depreciation on the leasehold land over the unexpired period of the leased life. Since, the right to use of any leasehold property expires at the end of the lease period, it is mandatory to charge such depreciation in the Accounts. Based on the above, the same has been included in this Supplementary Petition as depreciation charged, which hitherto would have been allowed as Advance Against Depreciation if not considered.
- 10.15.3. Normative repayment of capex loan computation - In paragraph 5.9.4 of the MYT Order, the Hon'ble Commission has admitted normative




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repayment of loans considering the standard practice of 10 years repayment period. It is respectfully submitted that in terms of Regulation 5.5.1 of the Tariff Regulations, loan repayment schedule shall be in accordance with the loan agreements. Actual loan position, as per the audited books of account, is being furnished through this Supplementary Petition.

- 10.15.4. Interest Rate for Working Capital – Working Capital requirement has been furnished in the petition and interest thereon has been prayed for on the basis of contractual rate, arrived through protracted negotiations, at significantly lower than SBI PLR rate and also lower than State Bank of India 1 year MCLR rate plus 350 basis points.
- 10.15.5. Interest on temporary accommodation – In Paragraph 5.10.3 of the MYT Order, the Hon'ble Commission has directed CESC to submit the details of loan drawal in the APR. The details are being furnished through this Supplementary Petition in the applicable Annex-1 Form (Form-C), placed in Page No. 116 - 141 of Volume 2 of this Supplementary Petition.
- 10.15.6. As mentioned earlier in this Petition, there has been no change in the Variable Cost. The Net Fixed Cost and Revenue from Sale of Energy for the year have been arrived at duly considering the MYT Order dated 3 February 2022. The Hon'ble Commission has liquidated Rs. 445 lakhs out of 38274 lakhs recoverable amount determined through the Order dated 2 March 2020 in Cases No. FPPCA – 71/14-15 and APR - 44/14-15. This liquidation of Rs. 445 lakhs has been duly considered while determining the Interest on Temporary Accommodation and Revenue from Sale of Energy for the year. The Hon'ble Commission has also determined the normative O&M expenses for the Budge Budge Generating Station and Southern Generating Station in paragraph 5.5.1 of the MYT Order, which have been duly considered for determining the normative O&M expenses. The net amount recoverable through APR is Rs. 116025 lakhs, as detailed in Form E(B) placed in Page No. 163 of

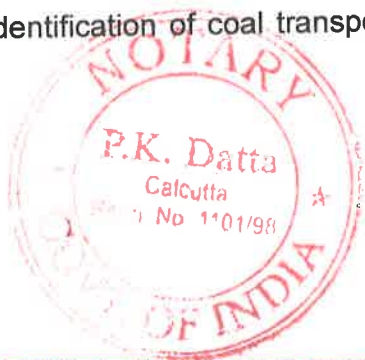



MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED

Volume 2 of the Supplementary Petition. It is respectfully submitted that the revenue from sale of energy would undergo change on the basis of arrear adjustments due to subsuming of MVCA into energy charge vide paragraph 7.3.5 of the MYT Order and consequential effect on rebates and surcharges. The resulting shortfall in APR claim may be prayed for through future petition(s).

11. Compliance with the Hon'ble Commission's Directives

- 11.1. Directives specified in the MYT Order, directives continuing from the earlier Orders and also the directives emanating from queries raised by the Hon'ble Commission from time to time have been complied with, to the extent feasible by the Company. Directives, which were issued to the Petitioner after submission of FPPCA Petition and APR Petition, are duly being complied through this Supplementary Petition to the extent feasible and practicable. Relevant compliance documents have been placed in the **Appendix** (Page No. 3 – 27 of Volume 4) of this Supplementary Petition.
- 11.2. As directed by the Hon'ble Commission, Auditors' Certificates with respect to demurrage details for 2019-20, break-up of legal expenses as included in profit and loss statement and relating to penalty / fine are furnished in "**Annex C16**" to "**Annex C18**" respectively of the APR Petition (Pages 221 to 223 of Volume 3). As per the Company's knowledge, there is no ongoing Tariff, APR, FPPCA related case in any Court of Law, excepting a number of petitions pending before the Hon'ble Commission including one Review Petition pertaining to the MYT Order.
- 11.3. The MYT Order also contained a number of directives for the Company. It may kindly be noted that, few directives such as, newspaper publication for identification of coal transporter, submission of availability schedule of the

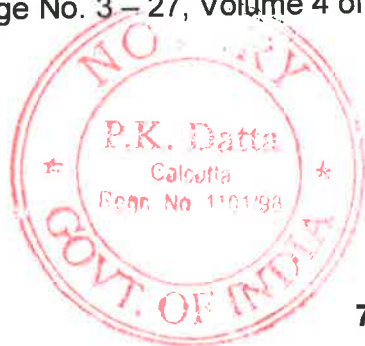



MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED

generating stations, adherence to coal procurement related process by the long term power supplier etc. can only be complied on prospective basis.

12. General

- 12.1. In accordance with the Regulations of the Hon'ble Commission, supporting materials and relevant information have been furnished in specified forms in the respective Annexes, to the extent applicable, along with the Appendix, which form part of this Supplementary Petition. Detailed submissions on both revenue and capital expenditure, as well as other relevant issues, have been made through the Annexes, which are not repeated herein. The Company undertakes to make available such other or further information, particulars and documents as the Hon'ble Commission may consider appropriate and make a requisition thereof to the Company.
- 12.2. Since accumulation of arrears adversely affects the consumers and the licensee, the Company prays for liquidation of the recoverable amount, as furnished in this petition, in entirety within a twelve-month period, in terms of the Regulations of the Hon'ble Commission.
- 12.3. Applicable formats have been submitted for appropriate year with additional notes, data and reconciliations, wherever required for clarity, in conformity with the Regulations of the Hon'ble Commission. In order to retain appropriate focus, figures have been rounded off for final presentation in certain cases. All compliance requirements under the Regulations, as respectfully understood and interpreted, have been met to the extent possible. The Hon'ble Commission may be pleased to refer to the **Appendix** for the relevant statements and compliance reports as required (kindly refer to Page No. 3 – 27, Volume 4 of this Supplementary Petition).



**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**

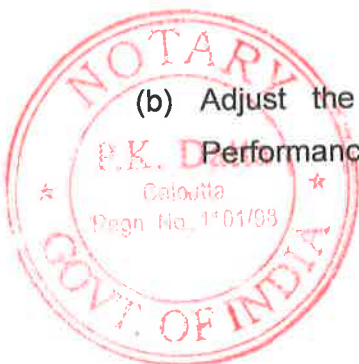
12.4. In terms of the applicable Regulations, Gist of the Annual Performance Review Petition is enclosed with this submission as Annex-7 for approval of the Hon'ble Commission before notification.

12.5. It is brought to kind attention of Hon'ble Commission that a number of petitions, including Review Petition filed on the MYT Order on 29 March 2022, MYT petition 2020-21 to 2022-23, APR petitions for 2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-20 and FPPCA petitions for 2014-15, 2015-16, 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21 are pending before the Hon'ble Commission along with passing through tariff, a part of the effect of APR order for 2013-14 dated 2 March 2020, *inter alia*, necessitating creation of temporary accommodation. Orders issued by the Hon'ble Commission in the past and yet to be recovered through tariff and any future order allowing any sum recoverable by the Company, may be suitably considered in determination of the tariff along with the net aggregate revenue requirement prayed for through this petition. The Company would also like to furnish additional information / documents as may be necessary for disposal of this application, if required, post-disposal of the pending FPPCA and APR petitions from 2014-15 onwards.

13. PRAYER

13.1. It is most respectfully prayed that the Hon'ble Commission may be pleased to:

- (a) Confirm and approve the amount contained in Annex 1 as the allowable amount towards Annual Performance Review for the financial year 2019-20;



- (b) Adjust the differential amounts arrived at through this Annual Performance Review, with the Aggregate Revenue Requirement of the


MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED

subsequent year or allow separate recovery from the consumers, as considered appropriate by the Hon'ble Commission;

- (c) Allow additional amounts to the Company for any increase in power purchase cost beyond what has been considered in the petition, if applicable;
- (d) Early disposal of the petition as the business of the Hon'ble Commission would permit;
- (e) Such further order or orders as the Hon'ble Commission may deem fit and proper.

AND THE PETITIONER, AS IN DUTY BOUND, SHALL EVER PRAY.



A handwritten signature in blue ink, appearing to be "J. B. Datta", written over the typed name of the Managing Director.

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



पश्चिम बंगाल पश्चिम बंगाल WEST BENGAL

29AA 343631

BEFORE THE HON'BLE WEST BENGAL ELECTRICITY
REGULATORY COMMISSION, KOLKATA

FILE NO.

CASE NO.



IN THE MATTER OF:

Supplementary Petition to the FPPCA and
APR Petition for 2019-20 in terms of the
Regulations of the Hon'ble West Bengal
Electricity Regulatory Commission

P. K. Datta

Notary

Regn. No. 1101/98

C.M. & J. Court

2 & 3, Bankshall Street

Calcutta - 700001

30 MAY 2022

9 MAR 2002

4058P

No. _____
Name _____
Address _____

Rs. _____
PARTHASARATHI CHOWDHURY
Agarwal
P-7, Chowringhee Square
Kolkata - 700019
Lithoed stamp 1/1/02



✓

AND

CESC Limited
CESC House
Chowringhee Square
Kolkata – 700001.

..... Petitioner

AFFIDAVIT

IN THE MATTER OF:

I, Debasish Banerjee, son of Late Upamanyu Banerjee, aged about 60 years, residing at 2C/1, Alipore Avenue, Kolkata - 700 027, do hereby solemnly affirm and declare as follows:

1. That I am the Managing Director (Distribution) of the applicant and have been acquainted with the fact and circumstances narrated in the application in respect of which the affidavit is sworn.
2. I have been authorized to swear this affidavit on behalf of applicant as I am competent to do so.
3. The statements made in paragraphs 1, 2, 3.1, 3.2.7, 3.2.8, 3.3.1, 3.3.3 – 3.3.5, 3.4, 4 – 9, 10.1 – 10.3, 10.4.1 – 10.4.3, 10.4.5, 10.4.8, 10.4.10 – 10.4.12, 10.4.14, 10.5 – 10.11, 10.12.1, 10.12.4, 10.13 – 10.15, 11 and 12 are true to my knowledge and belief and the statements made in the other paragraphs of the application are matters of records made available to me and based on information received which I believe to be true and correct.



Deponent

Place: Kolkata

Date: 30, May 2022



Solemnly Affirmed &
Declared before me on
Certification of Advocate

P. K. DATTA
Notary



Identified by me

TINA DAS
Advocate

P. K. Datta
Notary
81 Regn. No.: 1101/98
C.M.M.'s Court
7 & 3, Bankshall Street
Kolkata – 700 001

30 MAY 2022



POWER MAP OF CESC LIMITED

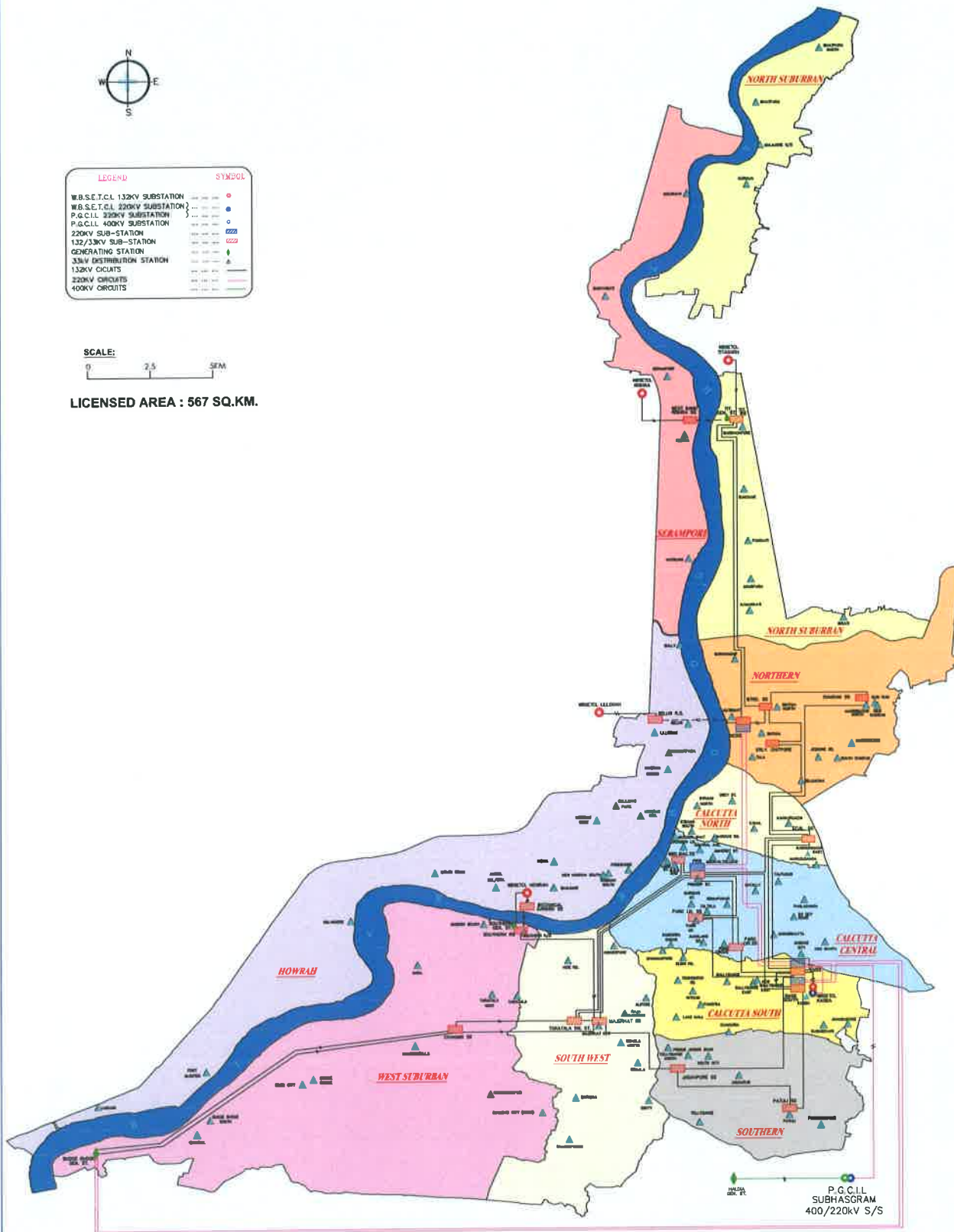
(AS ON 31.03.2020)



LEGEND	SYMBOL
W.B.S.E.T.C.L 132KV SUBSTATION	○
W.B.S.E.T.C.L 220KV SUBSTATION	●
P.G.C.I.L 330KV SUBSTATION	○
P.G.C.I.L 400KV SUBSTATION	○
220KV SUB-STATION	○
132/33KV SUB-STATION	○
GENERATING STATION	▲
33KV DISTRIBUTION STATION	▲
132KV CIRCUITS	—
220KV CIRCUITS	—
400KV CIRCUITS	—



LICENSED AREA : 567 SQ.KM.



P.G.C.I.L
SUBHASGRAM
400/220kv S/S

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**

Risk Analysis – Transmission vs. Distribution

Factors	Transmission	Distribution
Political Politicization of issues Dealing with several agencies Public Dealing Law & Order	<p><i>Practically No Risk</i></p>	<p><i>Severe Risk</i></p> <p>Nature of service makes any issue related to Distribution more prone to politicization; Distribution requires dealing with larger number of authorities; has diversified and widely spread consumer base; is more dependant upon law enforcement machinery for curbing the menace of pilferage etc. Finally there are tariff issues.</p>
Recovery of Investment Certainty of Recovery Exposure to Market Fluctuations Recovery from Public Utilities	<p><i>More certain Contracted Contracted</i></p>	<p><i>Large collection risk Risky Very High Risk</i></p> <p>Transmission Utilities have higher fixed charges, resulting in greater certainty of recovery; Further, Distribution is subjected to front-ended market fluctuations - recovery of dues from public utilities, in addition to various migrations with the Open Access, adds to such front-ended fluctuations</p>
Lenders' perspective	<p><i>Higher Risk</i></p> <p>Interest rates for Distribution agencies are typically higher</p>	
Insurers' perspective	<p>As all the perils are higher for Distribution, insurance premium is also higher</p>	
Demand Supply Gap	<p><i>More Risky</i></p> <p>Transmission Licensees being natural monopolies, any such gap is at best an opportunity while for Distribution, any supply deficit results in a threat from competitors as well as consequent penalties with reference to maintenance of service standards</p>	

Factors	Transmission	Distribution
Open Access	<i>No Risk</i>	<i>High Risk</i>
	For Distribution, increased competition with the risk of loss of paying consumers, particularly with liberal provision for captive generation	
Operation and Maintenance Pilferage control Complexity of Operation/ Infrastructure Adverse non-controllables Manpower	<i>Practically Absent</i> <i>Less</i> <i>Absent</i> <i>Low</i>	<i>Very High</i> <i>More</i> <i>High</i> <i>High</i>
	Distribution involves higher complexity of operation with spread, demand growth and variability, fault detection etc; Adverse HT/LT ratio resulting in more losses; Pilferage control complexity which is virtually absent in Transmission; Huge diversity and wider degree of skill set for manpower compared to distribution	
Construction/Establishment of Network Choice of technology/ location Ease of Setting up of Network Right of way		<i>More</i> <i>Far more difficult</i> <i>Far more difficult</i>
	Reach of Distribution network up to consumers' doorsteps	
Off-take Placement in value chain Number of consumers Long term wheeling/ off-take agreements Take or pay Billing/collection process		<i>Complex Issues , more significant</i> <i>Far Higher</i> <i>Far Higher</i> <i>More Risky</i> <i>More Risky</i>
	Retail end of business requires additional effort; Universal Service Obligation not sufficiently backed up by take or pay; Payment uncertainty due to nature/ type / volume of consumers	
Extent of Regulation	Distribution is governed by Regulations of wider ambit with stricter penal consequences	

Distribution is prone to more risk on all factors.





Budge Budge Generating Station has received 'IPPAI Power Awards 2019" from Independent Power Producers Association of India for the category 'Operating Thermal Power Generator – Commissioned before 2008'

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Budge Budge Generating Station has received 'Environmental Excellence Award 2018' from Mission Energy Foundation for the category 'Clean Generator of the Year – Coal'



Budge Budge Generating Station has received '19th National Award for Excellence in Energy Management 2018' organized by Confederation of Indian Industry (CII) for the category 'Excellent Energy Efficient Unit'

Abhy

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Budge Budge Generating Station has received '2nd Annual Exceed Gold Award 2018' in 'Environment Preservation' under Power (inclusive Renewable) Sector



Budge Budge Generating Station received 'Apex India Occupation Health & Safety Gold Award 2018'

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Budge Budge Generating Station has been honoured as 'Best Performing Utility in Thermal Power Sector' by the Central Board of Irrigation and Power in 2018



Budge Budge Generating Station has received Gold Award in the 'Thermal Power Sector category' at the '17th Greentech Safety Awards 2018'

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Southern Generating Station received special appreciation in 'Environment Excellence Award 2018' organized by ICC



Southern Generating Station won the Gold Award in the '17th Annual Greentech Safety Award 2018'

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Southern Generating Station received 'Safety, Health & Environment (SHE) Excellence Awards 2017-18' from CII Eastern Region at The Safety Symposium & Exposition in 2018

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Adjudged winner of 'ICC 6th Innovation Award 2018' under the category 'Efficient Distribution Operation'



Awarded with "Manufacturing Supply Chain Awards 2019" – (a) "Operational Excellence in Procurement" and (b) "Strategy Excellence in Inventory Planning & Control"

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Received 'Innovative Development and Energy Excellence Awards 2018' organised by Assocham, India



Received 'Assocham India Energy Excellence Awards 2019' for 'Innovation in Energy Solution'

AB

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Adjudged winner of 'ICC 6th Innovation Award 2018' under the category 'Innovation with Impact'



Adjudged winner of 'ICC 7th Innovation with impact Award 2019' under the category 'Quality of Service and Customer Empowerment'

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Adjudged winner of 'ICC 6th Innovation Award 2018' under the category 'Quality of Service'



Awarded under 'Project Evaluation & Recognition program 2019' by Frost & Sullivan for Cost Leadership (Service Sector)

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Received CBIP Award for 'Best Performing Power Distribution Utility' organized by Central Board of Irrigation & Power in 2019



Received 'National Award for Supply Chain and Logistics Excellence 2018' by Materials Division from CII Institute of Logistics

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Adjudged winner of 'IPPAI Power Awards 2019' under the category 'Best Performing Distribution Company'



Adjudged winner of 'IPPAI Power Awards 2019' under the category 'Best DISCOM to promote Consumer Awareness'

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Adjudged winner of 'IPP AI Power Awards 2019' under the category '– Innovation business models of T&D loss reduction in Loss Prone Pockets within Licensed Area'



Received Platinum - CII EXIM Bank Award for Business Excellence 2019

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



First runners-up at the 6th CII National Excellence Practice Competition on 'Customer Engagement & Satisfaction Practices' in the Power/Infrastructure category in 2018



'Best Performing Utility in the Power Sector – Power Distribution, Transmission and Generation' in '12th Enertia Awards 2018'

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Received Gold Award in the 'Energy and Environment Foundation Global HR Skill Development Awards 2018'



Received 'National Award for HR Best Practices 2018' in Category A from NIPM

A handwritten signature in blue ink, appearing to be 'Abhishek', is written above the title.

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



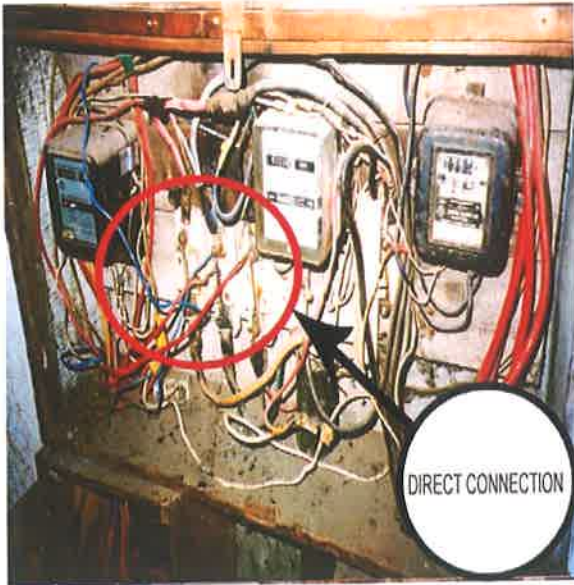
'9th CII National HR Excellence Award' in 2018 – 'Commendation for Leadership in HR Excellence'



CESC has been recognised among the top company's in India's Best Workplaces in Manufacturing 2020 survey by Great Place to Work Institute

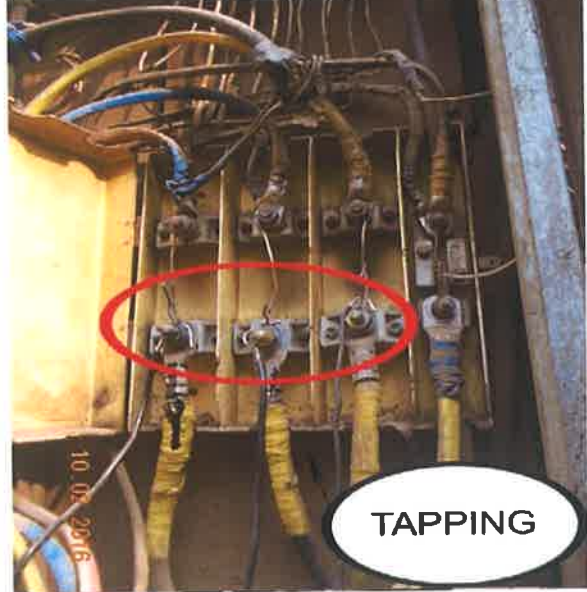
**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**

METIABRUZ - GARDEN REACH AREA



DIRECT CONNECTION FROM SERVICE CUTOUT AT MITHA TALAW ROAD. RAJABAGAN P.S.

BELGHARIA - KAMARHATI AREA



UNAUTHORISED TAPPING FROM LT BOX AT GRAHAM ROAD.HVDS AREA KAMARHATI

EKBALPORE - WATTGUNJ AREA



UNAUTHORISED TAPPING FROM K.M.C. KIOSK AT B.K.ROAD. EKBALPORE P.S.

TILJALA - TOPSIA AREA



UNAUTHORISED TAPPING FROM PILLER BOX AT TOPSIA 2ND.LANE. TILJALA P.S.

Approach towards curbing theft of electricity: Detection

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Overhead Aerial Bunch Cable (LT AB Cable)



Modified Pillar box



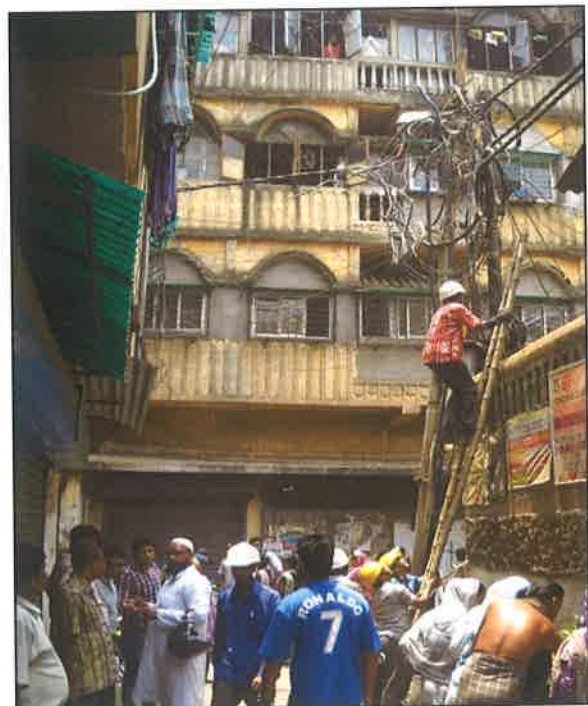
Anti-Theft Pillar box



MCB replacing conventional cut-out

Approach towards curbing theft of electricity: Technology progression


MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED



Approach towards curbing theft of electricity: Anti-theft Drives


MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED



Approach towards curbing theft of electricity: Awareness Campaign

A handwritten signature in blue ink, likely belonging to the Managing Director (Distribution) of CESC Limited.

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**



Approach towards curbing theft of electricity: Awareness Campaign

**MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED**

The consequence of not following electrical safety rules will be shocking! Remember, mishandling of electricity can be fatal.

Through this booklet, CESC Limited presents to you few simple pre-cautions which should be followed while dealing with electricity.

Safety for your Child

- ⚡ Keep electrical equipment out of reach of children. Teach them never to play with electric appliances and tools.
- ⚡ Never allow children to fly kites, model airplanes, balloons near overhead power lines even when the weather is sunny. **The overhead power lines can be dangerous and static electricity** can build up on the strings of kites or balloons and prove to be dangerous.
- ⚡ Never allow children to **climb trees that have overhead power lines** running through or near them. Winds can cause branches to come in touch with wire and induce the danger of electrocution.
- ⚡ Warn children not to play on or near transformer/pillar boxes, or put anything in any holes in them.
- ⚡ If you see a transformer/pillar box that is not locked, call your nearest emergency depot. Do not touch it.



Guidebooks for consumers


MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED

Keeping your home safe

- ❁ Install safe wiring. Wiring should be done by a Govt. licensed electrical contractor. Periodic checks must be conducted.
- ❁ **Never compromise on safety by using poor quality cables.**
- ❁ Make sure to install MCB's of appropriate rating instead of regular main switches. MCB's will provide overloading as well as short circuit protection to your wiring and save your home from fire hazards due to short circuit.
- ❁ Use Earth Leakage Circuit Breaker so as to disconnect the supply instantly on earth fault/leakage of current.
- ❁ Avoid using isolators as that will not isolate the electrical circuit instantaneously **when it is actually needed.**
- ❁ **Ensure proper earthing system is installed.** Always use three pin plugs with earthing.



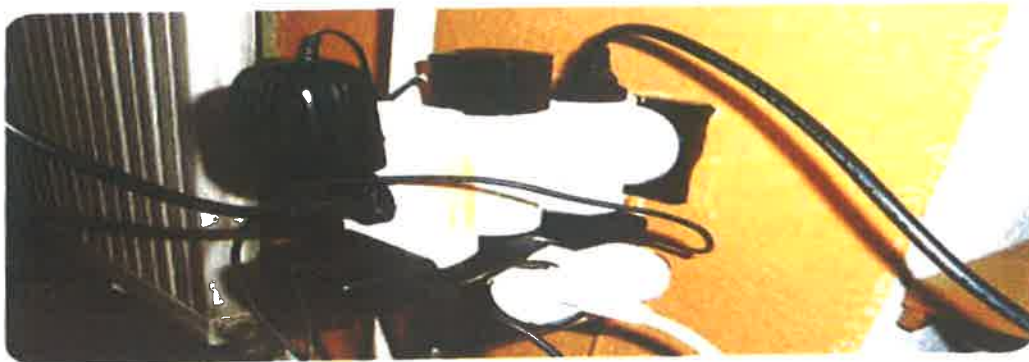
Guidebooks for consumers

Handwritten signature of the Managing Director (Distribution) of CESC Limited.

MANAGING DIRECTOR (DISTRIBUTION)
CESC LIMITED

Indoor Safety

- ❖ Never touch a switch or an appliance with wet hands or when you are on a wet floor or in the bathtub or shower.
- ❖ If something seems wrong with an appliance or tool, or it gives even the slightest shock, disconnect it. Have it repaired or discard it.
- ❖ Always disconnect small appliances and tools before cleaning them.
- ❖ **Don't overload a socket with multiple connections.**



Outdoor Safety

- ❖ Overhead power line lying low or on the ground can be fatal. Call CESC Emergency Depot immediately to report downed wires.
- ❖ Keep ladders and other conductive objects away from electric lines as you may not know the line is live or not.
- ❖ Do not touch an electrical transformer or lamp post and the surrounding electrical equipment. Touching can be extremely dangerous.



একটি উজ্জ্বল বাল্বের সাথে সি-এফ-এল ও এল-ই-ডি -র তুলনামূলক লোড

উজ্জ্বল (ইনক্যান্ডেসেন্ট) বাল্ব	সি-এফ-এল	এল-ই-ডি
জিরো বাল্ব (১৫ ওয়াট)	৫ ওয়াট	২ ওয়াট
৪০ ওয়াট	৮ ওয়াট-১১ ওয়াট	৩ থেকে ৪ ওয়াট
৬০ ওয়াট	১২ ওয়াট-১৫ ওয়াট	৬ ওয়াট
১০০ ওয়াট	২০ ওয়াট-২৩ ওয়াট	১২ ওয়াট

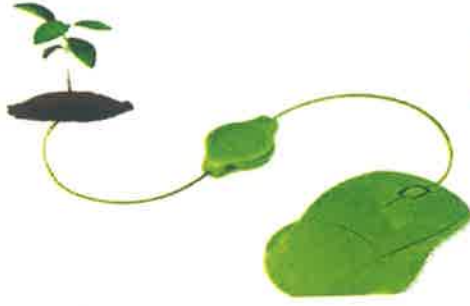


ঠাণ্ডা হতে হতে সাশ্রয় করুন!

- ☀ কেবলমাত্র স্টার রেট করা এয়ার কন্ডিশনার ব্যবহার করুন।
- ☀ ঘরের এয়ারকন্ডিশনারের থার্মোস্ট্যাটটি রাখুন ২৫ ডিগ্রি সেলসিয়াস (গ্রিন টেম্পারেচার) যাতে সবচেয়ে বেশি আরাম পান ন্যূনতম খরচে।
- ☀ একটি ভালো এয়ারকন্ডিশনার ঘর ঠাণ্ডা করবে ও তার থেকে আর্দ্রতা তাড়াবে ৩০ মিনিটে, তাই টাইমার ব্যবহার করুন এবং ইউনিটটিকে কিছু সময়ের জন্য বন্ধ করে দিন।
- ☀ সবসময়ে এয়ারকন্ডিশন করা ঘরের দরজা বন্ধ রাখুন।
- ☀ ফিল্টার পরিষ্কার করুন যাতে দ্রুত ঠাণ্ডা করা যায় এবং কম বিদ্যুত ব্যবহার করা যায়। নোংরা এয়ার ফিল্টার হাওয়া চলাচল আটকাবে এবং ইউনিটটিকে নষ্টও করে দিতে পারে।

গরম করতে করতে সাশ্রয় করুন!

- ✿ মাইক্রোওয়েভ ব্যবহার করুন দ্রুত ও বিদ্যুত দক্ষ রাখার জন্য।
- ✿ বড় ও মোটা খাবার প্লেটের কাণার দিকে রাখুন।
- ✿ একটি নোংরা কেটলি গরম করতে বেশি শক্তি লাগে। নিয়মিত আপনার বৈদ্যুতিক কেটলি পরিষ্কার করুন ফুটন্ত জল ও ভিনিগারের মিশ্রণ দিয়ে যাতে খনিজ পদার্থ জমা সরানো যায়।



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ঠাণ্ডা করতে করতে সাশ্রয় করুন!

- ✿ আপনার রেফ্রিজারেটরকে সমস্ত তাপের উৎস থেকে সরিয়ে রাখুন এবং যথেষ্ট স্থান রাখুন যাতে রেফ্রিজারেটরের চারপাশে ধারাবাহিকভাবে হাওয়া চলাচল করতে পারে।
- ✿ দেখে নিন যাতে রেফ্রিজারেটরের দরজার সিল যেন ঠিকঠাক থাকে। তাকে এক টুকরো কাগজ ঠিকঠাকভাবে যেন আটকে রাখা যায়। **যদি কাগজের টুকরো** সহজে বেরিয়ে আসে, তবে দরজার সিল নতুন করে লাগাতে হবে।

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- ❖ রেফ্রিজারেটরের মধ্যে যথেষ্ট হাওয়া চলাচল করতে দিতে হলে সেটিকে অতিরিক্ত বা ঠেসে-ঠেসে ভর্তি করবেন না।
- ❖ রেফ্রিজারেটরের দরজা অপ্রয়োজনে খুলবেন না, কারণ তাহলে বিদ্যুতের ব্যবহার বেড়ে যায়।
- ❖ রেফ্রিজারেটে রাখার আগে খাবার বেশ করে ঠাণ্ডা করে ও তাতে ঢাকা দিয়ে রাখুন।

সার্ব করতে করতে সাশ্রয় করুন!

- ❖ ব্যবহৃত না হলে আপনার বাড়ির/অফিসের সরঞ্জাম বন্ধ রাখুন। উদাহরণস্বরূপ একটি ২৪-ঘন্টা চলা কম্পিউটার, **ব্যবহার করে থাকে** বেশি বিদ্যুত একটি এনার্জি-এফিসিয়েন্ট (শক্তি-দক্ষ) রেফ্রিজারেটরের থেকে।
- ❖ কম্পিউটার, মনিটর এবং কপিয়ারে স্লিপ মোড সক্রিয় করলে বিদ্যুতের খরচ প্রায় ৪০% কমানো যায়।
- ❖ ব্যবহার না হলে ল্যাপটপ, সেলফোন এবং ডিজিট্যাল ক্যামেরা ইত্যাদির ব্যাটারি চার্জার সকেট থেকে বার করে রাখুন।

কাজ করতে করতে সাশ্রয় করুন!

- ❖ ক্যাপাসিটার লাগান ও তাদের চালু করুন যখন কাজের স্থানটিতে কাজ করা হয়।
- ❖ সমস্ত শিল্প, জনসাধারণের জল প্রকল্প এবং লো-টেনশন বাণিজ্যিক প্রতিষ্ঠান যাদের ১০ কে-ভি-এ ও তার বেশি কন্ট্র্যাক্ট ডিম্যান্ড আছে তাদের ক্যাপাসিটার ব্যাংক লাগানো আবশ্যিক।
- ❖ কম্প্রেসর ও শীততাপ নিয়ন্ত্রণ প্ল্যান্টের নিয়মিত রক্ষণাবেক্ষণের মাধ্যমে দক্ষতা বৃদ্ধি করুন।
- ❖ অনুগ্রহ করে মোটর, পাম্প ইত্যাদির উপযুক্ত লোডিং/সাইজিং নিশ্চিত করুন।

You can choose from a number of ways to save on your electricity bills and reap multiple benefits...

Advance Payment

You can avoid the hassles of standing in the queue for bill payment. Just make an extra payment/or deposit against your monthly consumption bill & get the subsequent bills adjusted against it and at the same time, earn an interest of 6% on the balance amount. You can choose to pay the same Online to avail of 1% additional e-payment rebate over and above the 6% interest for Advance Payment.



NOW MAKE
ADVANCE PAYMENT
ONLINE

AND EARN
6% INTEREST PER ANNUM (on reducing balance)
ALSO GET 1% ADDITIONAL E-REBATE

LOG ONTO
www.cesc.co.in
AND VISIT ONLINE PAYMENT
(Available through net banking only)



On-Line Payment

Now get convenience on the go. Use our e-payment option from our website www.cesc.co.in (vide Net Banking, Credit/Debit Card, ECS, RTGS or NEFT) to pay your monthly electricity bills and earn an additional 1% rebate over and above the 1% rebate for payment within due date.

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Pre-Payment Meters

Residential consumers can save even more by keeping an eye on their own consumption by applying for a Pre-payment meter. Upon compliance, we will replace your existing meter by a Pre-payment meter of suitable capacity. Vouchers of different values will enable you to re-charge your own meter and have **full freedom to manage the use of electricity vis-a-vis your budget**. The vouchers/coupons are available at some of our cash offices and can also be purchased online at our website www.cesc.co.in



RP - Sanjiv Geetika Group

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STAY CONNECTED
WITH US ON OUR WEBSITE
www.cesc.co.in

User friendly access with Quick Links, Office Locator, MyCESC for LT and HT consumers and other services

 facebook.com/CESCLtd  twitter.com/CESCLimited

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Time-of-the-Day (TOD) Tariff

Enjoy this benefit by opting for TOD Tariff. For this purpose, the day has been divided into three time zones each with different tariff rates. By shifting load from one time zone [when tariff is higher] to another time zone, you may substantially reduce your electricity bill.

Category of L.T. consumers who can opt for TOD Tariff Scheme:

- Commercial & Industrial-having 30 KVA minimum load
- Private Educational Institutions & Hospitals
- Bulk supply at single point to co-op group housing society

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We have been continually introducing new and innovative bill payment options over the years to make payment of monthly electricity consumption bills, by our esteemed consumers, easier. All the while, we keep in mind the needs, convenience and expectations of the different segments of consumers and their preferences. We constantly strive to present to our consumers a bouquet of payment options to keep up with the best global practices - the focus being **Convenience & Consumer Satisfaction**.

Our **Low Tension Consumers** can choose any of the following options to pay their consumption bills. For convenience, we have arranged the available options under separate heads as under.

Physical Payments

OUR CASH OFFICES: Presently, there are 40 strategically located cash offices, spread across our licensed area, where consumers can pay their electricity bills through Cash, Cheque, Bank Draft and Pay Order.

HP - Saigra Group

CESC

AVAIL CESC e-SERVICES WITHOUT ANY DIFFICULTY

SMS CESC<SPACE>OL
and send it to 56070

WE WILL CALL BACK TO PROVIDE ANY HELP YOU REQUIRE TO ENJOY CESC e-SERVICES

TIMING
9.00AM TO 5.00PM
MONDAY TO FRIDAY
9.00AM TO 1.00PM
ONLY ON SATURDAY
EXCLUDING SUNDAY
& PUBLIC HOLIDAYS

LOG ON TO
WWW.CESC.CO.IN

NEW CONNECTIONS
APPLICATION OF ADDITIONAL LOAD FOR AIRCONDITIONERS
CHANGE OF NAME
PAYMENT OF ELECTRICITY BILL BY DEBIT/CREDIT CARD, NETBANKING, ECS FOR LOW TENSION CONSUMERS

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PAYMENT KIOSKS: We have installed Payment Kiosks across the city to help Consumers make payment at their neighbourhood without travelling to a Cash Office. Please refer the Connect with Us section of our website www.cesc.co.in for details on the locations of the same.

DROP BOXES: Consumer can also drop their bills along with Cheques, Bank Draft and Pay Order at our drop boxes situated at our cash offices, as well as, at various other locations.

You can also obtain a receipt against cheque payments across the counter at our cash offices.

Online payments

www.cesc.co.in

CREDIT/DEBIT CARDS: You can use your Credit / Debit cards to pay your bills at our website.

NET BANKING: Visit our website to choose the net banking payment option.

ECS: You can choose to pay through ECS by registering for the same at our website. You need to fill in the ECS mandate form online and deposit the printout at BillDesk office at BillDesk at "CESC - ECS SCHEME,

Unit No. 3F, 3RD Floor,

12 Ho Chi Min Sarani

Kolkata- 700071

Ph No. **033-4003 5101 / 02 / 03**

RP Sanjay Gandhi Group **CESC**

We are now on WhatsApp
Just whatsapp us for any assistance on **CESC e-services**

If you notice a power theft, take a pic and whatsapp us

SAVE OUR NUMBERS
85850 79399
85850 79400

FOLLOW

* For details of our online services, visit www.cesc.co.in

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RTGS/NEFT

Consumers who wish to pay their monthly bills through RTGS or NEFT can do so by visiting the online payment option in our website. A one-time registration needs to be done post which Consumers can pay the same through their respective banks easily.

INSTAPAY THROUGH MOBILE

Consumers can go to any of the registered banks and pay the consumption bill from their net banking.

REGISTER AND PAY

Consumers can register CESC as a biller with their banks post which they can pay the bill directly through net banking every month.

MOBILE WALLETS

We have tied up with various mobile wallets to facilitate easy payment of bills.

PREPAID VOUCHERS

For re-charging prepaid meters, vouchers may be purchased online at CESC website by using Credit/Debit card. Vouchers may also be purchased at our Central Regional Office and South West Regional Office by cash.

AP Sanjay Goenka Group

CESC

SAVE RS. 5/- ON EVERY BILL

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STOP PAPER BILLS

GET AN EXTRA REBATE OF RS. 5/- ON YOUR BILL

www.cesc.com

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چوں کہ بجلی یونٹ کے حساب سے فروخت کی جاتی ہے، اس لیے آپ ہر مہینہ ان متعدد یونٹ کے لیے ادائیگی کرتے ہیں جو آپ کے گھر میں لگے ہوئے تمام سامانوں کے ذریعہ فی گھنٹہ ۱ کیلو واٹ (۱۰۰۰ واٹ) کے حساب سے صرف کی جاتی ہے، اور مجموعی طور پر وہ ایک یونٹ کے مساوی ہے۔ اس لیے، ایک یونٹ کے لیے، ۱۰۰ واٹ کا لیمنپ مسلسل ۱۰ گھنٹے چلے گا، ۲۵۰ واٹ کا سامان ۴ گھنٹے چلے گا اور ۲۰۰۰ واٹ کا انڈکشن ہوم۔ جب آپ اس بجلی کو کوکر میں خرچ کریں گے، تو کوکر آدھا گھنٹہ ہی چلے گا۔

ایک یونٹ کی قیمت کی بجلی کو سمجھنے میں آپ کی مدد کے لیے، آئیے ہم دیکھتے ہیں کہ آپ ایک یا ایک سے زیادہ یونٹ کے لیے کیا حاصل کرتے ہیں۔۔۔

براہ کرم نوٹ کریں کہ تمام ہندسے اندازے کے مطابق ہیں اور وہ سامان کی اوسط شرح بندی پر مبنی ہیں۔

لیمنپ (فرض کریں کہ روزانہ ۸ گھنٹے استعمال کیے جاتے ہیں)

سی ایف ایل

8 واٹ 15 دنوں کے لیے - 1 یونٹ

۱۱ واٹ 11 دنوں کے لیے - 1 یونٹ

۱8 واٹ 7 دنوں کے لیے - 1 یونٹ

۲3 واٹ 5 دنوں کے لیے - 1 یونٹ

ٹیوب لائٹ

40 واٹ (نیز ۱۵ واٹ بلاسٹ کا نقصان) 2 اور 1/2 دنوں کے لیے ۱ - یونٹ

ریگولر لیمنپ

60 واٹ تقریباً 2 دنوں کے لیے 1 - یونٹ

100 واٹ 1۰ گھنٹوں کے لیے 1 - یونٹ

ایئر کنڈیشننگ یونٹ (سپلٹ - ٹائپ)

1 ٹن 1 گھنٹہ کے استعمال کے لیے 2 - یونٹ (لگ بھگ)

1.5 ٹن ۱ گھنٹہ کے استعمال کے لیے - 2.5 یونٹ (لگ بھگ)

ایئر کنڈیشننگ یونٹ (سپلٹ - ٹائپ)

1 ٹن 1 گھنٹہ کے استعمال کے لیے 1.5 - یونٹ

1.5 ٹن 1 گھنٹہ کے استعمال کے لیے ۲ - یونٹ (لگ بھگ)

پنکھے

دیوار / میز / سیلنگ

آپ 1 یونٹ میں آدھے دن تک پنکھا چلا سکتے ہیں

نکاس پنکھا

ایک دن میں 4 گھنٹے کے حساب سے پانچ دن 1 - یونٹ

کچن چمنی

لگ بھگ 4 گھنٹے کا استعمال 1 - یونٹ

ریفریجریٹر
 180 - 165 لیٹر کو ایک دن چلنے میں تقریباً 2 یونٹ لگتے ہیں

واشنگ مشین
 ایک گھنٹے کا عمل 1 یونٹ میں

واٹر پمپ
 1/2 ایچ پی 1 یونٹ میں لگ بھگ 3 گھنٹے چلتا ہے
 1 ایچ پی 1 یونٹ میں لگ بھگ 1.5 گھنٹے چلتا ہے

استری
 ڈیڑھ گھنٹے استری کرنا: 1 یونٹ

گیزر
 3 سے 4 افراد والے کنبہ کے لیے یومیہ لگ بھگ 1 سے 2 یونٹ

امرجن بیٹر
 4 سے 5 بالٹیاں گرم پانی 1 - یونٹ

ٹیلی ویژن
 5 سے 8 گھنٹے دیکھنا 1 - یونٹ

سی ڈی / ڈی وی ڈی پلیئرز / ریڈیو
 25 گھنٹے موسیقی 1 - یونٹ

کمپیوٹر
 کمپیوٹر کا 3 سے 4 گھنٹے استعمال 1 - یونٹ
 پورے دن کے لیے لیپ ٹاپ 1 - یونٹ
 مکسر اور گرانڈر
 5 گھنٹے کا عمل 1 - یونٹ

مانکرو اووین
 1 گھنٹہ گرم کرنا 1 - یونٹ



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(Handwritten signature)

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ٹوسٹر
 ٹوسٹ کے 60 سلانسی 1 - یونٹ
 ہینر ڈرائر
 بال سکھانے کے دس منٹ کے 6 سیٹن 1 - یونٹ
 انڈکشن کوکر
 1/2 گھنٹہ کا استعمال 1 - یونٹ
 موبائل چارجر
 لگ بھگ ایک مہینہ تک روزانہ 1 1/2 گھنٹے استعمال 1 - یونٹ



براہ کرم ذہن نشین رکھیں---

جب ان آلات کو، جو استعمال نہیں ہورے ہیں، پلگ لگا ہوا چھوڑ دیا جاتا ہے، تو وہ اسٹینڈ بائی-پاور استعمال کرتے رہتے ہیں، جنہیں عام طور پر "فینٹم لوڈ" کہا جاتا ہے۔ چونکہ ان لوڈ کی وجہ سے فی گھنٹہ چند واٹ کے حساب سے آلات کی توانائی کی کھپت بڑھتی ہے، اس لیے آلات کا پلگ نکال کر یا پاور کو آف کر کے آپ کو اس سے بچنا چاہیے۔ بجلی سے متعلق خریداری کرتے وقت، ہمیشہ توانائی کی کھپت اور آلات کو چلانے میں آنے والے خرچ کا اندازہ لگائیں۔

توانائی کی بچت کرنے والے مصنوع سے آپ طویل مدت میں بہت زیادہ بچت کرسکتے ہیں۔

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বাতাস

- জান্নের কাছাকাছি অথবা বৃষ্টিতে ভেজা অবস্থায় কোন বৈদ্যুতিক যন্ত্রপাতি ব্যবহার করবেন না।
- কোন জন-জন্য জরুরী যদি সেবা যার বিদ্যুত্বাহিত হতে গেলে তবে জরুরী গিঁটে দিন।
- ওভারহেড তারের লাইন-এর ধারে কাছে বাজারের খুঁড়ি, গ্যাস বেলুন অথবা খেলনা গেম ওভারহেডে দেবেন না।
- আপনার বাড়ির জলনা অথবা বাতাসের কাছে যদি সক্রিয় ওভারহেড তারের লাইন থাকে তবে তার ওপর কখনোই তেল জামাকাপড় তুলে দেবেন না।
- যেখানে সেখানে যদি খুঁড়ি ওপর খেলা তার পড়ে থাকতে দেখেন তবে উপযুক্ত নৃদ বজার রাখুন, ক্ষরণ তরলিত বিনুশ্রবাহ চালু থাকতে পাত।
- খুব দূরী হয়ে জন জন গেল কোন বৈদ্যুতিক খুঁড়ি অথবা পিলার বর বর্জ-র কাছাকাছি যাবেন না।
- অনাকাঙ্ক্ষীয় বড় ট্রাফো ঘরের বাইরে থাকবেন না, খবরশেও ওভার লাইন-এর নিচ দিয়ে বাতাসত করবেন না।

বাতাসে

- তেল হাতে কোন বৈদ্যুতিক সূঁচ ছেঁবেন না।
- তেল মোবর ওপর দাঁড়িয়ে অথবা তেল অবস্থায় কোন বৈদ্যুতিক যন্ত্রপাতি চালু করবেন না।
- কোন বৈদ্যুতিক যন্ত্রপাতি, যাবহার করতে গিঁটে যদি সামান্য শক লাগে তবে সঙ্গে সঙ্গে সূঁচ বন্ধ করে প্রসটি গুলে ফেলুন।
- বাড়িতে যদি কোন অজানা কারণে শক লাগে তবে তাড়াতাড়ি সন্তর যৌন সূঁচ অক্ষ করে দিন। বি কারণ এমন হলে যদি বুঝতে না পারেন তবে সমস্যা যদি থেকেই যার তবে কোন থানুমেসিও ইলেকট্রিক মিষ্ট্রীকে জলুন। হামাশের হেফাঈন ১১১২ / ৪৪০১ ১১১২ / ১৮৪০ ৪০০ ১১১২-তে ডাচাল করে আশাসেও জরুরে পাতেন।
- যে সব বৈদ্যুতিক যন্ত্রপাতি বা উপকরণ আপনার বাড়ির বাইরে থাকে। যেমন কলিং বেল, জলের পাম্প, গ্যাসের লাইট ইত্যাদি। সেগুলো থেকে জলে ডিগ না যার অথবা সীতসীতের পরিয়েশ না যার সেটা সূঁচিকিত করুন।
- যখন বাক শক্রে এবা বিনুং সন্ধ্যায়ে, বাড়িতে বিভিন্ন লাইন বৈদ্যুতিক উপকরণ বা যন্ত্রপাতি (যেমন বেলিফোনের, টিভি, এলব এলিমনব, কম্পিউটার, মিষ্ট্রিও সিস্টেম প্রকৃতি) প্রায় গুলে বিনুং সাহায়ে বিদ্বিয়া করুন।
- প্রায়-এব মহায়ে সন্ধ্যার বিনুং সাহায়ে নেওয়ে সব এমন ইলেকট্রিক শেতার ব্যবহার করবেন না। পরিবর্তে বাতাসি চালিও শেতার ব্যবহার করই জন।



Guidelines for safe practices: Monsoon Mailer

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ON ROAD

- Do not use electrical appliances near water or in rain.
- Try to barricade waterlogged areas if they are found to be electrified.
- Prevent your children from flying kites or gas-balloons near overhead wire lines.
- Do not spread out wet clothes or anything on the overhead live wire line near your window or verandah.
- Maintain safe distance from any stray wire lying on the ground. It may be live/energized.
- Avoid going in close proximity to an electrical pole or pillar box body during rain or waterlogging.
- Avoid going close to electric poles and overhead lines during Nor'westers.
- Avoid staying outdoor and passing under overhead lines when a Nor'wester is raging.

AT HOME

- Never touch a switch with wet hands.
- Never turn on an electrical appliance when you are standing on a wet floor or in wet condition.
- If any appliance or tool causes an electric shock, switch it off first and then pull the plug out of the socket.
- In the event of any electrical shock in the house, if the source is not identifiable, turn off the main switch (es) as soon as possible. If the condition persists, call an authorised electrician to identify the issue. Further, inform us by calling our helpline 1912 / 4403 1912 / 1860 500 1912.
- Ensure that all your electrical appliances, particularly those placed outside the house (e.g., calling bell, water pump, gate light etc.) are protected from water or damp.
- During thunderstorm and lightning, remove the power plug from the wall socket for valuable electrical appliances (e.g., refrigerator, T.V., air conditioners, computer, stereo system, etc.)
- Avoid using electrical shaver operating directly from power socket. The same powered by battery is preferable.

सड़क पर

- बरस के समय या बारिश में बिजली के उपकरणों का इस्तेमाल न करें।
- जल जमाव वाले इलाकों में अगर बिजली का प्रकाश पथा जला है, तो खड़े बैरिकेट लगाने की कोशिश करें।
- अंबवाहंड वादर लाइन्स के समीप बच्चों को फटा या गैस-बैलून उड़ाने से मना करें।
- अपनी खिड़की या बामर के नजदीक में पताने वाले अंबवाहंड बिजली की तार वाली लाइन के पास गोलें कपड़े या कुर्छ और न फैलाएं।
- नमीन पर पड़े किसी तार से सुरक्षित दूरी बनाकर रहें। इसमें बिजली प्रवाह नबेन हो सकता है।
- बॉलिन या जल जमाव के दौरान बिजली के गुंघों या रिना बॉक्स के करीब जाने से बचे।
- अंधो-नृपुन के दौरान बिजली के गुंघों और अंबवाहंड लाइन्स के समीप जाने से बचे।
- तैज हवा और बारिश के समय बरछ निकलने और अंबवाहंड लाइन्स के नीचे से पताने से बचे।

घर पर

- गोलें हाथों से कभी भी बिजली के स्विच को न छूएं।
- जब शर गोलें करे पर या धरो हो, तो कभी भी बिजली के उपकरण को बलु न करें।
- अगर कोई उपकरण या टूल्स बिजली का झटका दे रहा हो, तो सबसे पहले उसे स्विच ऑफ करें और फिर सोकेट से उनका पला बरछ निकाल दें।
- घर में कभी बिजली का झटका लगे और उसको बरछ पला नहो चल रहे हो, तो बिजली जली हो सके, मैन स्विच ऑफ कर दें। इसके बाद भी अगर पलने बैसे स्थिति को दे, तो मसमला का पला लगाने के लिए अधिष्ठान इन्फ्रिस्ट्रिभुन को कॉल करें। इसके बाद हमें हमारे हेल्पलाइन नंबर 1912/ 4403 1912/ 1860 500 1912 पर कॉल कर इसको सूचना दें।
- यह सुनिश्चित करें कि आपके सभी बिजली के उपकरण, छुसकर जो घर के बहर हो (बैसे कॉलिन बेल, वाटर पम्प, गेट लाइट आदि) सब पलों या नमी में सुरक्षित हो।
- नृपुन और बिजली कड़कने के दौरान नृनृनृनृ बिजली के उपकरणों (बैसे रिफ्रिजरेटर, टी. वी., एयर कंडिशनर, कम्प्यूटर, स्टिरियो सिस्टम आदि) का पला के लिए पला पला को बलु सोकेट से बरछ निकालें।
- बिजली हंडर को बोधे पला सोकेट में थोरचालन कराने से बचे। इसको लकड़ पेटों में इनपल को तारनेह दें।



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GRIEVANCE REDRESSAL PROCEDURE

As a part of our constant endeavour to improve customer service, our grievance handling system has been further restructured. The existing system of registering consumer complaints at Regional Offices or over telephone will continue. If, however, any of our existing / intending consumers are not satisfied with the resolution of their complaint at the initial stage and have further grievances, they should approach the designated 'Grievance Redressal Officers' (GROs) of their Region/ District, or 'Central Grievance Redressal Officers' (CGROs) with written petition, for commercial / supply related issues within 90 (ninety) days from the date of occurrence of the cause of action.

The GROs/CGROs will receive the consumer's / intending consumer's petition and acknowledge the same in writing. Thereafter, the consumer's / intending consumer's grievance will be investigated and appropriate hearing(s) will be given to the consumer / intending consumer in order to redress the grievance. Finally, the GRO/CGRO will pass a reasoned order, which will be communicated to the Petitioner.

In the unlikely event of the Petitioner not being satisfied with the Order of GRO/CGRO, the Petitioner may make a representation to the Ld. Ombudsman at the following address:-

Office of the Ombudsman, West Bengal Electricity Regulatory Commission
(Appointed under section 42(6) of the Electricity Act, 2003), Bikalpa Shakti Bhawan, 3rd Floor,
J-1/10, EP & GP Block, Sector - V, Salt Lake City, Kolkata - 700 091
Phone No. (033) 2357-2415 / 2416, Fax No. (033) 2357-2415
E-mail: wbercombudsman2012@gmail.com

A representation to the Ld. Ombudsman should be filed in terms with applicable Regulations of Notification No. 56/WBERC published by Hon'ble West Bengal Electricity Regulatory Commission on 26th August 2013.

GRIEVANCE REDRESSAL OFFICER

Rupashree Ghosh

Dy. Manager (Com) - Both Commercial and Supply Matters
Phone: 2420-5000, E-mail : gro.swro@rp-sg.in

SOUTH WEST REGIONAL OFFICE

P-18, Taratalia Road, Kolkata - 700 088

CENTRAL GRIEVANCE REDRESSAL OFFICERS :

Arijit Basu

Dy. General Manager (Customer Relations) - Both Commercial & Supply Matters
E-mail : cgro1@rp-sg.in

Dina Roy

Manager (Customer Relations) - Both Commercial & Supply Matters
E-mail : cgro2@rp-sg.in

CESC House

Chowringhee Square, Kolkata - 700 001, Phone : 2225-6040

Poster on Consumer Grievance Redressal Procedure


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Awareness programs on Energy Conservation at Schools

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Consumer Meet at CESC Offices

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Technical workshops


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Electrical Safety & Energy Conservation Workshops in schools

A handwritten signature in blue ink, likely belonging to the Managing Director (Distribution) of CESC Limited.

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AND SKIP THE LONG QUEUES**

Log onto www.cesc.co.in



CESC e-service posters

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RECONNECTED ONLINE!
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24X7
We are here to serve
you round the clock.

 1912/ 4403-1912/ 1860 500 1912



Consumer service initiatives



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VISIT OUR WEBSITE TO AVAIL OUR **CESC eSERVICE™**


Online Bill
Payment


New
Connection


Load Extension
For AC


Disconnection
of Supply


Reconnection
of Supply


Name
Change



ONE TOUCH
SOLUTION TO YOUR
**ELECTRICITY
ISSUES**

DOWNLOAD



CESC APP TODAY

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LIVE CHAT
with our MD-Distribution
Mr. Debasish Banerjee
Today | 4 pm - 5 pm



TO CHAT LOG ON TO: www.cesc.co.in / www.facebook.com/CESCLtd



Need any electricity related assistance ?

Message us on our WhatsApp numbers
8585079399 / 8585079400



Consumer service initiatives



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“The adorable creatures of the sea deserve a peaceful life.”

Save Energy, Sustain Wildlife.

Switch to *E-cooking & E-vehicle*
#LiveFreeBreathFree



OPT FOR PAPERLESS E-BILL AND GO GREEN WITH CESC

Log onto www.cesc.co.in




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NOW GET SMS ALERTS

WHEN YOUR BILL IS READY

1 SMS ONE
SENT AS SOON AS THE BILL IS PRINTED AND HANDED OVER TO THE COURIER

2 SMS TWO
SENT ON THE DATE OF DELIVERY

LOG ON TO REGISTER
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OPT FOR MULTILINGUAL BILLS IN ENGLISH / BENGALI / HINDI

STEPS

- ▶ Visit www.cesc.co.in → Consumers → My CESC → language option for bill
- ▶ Send SMS - CESC <space> B or Her E <space> Customer ID to 56070
- ▶ Send WhatsApp message - Customer ID <space> B or H or E to 8585079399 / 8585079400

TRACK YOUR SECURITY DEPOSIT REFUND

through its entire process

JUST LOG ON TO www.cesc.co.in
OR DOWNLOAD CESC Mobile Apps

INSTANT TRACKING
ANY TIME TRACKING

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Consumer Engagement Initiative: Meet CESC at Your Locality

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Let's get you introduced to

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- Interactive Response
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Consumer service initiatives - eBuddy

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Initiatives to promote Customer-Centricity: Grahok Bondhu and Bandhan

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Communication to Puja Organisers

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CSR Initiatives

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CSR Initiatives

Abey

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CSR Initiatives

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Stay safe this Monsoon

OUT OF HOME

- During rains, avoid close proximity to electrical poles, stray wires or distribution box / kiosk.
- Do not touch loose / bare wires and electrical installations.
- Avoid waterlogged areas for your safety.
- At the workplace, do not forget to switch off ACs or other electrical equipment when not in use.

AT HOME

- Periodically check house wiring and switches – replace old and frayed wires.
- Never touch electrical switches and appliances with wet hands.
- Never use mobile phones while charging.
- Do not neglect any indication of burnt smell/mild shock from electrical switches / appliances. Switch off immediately – call an electrician.
- If you cannot identify the source of an electrical shock, turn off the main switch. Inform CESC at Helpline Number 1912.
- During heavy rains and lightning, switch off electrical gadgets and unplug them from the wall socket.
- Avoid touching dangling conductors or wires.
- Do not spread out wet clothes on or near overhead wires.
- Avoid drawing extension wires along metallic grille / windows.

For any emergency in CESC Area
Call 1912 / 18605001912 / 44031912

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TELEGRAPH

23.8.2020

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এবার বর্ষায় বিদ্যুৎ-বিপদ ডেকে আনবেন না

বাহিরে

- বৃষ্টি-বাদলে বিদ্যুতের পোলে, খুঁলে থাকা তারে, রাস্তার পিলার-বক্রে, ল্যাম্পপোস্টে বা বিদ্যুৎ যন্ত্রে অবশ্যই হাত দেবেন না।
- পথে ক্ষমে থাকা জল এড়িয়ে চলুন, নিরাপত্তার জেনো।
- কাজের জায়গা থেকে বেরিয়ে আসার সময় এসি মেশিন ও অন্যান্য বৈদ্যুতিক যন্ত্রপাতি বন্ধ করতে ভুলবেন না।

ঘরে

- নিজের ঘরেই অনেক সময়ে বিদ্যুৎ-বিপদ জুটিয়ে থাকে। মাঝে-মাঝে বাড়ির লাইন, সুইচ এবং বৈদ্যুতিক যন্ত্রপাতি চেক করে নিন।
- ভিজ্ঞে হাতে টিভি, ফ্রিজ, এসি, যন্ত্রপাতি অথবা কোনো সুইচ ছুঁয়ে বিপদ ডেকে আনবেন না।
- যখন চার্জ হচ্ছে তখন অবশ্যই মোবাইল ফোন ব্যবহার করবেন না।
- পোড়া গন্ধ বের হলে অথবা হাত দিলেই শক লাগলে তা অবহেলা করবেন না, সুইচ-অফ করে ইলেক্ট্রিশিয়ানকে ডাকুন।
- শক লাগার কারণ বুঝতে না পারলে মেন লাইন সুইচ-অফ করে সিইএসসি ১৯১২ ডায়াল করুন।
- খন বর্ষায়, বজ্রপাতের সময় যন্ত্রপাতি সুইচ-অফ করে রাখুন এবং সাবধানে রাখুন। জোড়াতাড়ি দেওয়া লাইনও বেশ বিপজ্জনক।
- খুঁলে থাকা বৈদ্যুতিক তার অথবা যন্ত্রপাতি অবশ্যই ছেঁবেন না।
- বৈদ্যুতিক তারে ভিজ্ঞে কাপড় গুতোতে দিয়ে বিপদ ডেকে আনবেন না।
- ব্রিল বা ইম্পাডের জানলায় এক্সটেনশন তার লাগাবেন না।

সিইএসসি এলাকায় এমার্জেন্সি খবর দিতে
ফোন করুন ১৯১২ / ১৮৬০৫০০১৯১২ / ৪৪০৩১৯১২

EISAMAY – 23.08.2020

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এবার বর্ষায় বিদ্যুৎ-বিপদ ডেকে আনবেন না

বাহিরে

- কৃষি-বাড়লে বিদ্যুতের পোস্টে, স্থানে থাকা তারে, রাস্তার পিলার-বক্রে, ল্যাম্পপোস্টে বা বিদ্যুৎ যন্ত্রে অবশ্যই হাত দেবেন না।
- পথে ক্ষমে থাকা জল এড়িয়ে চলুন, নিরাপত্তার জন্যে।
- কাজের জায়গা থেকে বেরিয়ে আসার সময় এসি মেশিন ও অন্যান্য বৈদ্যুতিক যন্ত্রপাতি বন্ধ করতে ভুলবেন না।

ঘরে

- নিজের ঘরেই অনেক সময় বিদ্যুৎ-বিপদ লুকিয়ে থাকে। মাঝে-মাঝে বাড়ির লাইন, সুইচ এবং বৈদ্যুতিক যন্ত্রপাতি চেক করে নিন।
- ভিক্রে হাতে টিভি, ফ্রিজ, এসি, যন্ত্রপাতি অথবা কোনো সুইচ ছুঁয়ে বিপদ ডেকে আনবেন না।
- যখন চার্জ হচ্ছে তখন অবশ্যই মোবাইল ফোন ব্যবহার করবেন না।
- পোড়া গন্ধ বের হলে অথবা হাত দিলেই শক লাগলে তা অবহেলা করবেন না, সুইচ অফ করে ইলেক্ট্রিশিয়ানকে ডাকুন।
- শক লাগার কারণ বুঝতে না পারলে মের লাইন সুইচ অফ করে সিইএসসি ১৯১২ ডায়াল করুন।
- ঘন বর্ষায়, বজ্রপাতের সময় যন্ত্রপাতি সুইচ অফ করে রাখুন এবং সাবধানে রাখুন। জেড়া-তাজা দেওয়া লাইনও বেশ বিপজ্জনক।
- স্থলে থাকা বৈদ্যুতিক তার অথবা যন্ত্রপাতি অবশ্যই ছোবেন না।
- বৈদ্যুতিক তারে ভিক্রে কাপড় শুকোতে দিয়ে বিপদ ডেকে আনবেন না।
- স্প্রিং বা ইম্পাউন্ডের জানলায় এক্সটেনশন তার লাগাবেন না।

সিইএসসি এলাকায় এমার্জেন্সি খবর দিতে
ফোন করুন ১৯১২ / ১৮৬০৫০০১৯১২ / ৪৪০৩১৯১২

ABP - 23.08.2020

ABP - 23.08.2020

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এবার বর্ষীয় বিদ্যুৎ-বিপদ ডেকে আনবেন না

বাইরে

- বৃষ্টি বাতলে বিদ্যুতের পোলে, খুঁলে থাকা তারে, রাস্তার পিছার-বয়ে, ল্যান্ডল্যান্ডিং বা বিদ্যুৎ যন্ত্রে অবশ্যই হাত পেবেন না।
পথে জমে থাকা জল
জমো।
কাজের জায়গা থেকে বেরিয়ে আসার সময় এসি মেশিন ও অন্যান্য বৈদ্যুতিক যন্ত্রপাতি বন্ধ করতে

ঘরে

- নিজের ঘরেই অনেক সময় বিদ্যুৎ-বিপদ লুকিয়ে থাকে। সবার মাঝে বাড়ির লাইন, সুইচ এবং বৈদ্যুতিক যন্ত্রপাতি চেক করে নিন।
- ডিকে হাতে টিভি, ফ্রিজ, এসি, যন্ত্রপাতি অথবা কোনো সুইচ ছুঁয়ে বিপদ ডেকে আনবেন না।
যখন চার্জ হচ্ছে তখন অবশ্যই মোবাইল ভেঙে
করবেন।
পোকা বের হলে অথবা হাত দিলেই
লাপালে অবহেলা করবেন না, সুইচ-অফ
ইলেক্ট্রিশিয়ানকে ডাকুন।
শক লাগার কারণ বুঝতে না পারলে মেন লাইন
সুইচ-অফ করে সিইএসসি ১৯১২ ডায়াল করুন।
ঘন বর্ষায়, বজ্রপাতের সময় যন্ত্রপাতি সুইচ-অফ করে
রাখুন এবং সাব্বানে ভ্রাণ খুলুন। জোড়াতাড়ি দেখে
গাঠিনও বেশ বিপজ্জনক।
এলে থাকা বৈদ্যুতিক তার অথবা যন্ত্রপাতি অবশ্যই
ছোবেন না।
বৈদ্যুতিক তারে
আনবেন না।
বা ইম্পাওর

সিইএসসি এলাকায় এমার্জেন্সি
করুন ১৯১২ / ১৮৬০৫০১৯১

Ganashakti -

GANASHAKTI - 23.08.2020

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বাহিরে

- বৃষ্টি-বাদলে বিদ্যুতের পোলে, খুঁলে থাকা তারে, **রাব্বার** পিলার-বক্সে, ল্যাম্পপোস্টে বা বিদ্যুৎ যন্ত্রে অবশ্যই হাত দেবেন না।
- পথে অসে থাকা জল এড়িয়ে চলুন, নিরাপত্তার জন্যে।
- কাজের জায়গা থেকে বেরিয়ে আসার সময় এপি মেশিন ও অন্যান্য বৈদ্যুতিক যন্ত্রপাতি বন্ধ করতে ফুলবেন না।

ঘরে

- নিজেও ঘরেই অনেক সময় বিদ্যুৎ-বিপদ লুকিয়ে থাকে। মাঝে-মাঝে বাড়ির লাইন, সুইচ এবং বৈদ্যুতিক যন্ত্রপাতি চেক করে নিন।
- ডিজে হাতে টিভি, ফ্রিজ, এসি, যন্ত্রপাতি অথবা কোনো সুইচ ছুঁয়ে বিপদ ডেকে আনবেন না।
- যখন চার্জ হাজির তখন অবশ্যই মোবাইল ফোন ব্যবহার করবেন না।
- পোড়া গন্ধ বেশি হলে অথবা ছাত দিলেই শক লাগলে তা অবহেলা করবেন না, সুইচ-অফ করে ইলেক্ট্রিশিয়ানকে ডাকুন।
- শক জ্বাখার কারণ বুঝতে না পারলে মেন লাইন সুইচ-অফ করে সিইএসসি ১৯১২ ডায়াল করুন।
- খন বর্ষীয়, বজ্রপাতের সময় যন্ত্রপাতি সুইচ-অফ করে রাখুন এবং সাবধানে ছাণ বুলুন। জোড়াতাড়ি দেওয়া লাইনও বেশ বিপজ্জনক।
- খুঁলে থাকা বৈদ্যুতিক তার অথবা যন্ত্রপাতি অবশ্যই ছোঁবেন না।
- বৈদ্যুতিক তারে ডিজে কাপড় গুঁকোতে দিয়ে বিপদ ডেকে আনবেন না।
- গিল বা ইম্প্যুতেব জানলায় এক্সটেনশন তার **লগাবেন না।**

সিইএসসি এলাকার এমার্জেন্সি খবর দিতে
ফোন করুন ১৯১২ / ১৮৬০৫০০১৯১২ / ৪৪০০১৯১২

SANGBAD PRATIDIN – 24.08.2020

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বাহিরে

- বৃষ্টি-বামলে বিদ্যুতের পোলে, কূলে থাকা ভারে, রাস্তায় পিড়ির-বাগে, ক্যাম্পপোস্টে বা বিদ্যুৎ যন্ত্রে অসতর্ক হাত দেবেন না।
- পায়ে জয়ে থাকা জল এড়িয়ে চলুন, নিরাপত্তার জন্যে।
- কাজের জায়গা থেকে বেগিয়ে আসার সময় এসি মেশিন ও অন্যান্য বৈদ্যুতিক যন্ত্রপাতি বন্ধ করতে ভুলবেন না।

ঘরে

- নিজের খরচের অনেক সময় বিদ্যুৎ বিপদ সৃষ্টিয়ে থাকে। মাঝে-মাঝে বাড়ির লাইন, সুইচ এবং বৈদ্যুতিক যন্ত্রপাতি চেক করে নিন।
- ভিত্তি হাতে টিভি, ফ্রিজ, এসি, যন্ত্রপাতি তথবা কোনো সুইচ ছুঁয়ে বিপদ ডেকে আনবেন না।
- যখন চার্জিং হচ্ছে তখন অবশ্যি মোবাইল ফোন ব্যবহার করবেন না।
- পোড়া গন্ধ বেশ হলে অথবা হাত দিলে গরু লাগলে তা অবশ্যি বন্ধাবেন না, সুইচ অফ করে ইলেক্ট্রিশিয়ানকে ডাকুন।
- শক জ্বাগার কারণ বুঝতে না পারলে যেন লাইন সুইচ অফ করে সিইএসসি ১৯১২ জায়ালা করুন।
- ঘন বর্ষায়, বজ্রপাতের সময় যন্ত্রপাতি সুইচ অফ করে রাখুন এবং সাবস্থানে ছাঁপ বুলুন। জোড়াতাড়ি দেওয়া লাইনও বেশ বিপজ্জনক।
- কূলে থাকা বৈদ্যুতিক তার অথবা যন্ত্রপাতি অবশ্যি ছোবেন না।
- বৈদ্যুতিক তারে চিড়ে কাপড় এঁকোতে দিয়ে বিপদ ডেকে আনবেন না।
- ফ্রিজ বা ইন্সুলেটর জানলার এলটেনশন তার লাগাবেন না।

সিইএসসি এলাকায় এমার্জেন্সি খবর বিতে
স্বোন করুন ১৯১২ / ১৮৬০৫০০১৯১২ / ৪৪০০১৯১২

AAJKAAL - 24.08.2020



CESC House, Chowringhee Square, Kolkata 700 001

Gist of Application for Annual Performance Review for the year 2019-20

1. CESC Limited had submitted application before the Hon'ble West Bengal Electricity Regulatory Commission (Hon'ble Commission) for Annual Performance Review (APR) for the year 2019-20 on 1 December 2020. Subsequently, after issuance of MYT Order for 2018-19 and 2019-20 on 3 February 2022, CESC has submitted Supplementary Petition to the Fuel and Power Purchase Cost Adjustment (FPPCA) and APR Petitions and the application has been admitted by the Hon'ble Commission on (date).
2. The application is for approval of Rs. 385264 lakhs towards Net Fixed Cost for the financial year 2019-20, after due reduction of claim on account of income other than sale of energy and benefits passed on to consumers. The adjustment amount relating to the above together with variable cost of Rs. 459288 lakhs prayed for through the petition on FPPCA, submitted on 21 September 2020, has been prayed for to be dealt with in a manner considered appropriate by the Hon'ble Commission in terms of the applicable Regulations, to be recovered in entirety within a twelve-month period. The application also includes information regarding initiatives taken on consumer services to meet consumer expectations. Compliance status and documents with respect to directions issued by the Hon'ble Commission through the MYT Order have been furnished, together with audited annual accounts of the Company and Auditors Certificates, as applicable.
3. The applications may be inspected at the office of the Hon'ble Commission at Plot No – AH/5 (2nd & 4th Floor), Premises No. MAR 16 – 1111, Action Area – 1A, New Town, Rajarhat, Kolkata - 700163 (Telephone: (033) 2962 3752; email: cp-wberc@gov.in) and / or at the Registered Office of CESC Limited at CESC House, Chowringhee Square, Kolkata 700001 during office hours on all working days upto one day prior to the last date of submission, objections and comments and certified copies of the applications or part thereof may be obtained from the office of the Hon'ble Commission during office hours on all working days upto one day prior to the last date of submission of suggestions, objections and comments. The applications submitted by CESC Limited has been posted on the website of the applicant at www.cesc.co.in.
4. The suggestions and objections, if any, on the proposals contained in the application shall be submitted separately at the office of the Hon'ble Commission mentioned above by(date).
5. This gist has been published with the approval of the Hon'ble Commission.

Place : Kolkata

Competent Authority

Date :

CESC Limited

Note : Dates may kindly be filled up by the Hon'ble Commission.

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