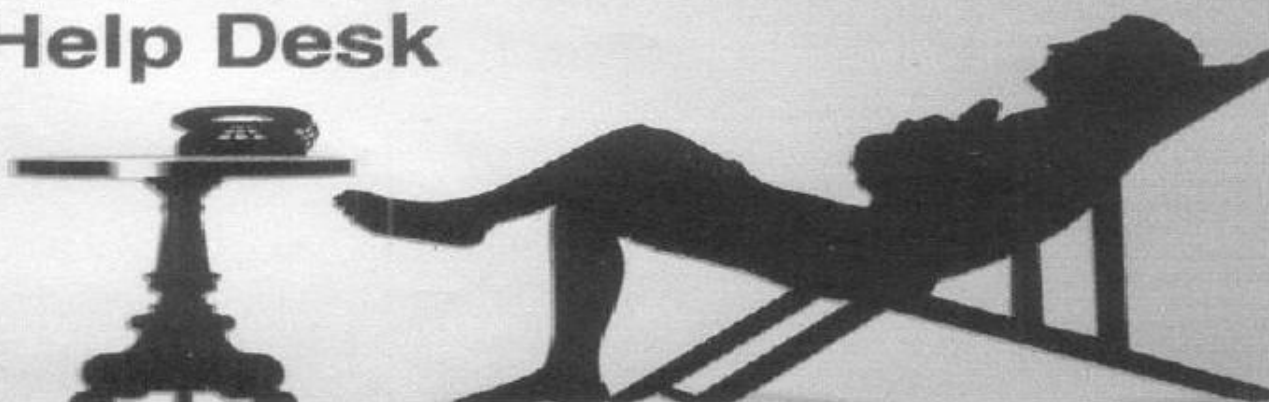


## Retired Person's Help Desk



For quick reimbursement of the retirement benefits of the retired employees of WBSEDCL and former WBSEB, a '**Retired Person's Help Desk**' is created at Vidyut Bhawan, 5th Floor, Block - D, Bidhannagar, Kolkata - 700091 on 7th September, 2009. The rules and regulations required for quick settlement of the complaints will be posted within one month at the company's website ([www.wbsedcl.in](http://www.wbsedcl.in)). For further information, contact Sri Sudhanshu Kr. De, Asstt. Manager (HR & A), Corporate, RPHD cell. Or Call/ Fax at (033) 2359 8385.

Retired employees or the family members of the diseased employees can contact the above office to enquire about early settlement of the retirement benefits.

**Director (HR)**

**WBSEDCL**

WEST BENGAL STATE ELECTRICITY  
DISTRIBUTION COMPANY LIMITED  
(A Govt. of West Bengal Enterprise)

## **THE MODUS OPERANDI OF THE "RETIRED PERSONS' HELP DESK"**

A Committee under the name of "Retired Persons' Help Desk" has been constituted vide Office Order No: 166 dated 07.09.09 of the Director(H.R.) comprising of the following members to assist the retired persons for redressal of their grievances relating to service matter while they were employed in erstwhile WBSEB and WBSIEDCL/ WBSETCL:-

1. General Manager(HR&A) : Chairman
2. General Manager(F&A) : Member
3. Addl. G.M.(HR&A), *Corporate* Member-Secretary

The concerned Section/Department shall usually handle to settle the terminal benefits and/or any other arrear payments if due, in accordance with the existing rules of the Company. The Committee members shall review the unsettled cases from time to time and also examine the new grievances after obtaining status report from the respective Offices. After examination of each grievance, the Committee shall take appropriate step as required towards settlement. No grievance/demand will, however, be considered by the Committee relating to policy matter of the Company and/or pending before the Court and/or Departmental proceedings.

A prescribed format for filling petition before the "Retired Persons' Help Desk" Committee is appended below:-