



West Bengal State Electricity Distribution Company Limited

(A Govt. of West Bengal Enterprise)

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

CIN: U40109WB2007SGC113473, website: www.wbsedcl.in

Office Order No: 2425

Dated: 29-11-2024

Subject: Online Dashboard to provide information on quality of electricity service

WHEREAS, Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, in Business Reform Action Plan 2024 under 'Ease of Doing Business' has recommended to develop and publish an online Dashboard in public domain to provide information on quality of electricity service supply division wise, updated on real time basis, covering Average Hours of Steady Supply Voltage supplied to consumers per week, Number and Hours of disruptions/ power cuts per week, and Reason for power disruptions.

AND WHEREAS, West Bengal State Electricity Distribution Company Limited (WBSEDCL), supplying electricity, had introduced an online dashboard to provide information on quality of electricity service being supplied to the consumers.

NOW THEREFORE, West Bengal State Electricity Distribution Company Limited (WBSEDCL) under Power Department, Government of West Bengal, has decided to modify the existing online dashboard and publish it in public domain. The online dashboard will provide information on quality of electricity service supply division wise having following parameters and updated as follows :-

- i. Average Hours of Steady supply voltage supplied to consumers per week (Real time)
- ii. Number and hours of disruptions/ power cuts per week (Real time)
- iii. Reasons for power disruptions such as due to earth fault, Over current, Shut Down for preventive maintenance etc. (updated weekly)

This order will take immediate effect.


(A. K. Chatterjee)
Director (HR)

Distribution:

1. Adviser(S&V), WBSEDCL.
2. Legal Adviser, WBSEDCL.
3. Executive Director (Distribution), WBSEDCL.
4. Executive Director (Commercial), WBSEDCL.
5. Chief Engineer: Dist.North/ Dist.South. WBSEDCL
6. Chief Engineer:Planning&Engineering/RE/DistProjects/Project-II/Project- III/Commercial/Hydel/ EMD/PTP/Safety Regulation/CRM/P&C/DTD/PIDD/PSPD/Turga/R&EM/Solar/S&LP/HydelConstn./Communication/Corp.Monitoring,WBSEDCL
7. Chief Engineer (IT), WBSEDCL- **with request for uploading this Circular in the Website of the Company.**
8. Chief Engineer & Project Manager, PPSP HQ, WBSEDCL
9. General Manager:(HR&A): Corp./T&D and PM/Planning, WBSEDCL.
10. General Manager(F&A): Corp.planning/IA/Operation, WBSEDCL.
11. Company Secretary, WBSEDCL.
12. Officer on Special Duty, WBSEDCL.
13. Chief Vigilance Officer, WBSEDCL.
14. Project Manager, PPSP Site/RHP/TCFHP/TPSP/JHP, WBSEDCL.
15. Addl. Chief Engineer, S&LP/DCM Cell, WBSEDCL.
16. Zonal Manager: Kolkata/Burdwan/Midnapur/ Berhampur/ Siliguri Zone, WBSEDCL.
17. Addl. Genl. Manager (HR&A): SSC/CLM/Corp./ES ER-1/Dist./Legal/Vigilance/ES&ER-II/Recruitment & Manpower Planning/PTP/PSPD/Common Service Cell/HCM Core Team/HRDD/Project-II/Land Acquisition/Board cell,WBSEDCL.
18. Project Manager: Siliguri/ Raiganj/ Berhampur/Barasat/ Burdwan/ Jalpaiguri/ Coochbehar/ Malda/ Balurghat/ Murshidabad/ Nadia/ West Midnapur/ East Midnapur/ Bankura Baruipur/ Howrah-Hooghly/Suri/REProject,WBSEDCL.
19. Addl. Genl. Manager (F&A): Corp.-Finance/B&A/MIS-ESTB/Indirect Tax Cell/ Terminal Claims Hydel/Dist./RE/ P&C/ Internal Audit/Project-II/ IT, WBSEDCL
20. Advisor (Corporate Communication), WBSEDCL.
21. Chief Medical Officer, WBSEDCL.
22. Resident Director, Liaison Office, New Delhi, WBSEDCL.
23. Chief Security Officer, WBSEDCL.
24. Chief Land Officer, Land Acquisition Cell, WBSEDCL.
25. Sr. Manager (F&A)/(HR&A), Indirect Taxes/ Budget/ Estb. Corp/ CMC/ EMD, WBSEDCL
26. Regional Manager : North 24-Parganas/ South 24-Parganas/ Bidhannagar /Howrah /Hooghly/ Purba Bardhaman/ PaschimBardhaman/ Birbhum/ Purba Medinipur/ Paschim Medinipur/ Bankura/ Purulia/ Nadia/ Murshidabad/ Malda/ Uttar Dinajpur/ Dakshin Dinajpur/ Jalpaiguri/ Darjeeling/ Alipurduar/ Coochbehar Region, WBSEDCL.
27. Divisional Manager: Behala/ Baruipur/Garia/ Diamond Harbour/ Canning/ Bidhannagar-I/Bidhannagar-II/ Howrah-I/ Howrah-II/Uluberia Barrackpore/ Naihati/ Barasat/ Basirhat/ Habra/ Bongoan/ Serampore/ Singur-Haripal/ Tarakeswar Arambag/ Chandannagar/ Mogra/ Kalna/ Katwa/ Memari/ Burdwan North/ Burdwan South/ Durgapur/ Asansol/ Suri/ Rampurhat/ Bolpur/ Tamluk/ Contai/ Haldia/ Ghatal/ Midnapur/ Kharagpur/ Bankura/ Bishnupur/ Purulia/ Raghunathpur/ Kalyani/ Krishnagar/ Tehatta/ Berhampur/ Kandi/ Raghunathganj/ North Malda/ South Malda/Uttar Dinajpur/ Dakshin Dinajpur/ Jalpaiguri/ Domkal/ Jiaganj/ Alipurduar/ Coochbehar/ Darjeeling/ Siliguri Town/ Siliguri Suburban/ Kurseong/ Islampur/ Kalimpong/ Mal/ Mathabhanga/ Belda/ Egra/ Jhargram/ Khatra/ Nakashipara/ Kakdwip/ Bhangar/ New Town/ Balurghat/ Ranaghat Division, WBSEDCL. **They are requested to circulated the same to the Station Manager under their respective jurisdiction.**
28. Advisor to Director (HR),WBSEDCL.
29. P.S. to Chairman and Managing Director/Director (R&T)/ Director (HR) /Director (Dist)/Director (Fin)/ Director (Projects)/Director (Generation), WBSEDCL.