



**A Pilot Project on Capacity Building on Electricity
Reforms in Bangladesh, India and Nepal
(RESA Project)**

**Synthesis Report
Grassroots Interface Meetings (GIMs)
Phase II**

CUTS Calcutta Resource Centre

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1 Grassroots Interface Meetings – Second Phase

1.1 Objective

The objective of GIMs was to reach out to the players at the local level, who were targeted during Phase I and enable them to appreciate the role that they need to play in regulatory reforms and facilitating the transition towards a more transparent & efficient electricity sector. Efforts were also made to provide possible practical solutions to the systemic problems identified during Phase I.

Another purpose of the GIMs was to capture some incidents/stories about initiatives taken up by CSOs/ consumers to reflect the impact of the project.

1.2 Participation

The GIMs-II were conducted in the same ten district identified under the project. The districts are Malda, North Dinazpur, Murshidabad, Purulia, Nadia, Midnapur, Howrah, North 24 Pargana, Hooghly and Kolkata. There was mostly the same set of participants in each meeting, who were present in the previous meeting of the first phase comprising of all categories of electricity consumers viz. domestic, non-domestic, industrial and the agriculture and also including local public representatives and media personnel as participants as well as resource persons. The number of participants attending the second phase was 638 and nearly 12 local officials from utilities also joining in the category of resource persons in all the ten programmes and contributing and making it worth of the programmes. Apart from these, almost in all the programmes, there was a presence of some or the other public representative, who were called during the inaugural session as keynote speaker. (See Annexure 1 for details of GIMs)

2. Proceedings

The GIMs followed a uniform flow in all the districts. The sequential flow of the activities was as given below:

- The meeting at all the places started with registration of participants followed by welcome address by local partners. The local partners also briefly explained the objective of the meeting and highlighted project activities conducted in the district.
- The SKIT / Magic show/ Folk Song/ Taking doll show was then staged. The main objectives of the SKIT / Magic show/ Folk Song/ Taking was to use it as an effective tool for dissemination of the solutions to systemic problems that were captured at the GIM-I. The skit principally covered three issues, viz. grievance redressal mechanism, energy conservation and power



SKIT on electricity being performed at HOWRAH GIM-II

theft. Details regarding how and where to lodge complaints, how to follow up, et al was explained through simple language and contexts. The skit also contained ideas and ways on how they could save energy at their end and subsequently lower their bills. Power theft issues, how it affects everyone and how they can collectively deal with it also featured in the skit.

- The next session briefly introduced CUTS as an organisation and its interventions in power sector. The objective and agenda of the meeting was clearly explained by CUTS CRC representative. The idea and need for the perception survey was also discussed.
- Following this CRC representative presented the PPT on Systemic Problems and their solutions. Ensuing questions from participants were principally handled by Utility representatives and by CUTS.
- The discussions eventually lead to the issue of complaints and how consumers can avail the Grievance Redressal Mechanism, which was the topic for the next session. A presentation on Grievance Redressal Mechanism was made by CUTS CRC representative and utility officials added their inputs to it, where they present. Questions/queries from participants were handled by Utility representatives, people's representatives and CUTS. This included issues with new connections, new meters, disputed bills, security deposits, theft, etc.
- Simulated problem situations were presented and participants were asked to come up with their inputs on how to deal with them. Following that, utility representatives further clarified, explained and added their inputs.
- Lastly, consumer perception survey was conducted. All participants were provided survey questionnaires along with the handouts. The questions were duly explained to them and filled-in forms were collected back before the vote of thanks.

3 Floor Discussions

There were open house discussions after each of the sessions. Participants put forth their views and queries regarding power sector reforms in West Bengal and problems faced by them. The common queries/problems and discussion points that were raised by participants at most of the meetings are compiled as below:

3.1 Issues & complaints common to all districts

- Delay in getting new connections. This was mostly attributed to low availability of new meters by participating licensee representatives. It was pointed out by CUTS that sources in WBSEDCL had confirmed that the shortage has been dealt with and pending connections would be released shortly. It was also observed at many places that the utility has been issuing average bills to consumers who are apparently legitimate consumers (connections having been released by the local utility office) using electricity without meters. Such consumers expressed their concerns that they are afraid that as and when they get their meters installed, the utility will come up huge pending bills and they will have to give up their connections.
- Incidence of power theft and inaction & inability on part of the utilities to address the same also came out as a major complaint in man of the meetings. Utility representatives cited lack of man power as one of the reasons. They also added that utility alone can do little to stop power theft. Participants, both consumers & utility representatives, were unanimous about the fact the problem of power theft cannot be effectively addressed without the active support form the local community. Hence

it was proposed that a form of social police could be thought of which will help in plugging the theft.

- Most participants opined that a bill in Bengali will be beneficial towards making it more intelligible for the common consumers.
- Power cut was another common issue everywhere. Utility representatives at most of the meetings claimed explained that power cuts are principally caused due to lack of generation. It was proposed by participants in some of the meetings that a planned load shedding arrangement whereby consumers are informed beforehand regarding the time & duration may help in this direction.
- Delay in repair of faulty equipments was reported as a common problem in most of the regions. Many of the participants said that whenever there is a breakdown or a fault with existing equipments, the utility repair service is quite time taking. This was found to be especially relevant for rural areas catered to by WBSEDCL.
- Participants at almost all the places felt that the grievance redressal process is far too cumbersome and resource consuming for the grassroots consumer. They felt it requires a lot of paper work, communication and representation to different authorities that normally prove to be time & resource consuming, complicated and in ways, intimidating for the grassroots. It was felt that assistance cells need to be put in place to help them pursue their grievances effectively.

3.2 Detailed discussions at the respective districts meetings

Captured below are the detailed discussions had at the respective districts meetings:

3.2.1 Howrah

- One of the participants said that he was concerned that his meter was not functioning properly and wanted to know if there were ways he could check for the same by himself. It was explained that meter checking is to be undertaken by designated personnel from the utility and not by consumer himself, however, consumers can get a rough idea as to whether the meter is over-reading the units consumed by switching off all appliances and items in the house for a specified period of time and then observing whether the meter still runs as usual during that period.
- Some participants were of the opinion that the old meters were not good and wanted to install new meters. They asked as to how they can approach the utility if they wanted a change in meter. The process was explained to them.
- One of the participants asked whether it was safe to have overhead lines drawn over a pond. The Karmadhakshya said that it is advisable not to do that, but there have been cases where this has been done and as a safety pre-caution, a safety net needs to be there over the pond, so that the wires are prevented from coming in contact with the water.
- Participants also asked about the relationship between watt & metered units, FPPCA charges, etc.
- Rukmini Das, Bidyut Karmadhakshya, Amta Block, shared an important information with the participants that agriculture consumer can get subsidy from the Govt. if they form a co-operative and apply for agricultural connections as a collective. This scheme is already in operation, he said. He further added that to avail this scheme interested consumer should apply to the Assistant Engineer, WBSEDCL, Udainarayanpur Circle and for Cooperative registration they have to get in touch with the District Magistrate's Office.

- One of the participants alleged that the local utility office did not provide him a yellow meter reading card. The forum advised her to lodge a complaint with the CGRO for the same. Another participant shared that in spite of repeated complaints about incidences of power theft in his locality, the local office did not take any action against the perpetrators.
- Participants also shared experiences that pointed to the now known fact about corruption in the system. One such incidence was shared by a participant where the utility personnel asked for money for three additional posts that were required for connection and yet declined to issue a bill for the same. The Karmadhakshya advised both of the participants to lodge complaints with the CGRO.
- Instances of consumers being misled by utility personnel also came to light with one of the participants sharing his experience where he had used electricity without a meter after being advised by someone from the local office. He had felt that since he had applied for the connection completing all the formalities, et al and since the advice came in from the local office only, it would not pose a problem. However after few months a vigilance team from the utility came for inspection and implicated him with power theft.

3.2.2 Hooghly

- The interaction session in Hooghly saw Moinuddin Molla, representative of ABECA raising several complaints regarding the inordinate delay in providing new connection, and the indifferent attitude of the utility staff. Soumen Das, Divisional Manager requested him to come up with a specific written complaint so that he could try his best for redressal. Chandranatgh Chatterjee , General Secretary, Resident And Consumer Association, pointed out that instances of unaware consumers drawing electricity beyond their declared load of consumption was rather common in the area and they need to be informed & educated about such matters.
- Some of the participants wanted to know whether it is essential for a tenant to secure prior permission of house owner for getting electricity connection. They also asked how the security deposit charged is calculated and what the regulations say about that. Some of the participants wanted to know that if a consumer fails to remain present on the spot billing date, what will be the procedure involved for him to get his bill.
- The Circle Manager from WBSEDCL tried to address the queries & grievances of participating consumers and agreed that his office is at times unable to deliver time-bound redressal due to paucity of staff.



Mr. S. Mukherjee Circle Manager, Chandannagore Circle, WBSEDCL taking the Session on Grievance Redressal Mechanism

3.2.3 Kolkata

- Mr. Debashis Kumar, councilor, Kolkata Municipal Corporation, opined that the redressal system as laid down in the regulations is very well structured, but the same

becomes quite an ordeal to follow for the poor and illiterate consumer. He added that they find it difficult to represent their problems effectively to the relevant authorities and some kind of assistance cell is needed to help them redress their problems. He also expressed his concern about the dangerous state of overhead wires in the city, particularly so in the slum areas and added that CESC should take measures to ensure safety of their consumers. He further suggested that the scenario of power shortage needs to be better managed and a more equitable distribution should be ensured in terms of cut frequency & hours. He added that it might be a good strategy to earmark certain a time span for each locality and tell the community in advance about the same so that they can plan their activities accordingly. He said that this will probably help in a better management of the shortage situation.

- Dilip Samajpati, CESC, gave a presentation on a few frequently asked questions for CESC consumers. The presentation covered quite a few of the systemic problems recorded by CUTS during phase I. Participating consumers discussed their problems with Samajpati and asked for his opinion on a number of issues. Many of the consumers expressed their concern over the fact that the street lights of the city are found to be on many a time during daytime. Samajpati agreed and said that this is a complaint CESC receives quite often from concerned consumers and tries to address, but since the street lamps are mostly controlled by the respective municipal bodies it is not always possible for CESC to control the same.

3.2.4 Nadia

- The discussions here started off with consumers complaining of unavailability of new meters and hence new connections. Tapas Biswas, Divisional manager, Kalyani Division, agreed and assured that this is expected to be redressed soon since presently sufficient numbers of new meters have been made available. Some of the



Mr. T. Biswas, Divisional Engineer, Kalyani Division, WBSEDCL, taking the Session on Grievance Redressal Mechanism at Nadia GIM II

participants complained that power theft in their locality has not been dealt with by the utility even after repeated complaints about the same. Biswas said that the invigilation on part of the utility was suffering due to shortage of police force that was hardly available on account of the ongoing elections. He assured that now that the election process is over, it will be addressed shortly.

- Another major issue that came forth was regarding temporary connections for the Durga Puja. Participants claimed that their local office was non-co-operative regarding this even though they have approached them as per rules and in some places the utility staff has even proposed that the organizers make arrangements for themselves. Biswas explained that this has been caused by too many puja organizers

applying at the 11th hour. He however said added that the connections should most certainly be arranged by the respective utility offices and not arranged by the local organizers and assured that he will look into the matter.

- One of the participants was of the opinion that the meter rent charged is too high, whereby he was advised to write to the Regulatory Commission stating his logic. The official also explained the term FPPCA charge and the justification towards charging the same.
- Participants, both consumers & utility representatives, were unanimous about the fact the problem of power theft cannot be effectively addressed without the active support from the local community. Hence it was proposed that a form of social police could be thought of which will help in plugging the theft.

3.2.5 Midnapur

- Some interesting & peculiar issues were discussed during the floor session of the meeting. One participant said that the local utility office had taken the survey for supplying electricity to his home twice and have come up with different quotations each time, for the same distance. The last quotation delivered to him is higher than the previous quotation which he had tried to deposit earlier with the local supply office. Souvik Bera, CGRO, Midnapur, advised that he should register compliant with his office and assured that thereafter he will take it up.
- One of the participants said that he had applied for a new connection completing all formalities and also paying for the cost of one pole that was necessary to reach electricity to his premises which was more than 100 meters away from the nearest pole. He however did not get his connection even though six months have passed by since he applied. Frustrated he started hooking for electricity from nearby electricity

lines. The CGRO who was present for the meeting said this is extremely dangerous and illegal. He advised the participant to stop unauthorised use of electricity and approach his office with the relevant complaint.

- One peculiar case was highlighted by one of the participants. He said that one of his cattle

got electrocuted due to unwired turnouts and whether he could claim compensation for that. CGRO replied that if it is proved that it was due to negligence/ ill – maintenance on part of the distribution licensee that such a case transpired then the owner will be compensated by the licensee. However, certain steps have to be followed to avail this penalty. First of all he has to lodge a written complaint to the Concerned Station manager as well as the local police station. Following this the station manager would visit the place, if required graphic proof in the form of a picture of the site and accident may need to be provided. Thereafter the local police station will enquire the matter send their report to the utility office. Post mortem



Magic Show performed by Magician M.N. Mukherjee on electricity at Midnapur GIM II

report for the dead animal should also be submitted to the station manager. The penalty, if decided on, is disbursed at the Circle office of the licensee. One participant complained of being denied an agricultural connection with no reasons cited. CGRO advised him to approach his office with a written complaint.

3.2.6 Purulia

- One of the participating BPL consumers wanted to know whether he can use more units of electricity than is reportedly allowed by the scheme under which he got his free connection. The participating station manager clearly explained that BPL families are entitled to use only that much of electricity as laid down in the scheme. In case they need to consume more units, they will need to apply for extension of load and with such extension of load, the specific tariff applicable to his connection for it being a BPL connection will be discontinued.
- One of the participants asked whether one needs to apply for a new or separate agricultural connection/meter to use a TULU pump for watering their agricultural land. The station manager answered that he need not apply for a new meter in case he is watering only a small fraction of land since a TULU pump is rather low on energy demand.

3.2.7 Malda

- The need to have the bill in vernacular was raised by consumers.
- Participants also expressed concern on the inaction of the local supply offices regarding power theft control. Agreeing to the allegation, Dhourbojyoti Moitro, Station Manager, Group Electricity Office, Chanchal I, explained that according to the Electricity Act 2003, the station manager alone can not initiate the action against power theft. Before starting the operation the station manager needs to inform the local police station. If police force is made available and at least two witnesses are available, then only can he proceed.
- Participants also complained of excessive power cuts in the locality. In response Moitro, said that WBSEDCL, as a distribution licensee buys power from the generation company and it mostly fails to supply the same when there are insufficient generation by the generating company.

3.2.8 Murshidabad

- Discussions during the meeting revealed that most agricultural consumers faced problems with the TOD meters. The meters supplied were mostly found to be faulty and they have been getting average bills from the utility because of this.
- Participants also shared that in many cases they are apprehensive of complaining to the authorities fearing that it might backfire and the local utility office might take action that might prove detrimental to their interests.
- Some of the participants complained that meter readers seldom carry their identity cards.

3.2.9 Uttar Dinazpur

- Participants asked as to what is the procedure to get new agricultural connections.
- One of the participants complained that when his old faulty meter was replaced by the local office, proper updation in their record was not done. As a result he continued getting his bill under his old meter number. Later on he was informed that due to this mistake, he has been paying average bills and he was faced with a huge bill of Rs. 3000 to apparently adjust his outstanding. He complained that even thought

the new meter was installed by utility staff, their lackadaisical attitude in updating the official records landed him with a bill that he found very difficult to pay at one go.

- Another participant complained that he was given no meter citing the unavailability of new meters and was being sent average bills. His concern was that once the meter is installed the utility will send him a huge bill which he will find difficult to pay. Both the participants were advised to send in written complaints to GRO.

4. Perception of Local Partners:

- **Given your experience of holding the GIMs, please share how useful were the GIMs?**

All the partner organisations said that the GIMs were very effective as a vehicle to reach out to the grassroots consumer and educate them on their rights and responsibilities as consumers of electricity. It created an excellent opportunity for interaction and dialogue between the consumers and local utility officials. It also served as an effective platform for the consumers to raise their grievances and complaints. It also helped to build the capacity of the staff & volunteers from the respective organisations to further engage towards strengthening the consumer movement in the electricity sector.

- **Was the project helpful in building individual capacity to undertake work on regulatory and consumer issues in the electricity sector?**

Almost all of them opined that the project was extremely helpful in building individual capacity on electricity and regulatory issues. Most of them expressed that this was their first brush with electricity and regulatory issues. They said that areas covered under RESA, viz. the pros and cons of the recent electricity reforms, tariff making procedure, complaint redressal mechanism, etc. were and will be, of great help to further the consumer cause in the sector. They further said that the project has capacitated them to extend a helping hand to the grassroots consumer in addressing his issues.

- **Was the project helpful in building organisational capacity to undertake work on regulatory and consumer issues in the electricity sector?**

Representatives from all partner organisations said that RESA has indeed helped the organisation as a collective and has capacitated them to be able to take up related issues in the future. One very important outcome of the project, as opined by many of them, is the relationship they have built with local utility offices and the officials. This, they said, has helped and will continue to help in putting across the local issues, concerns and problems to the utility.

- **Given your involvement in the RESA project, have you or your organisation participated in any consultation process organised by the Government, regulatory commission or distribution companies?**

It was observed that none of the organisations had participated in any consultation process organised by the government, regulatory commission or distribution companies. The partner organisations pointed out that news/ intimation regarding any such consultation meetings never reached them and that they were of the opinion that no such activities were organised in their locality.

- **Were the GIMs conducted effectively in your district?**
All 10 partners organisation opined that the GIMs were very well structured as an event and were quite effective in generating awareness among the Grassroots consumers. Some of them however said that lack of participation from the local utility officials in some of the meetings was unfortunate and expectedly limited the scope of the meetings.
- **Would you like to continue to work with CUTS on these issues in future?**
All the partner organisations expressed interest and willingness to further work with CUTS on these issues in future. They opined that issues covered by RESA are extremely relevant and important, particularly since electricity is a subject that concerns almost everybody. They further said that awareness among consumers is abysmal and initiatives like RESA are very much needed because it not only helps in building consumer capacity but also helps facilitate a common platform for consumers, CSOs, legislative representatives and utility representatives to come together. Such exercises, they said, helps initiate dialogues among the various stakeholders and propels the system towards a higher level of transparency. They further said that the reachout of such initiatives need to be scaled up to cater to a larger base of consumers.

5. Perception of Consumers

Consumers were by far the most enthusiastic participants at the GIMs. They expressed a very high degree of interest in wanting to understand the recent changes in the electricity sector, their rights & responsibilities as electricity consumers and particularly regarding the grievance redressal mechanism. They pined that this was an extremely necessary and relevant initiative and expressed eagerness to participate in more such meetings in future. Captured below is the gist of their responses as a collective.

- **Which session did you find most interesting and useful? Why?**
There was a mixed response to this question though a majority of the participants indicated the session on Grievance Redressal Mechanism as the most interesting & useful one. e. they said that before attending the GIM they were unaware about the mechanism and only reported their problems with the local utility office and that too verbally, which many a time resulted in no redressal. They did not know of a authority that they could appeal to if their grievances were not redressed, which, thanks to the GIMs, they now do. This has since then helped a few of them to successfully redress their grievances, as captured in the success stories section. Some of t he participants also opined that the session on energy conservation was very interesting and informative and that it has helped them to understand how electrical equipments can be best used. It was encouraging to note that many of them are now using energy saving CFL lamps in place of incandescent lamps after attending the GIMs.
- **The important issues that you learnt during the community meetings, did you share with the people who could not attend the meeting?**
All participants said that they have shared their learning from the GIMS with people who could not attend the community meetings.

- **Since the meetings, have you been able to submit a complaint or stopped someone from stealing electricity, or did you help a neighbour or a friend?**

Some of the participants have indeed been able to take proactive steps towards redressal of grievances. The same are captured in the success stories section.

- **Can you tell us ways that the people who organised the community meetings helped you in any sort of way to deal with issues in the electricity sector that you have been faced with?**

There was a mixed response to this question. Few of the participants said that the organisers helped them with advice, contact addresses and phone numbers of the relevant people. Some others opined that they did not need any assistance in this direction.

- **Provide suggestions to conduct such activities successfully in the near future?**

A few of the suggestions that came forth from the consumers are as follows:

- To extend the GIM initiative to interior gram panchayats instead of confining it to the district town/ block level.
- Conducting open air meetings much on the lines of Gram Sabhas instead of closed door auditoriums.
- Conducting the skit/ or other forms of the same in open spaces like village chaupals/street corners
- Preparing and distributing leaflets containing key messages and important contact numbers.

- **Would you like to attend such meetings in the future, if provided with an opportunity? Would you also encourage others to attend the meetings? Chose one of the options and provide explanation of your choice!**

This question met with a unanimous yes as the response.

6. Success stories

Some of the proactive steps taken by consumers and local partners towards redressal of grievances after attending the GIM phase I have been captured here. These actions, as opined by them, was principally spurred and facilitated by what they learnt during the first phase of the GIMs.

Meter related

Kousik Mondal was one of the participants at the GIM-I at Duttaphulia, Nadia. He had a problem in the form of having a meter with broken seal. Right after attending the GIM, he approached the group electricity office to register his complain regarding the same. As reported by him, the officials initially refused to receive his written complaint. However, when he told them that he will go to a higher authority, viz. the GRO in such a case, his complaint was received by the station manager. Thereafter his complaint was dealt with promptly and a registered electrician was sent to his house to re-seal the meter within three days form the date of the complaint.

Bill & meter related

Md. Asraf Hossein was present for the first phase of the GIMs at Baharampur, Murshibad. He helped his friend register a complaint at the local group electricity supply office. His friend Md. Mahidur meter was damaged (burnt) and following that, the utility

send a bill amounting to Rs. 480/-, which was unusually high in comparison to a Rs. 75/- bill that he normally runs up. On his friend's advice he approached the local supply office and tried lodging a complaint with them. In this case again the supply office initially refused to officially accept his complaint and did so only when told that the consumer will approach the GRO otherwise. Following that, a new meter was installed at his premises by the supply office within a month. After installation of the new meter his bill has gone back to the usual range of Rs. 65-75/-.

Community awareness & Transformer issues

Anil Khamrui, *Panchyat Pradhan* of Harishpur Gram Panchayat, Howrah district, had participated at one of the block level GIMs in phase I. During GIM II he said that after attending the meeting in phase I, he had actually called for a Gram Sabha Meeting to share his knowledge with other members of his village. He further shared that when his village had a transformer breakdown, he had registered a written complaint with the local station manager citing the same, with the result that a new transformer was installed within 72 hours of registering the complaint. He was beaming when he said that grievance redressal within such a small time frame was rather uncommon in their locality.

Miscellaneous

Other than this, many of the participants said that they are now using energy saving CFL lamps instead of incandescent lamps. One of our district partner organisations, Sreema Mahila Samity, shared that they have discontinued the practice of operating pumps during day time/peak hours. They have shifted such operations the night time, they reported.

7. Highlights:

- The meetings had effective participation from consumers, people's representatives, local media and utility officials.
- The session on systemic problems generated a lot of interest, interaction and participation. A few participants also shared their respective experiences regarding such systemic problems and the subsequent redressal/non-redressal
- The Booklet containing everyday Systemic problems was very much appreciated by the participants.
- The SKIT generated a lot of enthusiasm and positive feedback. Many of the participants infact felt that such plays should be organised during festivals, fairs and other public gatherings at the gram panchayat level.
- The perception survey effectively captured a few success stories which arguably are outcome of the first phase of the GIMs
- Good media coverage.
- Overall arrangement at all the meetings was good.

8. Lowlights

- Utility officials did not turn up for the district level meeting in Howrah and Uttar Dinazpur though Assistant Engineers from the respective group electricity supply office had earlier confirmed their participation.
- The perception survey format was found to be a little complicated with many of the participants finding it difficult to give in detailed accounts of their experience. This

may be attributed to the fact that a substantial number of them were from extremely interior villages.

- In some of the second phase meetings earlier participants from phase I GIMs did not turn up due to various issues like heavy rains, political tension (144 was declared in Islampur, North Dinazpur and a bandh was declared at Purulia due to the ongoing naxalite tensions), harvesting season, etc.
- There were no participation from the Regulatory Commission (WBERC) and from local legislative representatives in some of the places.

Annexure-A

Details of District level Grassroots Interface Meetings

| S. N. | District | Date | Total no of participants | Officials from Utilities | Public Representative and others |
|-------|---------------------|------------------------------|--------------------------|--|--|
| 1. | Howrah | 26 th June 2009 | 83 | None | Rukmini Das, Bidyut Karmadhyakya, Amta Block |
| 2. | Hooghly | 29 th June 2009 | 82 | Sumit Mukherjee, Circle Manager, Chandannagore Circle and Somnath Mukherjee, CGRO, WBSEDCL, Hoogly | Hitendronath Chakroborty, Asst. Director, Consumer Affairs Department. |
| 3. | Murshidabad | 13 th July 2009 | 64 | Pronab Paul, Station Manager, Nabagram Gr. Electricity Supply, WBSEDCL, Murshidabad | Manabendra Modak, Block Development Officer, Nabagram Block |
| 4. | Nadia | 20 th July 2009 | 55 | Tapas Biswas, Divisional Engineer, Kalyani Division, WBSEDCL, Nadia | None |
| 5. | Malda | 2 nd August 2009 | 72 | Dhourbojyoti Moitro, Station Manager, Chanchal Block-I Gr. Electricity Supply and Mridul Bose, Station Manager, Malotipur Group Electricity Supply, WBSEDCL, Malda | None |
| 6. | Uttar Dinazpur | 4 th August 2009 | 56 | None | Sammsujoha, Bidhan Mondal, and Samser Alam, Panchayat Members from three villages of North Dinajpur. |
| 7. | Midnapur | 10 th August 2009 | 83 | Souvik Bera, Divisional Engineer,, Midnapur Division, WBSEDCL | Asoke Roy, Assistant Project Officer, Central Social Welfare Board, Pranab Paul, Dy. Magistrate , Midnapore |
| 8. | 24 Parganas (North) | 17 th August 2009 | 45 | D. Gupta, Circle Manager, Barrackpore Circle, WBSEDCL, S. S. Mukherjee, CGRO, North 24 Parganas, WBSEDCL and T. K .Roy, Sr. Manager, (HR&A), WBSEDCL | None |
| 9. | Purulia | 18 th August 2009 | 42 | Swapan Kr. Das, Station Manager, Gor Joypur Group Electricity Supply, WBSEDCL, Purulia | Biswajit Modak, Block Development Officer, Gor Joypur Block Bulu Rani Mahato, Member Zila Parishad , Purulia |
| 10. | Kolkata | 21 st August 2009 | 56 | Dilip Samajpati, Sr. Customer Relation Manager, CESC, Kolkata | Debashis Kumar, Councilor, Ward No. 85, Kolkata Municipal Corporation |
| | Total | | 638 | | |

Annexure-B

A PILOT PROJECT ON CAPACITY BUILDING ON ELECTRICITY REFORMS IN BANGLADESH, INDIA AND NEPAL (RESA PROJECT)

GRASSROOTS INTERFACE MEETING - II

| Time | Sessions |
|---------------|--|
| 10:00 – 10:30 | Opening Session <ul style="list-style-type: none">• Introductory remarks (on behalf of Partner)• Special address by Local Legislator• Brief on the need for perception survey (on behalf of CUTS) |
| 10:30 – 11:00 | Skit/ Magic Show/ Talking Doll Show Local Partners |
| 11:00 – 12:30 | Session I: Key Systemic Issues and their possible solutions <ul style="list-style-type: none">• Key systemic issues as collated from the first phase• Possible solutions and the ways to approach CUTS & Local Distribution Company |
| 12:30-13:30 | Session II <ul style="list-style-type: none">• Grievance Redressal Mechanism: Procedure, Issues & Way outs• Simulation Exercise: Filing of complaints and follow up by the consumers CUTS & Local Distribution Company |
| 13:30 – 14:00 | Closing Session: <ul style="list-style-type: none">• Perception survey and feedback• Vote of Thanks CUTS & Local Partners |
| 14.00 onwards | Lunch |