



West Bengal Electricity Regulatory Commission

FD-415A, Poura Bhawan, 3rd Floor, Sector-III

Bidhannagar, Kolkata – 700 106

Tel: (033) 2359 3397, 2189

Fax: (033) 2359 3397

Email: wberc99@gmail.com

Website: www.wberc.net

Ref No. WBERC/OA-212/15-16/1248

Dated, Kolkata, the 19th November, 2015

From:

K. P. Bhar, I.A.S. (Retd.)

Secretary

To

The Chairman and Managing Director,

West Bengal State Electricity Distribution Company Limited

Vidyut Bhawan, Block-DJ

Sector-II, Salt Lake City,

Kolkata – 700 091

Sub: Application for modification of time limit for some services as specified in West Bengal Electricity Regulatory Commission (Standard of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended.

Ref: 1) Letter no. PTR/SERC/1028 dated 28 August, 2015 of the Executive Director (RT), WBSEDCL
2) WBERC letter no. WBERC/OA-212/15-16/0536 dated 31.07.2015

Sir,

I am directed to refer on the above subject matter and to inform you that the proposal of WBSEDCL for modification of time limit for some service can be decided upon comparing with best practices on those areas at the time of framing of any amendment of the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 in future.

Yours faithfully

(K. P. Bhar)
Secretary



West Bengal State Electricity Distribution Company Limited
(A Government of West Bengal Enterprise)

Office of the Chief Engineer
Power Trading and Regulatory Cell
CIN : U40109WB2007SGC113473

LA-1116
28/8/15

Fax: 033-2334-5862
Telephones: 2321-0078,
2319-7382
Email: cepr.wbsedcl@gmail.com

Bidyut Bhavan (7th floor), Block-B
DJ Block, Sec-II
Bidhannagar, Kolkata- 700 091

Memo. No. : PTR/SERC/1028

Date: 28 /August/2015

To
The Secretary,
West Bengal Electricity Regulatory Commission,,
'POURA BHAWAN' 3rd Floor
415 A,FD Block
Kolkata 700 091

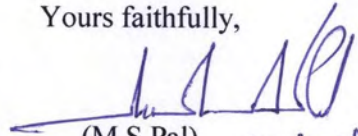
Sub: Application for modification of time limit for some services as specified
in West Bengal Electricity Regulatory Commission (Standard of
Performance of Licensees Relating to Consumer Services) Regulations,
2010 as amended.

Ref: WBERC Letter No. WBERC/OA-212/15-16/0536 dated 31.07.2015.

Dear Sir,

With reference to your letter dated 31.07.2015, we are submitting herewith the reasons for
modification and detail activity break-up with time in a tabular form for kind consideration from
your end.

Yours faithfully,


(M.S.Pal) 27/08/15
Executive Director (RT)

Reasons for proposed increase of time frame of certain Standard of Performances

Sl. No.	Services	Reason for modification	Existing Time frame		Proposed Time frame		Break up of requirement of days for completion of works
			Urban	Rural	Urban	Rural	
1	New Service Connection with erection and commissioning of a Dist. S/Stn (from the date of possession of the land or sanction of the concerned Local Body or clearance of Right of Way, whichever is later and on deposition of s/c Charges). [Ref. SOP Regulation- 4.4.7.(i)]	Huge no. of new DTRs are to be installed every year to cope up with the ever increasing load demand.*So, thousands of new DTRs are to be procured along with other matching materials through a transparent bidding process maintaining CVC guidelines. This process takes considerable time – at least 4 to 8 months time is required to complete the delivery by the vendors belonging to various parts of the country. So, the time frame needs to be increased.	90 days		180 days		1 Survey & preparation of scheme 15 days 2 Approval of scheme 20 days 3 Awarding contract to erection contractor 20 days 4 Procurement of DTR including drawing approval, inspection, testing, transportation etc. 120 days 5 Erection of DTR & commissioning 5 days 180 days

N.B.- Erection of poles ,Fixing of pole Fittings, grouting of stay set , Fixing of insulator, stringing- sagging, prcurement of various matching materials etc. have been considered as parallel activities.

C-8/4/15/15

Reasons for proposed increase of time frame of certain Standard of Performances

Sl. No.	Services	Reason for modification	Existing Time frame		Proposed Time frame		Break up of requirement of days for completion of works
			Urban	Rural	Urban	Rural	
2	New Service Connection with erection and commissioning of a 33/11KV S/Stn (from the date of possession of the land or sanction of the concerned Local Body or clearance of Right of Way, whichever is later and on deposition of s/c Charges). [Ref. SOP Regulation- 4.4.7(ii)]	1) All available lands are not developed ones. As such those lands need to be developed by way of earth filling and a minimum time of 3 / 4 months is required for settling down the loose soil.	300 days		365 days		1 Estimation, Tendering & placement of LOA 90 Days
		2) A minimum lead time of 5 / 6 months is required by the vendors for manufacture, transport & delivery of some high value items e.g. Power Transformer, 33KV Circuit Breaker, 33KV CT/PT, Control & Relay Panel etc.					2 Contour survey & soil test for preparation of civil work drawings 15 Days
		3) During monsoon period no work for drawal of overhead lines through paddy fields can be executed as the farmers vehemently oppose any such action fearing damage of crops. So we are to wait till harvesting is over. This altogether involves 5/6 months, during which no work for drawal of O/H cross country line can be done.					3 Preparation & approval of civil-work drawings 20 Days
							4 Construction of culvert, approach road, Land development/ Earth filling, boundary wall, Equipment foundation at switchyard and construction of control room 150 Days
							5 Erection of structures & equipment at switchyard & Control Room 20 Days
							6 Earthing arrangement 15 Days
							7 Constructon of cable trench, swerage lines/drainage system, switchyard fencing 20 Days
							8 Switchyard development/ Gravels spreading, Pathway construction 20 Days
							9 All control wire connections, Testing & commissioning 15 Days

365 Days

N.B.- Construction of 132kV line, drawing approval of equipment, inspection of equipment, delivery of equipment etc. have been considered as parallel activities.

6/8/15

Reasons for proposed increase of time frame of certain Standard of Performances

Sl. No.	Services	Reason for modification	Existing Time frame		Proposed Time frame		Break up of requirement of days for completion of works
			Urban	Rural	Urban	Rural	
3	New Service Connection with erection and commissioning of a 132/33KV S/Stn (from the date of possession of the land or sanction of the concerned Local Body or clearance of Right of Way, whichever is later and on deposition of s/c Charges). [Ref. SOP Regulation- 4.4.7 (iii)]	1) Same as above three reasons.	540days		900 days		1 Estimation, Tendering & placement of LOA 200 Days
		2) Construction of 132KV line on Tower requires lot of times. After actual route profile survey, soil testing is to be carried out. Based on the soil test report, tower design is to be done for critical locations e.g. anchor tower, river crossing tower etc. After foundation of towers, minimum four weeks time is to be allowed for curing of the foundation.					2 Contour survey & soil test for preparation of civil work drawings 30 Days
		3) For stringing & sagging of 132KV Conductor on tower lines, shut down of existing 33KV or 11KV lines are required which are not available frequently due to various local issues.					3 Preparation & approval of civil work drawings 50 Days
							4 Construction of culvert, approach road, Land development/ Earth filling, boundary wall 210 Days
							5 Equipment foundation at switchyard and construction of control room 150 Days
							6 Erection of structures & equipment at switchyard & Control Room 90 Days
							7 Earthing & Fire Fighting arrangement 30 Days
							8 Constructon of cable trench, swerage lines/drainage system, switchyard fencing 60 Days
							9 Switchyard development/ Gravels spreading, Pathway construction 50 Days
							10 All control wire connections, Testing & commissioning 30 Days
							900 Days

N.B.- Construction of 132kv line, drawing approval of equipment, inspection of equipment, delivery of equipment etc. have been considered as parallel activities.

Handwritten signature and date: 24/8/15

Reasons for proposed increase of time frame of certain Standard of Performances

Sl. No.	Services	Reason for modification	Existing Time frame		Proposed Time frame		Break up of requirement of days for completion of works
			Urban	Rural	Urban	Rural	
4	Extension of load where commissioning of a new transformer and/or Bay with accessories is required in a 33/11KV Sub-Station (Ref. SOP Regulation- 5.3 B)	1) In many cases, a lot of engineering job is to be executed inside the Sub-Station premises to make room for the new bay. 2) In some cases existing control room needs to be extended to accommodate new 11KV or 33KV Panel required to be installed for the additional Bay. 3) A minimum lead time of 5 / 6 months is required by the vendors for manufacture, transport & delivery of some high value items e.g. Power Transformer, 33KV Circuit Breaker, 33KV CT/PT, Control & Relay Panel etc.	150 days		365 days		1 Tendering & placement of LOA for Power Transformer and other equipment 100 Days 2 Procurement of Power TR including drawing approval, Inspection at works, Transportation & delivery 220 Days 3 Installation of Power Transformer including fixing of all fittings, oil loading, making connections, installation of RTCC panel etc. 15 Days 4 All control wire connections, Testing & commissioning 30 Days 365 Days

N.B.- Equipment foundation at switchyard, Erection of structures & various equipment Viz. CT, VCB, LA, Isolator, control panel etc at switchyard & Control Room have been considered as parallel operation

6/8/15

Reasons for proposed increase of time frame of certain Standard of Performances

Sl. No.	Services	Reason for modification	Existing Time frame		Proposed Time frame		Break up of requirement of days for completion of works
			Urban	Rural	Urban	Rural	
5	Extension of load where commissioning of a new transformer and/or Bay with accessories is required in a 132/33KV Sub-Station (Ref. SOP Regulation- 5.3C)	Same as above	270 days		730 days		1 Estimation, Tendering & placement of LOA 200 Days 2 Preparation & approval of civil work drawings 50 Days 3 Procurement of Power TR including drawing approval, Inspection at works, Transportation & delivery 360 Days 4 Equipment foundation at switchyard 60 Days 5 Erection of structures & equipment at switchyard & Control Room 30 Days 6 All control wire connections, Testing & commissioning 30 Days 730 Days

N.B.- Drawing approval, inspection & delivery of other equipment have been considered as parallel activities.

Aug 24/15

Reasons for proposed increase of time frame of certain Standard of Performances

Sl. No.	Services	Reason for modification	Existing Time frame		Proposed Time frame		Break up of requirement of days for completion of works
			Urban	Rural	Urban	Rural	
6	Corrective measure for under/over voltage for local problem (Ref. SOP Regulation- 10.1)	To solve low voltage problem, it is required to augment the LT or HT Distribution network in many cases. Such works include conversion of 1ph LT network into 3ph, augmentation of conductor size of LT or HT network, drawal of any new LT feeder from the Distribution Sub-Station, installation of a new DTR etc. All such works involve shutdown of existing network and in many cases shutdown is not easily available due to various reasons which are not under the control of WBSEDCL.	15 days		60 days		1 Inspection of site and preparation of scheme for corrective measures 15 Days 2 Approval of scheme and placement of order on agency 20 Days 3 Excution of work e.g. conversion of 1phase line into 3phase / drawal of new LT Feeder / Augmentation of conductor size / Augmentation of DTR capacity etc. avoiding continuous shutdown for successive days 25 Days

60 Days ?

Aug 24/15

Reasons for proposed increase of time frame of certain Standard of Performances

Sl. No.	Services	Reason for modification	Existing Time frame		Proposed Time frame		Break up of requirement of days for completion of works
			Urban	Rural	Urban	Rural	
7	Inspection of meters from the date of receipt of complaint (Ref. SOP Regulation- 11.1)	Now all meters (both 1ph & 3ph) are static. For inspection of such kind of meters, only skilled personnel are to be deployed. But such personnel like SAE, Technician etc. are also supposed to look after many other urgent activities at CCC level. Hence it may not be always possible to complete meter inspection cases within the time frame presently allowed.	3 days for all	7 days (upto 49 KVA) 3days (for others)	7 days for all	10 days (upto 49 KVA) 3days (for others)	Present consumer base of WBSEDCL is more than 1.5Cr. So there will be substantial No. of cases. To complete the job in large Nos. the required time frame may be considered as follows 1 All category of Urban Consumers 7 Days 2 Rural Consumers having Load Demand upto 49KVA 10 Days 3 Rural Consumers having Load Demand above 49KVA 7 Days

2-8/24/2015



West Bengal Electricity Regulatory Commission

FD-415A, Poura Bhawan, 3rd Floor, Sector-III

Bidhannagar, Kolkata – 700 106

Tel: (033) 2359 3397, 2189

Fax: (033) 2359 3397

E-mail: wberc99@gmail.com

Website : www.wberc.net

Ref No. WBERC/OA-212/15-16/0536

Dated, Kolkata, the 31st July, 2015

From:

K.P. Bhar, I.A.S., (Retd.),
Secretary, WBERC.

To:

The Chairman & Managing Director,
West Bengal State Electricity Distribution Company Ltd (WBSEDCL),
Vidyut Bhawan, Block-DJ, Sector-II, Bidhannagar, Kolkata - 700 091

Sub: Application for modification of time limit for some services as specified in West Bengal Electricity Regulatory Commission (Standard of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended.

Ref: PTR/SERC/842 dated 21/07/2015.

Sir,

I am directed to say that proposal for any modifications of / deviation from the West Bengal Electricity Regulatory Commission (Standard of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended, requires adequate justification and detail activity break-up with time. This may be submitted in a tabular form so that it may be compared with good practices.

Yours faithfully,

(K. P. Bhar)
Secretary

Ref No. WBERC/OA-212/15-16/0536 (1)

Dated, Kolkata, 31st July, 2015

Copy for information to :

The Additional Chief Secretary to the Govt. of West Bengal, Department of Power & NES,
Bidyut Unnayan Bhavan, Block-LA, Plot No.3/3, Sector-III, Kolkata-700001

(K. P. Bhar)
Secretary

Sl. No.	Nature of Application	Fee
		(d) For a consumer - Rs. 5,000/-
		(e) For any person, other than a generating company or licensee, who wheels or proposes to wheel electricity - Rs. 3 lakh plus Rs. 30,000/- per outstation visit or inspection or hearing
Review of Tariff Orders / General Orders :		
9	Application for review of tariff order for a control period for any category mentioned in Sl. No. 2 of this Schedule.	25% of applicable fee for filing application for determination of tariff for that category as mentioned in Sl. No. 2 of this Schedule.
10	Application for review of an order of Annual Performance Review of multi-year tariff for any category mentioned in Sl. No. 3 of this Schedule.	25% of applicable fee for filing application for Annual Performance Review of multi-year tariff for that category as mentioned in Sl. No. 3 of this Schedule.
11	Application for review of an order of Fuel Cost Adjustment / Fuel and Power Purchase Cost Adjustment of multi-year tariff for any category mentioned in Sl. No. 2 of this Schedule.	Rs. 1,00,000/-
12	Application for review of any order of the Commission other than orders mentioned in Serial Nos. 9, 10 and 11 of this Schedule	50% of fee as required for the original application.
Other Applications :		
13	Application for inspection of documents permitted to be inspected.	Rs. 100/- for every one hour of inspection or part thereof.
14	Application for obtaining certified copies as may be permitted.	Rs. 2/- per page of copy allowed.
15	Application for rectification of order on ground of typographical or clerical error / mistakes.	Nil
16	Appeal preferred to the appellate authority under section 127(1) of the Act.	0.5% of assessed amount under section 126(3) of the Act, rounded off to nearest rupee, but limited to Rs. 1 lakh.

P.T.O.

Sl. No.	Nature of Application	Fee
17	Adjudication of disputes between licensees and generating companies and between licensees not covered elsewhere.	To be fixed on case-to-case basis.
18	Any complaint under section 142 of the Act.	Rs. 100/-
19	Representation to Ombudsman under sub-section (6) of section 42 of the Act.	Nil
✓ 20	Any other Application	As may be decided by the Commission on case-to-case basis.

By Order of the Commission

Place: Kolkata
Date: 11.09.2013

K. P. BHAR,
Secretary



West Bengal State Electricity Distribution Company Ltd.

(A Government of West Bengal Enterprise)

Office of the Chief Engineer
Power Trading and Regulatory Cell

OA-212/15-16

LR-0666
21/7/15

FAX : 033-2334-5862
Telephones : 2321-0078
: 2319-7382

CIN-U40109WB2007SGC113473

Web: wbsedcl.in
e-mail ID-ceptr.wbsedcl@gmail.com

Memo. No. : PTR/SERC/842

Date : 21/07/2015



To
The Secretary,
West Bengal Electricity Regulatory Commission,
'POURA BHAWAN', 3rd floor
415 A, FD Block
Kolkata 700106

WBERC
Received on 21/7/15

[Signature]
Signature

Sub: Application for modification of time limit for some services as specified in West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended.

Dear Sir,

We submit herewith an application regarding modification of time limit for some services as specified in West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended, for consideration of Hon'ble Commission.

Encl: Application (Six copies)

Yours faithfully,

[Signature]
(M.S.Pal)
Executive Director (RT)

21/07/15



পশ্চিমবঙ্গ পশ্চিম বঙ্গাল WEST BENGAL 19AA 183701
BEFORE THE NOTARY PUBLIC

BEFORE THE HONOURABLE WEST BENGAL ELECTRICITY
REGULATORY COMMISSION



Filing No. _____

Case No. _____

In the matter of :

Application for modification of time limit for some services as specified in West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended (in short 'SOP Regulation').

AND

In the matter of :

West Bengal Right to Public Service Act. 2013.

B. N. SAHA
NOTARY
Bikash Bhavan
North Block, Gr. Floor
Bidhannagar, Kolkata
West Bengal

20 JUL 2015

Madhu Sudan Pal

M. S. PAL
Executive Director (R&T)



AND

In the matter of : Directives of Department of Power & Non-conventional Energy Sources, Government of West Bengal regarding reviewing of some clause of SOP Regulation.

AND

In the matter of : Power of the Commission to Modify the Regulation as per regulation 17.0 of SOP Regulation.

AND

In the matter of : West Bengal State Electricity Distribution Company Limited, Vidyut Bhawan, Block DJ, Sector – II, Bidhannagar, Kolkata – 700 091

I, Sri Madhu Sudan Pal son of Late Murari Mohan Pal, aged 59 years residing at L/A, 1/3, Aswininagar, Baguiati, Kolkata – 700 059 do solemnly affirm and say as follows:

1. I am the Executive Director (Regulatory & Trading) of the West Bengal State Electricity Distribution Company Limited, petitioner in the above matter, and am duly authorised by the said petitioner to make this affidavit for and on its behalf.
2. The statements made in paragraphs 1 to 6 herein now shown to me and marked with the letter "A" are true to my knowledge and nothing material has been concealed from the statements so made.

Solemnly affirm at Kolkata on this 20th day of July' 2015 that the contents of this affidavit are true to my knowledge, no part of it is false or nothing material has been concealed there from and misleading material included therein.

B. N. SAHA
NOTARY
Bikash Bhavan
North Block, 3rd Floor
Bidhannagar, Kolkata
West Bengal

Identified by me

Advocate

Solemnly Affirmed
&
Declared Before me
on Identification of Advocate

B. N. SAHA
NOTARY

Madhu Sudan Pal
M. S. PAL
Executive Director (R&T)

20 JUL 2015

A

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

Filing No. _____

Case No. _____

In the matter of :

Application for modification of time limit for some services as specified in West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 as amended (in short 'SOP Regulation').

AND

West Bengal Right to Public Service Act. 2013

In the matter of :

AND

In the matter of :

Directives of Department of Power & Non-conventional Energy Sources, Government of West Bengal regarding reviewing of some clause of SOP Regulation.

AND

In the matter of :

Power of the Commission to Modify the Regulation as per regulation 17.0 of SOP Regulation.

AND

In the matter of :

West Bengal State Electricity Distribution Company Limited, Vidyut Bhawan, Block DJ, Sector - II, Bidhannagar,
Kolkata - 700 091

1. The West Bengal State Electricity Distribution Company Limited, hereinafter referred to as "WBSEDCL" is a distribution licensee with embedded hydel generation under Indian Electricity Act 2003 having its Head office at Bidyut Bhavan, Block -DJ, Sector -II, Salt Lake City, Kolkata - 700 091.
2. That West Bengal Electricity Regulatory Commission, herein after referred as 'Commission', specified different time limit for the services provided by the licensees in the SOP Regulation.
3. That Government of West Bengal notified an Act called as West Bengal Right to Public Service Act'2013 on 27/11/2013. **Copy enclosed as Annexure-I**
4. That as per section 11 of the said Act, the services and the given time limit shall be displayed locally and on website by the Secretary of the Department concern or Public Authority for information of the public.

Madhu Sudan Pal

M. S. PAL
Executive Director (R&T)

- A
5. That WBSEDCL has received a communication vide no 79-PO/O/IV/1E-15/14 dated 11/02/2014 from Joint Secretary to the Govt. of West Bengal, Department of Power & Non-conventional Energy Sources (NES) as per the note of Hon'ble Minister-in-charge Power and NES for furnishing stipulated time limit indicated by Electricity Regulatory Commission for providing services and job specification of different tiers of employee. **Copy enclosed as Annexure-II**
6. That WBSEDCL has submitted the draft "**Consumer Services Related Responsibility**" to Joint Secretary to the Govt. of West Bengal vide their letter dated 25/02/2014 and 29/05/2014. **Copy enclosed as Annexure-III**
7. That WBSEDCL has received a further communication vide no 79-PO/O/IV/1E-15/14 dated 05/09/2014 from Joint Secretary to the Govt. of West Bengal, Department of Power & Non-conventional Energy Sources (NES) for reviewing stipulated time limit for 27 nos services of the above draft "**Consumer Services Related Responsibility**". **Copy enclosed as Annexure-IV**
8. That after reviewing the same, WBSEDCL proposed modification of stipulated time period i.r.o 7 no services for the reasons against the services recorded in the separate sheet enclosed as **Annexure-V**

PRAYER :

It is humbly prayed that Hon'ble Commission may be pleased to:

- (a) Accord appropriate order for modification stipulated time period i.r.o 7 no services, under regulation 17.0 of SOP Regulation for reasons stated in **Annexure-V** for display of time limit as per West Bengal Right to Public Service Act'2013 in compliance with directives of Govt. of West Bengal, Department of Power & Non-conventional Energy Sources (NES).
- (b) Pass an order as the Hon'ble Commission may deem fit and proper keeping in mind the facts and circumstances of the case.

M. S. Pal

M. S. PAL
Executive Director (R&T)

The

 Kolkata Gazette



सत्यमेव जयते

Extraordinary
Published by Authority

ASVINA 5]

FRIDAY, SEPTEMBER 27, 2013

[SAKA 1935

PART III—Acts of the West Bengal Legislature.

GOVERNMENT OF WEST BENGAL

LAW DEPARTMENT

Legislative

NOTIFICATION

No. 1492-L. 27th September, 2013.—The following Act of the West Bengal Legislature, having been assented by the Governor, is hereby published for general information:—

West Bengal Act XVII of 2013

**THE WEST BENGAL RIGHT TO PUBLIC SERVICES
ACT, 2013.**

[Passed by the West Bengal Legislature.]

[Assent of the Governor was first published in the *Kolkata Gazette*,
Extraordinary, of the 27th September, 2013.]

*An Act to provide for the delivery of public services to the people of the State within
the stipulated time limit and for matters connected therewith and incidental thereto.*

WHEREAS it is considered necessary and expedient to enact a legislation to provide for the delivery of public services to the people of the State within the stipulated time limit and for matters connected therewith and incidental thereto;

It is hereby enacted in the Sixty-fourth Year of the Republic of India, by the Legislature of West Bengal, as follows:—

Short title, extent
and
commencement.

1. (1) This Act may be called the West Bengal Right to Public Services Act, 2013.

(2) It extends to whole of the State of West Bengal.

Medhu Sudan Pal

M. S. PAL
Executive Director (R&T)

The West Bengal Right to Public Services Act, 2013.



(Sections 2-4.)

(3) It shall come into force on such date as the State Government may, by notification in the *Official Gazette*, appoint and different dates may be appointed for different sections.

Definitions.

2. In this Act, unless the context otherwise requires,—

- (a) "Appellate Officer" means an officer appointed or designated by notification by the State Government as Appellate Officer under section 3 of this Act;
- (b) "Commission" means a Commission constituted by the State Government for the purposes of this Act;
- (c) "Competent Officer" means an officer appointed or designated by notification by the State Government;
- (d) "Designated Officer" means an officer appointed or designated by notification by the State Government as Designated Officer under section 3 of this Act;
- (e) "eligible person" means a person who is eligible for services notified by the State Government;
- (f) "notification" means a notification published in the *Official Gazette*;
- (g) "prescribed" means prescribed by the rules made under this Act;
- (h) "Public Authority" means any authority or body or institution of self-government established or constituted—
 - (i) by or under the Constitution;
 - (ii) by any other law made by the State Legislature;
 - (iii) by notification issued or order made by the State Government, and includes any—
 - (A) body owned, controlled or substantially financed by the State Government;
 - (B) non-government organisation substantially financed, directly or in-directly by funds provided by the State Government.
- (i) "Reviewing Officer" means an officer appointed or designated by notification by the State Government as Reviewing Officer under section 3 of this Act;
- (j) "right to service" means right to obtain the service within the stipulated time limit as specified in section 4 of this Act;
- (k) "service" means any service notified by the State Government under section 3 of this Act;
- (l) "State Government" means the Government of West Bengal;
- (m) "stipulated time limit" means maximum time to provide the service by the Designated Officer or to decide the appeal by the Appellate Officer as notified under section 3.

Right to obtain Public Services.

3. (1) Every eligible person shall have the right to obtain Public Services in accordance with the provisions of this Act.

(2) The State Government may from time to time, specify the Public Authority, services to be rendered, Designated Officer, Appellate Officer, Reviewing Officer and stipulated time limit for service by notification in the *Official Gazette* for the purposes of this Act.

Right to obtain service within stipulated time limit.

4. The Designated Officer shall provide the service notified under section 3 of this Act to the eligible person to obtain the service, within the stipulated time limit.

M. S. PAL
M. S. PAL
 Executive Director (R&T)

The West Bengal Right to Public Services Act, 2013.

(Sections 5-7.)

Providing service
in stipulated time
limit.

5. (1) Stipulated time limit shall commence from the date when required application for notified service is submitted to the Designated Officer or to a person subordinate to him authorized to receive the application. Such application shall be duly acknowledged through digital/electronic means or otherwise.

(2) The Designated Officer on receipt of an application under sub-section (1) shall within the stipulated time limit either provide service or reject the application and in case of rejection of application, shall record the reasons for not providing service in writing and intimate to the applicant.

Appeal and
Second Appeal.

6. (1) Any person, whose application is rejected under sub-section (2) of section 5 or who is not provided the service within the stipulated time limit, may file an appeal to the Appellate Officer within thirty days from the date of rejection of application or the expiry of the stipulated time limit:

Provided that the Appellate Officer may admit the appeal even after the expiry of the period of thirty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(2) The Appellate Officer may order the Designated Officer to provide the service within the specified period or may reject the appeal.

(3) A second appeal against decision of the Appellate Officer shall lie to the Reviewing Officer within sixty days from the date on which the decision was made:

Provided that the Reviewing Officer may admit the second appeal after the expiry of the period of sixty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(4) (a) The Reviewing Officer may order the Designated Officer to provide the service within such period as he may specify or may reject the second appeal.

(b) Along with the order to provide service, the Reviewing Officer may impose penalty according to the provisions of section 7 of this Act.

(5) (a) If the Designated Officer does not comply sub-section (1) of section 5, then the applicant aggrieved from such non-compliance may submit an application directly to the Appellate Officer and the application shall be disposed of in the manner of first appeal.

(b) If the Designated Officer does not comply with the order of providing the service under sub-section (2) of section 6, then the applicant aggrieved from such non-compliance may submit an application directly to the Reviewing Officer and the application shall be disposed of in the manner of second appeal.

(6) The Appellate Officer and the Reviewing Officer shall while deciding an appeal under this section, have the same powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 in respect of the following matters, namely:—

- (a) requiring the production and inspection of documents;
- (b) issuing summons for hearing to the Designated Officer and appellant; and
- (c) any other matter which may be prescribed.

Penalty.

7. (1) (a) Where the Reviewing Officer is of the opinion that the Designated Officer has failed to provide service without sufficient and reasonable cause, then he may impose a penalty which shall not be less than rupees 250 and not more than rupees 1000 .

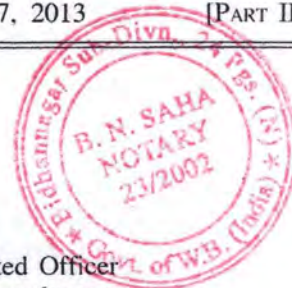
M. S. Pal

M. S. PAL
Executive Director (R&T)



The West Bengal Right to Public Services Act, 2013.

(Sections 8-11.)



(b) Where the Reviewing Officer is of the opinion that the Designated Officer has caused delay in providing the service, then he may impose a penalty at the rate of rupees 250 *per* day for such delay on the Designated Officer, which shall not be more than rupees 1000:

Provided that the Designated Officer shall be given a reasonable opportunity of being heard before any penalty is imposed on him.

(2) Where the Reviewing Officer is of the opinion that the Appellate Officer has failed to decide the appeal within the stipulated time limit without any sufficient and reasonable cause, then he may impose a penalty on the Appellate Officer which shall not be less than rupees 250 and not more than rupees 1000:

Provided that the Appellate Officer shall be given a reasonable opportunity of being heard before any penalty is imposed on him.

(3) The Reviewing Officer, if satisfied that the Designated Officer or the Appellate Officer has failed to discharge the duties assigned to him under this Act, without sufficient and reasonable cause, may recommend disciplinary action against him under the service rules applicable to him.

Revision.

8. The Designated Officer or the Appellate Officer aggrieved by any order of the Reviewing Officer in respect of imposing penalty under this Act, may make an application for revision of the order to the officer nominated by the State Government who shall be not below the rank of Joint Secretary to the Government or its equivalent rank, within the period of sixty days from the date of that order, who shall dispose of the application according to the prescribed procedure:

Provided that the officer nominated by the State Government may entertain the application after the expiry of the said period of sixty days if it is satisfied that the application could not be submitted in time for sufficient cause.

Monitoring the status of the application.

9. (1) Every citizen having applied for any citizen related services shall be provided an application number by the department concerned, or local body or Public Authority as the case may be, and shall be entitled to obtain and monitor status of his application through online means or otherwise in accordance with such procedure as may be prescribed.

(2) The department or the local body or the Public Authority, as the case may be, shall maintain status of all applications governing citizen related services online and shall be duty bound to update the status of the same as per the procedure as prescribed by rules in this regard.

(3) To encourage and enhance the efficiency of the Government employees, it shall be lawful for the competent officer to recommend cash incentive not exceeding rupees 1000 in aggregate in favour of a Government employee against whom no default is reported in one financial year. On such recommendation, the Government or the local body or the Public Authority concerned, as the case may be, shall be competent to grant such incentive as it deem fit and proper, not exceeding the amount as recommended by Competent Officer along with certificate of appreciation which shall be duly recorded in his service book.

Deemed service condition.

10. Notwithstanding anything contained in the service condition of Government employees including such employees of local bodies of the Government, Subordinate Offices, Authorities, Companies and Corporations or Public Authorities, they shall be bound by the provisions of this Act.

Display of service and given time limit.

11. The Services and the given time limit shall be displayed locally and on website by the Secretary of the Department concerned or Public Authority for information of the public.

M. S. PAL

M. S. PAL
Executive Director (R&T)

The West Bengal Right to Public Services Act, 2013.

(Sections 12-16.)

Constitution of
Right to Public
Service
Commission.

12. (1) The State Government, if considers necessary or expedient to do so, may, by notification, constitute for the purposes of this Act, a commission to be called the West Bengal Right to Public Service Commission:

Provided that till such time the Commission is not constituted by the State Government, it may, by notification nominate an officer of the State Government, not below the rank of a Secretary to perform the functions and exercise the powers of the Commission under this Act.

(2) The Head Office of the Commission will be at Kolkata or at such place, as the state Government may by notification determine from time to time.

(3) The Commission shall be a body corporate, known by the aforesaid name having perpetual succession and a common seal with power, subject to the provisions of this Act. The Commission may acquire, hold and dispose of property both movable and immovable and to enter in contract and shall, by the said name, sue or be sued.

(4) The powers and functions of the Commission shall be such as may be specified by the State Government by notification in the *Official Gazette*.

(5) The Commission may appoint such officers and employees as it considers necessary for the efficient performance of its function.

(6) The method of recruitment, salary, allowances and the other terms and conditions of service of the officers and employees shall be such as may be prescribed.

Officers to be
public servants.

13. All officers and other persons acting or purporting to act in pursuance of any of the provisions of this act and the rules made thereunder shall be deemed to be public servants within the meaning of section 21 of the Indian Penal Code.

45 of 1860.

Protection of
action taken in
good faith.

14. No suit, prosecution or other legal proceeding shall lie against any person or officer for anything which is in good faith done or intended to be done under this Act or any rule made thereunder.

Power to make
rules.

15. (1) The State Government may, by notification in the *Official Gazette*, make rules to carry out the provisions of this Act.

(2) In particular and without prejudice to the generality of the foregoing power, such rule may provide for all or any of the following matters; namely:—

- (a) the format to maintain the record of services;
- (b) the procedure of disposing of an application;
- (c) method of recruitment and the terms and conditions of service of the officers and employees of the Commission;
- (d) salaries, allowances etc. of the officers and other employees of the Commission;
- (e) the procedure for implementing the provisions relating to penalties, compensation and cash incentives; and
- (f) any other matter which is required to be or may be prescribed for the purposes of this Act.

Rules and
Notifications to be
laid before State
Legislature.

16. (1) Every rule made by the State Government under this Act shall be laid, as soon as may be after it is made, before the State Legislature, while it is in session, for a total period of fifteen days which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, the State Legislature agrees



M. S. PAL
M. S. PAL
Executive Director (R&T)

The West Bengal Right to Public Services Act, 2013.

(Sections 17-19.)

in making any modifications in the rule or the State Legislature agrees that the rule should not be made, the rule shall thereafter have effect only in such modified form or be of no effect, as the case may be, so, however that any such modification or amendment shall be without prejudice to the validity of anything previously done under that rule.

(2) Every notification made under this Act shall be laid, as soon as may be, after it is made, before the State Legislature.

Power to give direction.

17. Notwithstanding anything contained in any other law for the time being in force but subject to the provisions of this Act, the State Government may, in the exercise of its powers and performance of its function under this Act, issue directions in writing to any person, officer or any authority and such person, officer or authority shall be bound to comply with such directions.

Power to delegate.

18. The State Government may, by notification in the *Official Gazette*, delegate, subject to such conditions and limitations as may be specified in the notification, such of its powers and functions under this Act as it may deem necessary or expedient, to any officer or other authority.

Power to remove difficulties.

19. (1) If any difficulty arises in giving effect to the provisions of this Act, the State Government may, for the purpose of removing such difficulty, by order published in the *Official Gazette*, make such provisions, not inconsistent with the provisions of this Act, as it may deem necessary or expedient:

Provided that no such order shall be made after the expiry of a period of two years from the commencement of this Act.

(2) Every order made under sub-section (1) of this section shall, as soon as may be after it is made, be laid before the State Legislature.

By order of the Governor,

MALAY MARUT BANERJEE,
Secy. to the Govt. of West Bengal,
Law Department.

Medhu Sudan Pal

M. S. PAL
Executive Director (R&T)

comd/P/91
Dt. 13/2/14

OSD/L/1576
13-2-2014

Annexure - II
(Page-1/2)



Government of West Bengal
Department of Power & Non-conventional Energy Sources
New Secretariat Building
1, K.S. Roy Road, Kolkata-700 001

No.79-PO/O/IV/15-15/14

Date: 11.02.2014

From : S. Banerjee, IAS,
Joint Secretary to the Govt. of West Bengal.

To : The Chairman and Managing Director,
W.B.S.E.D.C.L.



Subj: The West Bengal Right to Public Services Act, 2013.

Sir,

In sending herewith a copy of the Kolkata Gazette Notification No.1492-L, dated 27-09-2013 on the above noted subject, I am directed to request you to furnish the list regarding job specification of different tiers of employees of WBSEDCL fixing time line and responsibility as Designated Officer, Appellate Officer and Reviewing Officer with respect to the services like new service connections, replacement of Distribution Transformers (DTRs), replacement of Fuses, restoration of breakdowns due to causes like snapping of wire, short circuit of L.T. Line/cable, breakdown of 11 K.V. line(overhead), H.T. underground cable fault etc. in the following format positively by 17th February, 2014.

FORMAT

Sl. No.	Services	Stipulated time limit for providing the services	Designated Officer	Appellate Officer	Reviewing Officer
1					
2					

A copy of the note as received from the Hon'ble M.I.C., Power & N.E.S. Department is also attached herewith for perusal.

Yours faithfully,

Encl: As stated

Joint Secretary to the Govt. of West Bengal

Spoken
Mr. (Sd) P. S. for H.A.
13/2/14.

M. S. PAL
Executive Director (R&T)

consideration.

8. Necessary steps should be completed within the next 15 days and put up for approval.

Office of MIC, Power and NES.
Dated : January 29, 2014

Sub : The West Bengal Right to Public Service Act, 2013.



1. In course of the efforts of the Government to provide services to the people in a time bound manner, the Government of West Bengal has introduced the 'West Bengal Right to Public Services Act, 2013'.
2. In the first instance, the Department of Power & NES had prepared a time line and list of officers responsible to look after the implementation process for the services provided by the Directorate of Electricity which has already been published in the Calcutta Gazette u/s 15(1) on December 18, 2013.
3. Fifteen (15) types of services delivered by the office of the Chief Electrical Inspector are covered under this notification.
4. Another area of direct public interest and involvement is supply of electricity to consumers and related services which are mainly provided by the WBSEDCL, a fully owned State Enterprise u/s 617 of the Companies Act, 1956. WBSEDCL will be covered under Section 2(h) (iii) (A) of the 'West Bengal Right to Public Service Act, 2013'.
5. Services like new service connections, replacement of Distribution Transformers (DTRs), replacement of Fuses, restoration of break-downs due to causes like snapping of wire, short circuit of L.T. line/cable, break-down of 11 KV line (overhead), H.T. underground cable fault etc., may be covered under this Act.
6. Time limits indicated by the Electricity Regulatory Commission (ERC) and job specification of different tiers of employees may be considered for fixing time line and fixing responsibility as Designated Officer, Appellate Officer and Reviewing officer.
7. Existing Electricity Acts and Rules in vogue may be taken into consideration.
8. Necessary steps should be completed within the next 15 days and put up for approval.

(Copy of statutes, acts placed in file)

ES, Power & NES.
MD, WBSEDCL.

D.No.1114(2)/MIC/Power/2014
29-01-2014

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HA IV
5.11.2/14

Minister-in-charge
Power and NES

VHM
11/2/14

Medhu Sudan Pal

M. S. PAL
Executive Director (R&T)



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

Telephone Nos: 2359-8389, 23197-520

Telefax: 033-2359-7937, e-mail: boardcell.wbsedcl@gmail.com



Memo. No. WBSEDCL/BC/10/380

Dated: 29.5.14

To
The Additional Secretary,
Power & NES Department,
Govt. of West Bengal,
N. S. Buildings,
Kolkata-700 001.

Sub: The West Bengal Right to Public Services Act, 2013 – Standard of Performance of WBSEDCL relating to consumer services

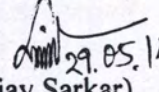
Ref: No. 79-PO/O/IV/1E-15/14 dated 11.02.2014

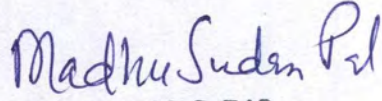
Madam,

With reference to the above and in continuation to our memo. no. WBSEDCL/BC/10/123 dated 25.02.14 the required information in modified form, as requested from your end, regarding job specification of different officials of WBSEDCL relating to consumer services is enclosed for your perusal and necessary action.

Encl: As above.

Yours faithfully,


29.05.14.
(Sujay Sarkar)
Officer on Special Duty.


M. S. PAL
Executive Director (R&T)

Consumer Service related responsibility

Sl. No.	Services	Stipulated time limit for providing the services	Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
				WBSEDCL		WBERC
1	New Connection, Load Extension & Alteration of Service					
A)	For LV & MV Supply					
i)	New Connection in normal case where distributing main exists (From the date of receipt of application in prescribe format completed in all respect by the consumer) (Ref. SOP Regulation – 4.1)	30 days	Station Manager	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
ii)	New Connection where augmentation of the distributing main is required but additional pole is not required for extension of overhead line or no extension of overhead line is required (From the date of receipt of application in prescribe format completed in all respect by the consumer) (Ref. SOP Regulation – 4.2A)	60 days	Station Manager	-do-	-do-	-do-
iii)	New Connection where augmentation of the distributing main is required, and/or extension of underground Cable upto 100 meters is required (From the date of receipt of application in prescribe format completed in all respect by the consumer) (Ref. SOP Regulation – 4.2B)	60 days	Station Manager	-do-	-do-	-do-

Sl. No.	Services	Stipulated time limit for providing the services	Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
				WBSEDCL		WBERC
	New Connection where augmentation of the distributing main is required, and/or extension of underground Cable above 100 meters is required (From the date of receipt of application in prescribe format completed in all respect by the consumer) (Ref. SOP Regulation – 4.2D)	90 days	Station Manager	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
B) For HV & EHV Supply						
vi)	New Connection with HV & EHV Supply (From the date of receipt of application in prescribe format completed in all respect by the consumer) (Ref. SOP Regulation – 4.2E)	180 days	i) Regional Manager (for contractual demand between 50 KVA and 499 KVA) – ii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-	-do-
C)	New Service Connection drawing LT/HT overhead line through Paddy land during the season of cultivation. (From the date of receipt of application in prescribe format completed in all respect by the consumer) (Ref. SOP Regulation – 4.2F)	180 days	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-	-do-

Madhu Sudan Pd

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Sl. No.	Services	Stipulated time limit for providing the services	Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
				WBSEDCL		WBERC
2	New Connection with commissioning of a new Transformer and/or bay along with accessories in an existing Sub-Station					
i)	New Connection with commissioning of a distribution Sub-Station (From the date of receipt of application in prescribe format completed in all respect by the consumer) (Ref. SOP Regulation – 4.3)	90 days	Station Manager (for contractual demand up to 49 KVA)	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
ii)	New Connection with commissioning of a 33/11 kV or 33/6 kV Sub-Station (From the date of receipt of application in prescribed format completed in all respect from the intending consumer) (Ref. SOP Regulation – 4.3)	150 days	i) Regional Manager (for contractual demand between 50 KVA and 499 KVA) ii) Chief Engineer (Commercial.) [where contractual demand 500 KVA and above]	-do-	-do-	-do-
iii)	New Connection with commissioning of a 132/33 kV Sub-Station (From the date of receipt of application in prescribed format completed in all respect from the intending consumer) (Ref. SOP Regulation – 4.3)	270 days	i) Regional Manager (for contractual demand between 50 KVA and 499 KVA) ii) Chief Engineer (Commercial) [where contractual demand 500 KVA and above]	-do-	-do-	-do-

Medhy Sudan Pal

Sl. No.	Services	Stipulated time limit for providing the services	Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
				WBSEDCL		WBERC
iv)	New Service Connection with erection and commissioning of a distribution Sub-Station (from the date of possession of the land or sanction of the concerned Local Body or clearance of right of way, whichever is later and on receipt of application in prescribed format completed in all respect from the intending consumer) (Ref. SOP Regulation – 4.4.7)	90 days	Station Manager (for contractual demand up to 49 KVA)	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
v)	New Service Connection with erection and commissioning of a 33/11 kV Sub-Station (from the date of possession of the land or sanction of the concerned Local Body or clearance of right of way, whichever is later and on receipt of application in prescribed format completed in all respect from the intending consumer) (Ref. SOP Regulation – 4.4.7)	300 days	i) Regional Manager (for contractual demand between 50 KVA and 499 KVA) ii) Chief Engineer (Commercial) [where contractual demand 500 KVA and above]	-do-	-do-	-do-
vi)	New Service Connection with erection and commissioning of a 132/33 kV Sub-Station (from the date of possession of the land or sanction of the concerned Local Body or clearance of right of way, whichever is later and on receipt of on receipt of application in prescribed format completed in all respect from the intending consumer) (Ref. SOP Regulation – 4.4.7)	540 days	i) Regional Manager (for contractual demand between 50 KVA and 499 KVA) ii) Chief Engineer (Commercial) [where contractual demand 500 KVA and above]	-do-	-do-	-do-

Madhu Sudan Pal

M. S. PAL
Executive Director (R&T)

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Sl. No.	Services	Stipulated time limit for providing the services	Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
				WBSEDCL		WBERC
3	Extension of load for existing consumers					
i)	Extension of load accommodated from existing service and/or with augmentation of overhead line without additional pole (from the date of receipt of application in prescribed format completed in all respect from a consumer) (Ref. SOP Regulation – 5.1.A)	30 days	Station Manager	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
ii)	Extension of load accommodated from existing service and/or augmentation of underground Cable within 100 metres (From the date of receipt of application in prescribed format completed in all respect from a consumer) (Ref. SOP Regulation – 5.1.B)	45 days	Station Manager	-do-	-do-	-do-
4	Extension of load of existing consumer with augmentation of distributing main and/or extension of underground Cable above 100 metres or extension of overhead line with additional pole(s)					
For LV & MV Consumers						
i)	Extension of load where extension of overhead line or Feeder or underground Cable is not required (From the date of receipt of application in prescribed format completed in all respect from a consumer) (Ref. SOP Regulation – 5.2.A)	45 days	Station Manager	-do-	-do-	-do-
ii)	Extension of load where extension of overhead line is required without any additional pole (From the date of receipt of application in prescribed format completed in all respect from a consumer) (Ref. SOP Regulation – 5.2.B)	60 days	Station Manager	-do-	-do-	-do-

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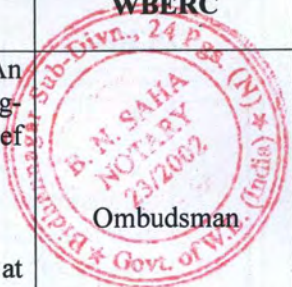
Sl. No.	Services	Stipulated time limit for providing the services	Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
				WBSEDCL		WBERC
iii)	Extension of load where extension of overhead line is required with additional pole(s) (From the date of receipt of application in prescribe format completed in all respect from a consumer) (Ref. SOP Regulation – 5.2.C)	90 days	Station Manager	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
iv)	Extension of load where extension of underground Cable is required (From the date of receipt of application in prescribed format completed in all respect from a consumer) (Ref. SOP Regulation – 5.2.D)	90 days	Station Manager	-do-	-do-	-do-
For HV & EHV Consumers						
v)	Extension of load in case of HV & EHV Supply (From the date of receipt of application in prescribed format completed in all respect from a consumer) (Ref. SOP Regulation – 5.2.E)	180 days	i) Regional Manager (for contractual demand between 50 KVA and 499 KVA) ii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-	-do-
5	Extension of load of where commissioning of a new Transformer and/or bay along with accessories in an existing Sub-Station is required					
i)	Extension of load where commissioning of a new distribution Sub-Station is required (From the date of receipt of application in prescribed format completed in every respect) (Ref. SOP Regulation – 5.3A)	90 days	Divisional Manager	-do-	-do-	-do-

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M. S. PAL
Executive Director (R&T)

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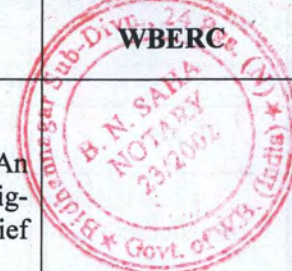
Sl. No.	Services	Stipulated time limit for providing the services	Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
				WBSEDCL		WBERC
ii)	Extension of load where commissioning of a new 33/11 kV or 33/6 kV Sub-Station is required (From the date of receipt of application in prescribed format completed in every respect) (Ref. SOP Regulation – 5.3 B)	150 days	Chief Engineer (Distribution)	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	
iii)	Extension of load where commissioning of a new 132/33 kV Sub-Station is required (From the date of receipt of application in prescribed format completed in every respect) (Ref. SOP Regulation – 5.3C)	270 days	Chief Engineer (Distribution) [who will take-up the matter with the competent authority of WBSETCL]	-do-	-do-	-do-
6	Alteration of Service					
i)	Alteration of service covering meter/meter board/service line within the premises of the consumer (From the date of receipt of application in prescribe format completed in all respect) (Ref. SOP Regulation – 6A)	30 days	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-	-do-

M. S. Pal

M. S. PAL
Executive Director (R&T)

Sl. No	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
		Urban	Rural		WBSEDCL		WBERC
ii)	Alteration of service other than those mentioned above (From the date of receipt of application in prescribe format completed in all respect) (Ref. SOP Regulation – 6B)	90 days		i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
7	Interruption of supply						
		Call Ref. : 24 hours	Call Ref. : from 6 a.m. to 8 p.m.				
i)	Failure of Licensee's fuse [Ref. SOP Regulation – 9.1(a)]	3 hours	8 hours in Monsoon (June to September) and 6 hours during other period (October to May) of the year	i) Station Manager (for contractual demand up to 49 KVA) ii) Divisional Manager (for contractual demand between 50 KVA and 499 KVA)	-do-	-do-	-do-

Sl. No	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
		Urban	Rural		WBSEDCL		WBERC
ii)	Snapping of LT wires [Ref. SOP Regulation – 9.1(b)]	4 hours	16 hours in Monsoon (June to September) and 10 hours during other period (October to May) of the year	Station Manager	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
iii)	Falling of trees on overhead HT or LT line without breaking/uprooting of pole(s) [Ref. SOP Regulation – 9.1(c)]	8 hours	24 hours	i) Station Manager for LT overhead line ii) Divisional Manager for HT overhead line	-do-	-do-	-do-
iv)	Breakdown due to short circuit of LT overhead line [Ref. SOP Regulation – 9.1(d)]	3 hours	4 hours	Station Manager	-do-	-do-	-do-
v)	Breakdown due to short circuit of LT underground Cable [Ref. SOP Regulation – 9.1(d)]	6 hours	-----	Station Manager	-do-	-do-	-do-



Madhu Sudan Pal

Sl. No.	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
		Urban	Rural		WBSEDCL		WBERC
vi)	Breakdown of 11 kV overhead line where no pole replacement is required [Ref. SOP Regulation – 9.1(e)(i)]	6 hours	18 hours	Divisional Manager	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
vii)	Breakdown of 11 kV line where pole replacement is required [Ref. SOP Regulation – 9.1(e)(ii)]	12 hours	24 hours	Divisional Manager	-do-	-do-	-do-
viii)	HT underground Cable faults (where ring main supply exists) [Ref. SOP Regulation – 9.1(f)(i)]	4 hours		Divisional Manager	-do-	-do-	-do-
ix)	HT underground Cable faults (where no ring main supply exists) [Ref. SOP Regulation – 9.1(f)(ii)]	24 hours		Divisional Manager	-do-	-do-	-do-
x)	Failure of distribution Transformer [Ref. SOP Regulation – 9.1(g)]	12 hours	48 hours	Station Manager and/or Divisional Manager	-do-	-do-	-do-
xi)	Breakdown of any other reason not covered above [Ref. SOP Regulation – 9.1(h)(i)]	6 hours	24 hours	Station Manager	-do-	-do-	-do-
xii)	Failure of overhead service line [Ref. SOP Regulation – 9.1(i)]	4 hours	18 hours	Station Manager	-do-	-do-	-do-
xiii)	Failure of underground service line [Ref. SOP Regulation – 9.1(i)]	12 hours	24 hours	Station Manager	-do-	-do-	-do-

Madhu Sudan Pal

M. S. PAL
Executive Director (R&T)

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Sl. No.	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority WBSEDCL	Reviewing Authority WBERC
		Urban	Rural			
8	Voltage complain					
i)	Corrective measure for under/over voltage for local problem [Ref. SOP Regulation - 10.1]	15 days		i) Divisional Manager (for 33 KV and below voltage level) ii) Chief Engineer (Distribution) [who will take-up the matter with the competent authority of WBSETCL for 33 KV and above voltage level]	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL Ombudsman
ii)	Corrective measure for under/over voltage due to distribution system and/or re-routing of distribution line etc. [Ref. SOP Regulation - 10.1]	6 months		i) Divisional Manager (for 33 KV and below voltage level) ii) Chief Engineer (Distribution) [who will take-up the matter with the competent authority of WBSETCL for 33 KV and above voltage level]	-do-	-do-



Madhu Sudan Pal

M. S. PAL
Executive Director (R&T)

Sl. No.	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
		Urban	Rural		WBSEDCL	WBERC	
9	Replacement of burnt out and other faulty meters/metering system where supply is not affected						
i)	Inspection of meter from the date of receipt of complaint [Ref. SOP Regulation – 11.1]	3 days	7 days	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman
ii)	Replacement of burnt out meter from the date of inspection [Ref. SOP Regulation – 11.1]	7 days	15 days	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-	-do-
iii)	Replacement/rectification of the meter/metering system where found otherwise faulty (from the date of inspection) [Ref. SOP Regulation – 11.1]	20 days	30 days	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-	-do-

Madhy Sudan Pal

M. S. PAL
Executive Director (R&T)



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Sl. No.	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority	Reviewing Authority
		Urban	Rural		WBSEDCL	WBERC
10	Replacement of burnt out and other faulty meters/metering system where supply is affected					
i)	Replacement of burnt out and other faulty meters/metering system where supply is affected, from the date of receipt of the complaint or detection by the Licensee [Ref. SOP Regulation – 11.2]	24 hours	48 hours	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL Ombudsman
11	Accidental breakage of Seals, where no tampering is suspected					
i)	Resealing from the date of receipt of complaint or detection by the Licensee where replacement of meter is not required (From the date of receipt of complaint / detection) [Ref. SOP Regulation – 11.3.1]	24 hours		i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Comml.) [for contractual demand 500 KVA and above]	-do-	-do-
ii)	Resealing from the date of receipt of complaint or detection by the Licensee where replacement of meter is required (From the date of receipt of complaint / detection) [Ref. SOP Regulation – 11.3.2]	10 days		i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-





Sl. No.	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
		Urban	Rural		WBSEDCL		WBERC
12	Removal of consumers' installation on request						
i)	Removal of consumers' installation on request for discontinuation of consumership. (From the date of receipt of written request from the consumer.) [Ref. SOP Regulation – 12.1]	7 days	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman	
13	Conversion from one tariff scheme to another without changing the purpose supply						
i)	Conversion from one tariff to another [Ref. SOP Regulation – 12.2]	Within next billing cycle from the date of completion of all formalities arising out of any written request from the consumer. If the date of completion of all formalities and starting date of next billing cycle is less than 7 (seven) working days, such conversion will be affected from the second next billing cycle	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	-do-	-do-	-do-	

Madhusudan Pal

M. S. PAL
Executive Director (R&T)

Sl. No.	Services	Stipulated time limit for providing the services		Designated officer of WBSEDCL	Appellate Authority		Reviewing Authority
		Urban	Rural		WBSEDCL		
14	Reduction of load						
i)	Reduction of load or downwards revision of contract demand on the basis of application not before 1 (one) year from the date of effecting service connection (Note - Any subsequent request for reduction of load/downward revision of contract demand shall be made effective not before 1 (one) year from the previous reduction) [Ref. SOP Regulation – 12.3]	Within next billing cycle from the date of receipt of the request from the consumer and the effect of it on tariff will be from the next billing cycle. If the gap between the date of completion all formalities and starting date of next billing cycle is less than 7 (seven) working days, such conversion will be affected from the second next of billing cycle	i) Station Manager (for contractual demand up to 49 KVA) ii) Regional Manager (for contractual demand between 50 KVA and 499 KVA) iii) Chief Engineer (Commercial) [for contractual demand 500 KVA and above]	Tier - I : An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL	Tier - II : An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL	Ombudsman	

Note Any person aggrieved with any service as mentioned above may place his grievance at any tier (i.e. either at Tier - I or Tier - II) of the Appellate Authority of WBSEDCL for redressal. If the grievance is not redressed as per satisfaction of the complainant then it may be placed to Reviewing Authority i.e. Ombudsman.

Madhy Sudan
M. S. PAL
Executive Director (R&T)



**West Bengal State Electricity
Distribution Co. Ltd.**

(A Govt. of West Bengal Enterprise)

**Vidyut Bhawan, Bidhannagar,
Kolkata – 700 091**



Memo. No. WBSEDCL/BC/10/123

Dated: 25-02-14

To
The Joint Secretary to the
Govt. of West Bengal,
Deptt. of Power & NES,
N.S. Buildings,
1, K.S. Roy Road,
Kolkata-700 001.

Sub: The West Bengal Right to Public Services Act, 2013 – Standard of
Performance of WBSEDCL relating to consumer services

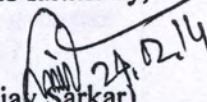
Ref: No. 79-PO/O/IV/1E-15/14 dated 11.02.2014

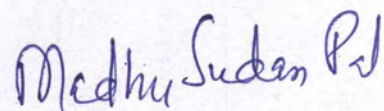
Madam,

With reference to the above the required information regarding job specification of different tiers of employees of WBSEDCL fixing time line and responsibility as Designated Officer, Appellate Officer and Reviewing Officer in respect of different consumers services is enclosed for your perusal and necessary action.

Enclo: As above.

Yours faithfully,


(Sujay Sarkar)
Officer on Special Duty.



M. S. PAL
Executive Director (R&T)

STANDARD OF PERFORMANCE (SOP) OF WBSEDCL RELATING TO CONSUMER SERVICES

Sl. No.	Service Criteria in brief	Defined Time Line in SOP Regulation for the area of		Responsible Officer of WBSEDCL to serve	Existing Grievance Redressal Forum at	
		Urban	Rural		WBSEDCL	WBRC
3.0	New Connection, Load Extn. & Alteration of Service					
3.1.1	Quotation for New S.C.(Receipt of Annex.-A&EM)			Station Manager		
A.	For M&LV Supply	14 days	28 days	Station Manager		
B.	For HV & EHV Supply at 11 / 33 / 132 KV:	30 / 45 / 60 days		Regional Manager/Chief Engineer(Comm.)		
4.0	New Connection: (after Receipt of Annex.-B & Qtn.)					
4.1	M&LV Normal case where distributing main exists	30 days	30 days	Station Manager		
4.2.A	Aug. of M&LV Dist. main (no addl. Pole reqd.)	60 days	60 days	Station Manager		
4.2.B	Extn. of M&LV Dist. main up to 100 Mtr.	60 days	60 days	Station Manager		
4.2.C	Extn. of M&LV O/H line with addl. pole(s)	90 days	90 days	Station Manager		
4.2.D	Extn. of M&LV U/G main more than 100 Mtr	90 days	90 days	Station Manager		
4.2.E	HV & EHV S.C.	180 days		Regional Manager/Chief Engineer(Comm.)		
4.2.F	New S.C with drawal of LT/HT O/H line thro' paddy land during the season of cultivation	180 days		Station Manager/Regional Manager/Chief		
4.3	New S.C with commissioning of Tr./ Bay etc. In existing S/S w.r.t DTR / 33 KV PTR / 132 KV PTR	90 / 150 / 270 days		Station Manager/Regional Manager/Chief Engineer(Comm.)		
4.4.7	New S.C with commissioning of Dist. / 33/11 KV or 33/6 KV / 132 KV S/S (from the date of possession of Land or sanction of local body or ROW whichever is later)	90 / 300 / 540 days		Station Manager/Regional Manager/Chief Engineer(Comm.)		
5.0	Load Extn. of existing consumer accommodated from existing service and/or with aug. of :					
5.1.A	O/H line within 100 Mtr w/o involvement of Pole:	30 days (after Receipt of Annex.-B)		Station Manager		
5.1.B	U/G Cable within 100 Mtr	45 days (after Receipt of Annex.-B)		Station Manager		
5.2	Load Extn of existing consumer with aug. of Dist. Mains and U/G Cable & O/H line >100 Mtr:			Station Manager		
5.2.A	For M&LV consumer where Extn. of O/H or U/G line not required	45 days (after Receipt of Annex.-B)		Station Manager		
5.2.B	For M&LV consumer where Extn. of O/H line is required without any addl. Pole:	60 days (after Receipt of Annex.-B)		Station Manager		
5.2.C	For M&LV consumer where Extn. of O/H line is required with additional Pole:	90 days (after Receipt of Annex.-B)		Station Manager		
5.2.D	For M&LV consumer where Extn. of U/G Cable is required	90 days (after Receipt of Annex.-B)		Station Manager		

Tier-I :
An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL

Tier-II :
An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL

Ombudsman

Madhu Sudan Pal
M. S. PAL
Executive Director (R&T)

STANDARD OF PERFORMANCE (SOP) OF WBSEDCL RELATING TO CONSUMER SERVICES

Regulation No.	Service Criteria in brief	Defined Time Line in SOP Regulation for the area of		Responsible Officer of WBSEDCL to serve	Existing Grievance Redressal Forum at	
		Urban	Rural		WBSEDCL	WBERC
3.0	New Connection, Load Extn. & Alteration of Service					
3.1.1	Quotation for New S.C.(Receipt of Annex.-A&EM)			Station Manager		
A.	For M&LV Supply	14 days	28 days	Station Manager		
B.	For HV & EHV Supply at 11 / 33 / 132 KV:	30 / 45 / 60 days		Regional Manager/Chief Engineer(Comm.)		
4.0	New Connection: (after Receipt of Annex.-B & Qtn.)					
4.1	M&LV Normal case where distributing main exists	30 days	30 days	Station Manager		
4.2.A	Aug. of M&LV Dist. main (no addl. Pole reqd.)	60 days	60 days	Station Manager		
4.2.B	Extn. of M&LV Dist. main up to 100 Mtr.	60 days	60 days	Station Manager		
4.2.C	Extn. of M&LV O/H line with addl. pole(s)	90 days	90 days	Station Manager		
4.2.D	Extn. of M&LV U/G main more than 100 Mtr	90 days	90 days	Station Manager		
4.2.E	HV & EHV S.C.	180 days		Regional Manager/Chief Engineer(Comm.)		
4.2.F	New S.C with drawal of LT/HT O/H line thro' paddy land during the season of cultivation	180 days		Station Manager/Regional Manager/Chief		
4.3	New S.C with commissioning of Tr./ Bay etc. In existing S/S w.r.t DTR / 33 KV PTR / 132 KV PTR	90 / 150 / 270 days		Station Manager/Regional Manager/Chief Engineer(Comm.)		
4.4.7	New S.C with commissioning of Dist. / 33/11 KV or 33/6 KV / 132 KV S/S (from the date of possession of Land or sanction of local body or ROW whichever is later)	90 / 300 / 540 days		Station Manager/Regional Manager/Chief Engineer(Comm.)		
5.0	Load Extn. of existing consumer accommodated from existing service and/or with aug. of :					
5.1.A	O/H line within 100 Mtr w/o involvement of Pole:	30 days (after Receipt of Annex.-B)		Station Manager		
5.1.B	U/G Cable within 100 Mtr	45 days (after Receipt of Annex.-B)		Station Manager		
5.2	Load Extn of existing consumer with aug. of Dist. Mains and U/G Cable & O/H line >100 Mtr:			Station Manager		
5.2.A	For M&LV consumer where Extn. of O/H or U/G line not required	45 days (after Receipt of Annex.-B)		Station Manager		
5.2.B	For M&LV consumer where Extn. of O/H line is required without any addl. Pole:	60 days (after Receipt of Annex.-B)		Station Manager		
5.2.C	For M&LV consumer where Extn. of O/H line is required with additional Pole:	90 days (after Receipt of Annex.-B)		Station Manager		
5.2.D	For M&LV consumer where Extn. of U/G Cable is required	90 days (after Receipt of Annex.-B)		Station Manager		

Tier-I :
An officer designated as Grievance Redressal Officer (GRO) at Regional Manager's Office of WBSEDCL

Tier-II :
An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL

Ombudsman



Madhu Sudan Pal

M. S. PAL
Executive Director (R&T)

STANDARD OF PERFORMANCE (SOP) OF WBSEDCL RELATING TO CONSUMER SERVICES

Regulation No.	Service Criteria in brief	Defined Time Line in SOP Regulation for the area of		Responsible Officer of WBSEDCL to serve	Existing Grievance Redressal Forum at	
		Urban	Rural		WBSEDCL	WBERC
5.2.E	For HV & EHV consumer	180 days (after Receipt of Annex.-B)		Regional Manager/Chief Engineer(Comm.)		
6.0	Alteration of service					
A.	Within premises of consumer	30 days		Station Manager/Regional Manager/Chief Engineer(Comm.)		
B.	Other than A above	90 days		Station Manager/Regional Manager/Chief Engineer(Comm.)		
9.0	Interruption of Supply		Call ref.: 6 am to 8 pm			
9.1 (a)	Fuse failure	3 hrs	6 / 8 (for monsoon) hrs	Station Manager/Regional Manager/Chief Engineer(Comm.)		
9.1 (b)	Snapping of LT wire	4 hrs	10 / 16 (for monsoon) hrs	Station Manager		
9.1 (c)	Falling of Trees on O/H HT or LT line	8 hrs	24 hrs	Station Manager		
9.1 (d)	B/D due to short ckt of LT (U.G / O.H) line	6 hrs / 3 hrs	- / 4 hrs	Station Manager		
9.1 (e)(i)	B/D of 11 KV O/H line (no pole replace)	6 hrs	18 hrs	Station Manager/Divisional Manager		
9.1 (e)(ii)	B/D of 11 KV O/H line (with pole replace)	12 hrs	24 hrs	Station Manager/Divisional Manager		
9.1 (f)(i)	HT UG cable fault (for ring main sys)	4 hrs	4 hrs	Station Manager/Divisional Manager		
9.1 (f)(ii)	HT UG cable fault (for non-ring main sys)	24 hrs	24 hrs	Station Manager/Divisional Manager		
9.1 (g)	DTR failure	12 hrs	48 hrs	Station Manager/Divisional Manager		
9.1 (h)	B/D due of LT line due to other reason	6 hrs	24 hrs	Station Manager		
9.1 (i)	Failure of service line (OH / UG)	4/12 hrs	18/24 hrs	Station Manager		
9.6	Planned interruption for load management of emergent nature due sudden loss of generation	Adequate weightage of high ATC loss shall be applied in selecting the fdr & will not consider for supply reliability.				
10.0	Voltage Complaints					
10.1	Under/Over Voltage for: Local / Dist.sys. / Tr. Grid	15 days / 6 months / Forthwith		Divisional Manager/Chief Engineer(Distn.)		
10.2	Voltage Fluctuations	4 days	8 days	Divisional Manager		
11.0	Complaint on meter & metering equipment:					
11.1	Inspection i.r.o. received Complaints on meter	3 days	7 days	Station Manager/Regional Manager/Chief Engineer(Comm.)		



Tier-II :
An officer designated as Chief Grievance Redressal Officer (CGRO) at Corporate Office of WBSEDCL

Ombudsman

M. S. Pal

M. S. PAL
Executive Director (R&T)

msgr

STANDARD OF PERFORMANCE (SOP) OF WBSEDCL RELATING TO CONSUMER SERVICES

Regulation No.	Service Criteria in brief	Defined Time Line in SOP Regulation for the area of		Responsible Officer of WBSEDCL to serve	Existing Grievance Redressal Forum at	
		Urban	Rural		WBSEDCL	WBERC
11.1	Burnt out meter replacement from DOI	7 days	15 days	Station Manager/Regional Manager/Chief Engineer(Comm.)		
11.1	Faulty meter/metering system replacement from DOI	20 days	30 days	Station Manager/Regional Manager/Chief Engineer(Comm.)		
11.2	Burnt out & other faulty metering system, affecting supply	24 hrs	48 hrs	Station Manager/Regional Manager/Chief Engineer(Comm.)		
11.3.1	Accidental breakage of seals, no tamper but resealing req.	24 hrs		Station Manager/Regional Manager/Chief Engineer(Comm.)		
11.3.2	Accidental breakage of seal, no tamper, meter replace req.	10 days		Station Manager/Regional Manager/Chief Engineer(Comm.)		
12.1	Removal of meter on request from consumer	7 days	7 days	Station Manager/Regional Manager/Chief Engineer(Comm.)		
12.2	Conversion from one tariff to another	7 days	7 days	Station Manager/Regional Manager/Chief Engineer(Comm.)		
12.3	Reduction of load (basis of appln.>1 year of S.C)	7 days	7 days	Station Manager/Regional Manager/Chief Engineer(Comm.)		

- .B. 1) For consumers having contractual demand below 50 KVA : Station Manager of Customer Care Centre is responsible
 2) For consumers having contractual demand between 50 KVA to below 500 KVA : Regional Manager of Region office is responsible
 3) For consumers having contractual demand between 500 KVA and above : Chief Engineer (Comm.) is responsible

Madhu Sudan Pal

M. S. PAL
Executive Director (R&T)

CMD/P/607 dt 9/10/14

OSD/DCL/L...2495...
Date.....13.10.14.

Annexure-IV



Government of West Bengal
Department of Power & Non-conventional Energy Sources
New Secretariat Building
1, K.S. Roy Road, Kolkata-700 001

No. 624-PO/O/IV/1E-15/14



Date: 05.09.2014

From: Joint Secretary to the Govt. of West Bengal

To : The Chairman and Managing Director,
W.B.S.E.D.C.L.

**Sub: The West Bengal Right to Public Services Act, 2013- Standard
of Performance of WBSEDCL relating to consumer services.**

Ref: Memo. No. WBSEDCL-BC/0/380 dated 29-05-2014

S i r,

I am directed to return herewith a copy of the draft Notification regarding list of consumer service related responsibility as was received under the above noted memo. for reviewing the same, specially the details as specified in serial Nos.1B,2(i), 2(ii), 2(iii), 2(iv), 2(v), 2(vi), 4(A), 4(B), 5(i), 5(ii), 5(iii), 6(i), 6(ii), 7(x), 8(i), 8(ii), 9(i), 9(ii), 9(iii), 10, 11(i), 11(ii), 12, 13 and 14 and to request you to furnish a fresh list of the same immediately.

Encl: As stated.

SM (B)

13.10.2014.

Yours faithfully,

Joint Secretary

M. S. PAL

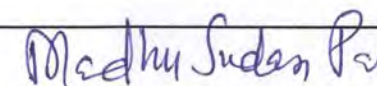
M. S. PAL
Executive Director (R&T)

Sl No	Services	Stiplated time limit for providing the services				Reason for modification
		Existing		Proposed		
		Urban	Rural	Urban	Rural	
1	New Service Connection with erection and commissioning of a distribution Sub-Station (from the date of possession of tile land or sanction of the concerned Local Body or clearance of right of way, whichever is later and on deposition of service connection charges) (Ref. SOP Regulation - 4.4.7)	90 days		 180 days		Huge no. of new DTRs are to be installed every year to cope up with the ever increasing load demand. So, thousands of new DTRs are to be procured along with other matching materials through a transparent bidding process maintaining CVC guidelines. This process takes considerable time - at least 4 to 8 months time is required to complete the delivery by the vendors belonging to various parts of the country. So, the time frame needs to be increased.
2	New Service Connection with erection and commissioning of a 33/11 kV Sub-Station (from the date of possession of the land or sanction of the concerned Local Body or clearance of right of way, whichever is later and on deposition of service connection charges) (Ref. SOP Regulation - 4.4.7)	300 days		365 days		1) All available lands are not developed ones. As such those lands need to be developed by way of earth filling and a minimum time of 3 / 4 months is required for settling down the loose soil. 2) A minimum lead time of 5 / 6 months is required by the vendors for manufacture, transport & delivery of some high value items e.g. Power Transformer, 33KV Circuit Breaker, 33KV CT/PT, Control & Relay Panel etc. 3) During monsoon period no work for drawal of overhead lines through paddy fields can be executed as the farmers vehemently oppose any such action fearing damage of crops. So we are to wait till harvesting is over. This altogether involves 5/6 months, during which no work for drawal of O/H cross country line can be done.

Madhu Sudan Pal

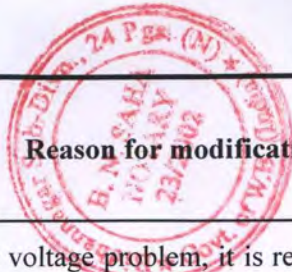
M. S. PAL
Executive Director (R&T)

Sl No	Services	Stiplated time limit for providing the services				Reason for modification
		Existing		Proposed		
		Urban	Rural	Urban	Rural	
3	New Service Connection with erection and commissioning of a 132/33 kV Sub-Station (from the date of possession of the land or sanction of the concerned Local Body or clearance of right of way, whichever is later and on deposition of service connection charges) (Ref. SOP Regulation - 4.4.7)	540 days		900 days		1) Same as above three reasons. 2) Construction of 132KV line on Tower requires lot of times. After actual route profile survey, soil testing is to be carried out. Based on the soil test report, tower design is to be done for critical locations e.g. anchor tower, river crossing tower etc. After foundation of towers, minimum four weeks time is to be allowed for curing of the foundation. 3) For stringing & sagging of 132KV Conductor on tower lines, shut down of existing 33KV or 11 KV lines are required which are not available frequently due to various local issues.
4	Extension of load where commissioning of new transformer and/or bay in a 33/11 kV Sub-Station IS required (From the date of deposition of charges) (Ref. SOP Rceulation - 5.3 B)	150 days		365 days		1) In many cases, a lot of engineering job is to be executed inside the Sub-Station premises to make room for the new bay. 2) In some cases existing control room needs to be extended to accommodate new 11 KV or 33KV Panel required to be installed for the additional Bay. 3). A minimum lead time of 5 / 6 months is required by the vendors for manufacture,transport & delivery of some high value items e.g. Power Transformer, 33KV Circuit Breaker, 33KV CT /PT, Control & Relay Panel etc.
5	Extension of load where commissioning of new transformer and/or bay in a 132/33 kV Sub-Station is required (From the date of deposition of charges) (Ref. SOP Ree:ulation - 5.3C)	270 days		730 days		Same as above



M. S. PAL
Executive Director (R&T)

Sl No	Services	Stipulated time limit for providing the services				Reason for modification
		Existing		Proposed		
		Urban	Rural	Urban	Rural	
6	Corrective measure for under/over voltage for local problem (Ref. SOP Regulation - 10.1)	15 days		60 days		To solve low voltage problem, it is required to augment the LT or HT Distribution network in many cases. Such works include conversion of 1ph LT network into 3ph, augmentation of conductor size of LT or HT network, drawal of any new LT feeder from the Distribution Sub-Station, installation of a new DTR etc. All such works involve shutdown of existing network and in many cases shutdown is not easily available due to various reasons which are not under the control of WBSEDCL.
7	Inspection of meter from the date of receipt of complaint (Ref- SOP Regulation- 11.1)	3 days for all	7 days (upto 49 KVA) 3 days (for others)	7 days for all	10 days (upto 49 KVA) 7 days (for others)	Now all meters (both 1ph & 3ph) are static. For inspection of such kind of meters, only skilled personnel are to be deployed. But such personnel like SAE, Technician etc. are also supposed to look after many other urgent activities at CCC level. Hence it may not be always possible to complete meter inspection cases within the time frame presently allowed.



M. S. Pal

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Executive Director (R&T)