



**ORDER
OF THE
WEST BENGAL ELECTRICITY REGULATORY COMMISSION
IN CASE NO. OA-420/22-23**

IN REGARD TO THE APPLICATION FOR ALLOWING ADDITIONAL E-PAYMENT REBATE TO THE CONSUMERS UNDER JURISDICTION OF WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED (WBSEDCL) FOR PAYMENT OF ELECTRICITY BILLS WITHIN DUE DATE THROUGH BANGLA SAHAYATA KENDRAS (BSK) IN TERMS OF REGULATION 3.3.13 OF THE WEST BENGAL ELECTRICITY REGULATORY COMMISSION (ELECTRICITY SUPPLY CODE) REGULATIONS, 2013, AS AMENDED

PRESENT:

**SRI SUTIRTHA BHATTACHARYA, CHAIRPERSON
SRI PULAK KUMAR TEWARI, MEMBER**

DATE: 22.06.2022



Issuance of appropriate order i.r.o application for allowing additional e-payment rebate to the consumers under jurisdiction of West Bengal State Electricity Distribution Company Limited (WBSEDCL) for payment of electricity bills within due date through Bangla Sahayata Kendras (BSK) in terms of regulation 3.3.13 of the West Bengal Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2013 as amended



FACTS IN BRIEF

- 1.0 The West Bengal State Electricity Distribution Company Limited (in short 'WBSEDCL') submitted an application vide letter dated 17.06.2022 for issuance of appropriate order i.r.o application for allowing additional e-payment rebate to the consumers under jurisdiction of West Bengal State Electricity Distribution Company Limited (WBSEDCL) for payment of electricity bills within due date through Bangla Sahayata Kendras (BSK) in terms of regulation 3.3.13 of the West Bengal Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2013 as amended from time to time. The Commission admitted the application and registered it in Case No. OA – 420/22 – 23.
- 2.0 WBSEDCL in their application inter-alia stated that the following:
 - 2.1 WBSEDCL has introduced a payment mode for the consumers where the consumers may pay their electricity bills at the Bangla Sahayata Kendra (BSK) outlets in operation at different parts of West Bengal.
 - 2.2 In the BSK mode of payment, consumers deposit cash/ cheque to the BSK operators against their energy bills and BSK operators will, in turn, make payment to WBSEDCL from their e-wallet in SBI using net banking through SBI ePay payment gateway.
 - 2.3 This payment mechanism has been adopted by WBSEDCL under advice from Government of West Bengal (GoWB), vide Memo No: 07/PAR(BSK)/BSK-05/2021 dated 27.09.2021. Subsequently integration of WBSEDCL ERP system was completed with the BSK portal & SBI ePay gateway & overall payment system was made live on 28.03.2022.
 - 2.4 WBSEDCL has submitted that this payment mechanism will help them to have more collection points for consumers near their door steps which may facilitate ease of bill/quotation payment.
 - 2.5 A Transaction Charge of Rs. 2/- + GST is being paid by WBSEDCL to SBI per transaction.
 - 2.6 As per Para 7.2.8 and 7.2.9 of the tariff order of WBSEDCL for fifth control period dated 04.07.2018, WBSEDCL has been giving 1% additional rebate on the bill amount excluding meter rent, taxes, duties, levies and arrears for timely payment e-payment facility.
 - 2.7 WBSEDCL stated that no additional rebate has been allowed for payment through BSK portal till date.



Issuance of appropriate order i.r.o application for allowing additional e-payment rebate to the consumers under jurisdiction of West Bengal State Electricity Distribution Company Limited (WBSEDCL) for payment of electricity bills within due date through Bangla Sahayata Kendras (BSK) in terms of regulation 3.3.13 of the West Bengal Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2013 as amended



- 2.8 Accordingly, WBSEDCL has requested to pass an appropriate order to accord approval to allow additional e-payment rebate to the consumers under WBSEDCL for payment made within due date of electricity bill through Bangla Sahayata Kendras (BSK).

OBSERVATIONS OF THE COMMISSION

- 4.1 In terms of regulation 3.3.13 of the Electricity Supply Code 2013, the consumers shall be provided with a rebate as declared by the Commission in the concerned Tariff Order, for payment against the bill paid through e-payment i.e., through credit card, debit card, cash card, net banking and RTGS, in a manner determined by the Commission. Accordingly, the Commission in paragraph 7.2.8 and 7.2.9 of the Tariff Order dated 04.07.2018 for the fifth control period i.e., for FY 2017 – 18 has specified additional rebate of 1% of the amount of the bill excluding meter rent, taxes, duties, levies and arrears (not being arrears due to revision of tariff) would be allowed to the consumers who would pay their energy bills through e-payment facility (through web by using net banking, debit card, credit card, electronic clearing scheme) and valued card wallet system or USSD or Instapay of Banks or online payment through any mobile software application.
- 4.2 Further, the Commission notes that regulation 8.5.4 of the Tariff Regulations 2020 allows additional rebate of 1% of the amount of energy bills excluding meter rent, taxes, duties, levies and arrears (not being arrears due to revision of tariff) will be applicable, if such payment is made through e-payment gateway using (i) debit card or (ii) credit card or (iii) internet banking or (iv) NEFT/ RTGS or (v) National Automated Clearing House (NACH) or (vi) electronic clearing system or (vii) any other mode viz., valued card wallet system or USSD or Instapay of banks or (viii) online payment through mobile software application. The said regulation also inter-alia specifies that applicable e-payment gateway serving charge, if any, to service provider is to be borne by the licensees which shall be adjusted during APR after prudence check.

ORDER

- 5.0 In view of the above, the Commission accords its approval to WBSEDCL for allowing additional e-payment rebate of 1% of the amount of energy bills, excluding meter rent, taxes, duties, levies and arrears (not being arrears due to revision of tariff), to the consumers under WBSEDCL for payment made within due date of electricity bill through Bangla Sahayata Kendras (BSK). The transaction charge of Rs. 2/- + GST paid by WBSEDCL to SBI per transaction is also approved.



Issuance of appropriate order i.r.o application for allowing additional e-payment rebate to the consumers under jurisdiction of West Bengal State Electricity Distribution Company Limited (WBSEDCL) for payment of electricity bills within due date through Bangla Sahayata Kendras (BSK) in terms of regulation 3.3.13 of the West Bengal Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2013 as amended



- 6.0 WBSEDCL is directed to maintain proper accounting of the transaction charges for adjustment during APR as specified in the regulation 8.5.4 of the Tariff Regulations.
- 7.0 A copy of the order shall be posted in the website of the Commission.
- 8.0 WBSEDCL shall download the copy of the order from the website of the Commission and act on it. Certified copy of the order, if applied for, be given to the parties on completion of formalities laid down in the West Bengal Electricity Regulatory Commission (Conduct of Business) Regulations, 2013, as amended and on submission of necessary fees.

Sd/-
(PULAK KUMAR TEWARI)
MEMBER

Sd/-
(SUTIRTHA BHATTACHARYA)
CHAIRPERSON

Dated: 22.06.2022

Sd/-
SECRETARY