



सत्यमेव जयते

**ORDER
OF THE
WEST BENGAL ELECTRICITY REGULATORY COMMISSION
IN CASE NO. SM - 38 / 24 – 25**

SUO-MOTU ORDER FOR ALIGNMENT OF THE TIMELINES SPECIFIED FOR RELEASE OF NEW CONNECTION AND MODIFICATION IN EXISTING CONNECTION IN THE WEST BENGAL ELECTRICITY REGULATORY COMMISSION (STANDARDS OF PERFORMANCE OF LICENSEES RELATING TO CONSUMER SERVICES) REGULATIONS, 2010, AS AMENDED FROM TIME TO TIME WITH THE ELECTRICITY (RIGHTS OF CONSUMERS) RULES, 2020, AS AMENDED

**PRESENT:
SRI MALLELA VENKATESWARA RAO, CHAIRPERSON
SRI PULAK KUMAR TEWARI, MEMBER**

DATE: 21.08.2024



Suo-Motu Order for alignment of the timelines specified for release of new connection and modification in existing connection in the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010, as amended from time to time with the Electricity (Rights of Consumers) Rules, 2020, as amended



FACTS IN BRIEF:

- 1.0 In exercising the powers conferred under Section 181 read with Section 57 and 59 of the Electricity Act, 2003, the Commission has notified the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 vide Notification No. 46/WBERC dated 31.05.2010 (in short 'WBERC SOP Regulations'). Subsequently, the Commission has notified amendments to the WBERC SOP Regulations vide Notification Nos. 57/WBERC dated 26.08.2013, 61/WBERC dated 07.01.2014, 63/WBERC dated 14.11.2019 and 66/WBERC dated 20.02.2020.
- 2.0 Thereafter, the Central Government, in exercise of the powers conferred by Section 176 of the Electricity Act, 2003 has made the Electricity (Rights of Consumers) Rules, 2020 vide Notification No. G.S.R 818 (E) dated 31.12.2020. Subsequently, the Central Government has amended the said rules vide Notifications Nos. G.S.R (448) (E) dated 28.06.2021, G.S.R 306 (E) dated 20.04.2022, G.S.R 437 (E) dated 14.06.2023 and G.S.R 125 (E) dated 22.02.2024.
- 3.0 The Electricity (Rights of Consumers) Rules, 2020 inter-alia specifies the timelines for release of new connection and modification of existing connection and the manner in which the new connection or modification of existing connection will be effected. The Commission observes that the timelines specified in the WBERC SOP Regulations are at variance with the timelines specified in the Electricity (Rights of Consumers) Rules, 2020.

ORDER:

- 4.0 In view of the above, this Commission issues the following directions to align the timelines with the Electricity Rules by the distribution licensees in the State:
 - (i) The distribution licensees shall follow the timelines for effecting new connection or modification of existing connection as specified in the Electricity (Right to Consumer) Rules, 2020, as amended from time to time.
 - (ii) This order shall take immediate effect.



Suo-Motu Order for alignment of the timelines specified for release of new connection and modification in existing connection in the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010, as amended from time to time with the Electricity (Rights of Consumers) Rules, 2020, as amended



- (iii) This order shall continue till the time the Commission notifies new or amend the existing Regulations enacted under Section 50, 57 and 59 of the Electricity Act, 2003.
- 5.0 This Commission is of the view that the timelines in the said Rules will be beneficial for intending consumers and the consumers opting for modification of their existing connections.
- 6.0 This order is passed in consonance with the relevant provisions of the Electricity (Rights of Consumers) Rules, 2020 and the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010, as amended from time to time
- 7.0 A copy of the order shall be posted in the website of the Commission.
- 8.0 All distribution licensees 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/-
(MALLELA VENKATESWARA RAO)
CHAIRPERSON

DATED: 21.08.2024

Sd/-
SECRETARY