

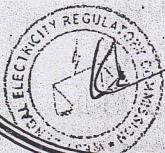


**ORDER
OF THE
WEST BENGAL ELECTRICITY REGULATORY COMMISSION
IN THE MATTER OF**

In Case No. WBERC/OA-88/10-11

IN RE THE APPLICATION SUBMITTED BY THE WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED (WBSEDCL) FOR APPROPRIATE ORDER FOR REMOVAL OF DIFFICULTY FOR SPEEDY EFFECTING THE NEW SERVICE CONNECTION TO THE INTENDING L&MV CONSUMERS UPTO 6 KW CONTRACT DEMAND IN SINGLE PHASE IN TERMS OF REGULATION 18.0 OF THE WEST BENGAL ELECTRICITY REGULATORY COMMISSION (STANDARDS OF PERFORMANCE OF THE LICENSEES RELATING TO CONSUMER SERVICES) REGULATIONS, 2010, AS AMENDED.

DATE: 13.11.2013

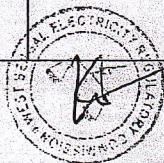


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Order of the West Bengal Electricity Regulatory Commission in the matter of an application submitted by the West Bengal State Electricity Distribution Company Limited for appropriate order for removal of difficulty for speedy effecting the new service connection to the intending L&MV consumers upto 6 KW contract demand in single phase in terms of regulation 18.0 of the West Bengal Electricity Regulatory Commission (Standards of Performance of the Licensees Relating to Consumer Services) Regulations, 2010, as amended.

Noting by Office or Advocate	Sl. No.	Date	Office notes, reports orders or proceedings with signature
		13.11.2013	<p style="text-align: center;"><u>ORDER</u></p> <p>1.0 West Bengal State Electricity Distribution Company Ltd. (in short 'WBSEDCL') submitted a petition on 12.11.2013 for removal of difficulty for speedy effecting the new service connection to the intending L&MV consumers upto 6 KW contract demand in single phase.</p> <p>1.1 WBSEDCL also submitted an application on 09.10.2013 for modification of WBSEDCL Procedures-A (2010) (in short 'Procedures-A') and WBSEDCL Procedures-B (2010) (in short 'Procedures-B') for <u>effecting service connection in single phase to the intending L&MV consumers having contract demand upto 6 KW.</u></p> <p>2.0 WBSEDCL in its petition dated 12.11.2013 has expressed the difficulty in quick disposal of the application for new service connection in respect of the intending L&MV consumers upto 6 KW contract demand in single phase and has proposed for appropriate order on the following to remove the difficulty expressed by them.</p> <p>i) At the time of receipt of application form with both 'Annexure-A' and "Annexure - B' (in duplicate) and all the required documents as per paragraph 2.3 of the Procedures-A from the intending L&MV consumers for single phase connection for contract demand upto 6 KW, instead of taking earnest money from them, WBSEDCL shall issue a provisional quotation following the procedures as mentioned in Procedures-A and</p>

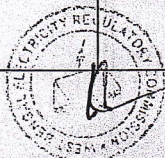


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Order of the West Bengal Electricity Regulatory Commission in the matter of an application submitted by the West Bengal State Electricity Distribution Company Limited for appropriate order for removal of difficulty for speedy effecting the new service connection to the intending L&MV consumers upto 6 KW contract demand in single phase in terms of regulation 18.0 of the West Bengal Electricity Regulatory Commission (Standards of Performance of the Licensees Relating to Consumer Services) Regulations, 2010, as amended.

		<p>receive such provisional quotation amount from such intending consumers against issuance of receipt at the time of receipt of the application.</p> <p>ii) On receipt of application and quotation amount, WBSEDCL shall inspect the premises and simultaneously effect new service connection in single phase to those intending consumers upto contract demand of 6 KW.</p> <p>If it is found that service connection can not be effected at the time of inspection for some reasons, in such case the intending consumer shall be sent written communication in accordance to the above Procedures for removal of such cause of difficulty where such difficulty is to be removed by the intending consumer. Based on the response of the intending consumer, either new service connection shall be effected by WBSEDCL within regulatory time frame after removal of cause of difficulty or WBSEDCL shall send a written communication to the intending consumer to take back the quotation amount as new service connection cannot be released due to non-removal of the cause of difficulty but no interest will be paid on the deposited amount.</p> <p>iii) However, if the intending consumer keep the quotation amount even after the above written information by WBSEDCL, WBSEDCL shall not be liable to pay any compensation/ penalty for non effecting service connection to his premises.</p> <p>WBSEDCL has also submitted the changes to be made in connection with the Procedures-A accordingly.</p>
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Order of the West Bengal Electricity Regulatory Commission in the matter of an application submitted by the West Bengal State Electricity Distribution Company Limited for appropriate order for removal of difficulty for speedy effecting the new service connection to the intending L&MV consumers upto 6 KW contract demand in single phase in terms of regulation 18.0 of the West Bengal Electricity Regulatory Commission (Standards of Performance of the Licensees Relating to Consumer Services) Regulations, 2010, as amended.

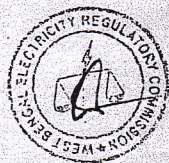
2.1 WBSEDCL has also proposed to treat their application dated 09.10.2013 as cancelled.

3.0 The Commission after considering all the aspect finds that the proposal of WBSEDCL for receiving the provisional quotation amount at the time of submission of application by the intending L&MV consumers having contract demand upto 6 KW in single phase instead of taking earnest money from them is in the interest of the consumer for quick disposal of their application. The Commission in terms of regulation 18.0 of the West Bengal Electricity Regulatory Commission (Standards of Performance of the Licensees Relating to Consumer Services) Regulations, 2010, as amended (in short 'SOP Regulations') to remove the difficulty expressed by WBSEDCL in quick disposal of the application for new service connection to the intending L&MV consumers having contract demand upto 6 KW in single phase accepts the proposal at paragraphs 2(i), 2(ii), 2(iii) and 2.1 above for giving effect to service connection as per provisions of the Electricity Act, 2003 and SOP Regulations made there under.

4.0 Petition dated 12.11.2013 is thus disposed of. Let a copy of this order be served upon WBSEDCL.

Sd/-
(Sujit Dasgupta)
Member

Dated : 13.11.2013



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