

The Kolkata Gazette



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FRIDAY, OCTOBER 21, 2022

[SAKA 1944

PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

Department of Power
Bidyut Unnayan Bhaban, 5th Floor
3/C, LA-Block, Sector-III, Bidhannagar,
Kolkata-700 098

No. 796-POW-11099/7/2020-SECTION (POWER)

Dated, Kolkata 21st October, 2022

NOTIFICATION

In exercise of the power conferred by sub-section (2) of section 3 of the West Bengal Right to Public Services Act, 2013, the Governor is pleased to notify the following services along with the stipulated time limit for rendering the services, the Designated Officers responsible for providing the services, the Appellate Officers and the Reviewing Officers as appended below, for the purpose of time bound resolution of grievances of the applicants raised through Online Single Window Portal for citizens.

Sl. No.	Services	Designated Officer And Stipulated Time Limit	Appellate Officer And Stipulated Time Limit	Reviewing Officer And Stipulated Time Limit
I.	1. Electricity Connection for L & MV Consumer	Station Manager of respective Customer Care Centre, WBSEDCL 15 (fifteen) days from the date of receiving details from the applicants	Divisional Manager of corresponding Customer Care Centre, WBSEDCL 15 (fifteen) days from the date of receiving the appeal	Regional Manager of corresponding Customer Care Centre, WBSEDCL 15 (fifteen) days from the date of receiving request for review
	2. No dues certificate for Electricity Bill of L & MV Consumer	Station Manager of respective Customer Care Centre, WBSEDCL	Divisional Manager of corresponding Customer Care Centre, WBSEDCL	Regional Manager of corresponding Customer Care Centre, WBSEDCL

Sl. No.	Services	Designated Officer And Stipulated Time Limit	Appellate Officer And Stipulated Time Limit	Reviewing Officer And Stipulated Time Limit
		15 (fifteen) days from the date of receiving details from the applicants	15 (fifteen) days from the date of receiving the appeal	15 (fifteen) days from the date of receiving request for review
II.	1. Electricity Connection for De Centralized Consumer	Divisional Manager of respective division WBSEDCL 15 (fifteen) days from the date of receiving details from the applicants	Regional Manager of respective regional office, WBSEDCL 15 (fifteen) days from the date of receiving the appeal	Chief Engineer (Commercial), WBSEDCL 15 (fifteen) days from the date of receiving request for review
	2. No dues certificate for Electricity Bill of De Centralized Consumer	Asst. Manager / Manager (F& A) of respective regional office, WBSEDCL 15 (fifteen) days from the date of receiving details from the applicants	Regional Manager of respective regional office, WBSEDCL 15 (fifteen) days from the date of receiving the appeal	Chief Engineer (Commercial), WBSEDCL 15 (fifteen) days from the date of receiving request for review
III.	1. Electricity Connection for Centralized Consumer	Divisional Manager of respective division WBSEDCL 15 (fifteen) days from the date of receiving details from the applicants	Addl. Chief Engineer (Commercial), WBSEDCL 15 (fifteen) days from the date of receiving the appeal	Chief Engineer (Commercial), WBSEDCL 15 (fifteen) days from the date of receiving request for review
	2. No dues certificate for Electricity Bill for Centralized Consumer	Asst. Manager / Manager (F& A) of respective regional office, WBSEDCL 15 (fifteen) days from the date of receiving details from the applicants	Addl. Chief Engineer (Commercial), WBSEDCL 15 (fifteen) days from the date of receiving the appeal	Chief Engineer (Commercial), WBSEDCL 15 (fifteen) days from the date of receiving request for review

2. This notification shall come into effect on the date of its publication in the Official Gazette.

By order of the Governor,

S. SURESH KUMAR

Additional Chief Secretary to the Government of West Bengal

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WEDNESDAY, SEPTEMBER 28, 2022

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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

Department of Power
Bidyut Unnayan Bhaban, 5th Floor
3/C, LA-Block, Sector-III
Bidhannagar, Kolkata-700 098

No. 686-POW-11099/7/2020-SECTION (POWER)

Dated, Kolkata, 14th September, 2022

NOTIFICATION

In exercise of the power conferred by sub-section (2) of section 3 of the West Bengal Right to Public Service Act, 2013 the Governor is hereby pleased to notify the services along with the stipulated time limit for rendering the services, the Designated Officer responsible for providing the services, the Appellate Officer and the Reviewing Officers are as follows :

Table I : NEW CONNECTION PROCEDURE TIME LINE (WBSEDCL)

Connection feasible from existing network	Network expansion/enhancement required								
	Days	Services	Designated Officer	Appellate Officer		Reviewing Officer		Days (Urban)	Days (Rural)
				Designation	Stipulated time limit	Designation	Stipulated time limit		
30 days	LV/MV supply								
	<u>UG</u>								
	a) Extension $\leq 100\text{m}$	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	60 days	Not separately mentioned	

Table 1 : NEW CONNECTION PROCEDURE TIME LINE (WBSEDCL)

ADDITIONAL NEW CONNECTIONS THROUGH EXISTING LINE (WBSEDCL)									
Connection feasible from existing network	Network expansion/enhancement required								
Days	Services	Designated Officer	Appellate Officer		Reviewing Officer		Days (Urban)	Days (Rural)	
			Designation	Stipulated time limit	Designation	Stipulated time limit			
30 days	b) Extension >100m	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days	Not separately mentioned	
	<u>O/H</u>								
	a) Pole not required	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	60 days		
	b) Pole required	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days		
	HV/EHV supply	Respective Officer of Commercial section.	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	180 days		
	LT/HT line through paddy land	Station Manager for LT and Divisional Manager for HT	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days		180 days	
	Commissioning of new transformer or bay in an existing substation								
	i) New Plant at Distribution Substation	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days	Not separately mentioned	
	ii) New Plant at 33/11 or 33/6 KV Substation	Divisional Manager of respective Division	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	150 days		
	iii) New Plant at 132/33 KV Substation	Regional Manager of respective Region	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	270 days		
	Commissioning of new substation								
	i) Erection of Distribution substation	Divisional Manager of respective Division	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days		
	ii) Erection of 33/11 or 33/6 KV substation	Regional Manager of respective Division	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	300 days		
	iii) Erection of 132/33 KV substation	Chief Engineer (Commercial)	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	540 days		

Table 2 : Extension of Load for existing consumers (WBSEDCL)

Sl. No.	Services	Designated Officer	Appellate Officer		Reviewing Officer		Days (Urban)	Days (Rural)
			Designation	Stipulated time limit	Designation	Stipulated time limit		
(I)	LV/MV supply							
1.	Extension= $\leq$ 100m							
	a) UG	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	45 days	
	a) OH	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	30 days	
2.	Extension $>$ 100m							
	a) Extension not required - OH & UG	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	45 days	
	b) Pole not required OH	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	60 days	
	c) Pole required - OH	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days	
	d) Extension of cable required - UG	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days	
(II)	HV/EHV supply							
1.	Commissioning of new transformer or bay in an existing substation							Not separately mentioned
	i) New Plant at Distribution Substation	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days	
	ii) New Plant at 33/11 KV or 33/6 KV Substation	Divisional Manager of respective Division	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	150 days	
	iii) New Plant at 132/33 KV Substation	Regional Manager of respective Region	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	270 days	
2.	Commissioning of new substation							
	i) Erection of Distribution substation	Divisional Manager of respective Division	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days	
	ii) Erection of 33/11 KV or 33/6 KV substation	Regional Manager of respective Region	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	300 days	
	iii) Erection of 132/33 KV substation	Chief Engineer (Commercial)	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	540 days	

Table 3 : Transfer of ownership/occupancy of any premises and conversion of Services (WBSEDCL)

Sl. No.	Services	Designated Officer	Appellate Officer		Reviewing Officer		Days (Urban)	Days (Rural)
			Designation	Stipulated time limit	Designation	Stipulated time limit		
1.	Change of category	Station Manager for L&MV/ Regional Manager and CE (Commercial) for respective bulk consumer	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	<i>Within next billing cycle, if apply prior 7 working days of any month.</i>	<i>Not separately mentioned</i>
2.	Load reduction	Station Manager for L&MV/ Regional Manager and CE (Commercial) for respective bulk consumer	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days		
3.	Change of ownership/ occupancy of premises	Station Manager for L&MV/ Regional Manager and CE (Commercial) for respective bulk consumer	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days		
4.	Alteration of supply							
5.	Category						Days (Urban)	Days (Rural)
6.	(a) For alteration of service covering meter/ meter board/ service line within the premises of the consumer	Station Manager for L&MV/ Regional Manager and CE (Commercial) for respective bulk consumer	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	Within 30 days	Not separately mentioned
7.	(b) For alteration of service other than those mentioned in (a) above	Station Manager for L&MV/ Regional Manager and CE (Commercial) for respective bulk consumer	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	Within 90 days	
8.	(c) Removal of consumer's installation on request for discontinuation of consumer ship	Station Manager for L&MV/ Regional Manager and CE (Commercial) for respective bulk consumer	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	Within 7 days	

Table 4 : RECONNECTION OF SERVICE (WBSEDCL)

Reasons/ Condition	Designated Officer	Appellate Officer		Reviewing Officer		Time Taken for Reconnection
		Designation	Stipulated time limit	Designation	Stipulated time limit	
Disconnection due to theft / unauthorized use	Station Manager for L&MV. Divisional Engineer /CE (Commercial) for bulk consumer	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	48 hrs from payment of assessed amount

Table 5 : RESTORATION OF SUPPLY (WBSEDCL)

Sl. No.	Services		Designated Officer	Appellate Officer		Reviewing Officer		Time Taken for Reconnection
				Designation	Stipulated time limit	Designation	Stipulated time limit	
1.	Normal Fuse-off	Urban	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	3 hrs
		Rural			30 days		30 days	8 hrs in Monsoon (June - Sept) 6 hrs in other period
2.	Service line failure	Urban	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	OH - 4 hrs : UG - 12 hrs
		Rural			30 days		30 days	OH - 18 hrs: UG - 24 hrs
3.	Distribution Mains failure (LT)	Urban	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	Snapping of wire - 4 hrs, Falling of trees w/o damaging Pole - 8 hrs, Short Circuit on UG Cable - 6 hrs, OH line - 3 hrs.
		Rural			30 days		30 days	Snapping of wire - 16 hrs (monsoon), 10hrs.(other period), Falling of trees w/o damaging Pole - 24 hrs, Short Circuit on OH line - 4 hrs.
4.	Breakdown of LT line (any other reason)	Urban	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	6 hrs
		Rural			30 days		30 days	24 hrs
5.	Distribution Mains failure (HT)	Urban	Assistant Engineer (Technical) of respective Division	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	Breakdown of line - 6 hrs, 12 hrs (Pole replacement): UG Cable - 4 hrs (ringmain exists), 24 hrs (no ringmain)
		Rural			30 days		30 days	Breakdown of line - 18 hrs, 24 hrs (Pole replacement): UG Cable - 4 hrs (ringmain exists), 24 hrs (no ringmain)
6.	Distribution Transformer failure	Urban	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	12 hrs
		Rural			30 days		30 days	48 hrs

Sl. No.	Services		Designated Officer	Appellate Officer		Reviewing Officer		Time Taken for Reconnection
				Designation	Stipulated time limit	Designation	Stipulated time limit	
7.	Meter burnt	Urban	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	Meter replacement - 24 hrs where supply is affected
		Rural			30 days		30 days	
								Meter replacement - 48 hrs where supply is affected
8.	Period of scheduled outages	Urban	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	Temporary supply arrangement for > 12 hrs.
		Rural			30 days		30 days	

Table 6 : VOLTAGE COMPLAINTS (VOLTAGE FLUCTUATION/VARIATION) (WBSEDCL)

Sl. No.	Services	Designated Officer	Appellate Officer		Reviewing Officer		Days (Urban)	Days (Rural)
			Designation	Stipulated time limit	Designation	Stipulated time limit		
1	Under / Over voltage							
	i) No Expansion	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	15 days	Not separately mentioned
	ii) Augmentation required	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	6 months	
2	Voltage Fluctuation	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	4 days	8 days

2. This notification shall come into effect on the date of its publication in the Official Gazette.

By order of the Governor,

S. SURESH KUMAR

Additional Chief Secretary to the Government of West Bengal

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THURSDAY, SEPTEMBER 8, 2022

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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

Department of Power
Bidyut Unnayan Bhaban,
3/C, LA-Block, Sector-III
Salt Lake City, Kolkata-700 098

No. 644-POW-11099/7/2020-SECTION(POWER)

Dated, Kolkata 6th September, 2022

NOTIFICATION

In exercise of the power conferred by sub-section (2) of section 3 of the West Bengal Right to Public Service Act, 2013 the Governor is hereby pleased to notify the services along with stipulated time limit for rendering the services, the Designated Officers responsible for providing the services, the Appellate Officers and the Reviewing Officers are as follows:

Sl. no.	Services	Designated Officers	Stipulated time limit for providing the services	Appellate Officers		Reviewing Officers	
				Designation	Stipulated time limit	Designation	Stipulated time limit
1.	Issue of Approval for D.G./T.G./Waste Gas (Captive generation)	Chief Electrical Inspector, Jt. Chief Electrical Inspector, Dy. Chief Electrical Inspector, Electrical Inspector appointed under Section 162(1) of the Electricity Act, 2003	21 days from the date of receipt of complete application with payment of Govt. fees	Joint Secretary, Department of Power	Within 15 days from the receipt of Appeal	Special Secretary, Department of Power	Within 15 days from the receipt of review application

Sl. no.	Services	Designated Officers	Stipulated time limit for providing the services	Appellate Officers		Reviewing Officers	
				Designation	Stipulated time limit	Designation	Stipulated time limit
2.	Solar Power Plant (Captive generation)	Same as above	30 days from the date of receipt of complete application with payment of Govt. fees	Same as above	Within 21 days from the receipt of Appeal	Same as above	Within 15 days from the receipt of review application

2. No. Service mentioned in this Notification will be subject to any service tax since the services provided are in the nature of statutory obligation which are to be fulfilled in accordance with the Electricity Act 2003 and the Central Electricity Authority (Safety) Regulations made there under.

3. CEI/Jt. CEI/Dy. CEI/EI mentioned in this Notification are posted in the Directorate of Electricity at 11, Netaji Subhas Road, Kolkata-700001 & Siliguri Branch Office of Directorate of Electricity at Uttarkanya, Siliguri, Dist. Jalpaiguri.

4. This Notification shall come into force from the date of publication in The Official Gazette.

By order of the Governor,

S. SURESH KUMAR

Additional Chief Secretary to the Government of West Bengal

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TUESDAY, SEPTEMBER 6, 2022

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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

Department of Power
Bidyut Unnayan Bhaban, 5th Floor
3/C, LA-Block, Sector-III
Bidhannagar, Kolkata-700 098

No. 564-POW-11099/7/2020-SECTION (POWER)

Dated, Kolkata, 18th August, 2022

NOTIFICATION

In pursuance of Letter No. 334/Pr. Secy/MSME&T dt. 23/06/2022 of MSME&T Department, Govt. of West Bengal and in exercise of the power conferred by sub-section (2) of section 3 of the West Bengal Right to Public Service Act, 2013 and as per mandate of Business Reforms Action Plan (BRAP) 2022, the Governor is hereby pleased to notify the services along with the stipulated time limit for rendering the services, the Designated Officer responsible for providing the services, the appellate Officer and reviewing officers are as follows:

Sl. No.	Services	Designated Officer	Stipulated timeline for providing the Services	Appellate Officer		Reviewing Officer	
				Designation	Stipulated time limit	Designation	Stipulated time limit
1.	No dues certificate for L & MV Consumer	Station Manager of respective Customer Care Centre, WBSEDCL	Real Time	Divisional Manager of corresponding Customer Care Centre, WBSEDCL	10 days	Regional Manager of corresponding Customer Care Centre, WBSEDCL	20 days

Sl. No.	Services	Designated Officer	Stipulated timeline for providing the Services	Appellate Officer		Reviewing Officer	
				Designation	Stipulated time limit	Designation	Stipulated time limit
2.	No dues certificate for De Centralized Consumer	Asst. Manager / Manager (F& A) of respective regional office, WBSEDCL	Real Time	Regional Manager of respective regional office, WBSEDCL	10 days	Chief Engineer (Commercial) WBSEDCL	20 days
3.	No dues certificate for Centralized Consumer	Sr./Dy. Manager (F&A) of Central Commercial Department, WBSEDCL	Real Time	Addl. Chief Engineer (Commercial), WBSEDCL	10 days	Chief Engineer (Commercial) WBSEDCL	20 days

2. This notification shall come into effect on the date of its publication in the Official Gazette.

By order of the Governor,

S. SURESH KUMAR

Additional Chief Secretary to the Government of West Bengal