

WBSEDCL PROCEDURES-A (2010)

Procedures for effecting service connection in Low Voltage And Medium Voltage (LV&MV) by WBSEDCL

(Except Housing/Commercial Complexes and Temporary Supply)

1.0 Preamble:

- 1.1 These procedures for effecting service connection in Low voltage and Medium Voltage (LV&MV) by WBSEDCL named as WBSEDCL PROCEDURES-A (2010) in short has been prepared for effecting service connection in low voltage and medium voltage (LV&MV) (excepting power supply for construction purpose and /or common service of the Housing/ Commercial Complex and for Temporary Supply). Similarly, WBSEDCL PROCEDURES-B (2010) has been prepared for effecting power supply for construction purpose and /or common service for the Housing/ Commercial Complex at LV&MV level. Both the procedures have been prepared in accordance with regulation 13.13 of the West Bengal Electricity Regulatory Commission (Standards of Performance of Licensees Relating to Consumer Services) Regulations, 2010 (hereinafter referred to as 'SOP Regulation') for implementation by WBSEDCL for its respective consumers.
- 1.2 Under this WBSEDCL PROCEDURES-A (2010) henceforth all the new connections for consumers having contract demand not exceeding 125 KVA shall be provided with LV&MV supply. The effective date of coming into force of these WBSEDCL PROCEDURES-A (2010) shall be **15th January, 2011** and the applicable tariff for different categories of consumers under these procedures shall be as follows:
- a) The intending consumers applying for contract demand below 50 KVA under these WBSEDCL PROCEDURES-A(2010) shall have tariff for respective class of consumers under LV&MV category
 - b) The intending consumers under industrial and commercial category applying for contract demand of 50KVA and above under these WBSEDCL PROCEDURES-A (2010) shall have tariff under Rate B- ID for this category of consumers in L& MV supply.
 - c) The intending consumers except industrial and commercial category applying for contract demand of 50KVA and above under these WBSEDCL PROCEDURES-A (2010) shall have tariff for respective category of consumers which are now being applied to those categories consumers at high voltage though being supplied at LV&MV. The consumers under those categories will be continued with the existing tariff at high voltage. The Commission will determine the tariff for these categories of consumers at LV&MV in the tariff order from 2011-12.
- 1.3 The extension of load for the category of consumers mentioned under procedure 1.1 shall also be followed as per this WBSEDCL PROCEDURES-A(2010).

2.0 New service connection

2.1 Application form ‘**Annexure- A**’ and ‘**Annexure- B**’ (in duplicate) of these procedure along with the following formats shall be made available at the WBSEDCL’s Group Electric Supply office (or any officer after renaming of such office, if any) for new connection or extension of load in LV&MV as requested by the intending consumer except for power supply for construction purpose and/or common services of Housing/ Commercial Complexes, temporary supply at a cost of Rs 5/- for each booklet or these forms may be downloaded from the WBSEDCL’s website free of cost.

- a) Format of self- certification by the LV&MV intending consumer for equipment and wattage of equipments of his /their premises in ‘**Annexure-A1**’
- b) Format of self-certification by the LV&MV intending consumer regarding electrical installation of his/ their premises in ‘**Annexure-A2**’.
- c) Format of way leave permission in '**Annexure B1**'
- d) The technical requirements and space requirement for main switch, meter installation, earthing and other need for effecting service connection.
- e) Printed list of purpose of supply alongwith the tariff scheme as approved by the West Bengal Electricity Regulatory Commission (hereinafter referred to as ‘Commission’) vide Annexure – A3.

All such formats as in a) to e) above shall be made available in booklet form from 01.03.2011. Till such time it may be made available in loose form.

2.2 Single phase LV connection in a premises to any intending consumer shall be given up-to 6 KW connected load only. If WBSEDCL find reason then on request from the intending consumers 3 phases supply may be given for connected load below 6 KW depending upon the type of the equipment/motor.

2.3 Intending consumer desiring permanent service connection at LV&MV shall have to submit own application in ‘Annexure-A’ form duly filled in at the concerned office of WBSEDCL with following documents :

- a) In-principle clearances for establishment from the Pollution Control Board concerned where applicable .(At present on the date of issue of this order it is applicable to premises used by industrial consumers and residential / residential-cum-commercial premises of more than 100 flats and/or 60,000 sqft. Floor area);
- b) self- certification as per Annexure-A2 for electrical installation of the premises of the consumer for which new connection is being applied for or the test results duly signed by the licensed Electrical Contractor;

c) self certification of installation of capacitor at incoming side of service connection but after the meter of LV&MV industrial consumers, public water works consumers, commercial consumers having contract demand of 10 kVA or above;

d) requisite Earnest Money as follows:

Purpose of supply

- | | | | |
|------|---|---|------------|
| (i) | Industrial load | - | Rs.2,000/- |
| (ii) | For commercial purpose of contract demand of 10 KVA and above | - | Rs 1,000/- |
- (iii) Earnest money shall also be taken from a State / Central Government department /office, State / Central Government hospital, non-profit making educational and research institutions including public libraries owned and run by either State Government or Central Government.
- (iv) For purpose other than (i) &(ii) above - Rs 200/-
- e) Document(s) of bonafide occupation or ownership of a premises through any one of the documents such as Passport / Voter Identity Card / Rent Bill / Rent Control Challan / Telephone Bill / Municipal or any other Tax Bill / Ration Card / Certificate from Panchayat / any other documents issued by any Ministry or Department of Government showing his occupancy of the premises applied for etc.
- f) the detailed list of electrical equipments with number and corresponding wattages as per 'Annexure-A1' and
- g) For LV & MV consumers, a sketch of new line required for service connection showing the premises from existing LV & MV line is required to be submitted by the intending consumer.
- h) No other document other than mentioned in a) to g) above is required to be submitted unless specifically stipulated under these procedures as amended from time to time.

2.4 The person(s) authorized on behalf of WBSEDCL to receive the application form duly filled up, earnest money and other duly filled up documents as stated above shall hand over a signed and dated receipt to the applicant with proper office seal. WBSEDCL from time to time will notify the list of such authorized persons.

2.5 On receipt of application, the office will check from office record whether any out-standing dues (OSD) or theft case / unauthorized use related dues are pending against that premises or any other premises where service connection in his name exists/ lying disconnected or not. If such amount lies pending against the premises or any other premises where service connection

in his name exists/ lying disconnected then the application for connection according to the SOP Regulation shall be considered only if all dues of the applicant in respect of that premises and/or any other service connection held in his name in the WBSDDL's area of operation have been cleared. Where there are arrears of charges outstanding for a premises, before the application is processed the applicant shall be liable for clearing the dues if nexus is established with erstwhile defaulting consumer and in such case the intending consumer shall be intimated of such dues within 10 days from the date of receipt of such application. However, if such dues are not cleared, where applicable, within one hundred (100) days from the date of intimating the intending consumer about such dues and the intending consumer has not contested such claim then the application in **Annexure-A** will be treated cancelled and the earnest money will be forfeited.

2.6 After complying with above instruction as stated at procedure 2.5 and also after receipt/acceptance of proper application form in '**Annexure- A**' along with earnest money and other documents, an inspection at the premises to which supply of electricity is required shall have to be carried out within 7 days in case of urban areas and 15 days in case of rural areas from date of receipt of application from the intending consumer or the date of clearing the dues, if applicable, in terms of procedure 2.5 whichever is later.

During inspection for LV&MV consumers following points are to be checked and recorded in the inspection report:

- a) Whether any LV distribution mains exists in the area or whether augmentation of the mains is required.
- b) Whether new transformer and/or bay or augmentation of transformer is required.
- c) Whether erection and commissioning of new sub-station is required.
- d) Existence of the premises along-with the main switch where proposed supply is to be effected at the premises and location for installation of meters, meter box at that premises.
- e) Feeding distribution sub-station.
- f) The specific tariff scheme applicable for the consumer.
- g) Total connected load as per Annexure-A1 [In this context it is only to be seen that the number of fixed points shown under sl. No 1 to 10 found during inspection are not higher than the number as declared by the intending consumer in the format of Annexure –A1. If it is higher, then a proportionate higher load of fixed point will be recorded and taken into account for calculation of contract demand.
- h) Installation of main-switch, earthing, wiring and all electrical points etc. in the premises are complete or incomplete in pursuance to the requirement of as provided in pursuance to procedure 2.1(d);

- i) Whether capacitor is installed as per procedure 2.3 (c);
- j) Detailed requirement within the purview of way leave permission.
- k) Whether any service connection exists in the premises. If any service connection exists in the premises it is to be checked whether any splitting of load occurs or not.

On inspection, a two part inspection report (in duplicate) is to be prepared where Part-A is for the internal purpose of WBSEDCL and the Part- B is for the consumer. The Part-A of the inspection report will primarily consist of information on the points from (a) to (e) above and the information related to splitting of load as per (k). The Part-B of the inspection report will indicate the information on the points from (f) to (j) above and information related to existing service connection as per (k). In case, the premises is not suitable for effecting service or information submitted in terms of requirements of any of the procedure 2.1(d), 2.3(b), 2.3(c), 2.3(e), 2.3(f) and 2.3(g) are incorrect or inconsistent that is to be indicated in the Part-B of the inspection report. Consumer shall be provided with a copy of Part-B of the inspection report. The acknowledgement of receipt of such report by the consumer shall be preserved at the office. However, original copy of the inspection report (both Part-A and Part-B) shall be kept at the office for recording.

- 2.7 After Inspection as per procedure 2.6 WBSEDCL shall either issue a quotation according to procedure 2.11 or issue a letter to the consumer informing inability of WBSEDCL to provide supply due to the specific non-compliance or reasons as indicated under procedures 2.1 or 2.3 or 2.6. In case of issuing a quotation, the quotation shall include the matters as specified in the regulation 3.1.2 of the SOP Regulation alongwith the other necessary matter as detailed in procedure 2.9 of these Procedures.
- 2.8 If on inspection it is found that erection and commissioning of new Sub-station is required for effecting service connection to the intending consumer, then WBSEDCL will follow the procedures laid down in the regulation 4.4.1 to 4.4.6 of SOP Regulation. However, while preparing quotation under clause (c) and (e) of regulation 4.4.6 of the SOP Regulation, such quotation shall be prepared in accordance with procedure 2.9 of these WBSEDCL PROCEDURES-A(2010).
- 2.9 If on inspection it is found that erection/commissioning of new Sub-station is not required for effecting service connection to the complex, then WBSEDCL shall prepare the quotation based on the inspection report and load and indicating the items as mentioned in regulation 3.1.2 of the SOP Regulation. WBSEDCL shall consider the following items for preparation of the quotation:

- a) For cases other than cases mentioned in procedure 2.8 above, the service connection charge including the labour and supervision charge shall be determined for realization from the intending consumers as per following table :

Connected load (C) in KW	Service connection charge in Rs
Up to 0.2 KW	200
Above 0.2 KW but up to 0.6 KW	400
Above 0.6 KW but up to 1 KW	1000
Above 1 KW but up to 2 KW	2000
Above 2 but upto to 3 KW	3000
Above 3 but upto to 4 KW	4000
Above 4 KW but up to 5 KW	8000
Above 5 KW but up to 6 KW	10000
Above 6 KW	$10000 + 2500 \times (C - 6)$
Note: The above cost is being determined after excluding the cost of service line measuring upto 30.48 meters (i.e 100 ft.) of service line in order to satisfy the provision of regulation 4.1 of the West Bengal Electricity Regulatory Commission (Recovery of Expenditure for Providing New Connections) Regulation 2005.	

For cases mentioned in procedure 2.8, the above service connection charge shall also be applicable for those intending consumers who have maintained his earnest money with WBSEDCL and after techno-economic study, WBSEDCL decides to erect the new sub-station.

For power supply to individual owner/ occupier (intending consumer) of dwelling units or commercial units of the Housing/ Commercial Complex (hereinafter referred to as 'Complex') at LV&MV level where service connection charge is already provided by the developer of that complex in pursuance to WBSEDCL PROCEDURES-B (2010), then service connection charge to be paid by the intending consumers would be the differential amount if applied contract demand is higher than the contract demand for which developer has provided the service connection charge and in doing so the differential amount will be determined by considering the enhanced contract demand as additional demand and for that service connection ,charge shall be calculated as per procedure 4.1. If the application by

the intending consumer of the complex is less than or equal to the contract demand for which developer has provided the service connection charge then no service connection charge or meter cost are to be considered. However for such intending consumer of the dwelling/commercial unit of the complex the security charge shall be calculated on the basis of total contract demand given in **Annexure-A1** as per clause (c) of this procedure 2.9 and meter cost shall be done as per clause (b) of this procedure 2.9.

- b) If the intending consumer has opted to deposit cost of the meter in full or in a number of instalments to WBSedCL then the cost of the applicable meter will be considered as additional item to service connection charge. Where the consumer intend to deposit the meter cost in number of instalments then only the first instalment will be taken with the service connection charge.
- c) WBSedCL shall charge the security deposit from LV&MV intending consumer and that should be equal to an amount covering 3 months of estimated bills of consumption of electricity at the prevailing rates. Accordingly, in the case of a new applicant, the estimated security deposit on the basis of declared load will be equivalent to three month's estimated energy bill where energy bill for each month will be calculated by determining following four elements:
- i) $EC = \text{Energy Charge} = \text{Contract demand in KVA} \times 730 \times 0.85 \times LF \times \text{Applicable rate of energy Charge per Kwh};$
where LF(Load factor) will be as follows:

Consumer category	Load factor (%)
Domestic	10 %
Commercial (Connected load upto 4 KW)	15 %
Commercial (Connected load above 4 KW)	20 %
Industrial (Connected load upto 10 KW)	10 %
Industrial (Connected load above 10 KW)	15 %
Agriculture	10 %
Others not included above	15%

Applicable rate of energy charge is to be calculated depending on the applicable tariff scheme.

- ii) $DC = \text{Demand Charge} = \text{Contract demand in KVA} \times \text{Applicable rate of Demand Charge per KVA},$
 $FC = \text{Fixed charge} = \text{Contract demand in KVA} \times \text{Applicable rate of Fixed charge per KVA};$
 Note: a) Fixed Charge will be applicable for the consumers having contract demand below 30 KVA and Demand Charge will be applicable for the consumer having contract demand of 30 KVA and above.

- b) Contract demand in KVA shall be considered as per West Bengal Electricity Regulatory Commission (Terms and Conditions of Tariff) Regulations, 2007, as amended or any applicable subsequent regulations framed under section 61 of the Electricity Act, 2003.

iii) MR=Applicable meter rent in Rs, if any ;and

iv) ED= Electricity Duty as applicable for one month in Rs.

Thus, Security deposit = $3 \times \{EC+(DC \text{ or } FC) + MR + ED\}$

Note: The above method of security deposit computation is applicable for intending consumer only. The method of security deposit computation on annual basis for the consumer after effecting the service connection applied for will be as per West Bengal Electricity Regulatory Commission (Miscellaneous Provisions) Regulation, 2005 or any applicable regulation of the Commission that may come out subsequently in future for this purpose.

- d) Adjustment of earnest money and accrued interest thereon if any in pursuance to SOP Regulation
- e) Total quoted amount will be based on (a) to (d)

2.10 a) Simultaneously, an estimate for construction of infrastructure where required shall be prepared by the WBSEDCL for the proposed service connection of the intending consumer. The consumer's contribution for the work shall be booked as "Consumer's contribution" and the balance expenditure shall be booked as "WBSEDCL's contribution" in the work order.

b) In case of non-availability of material, required for such electrical infrastructure, in order to expedite the connection as per time frame laid down by the Commission, WBSEDCL may at its discretion initiate an offer of completing the infrastructure work on turnkey basis by the consumer as per terms and conditions laid down in the said offer. Such offer of turnkey shall be issued along-with the quotation.

2.11 WBSEDCL shall issue the quotation on the basis of items prepared under procedure 2.9 in accordance with regulation 3.1.2 of the SOP Regulation to the consumer within 7 days from the date of inspection. While issuing the quotation WBSEDCL shall also intimate the intending consumer about the specific requirement to be addressed in the format of way leave permission in **Annexure-B1** and the contract demand as settled during inspection as explained in procedure 2.6(g).

Where WBSEDCL will decide to establish the new sub-station (s) after detailed techno-economic study as wanted in the procedure 2.8, quotation shall have to be issued within 4 weeks from the date of taking such decision as detailed in regulation 4.4.6 (c) of SOP Regulation.

- 2.12 Quotation should be sent by registered post/courier. The Quotation may also be received by the consumer or his representative with proper authorization. Documents against receipt of quotation by the intending consumer shall have to be maintained at the concerned office.
- 2.13 The quotation shall remain valid for Ninety (90) days from the date of issue of the quotation. In case the intending consumer fails to take action within the above validity period, the Earnest Money shall be forfeited and that should be intimated to him indicating the application/registration number so that he can use it within two years for a fresh application. However, the earnest money so forfeited against the cancelled application shall be kept under suspense head against that application/registration number. If the said intending consumer submits any subsequent application within two (2) years from the date of deposit of earnest money, quoting that application / registration number along with the original money receipt against earnest money deposited earlier, then the said earnest money will be transferred against that new application. In case there is any downward revision of earnest money in the mean time, then the revised amount of earnest money will be considered as earnest money deposited by the consumer against new application and balance amount will be refunded. In case there is an upward revision of earnest money, then the balance amount of earnest money will be deposited along with the new application.
- 2.14 On receiving the quotation the intending consumer shall submit the quotation amount and application cum agreement form in **Annexure-B** alongwith the other necessary documents as required under these procedures. The quotation amount and the application cum agreement form in '**Annexure-B**' shall only be received and acknowledged after verifying the application cum agreement form in '**Annexure- B**' and if it is found satisfactory. WBSEDCL shall issue an acknowledgement receipt of the quotation amount and the application cum agreement form in **Annexure-B**. On acceptance of the quotation amount and the application cum agreement form in '**Annexure- B**', a work order will be issued by WBSEDCL mentioning the amount of service connection charge paid by the consumer before adjustment of earnest money as 'Consumer's deposit' and the balance expenditure to be met from WBSEDCL's fund as 'Capital expenditure' against that particular service connection work. Along with the work order disconnection notice for construction supply is also to be issued where effected as

desired by the consumer in '**Annexure-A**'. The capital expenditure shall hence be capitalized as per normal accounting practice after completion of the work.

2.15 The work under the above work order including the service connection work shall be completed as per time schedule mentioned at procedure 3.0,3.1,3.2,3.3 and 3.4. After effecting the service connection the initial meter reading with meter particulars shall be recorded by WBSEDCL on the card (in WBSEDCL the card is commonly known as 'yellow card') which shall be kept within the premises of the consumer where the meter is located in accordance with the West Bengal Electricity Regulatory Commission (Electricity Supply Code) Regulations, 2007(herein after referred as 'Supply Code'). Where the meter reading is taken through Remote / Automated Meter Reading System, recording of meter reading on the yellow card is not required. Also in case of spot billing where bill is instantly handed over to consumer after reading, maintenance of yellow card is not required as per Supply Code. In case of irrigation supply as no meter room with lock and key arrangement is generally available, yellow card is not required to be maintained as per Supply Code

2.16 A document of effecting service connection and receiving of power on effecting the service connection along with the initial meter readings will be signed by the consumer or his representatives who is available at the time of effecting service connection. Such documents is to be preserved by WBSEDCL. A print out of the service connection details with meter, meter type, meter no., metering equipment particulars, seal number along with initial meter reading and applicable tariff scheme at the time of effecting the service connection is to be sent to the consumers (after effecting service connection the intending consumer is to be considered as consumers) for verification and preservation by the consumer at their end as future record within 7 days from the date of connection. The above documents shall also include the following:

- The contact telephone no. and address of the Complaint Registration Centre(CRC), Zonal Reporting Centre (ZRC) and Centralized Call Centre (CCC) as per the SOP Regulation;
- The Grievance Redressal Mechanism;
- The address and contact telephone no./ fax no/ E mail address of the Grievance Redressal officers concerned;

In addition to above, the following duty/ responsibility of the consumer will be intimated to the consumer in writing for future compliance:-

- The consumer shall be responsible for safe keeping of the yellow card which is used to record the readings of the meter;

- The consumer has to keep under observation the sealing points. In case of any accidental breakage of seal it is the duty of the consumer to report to the Group Electric Supply immediately.
- If the print out of service connection details shows any discrepancy with the actual then it shall be immediately reported to the Gr. Electric Supply within seven(7) working days from the date of occurrence
- In case of any increase of load beyond contract demand as per **Annexure-A2** it is the duty of the consumer to report to the concerned Gr. Electric supply office immediately and observe all formalities for extension of load. If there is any damage due to overdrawal of load without observing the above formalities the consumer has to pay the actual cost of replacement of the damaged installation.
- The amount deposited by the developer under Procedure- B, where applicable, against the above concerned consumer.

2.17 Construction power, if enjoyed by any intending consumer shall have to be discontinued simultaneously with the effecting service connection for new connection if there is no need of such supply of construction power any more as declared in **Annexure-B**

3.0 Time schedule for effecting the new connection:

Time schedule for effecting new service connection after receiving and acknowledging the application cum agreement form in '**Annexure-B**' as mentioned in procedure 2.14 and after acceptance of the same by WBSEDCL shall be as follows:

3.1 Time limit for effecting new connection where distribution main already exists:-

Within Thirty (30) days from the date of receipt of the application form in '**Annexure-B**' by the LV&MV consumer where distribution mains exists.

3.2 Time limit for New connection where augmentation of the distributing main and/or extension of feeder/ line/ cable will be required:-

Supply voltage level and system requirement where Service connection to be effected	Time schedule for effecting service connection in days
(a)For LV and MV supply where augmentation of the distributing main is required but additional pole(s) is/are not required for extension of overhead line or no extension of overhead line is required	within 40 days from the date of receipt of the application form in ' Annexure-B ' by WBSEDCL
(b)For LV and MV supply where augmentation of the distributing main is required, and/or extension of underground cable upto 100	within 45days from the date of receipt of the application form in ' Annexure-B ' by WBSEDCL

metres is required	
(c) For LV and MV supply where augmentation of the distributing main is required and / or extension of overhead line with additional pole(s) is required	within 60 days from the date of receipt of the application form in ' Annexure-B ' by WBSEDCL
(d) For LV and MV supply where augmentation of the distributing main is required and / or extension of underground cable above 100 metres is required	within 90 days from the date of receipt of the application form in ' Annexure-B ' by WBSEDCL

3.3 Time Limits for New connection where for supply of electricity to an applicant commissioning of a new transformer and / or bay along with accessories in an existing substation will be required:-

Supply voltage level and system requirement where Service connection to be effected	Time schedule for effecting service connection in months
(a) For a Distribution Substation	within ninety (90) days from the date of receipt of the application form in ' Annexure-B ' by WBSEDCL
(b) For a 33 / 11 KV or 33/6 KV Substation	within One hundred and fifty (150) days from the date of receipt of the application form in ' Annexure-B ' by WBSEDCL

3.4 Time Limits for New connection where for supply of electricity to an applicant erection and commissioning of a new substation will be required:-

Service connection will be released within the following time period as specified below provided the intending consumer deposited the quotation amount along-with application cum agreement form in '**Annexure-B**' and being accepted by WBSEDCL.

- For erection and commissioning of a distribution sub-station -90 days from the date of taking over possession of the land or the sanction of the concerned Local Body or clearance of right of way whichever is later.
- For erection and commissioning of a 33 / 11 KV or 33/6 KV sub-station – 300 days from the date of taking over possession of the land by the licensee or clearance of right of way whichever is later.

However, the above time schedule for erection/ commissioning of new substation shall be revised as per investment plan approved by Commission earlier, provided those proposed Substation (s) is / are a part of such investment plan.

4.0 Extension of load for existing consumers:

4.1 The existing consumer while applying for extension of load shall be considered as an intending consumer for the portion of the load for which extension of load is being applied and therefore they shall submit his application for extension of load in ‘**Annexure- A**’ and ‘**Annexure- B**’ following procedures laid for new connection under procedures detailing from 2.1 to 2.17.

4.2 For preparation of quotation the service connection charge, security deposit and meter cost shall be computed as per following procedure:-

- a) **Service connection (SC) charge payable for extension of load = X- Y where**
 - i) X= SC charge on the basis of total load after taking into consideration of the extended load applied for along with the existing load.
 - ii) Y= SC charge for existing load
 - iii) Where SC charge for (i) and (ii) computed as per formula laid down in procedure 2.9(a) of these procedures
- b) **Security deposit (SD) payable for extension of load = $SD_T - SD_E$ where**
 - i) SD_T = Security deposit on the basis of total load after taking into consideration of the extended load applied for along with the existing load.
 - ii) SD_E = Security deposit lying with WBSEDCL including accumulated interest as exist prior to the application for load enhancement.
 - iii) Where Security deposit for (i) and (ii) computed as per formula laid down in procedure 2.9(c) of these procedures
- c) In case of enhancement of load if meter is to be replaced and the new meter is to be provided on purchase cost basis then the old meter will be taken back by the licensee and the cost to be paid by the consumer will be on the basis of either of the following :
 - i) Differential cost of the new meter and replaced meter where the cost of the replaced meter will be considered on book value.
 - ii) Full cost of the meter if the previous meter is on rental basis.

5.0 Time schedule for effecting additional load from the existing service:

Time schedule for effecting additional load from the existing services after receiving and acknowledging the application cum agreement form in ‘**Annexure-B**’ as mentioned in procedure 2.14 and after accepting the same by WBSEDCL fully shall be as follows:

5.1 Time Limits where extension of load can be accommodated from existing service and/or with augmentation of overhead line without additional pole and/or augmentation of underground cable within 100 metres.

- a) Within 30 days from the date of receipt of the application in the form given in **Annexure-B**, completed in every respect, for a consumer having overhead line.
- b) Within 45 days from the date of receipt of application in the form given in **Annexure-B**, completed in every respect, where augmentation of underground cable is required

5.2 Time Limits where for extension of load, augmentation of distributing main and/or extension of underground cable above 100 metres or extension of overhead line with additional pole(s) will be required:-

Where augmentation of distributing main and/or extension of feeder/line/cable is required for extension of load of an applicant, the licensee shall extend the load of the applicant within the time limits specified below from the date of receipt of the application in the form given in **Annexure-B**, completed in every respect:

- a) For LV and MV consumers where extension of overhead line or feeder or underground cable is not required– within 45 days;
- b) For LV and MV consumers where extension of overhead line is required without any additional pole - within 60 days;
- c) For LV and MV consumers where extension of overhead line with additional pole(s) is required - within 90 days;
- d) For LV and MV consumers where extension of underground cable is required - within 90 days;

5.3 Time Limits where for extension of load commissioning of a new transformer and/or bay along with accessories in an existing substation will be required:-

Where a new transformer and/or bay with accessories will need to be commissioned in any existing substation in order to accommodate the extension of load of an applicant, the licensee shall extend the load of the applicant within the periods specified below from the date of receipt of the application in the form given in **Annexure-B**, completed in every respect

- a) Distribution sub-station- 90 days
- b) 33/11 KV sub-station- 150 days

5.4 Time Limits where for extension of load erection and commissioning of a new substation will be required:

The additional load will be effected to the applicant within a period as specified below from the date of receiving the application form given in **Annexure - B**, completed in every respect, from the intending consumer and after completion of all formalities by the intending consumer:-

- a) For erection and commissioning of a distribution sub-station – 90 days from the date of taking over possession of the land or the sanction of the concerned Local Body or clearance of right of way whichever is later.
- b) For erection and commissioning of a 33 / 11 KV or 33/6 KV sub-station – 300 days from the date of taking over possession of the land by the licensee or clearance of right of way whichever is later.

However, the above time schedule for erection/ commissioning of new substation shall be revised as per investment plan approved by Commission earlier, provided those proposed Sub-station (s) is / are a part of such investment plan.

6.0 Meter rent or meter cost deposit:

- 6.1 An intending consumer may deposit the cost of meter to WBSEDCL and in such case no meter rent will be claimed from the consumer by WBSEDCL in the energy bill so long the performance of the meter will remain satisfactory, free from defect or meter not changed due to load enhancement but subject to exemption as laid down in procedure 6.2 and 6.3 of these procedures. The consumer may also deposit the cost of meter in maximum **6 (six)** equal monthly instalments. In such case, first instalment will be claimed along with service connection charge and balance instalments will be claimed from the consumer in each month through energy bills commencing from the first bill raised to the consumer. If the consumer opts to deposit the cost of meter in instalments after effecting service connection, then the instalments will be claimed through energy bills.
- 6.2 In case of meter becoming defective within six months of installation /effecting of the service connection where the meter is not tampered/ damaged, WBSEDCL will replace the meter and cost of such replaced meter will not be claimed in the energy bill.

Beyond the above stated stipulated time frame when the meter is found to be tampered/ damaged / defective or even within the above stated stipulated time frame when the meter is

found to be tampered/ damaged, WBSEDCL will replace the said defective/damaged/ tempered meter immediately with rental meter unless the meter cost for the replaced meter is deposited by the consumer. However on depositing the cost of replaced meter by the consumer, the rent of the meter will cease to be charged only from the next billing cycle after date of deposition. In case of instalment payment and the meter being tampered within six months and cost of the meter are not recovered fully from the consumer, the balance amount of the instalments towards cost of meter will be recovered through the energy bill.

- 6.3 No instalment payment will be allowed in case of deposition of meter cost for the replaced meter if the meter is to be replaced due to tampering. In such case full cost of meter is to be deposited separately.
- 6.4 If the consumer does not deposit the cost of the meter to WBSEDCL, where applicable, WBSEDCL will install their own meter in the premises of the consumer and meter rent as per tariff order shall be charged by WBSEDCL in the energy bill.
- 6.5 If the meter cost has been paid by the consumer and the meter is installed at the premises of the consumer the cost of the meter will not be refunded to the consumer even on disconnection at any point of time for any reason whatsoever.

7.0 Service connection under regulation 7.0 of SOP Regulation:-

If any intending consumer/ consumer applied under regulation 7.0 of SOP Regulation then WBSEDCL will follow the SOP Regulation. After effecting service connection under regulation 7.0 the procedure 2.16 of these WBSEDCL PROCEDURES-A (2010) is to be followed for the consumers for whom such service connection is being effected.

8.0 Alteration of services

If any consumer require any alteration of services as defined in SOP Regulation then he has to follow the procedures as laid down in the SOP Regulations. After effecting service connection under alteration of service the procedure 2.16 of these WBSEDCL PROCEDURES-A (2010) is to be followed for the consumers for whom such service connection is being effected. The charges for alteration of service will be as follows:

Connected load (C) in KW	Charge for alteration of service in Rs
Up to 1 KW	1000
Above 1 KW but up to 6 KW	2000
Above 6 KW	25% of the service connection charge as computed as per table under procedure 2.9 but not below Rs. 5000.00 and not exceeding Rs. 25000.00

9.0 Miscellaneous:

- 9.1 Without changing the content of the form, WBSEDCL may arrange the form as given in Annexures for new connection and extension of load separately and may change the layout in order to make IT compliant.
- 9.2 In case due to maintenance of service any change in equipment occurs which shall necessitate changes in the printed information as per procedure 2.16, then the consumer shall be provided with the fresh information sheet as per procedure 2.16 within 10 days from the date of such change.
- 9.3 Temporary supply is to be governed by the West Bengal Electricity Regulatory Commission (Recovery of Expenditure for Providing New Connections) Regulation 2005.

Application form to be used by an intending consumer / a consumer in LV& MV requesting the licensee for an inspection of his premises and preparation of estimate of expenditure to be borne by the intending consumer / consumer for new connection/ extension of load.

(see procedure 2.1,2.3,2.6 and 4.1)

To:

(WBSEDCL)

(Address of respective supply office of WBSEDCL)

Sir,

I / We hereby request for an inspection of my / our premises address of which is given below by your authorised representative, and preparation as also supply of a quotation by you to me / us, giving in requisite expenditures to be borne by me / us in terms of section 46 of the Electricity Act, 2003 and Regulations made thereunder, together with the deposit(s) to be made by me / us in terms of the applicable Regulations and as per TABLE - I to this annexure for the purpose of getting new connection for supply of electricity at my/ our premises at MV/LV having an expected connected load of KW/HP for domestic / commercial/ industrial/(other purpose to be mentioned in accordance with the class of consumers as mentioned in annexure A-3) purpose/ extension of load of the existing service at my / our premises having Consumer No. from KW/HP to KW/HP as estimated by my / our licensed electrical contractor as indicated in the attached hand drawn sketch (attach hand drawn sketch if required) at my / our premises having Consumer No. Such Supply may be given in single / three phase (strike out which is not required) [Single Phase supply shall be given for the connected load upto 6KW, if not required otherwise for which reasons may be given.]

I / We am / are depositing herewith an earnest money of Rs. Please adjust the earnest money with the amount that will be determined to be recoverable from me / us as reasonable expenditure for providing new connection(s) under section 46 of the Electricity Act, 2003, / expenditure for extension of load and requisite deposit(s) to be made by me / us under the applicable Regulations. After making such adjustments, if any amount still remains outstanding, the same may be adjusted with my / our electricity consumption bill(s) or refunded to me / us.

I / We hereby inform you that I / we am / are the owner(s) / occupier(s) of the premises and I / we enclose copy of documents establishing sufficient proof of my / our bonafide occupation of the premises (viz., Passport / Voter Identity Card / Rent Bill / Rent Control Challan / Telephone Bill / Municipal or any other Tax Bill etc.)/ ownership of the premises/ any other documents issued by any Ministry or Department of Government showing his occupancy of the premises applied for etc.

I / We hereby inform you that I / we intend to take meter on rental basis or by purchasing the meter through depositing the cost of the meter in one instalment or in ____ no. instalments to WBSEDCL.

I / We hereby further declare that there is no other service connection / line disconnected given/ was given by you in my / our name(s) in the premises for which the new service connection is being applied for.

I / We hereby further declare that I/we have service connection in my / our name(s) in the premises at (address of the premises) where electricity is supplied by you and that there is no outstanding dues in respect of that service connection.

I / We hereby further declare that no restriction in relation to supply of power to the premises is imposed by any Court of Law.

The full address of my / our premises, which will be inspected by you for the aforesaid purpose, Telephone No./ important land mark (if any) and nearest pole no. (if available) are given below.

I/We enclose hereby the self certified connected load declaration as per format in **Annexure-A1** of these procedures.

I/We enclose hereby the self certification as per format in **Annexure-A2** of these procedures.

I / We also enclose the recent passport size photograph attested by witness.

Address: -

Important Land Mark: -

Nearest Pole No. (if available)

Telephone No.

Yours faithfully,

(Signature of the applicant(s) with date)

Full Name _____

(In Block letters)

Full Address: _____

(In Block letters) _____

Telephone No(s), if any _____

Witness (1)	Witness (2)
Signature with date _____	Signature with date _____
Full Name _____	Full Name _____
Address _____	Address _____

Note: 1) Please strike out inapplicable items.

- 2) The printed list of purpose of supply as approved by the Commission from time to time will be available from the licensee.
- 3) Please mention and describe important landmarks in the vicinity, if any, to facilitate easy identification of the premises.
- 4) Please attach, if possible, a small sketch (not to scale) indicating the location of the premises.
- 5) Earnest money to be deposited along with the application for new connection:-

Purpose of supply

- (i) Industrial load - Rs.2,000/-
 - (ii) For commercial purpose of contract - Rs 1,000/-
demand of 10 KVA and above
 - (iii) Earnest money shall also be taken from a State / Central Government department /office, State / Central Government hospital, non-profit making educational and research institutions including public libraries owned and run by either State Government or Central Government.
 - (iv) For purpose other than (i) & (ii) above - Rs 200/-
- 6) Applicable service connection charges

TABLE-I

Connected load (C) in KW	Service connection charge in Rs
Up to 0.2 KW	200
Above 0.2 KW but up to 0.6 KW	400
Above 0.6 KW but up to 1 KW	1000
Above 1 KW but up to 2 KW	2000
Above 2 but upto to 3 KW	3000
Above 3 but upto to 4 KW	4000
Above 4 KW but up to 5 KW	8000
Above 5 KW but up to 6 KW	10000
Above 6 KW	10000 + 2500x(C-6)

Self Certification of Connected Load Declaration By The Applicant**[See procedure 2.1(a),2.3(f),2.6(g),Annexure-B]**

It is certified that the following equipment & electrical fittings are fixed in my premises at
 on :

Sl No	Name of equipment & electrical fittings	No of equipment & electrical fittings	Wattage per equipment & electrical fittings	Total wattage
1	Lamp Incandescent			
2	Lamp CFL			
3	Lamp Fluorescent			
4	Lamp LED			
5	Exhaust Fan			
6	Fridge			
7	AC			
8	Water motor			
9	TV			
10	Ceiling Fan			
11	Table Fan			
12	Iron			
13	Washing machine			
14	Mixing/grinding machine			
15	Microwave oven			
16	Table lamp			
17	Electric Audio/ video system			
18	Other(+)			
19	Total connected load in Watts (X) =			
20	Contract Demand in KVA= X / (0.85x1000)=			

* Please extend the list as requirement after sl no 18.

(+) Plug point shall not be considered. Only electrical equipment are to be considered.

Address of the premises:

Permanent address of the applicant/authorized signatory:

 Signature of the applicant/authorized signatory

 Name of the applicant/authorized signatory

Self Certification by the Applicant

[See procedure 2.1(b), 2.3 (b)]

It is certified that:

1. The electrical wiring has been got done with standard/ISI marked material through an experienced electrical contractor licensed in this behalf by the Government of West Bengal and under the direct supervision of a person of holding a certificate of competency and holding the concerned permit from the Government of West Bengal.
2. Wiring has been tested by the said contractor to my satisfaction.
3. I shall be fully responsible for any leakage in electric current, short circuiting or failure/leakage of earthing in my electric wiring.
4. The earthing has been provided by contractor for effective functioning to my satisfaction.
5. I will not extend the wiring and connected load that is being applied for now without prior approval of WBSEDCL.
6. I have calculated my load as per **Annexure-A1**.
7. The facts and statement given above is true to my best of knowledge. Any mis information or wrongful statement is found to be given by me at any point of time, I shall be held responsible for that.

Address of the premises :

Permanent address of the applicant/authorized signatory:

Signature of the applicant/authorized signatory

Name of the applicant/authorized signatory

DIFFERENT CLASSES OF CONSUMERS

Applicable Class of Consumers	
(i)	Domestic (Rural)
(ii)	Domestic (Urban)
(iii)	Commercial (Rural)
(iv)	Commercial (Urban)
(v)	Irrigation
(vi)	Commercial Plantation.
(vii)	Short Term Irrigation Supply
(viii)	Short Term supply for Commercial Plantation
(ix)	Short-term supply
(x)	Public Utility / Specified Institutions / Public Bodies, as applicable.
	a) In Municipal area
	b) In Non-Municipal area
(xi)	Cottage Industry / Artisan / Weavers / Small production oriented establishment not run by electricity as motive power
(xii)	Poultry, Duckery, Horticulture, Tissue culture Floriculture, Herbal – Medicinal – Bio-diesel Plant Farming, Food Processing Unit
(xiii)	Public Water Works & Sewerage System
(xiv)	Industries
	a) Rural
	b) Urban
(xv)	Street Lighting
(xvi)	Private Educational Institutions & Hospitals
(xvii)	Emergency
(xviii)	Construction Power
(xix)	Bulk supply at single point, inter-alia, to Co-operative Group Housing Society for providing power to its members or person, for providing power to its employees in a single premises
(xx)	Common Services of Industrial Estate

Note :

- i) In case there is any change in class of consumer that is to be substituted in the above table as per tariff order or concerned regulations.
- ii) Public bodies means State and Central Government establishments for whom public bodies tariffs are applicable under existing tariff structure as per the order of the Commission for 2006 - 2007.
- iii) Common Services of Industrial Estates includes Street Lighting, Estate Office Establishment, Water Service, Effluent Treatment, Pump House for Sewerage and Storm Water Drainage under the authority of the Industrial Estate.

- iv) Specified Institutions means such class of consumers who are falling under the following categories:
- (a) All non-profit making educational and research institutions including public libraries, owned or aided by the State / Central Government;
 - (b) All State / Central Government hospitals; and
 - (c) Charitable dispensaries, maternity homes, hospitals, old age homes and social welfare establishments owned and run by either State Government or Central Government or by any charitable organisation either public or private.

In order to be treated as Specified Institutions, such classes of consumers are to satisfy the following conditions:

- (a) The electricity supply at their premises shall be either at 230 V single phase or 400 V three phase.
- (b) The educational and research institutions aided by the State / Central Government shall furnish necessary documents to indicate that they have been receiving from the State / Central Government such aid, which must be at least 50% of their total annual income for the last three years consecutively.
- (c) The educational and research institutions aided by State / Central Government and the hospitals, maternity homes, charitable dispensaries, old age homes and social welfare establishments owned and run by “Charitable Organisations” shall be required to submit their audited accounts of the last three years.
- (d) All consumers shall be required to furnish an undertaking stating that the power supply to their institutions / organisations shall be used and shall continue to be used exclusively for the purpose for which the supply has been proposed to be taken.
- (e) Libraries owned by the State Government shall be eligible to be treated as the Specified Institutions, if their applications are duly recommended by the Director of Libraries / District Library Officer concerned.
- (f) Libraries receiving grants from State Government for a continuous period of at least three years shall also qualify to be treated as Specified Institutions subject to submission of their audited accounts of the last three years along with a certificate from the Director of Libraries / District Library Officer concerned about their eligibility.

Provided that the quantum of grant received from the State Government must be at least 50% of their total annual income for the last three years consecutively.

In addition, the following conditions are also required to be complied with for becoming eligible for treating to be a Specified Institution.

- (a) Certificate from concerned Corporation / Municipality / Panchayat regarding clearance of dues, if applicable, should be furnished by the consumer.
- (b) WBSEDCL shall satisfy itself about the veracity of the claim of the consumer.

Provided that the status of Specified Institution shall not be allowed to any class of consumer(s) who is / are defaulter in regard to payment of electricity bills. Further, such status shall stand automatically withdrawn if it defaults in payment of electricity bills during the period for which such status of Specified Institution has been allowed.

The aforesaid status shall be given effect prospectively from the date on which WBSEDCL takes decision for such status and that date should not be more than three months from the date on which the applicant-institution has complied with all formalities.

- v) Short-term supply includes events, festivals and marriage ceremony. For such short-term supply, the fixed / demand charge shall be the fixed / demand charge under non-TOD tariff applicable to that particular category of consumer to which the applicant seeking such supply belongs. Such short-term supply shall not have any load factor rebate and power factor rebate. However, other charges for such short-term supply shall be the same as are applicable to that particular category of consumer to which the applicant seeking such short-term supply belongs. For such short-term supply, consumer shall apply to the licensee at least 10 days in advance for LV and MV consumers and at least 20 days in advance for HV consumer. For EHV category, there shall be no short-term supply.
- vi) Domestic consumer having monthly consumption of 25 units in case of monthly billing or having quarterly consumption of 75 units in case of the quarterly billing and contract demand not more than 0.3 KW shall be treated as Life Line Domestic Consumer.
- vii) Temporary supply is to be governed by the West Bengal Electricity Regulatory Commission (Recovery of Expenditure for Providing New Connections) Regulation 2005.

Application form to be used by an intending consumer/ a consumer requesting the licensee for new connection / extension of load.

*(Please strike out inapplicable items)

(TO BE SUBMITTED IN DUPLICATE)

[See Procedure 2.1,2.14,3.1,3.2,3.3,3.4,4.1,5.1,5.2,5.3,5.4]

To:

(Name of Licensee)

(Address of respective supply office of WBSSEDCL)

Sir,

1. I / We hereby apply for supply of electricity in my / our favour at the premises having the following address:

2. This is an application for new service / extension of load under existing service and the expected connected load (in KW/HP) will be as follows for domestic / commercial / industrial /(other purpose to be mentioned) purpose.

(A) FOR NEW CONNECTION IN LV & MV :

i) Connected Load.....KW

ii) Contract DemandKVA

(As obtained from **Annexure-A2**)

(B) FOR EXTENSION OF LOAD UNDER EXISTING SERVICE:

(i) Consumer No.

(ii) Present sanctioned Load –

(a) Connected LoadKW

(b) Contract DemandKVA

(c) Present Voltage _____

(iii) Extended Load required (including present load) -

- (a) Connected LoadKW
(b) Contract DemandKVA
(As per total value obtained from **Annexure-A1**)
(c) Proposed Voltage

3. I / We hereby declare that I / we shall abide by all provisions of the Electricity Act, 2003 and the Rules / Regulations / Orders / Statutory Notifications made under the Act, as amended from time to time.

4. I / We have already paid / I/we hereby tender an amount of Rs. _____ (Rupees _____) only as the amount recoverable from me / us under Section 46 of the Electricity Act, 2003 and the Regulations made thereunder and as per the cost estimate prepared by you and sent to me / us from your end vide your letter no. _____ dated _____.

5. I / We have also tendered / I/we hereby tender an amount of Rs. _____ (Rupees _____) only as my / our security deposit determined by you in terms of Section 47 of the Act and the Regulations made thereunder and as per estimate prepared by you and sent to me / us from your end vide your letter no. _____ dated _____.

6. I / We undertake to replenish any shortfall in security deposit if and when required and for the value of meter(s) and other apparatus installed / to be installed at my / our premises.

7. I / We also enclose a Way Leave permission as per **Annexure-B1** for erection and fixing of necessary apparatus on or within the premises.

8. I / We also enclose copies of documents showing in-principle clearance for establishment from the West Bengal Pollution Control Board concerned where applicable.

9. I / We also enclose copy / copies of

- (i)) Any other documents of which compliances
- (ii)) are called for
- (iii))

10. Please provide me / us with the service as requested.

11. After effecting service connection as per this application the construction supply provided in the same premises shall / shall not be disconnected .

Yours faithfully,

Enclosed: As stated.

(Signature of the applicant(s) with date)

Full Name _____

(In Block letters)

Full Address: _____
(In Block _____
letters) _____

Telephone No(s), _____
if any.

Witness (1)

Signature with date _____

Full Name _____

Address _____

Witness (2)

Signature with date _____

Full Name _____

Address _____

For use of the licensee / supplier

(To be filled up by the licensee/supplier on receipt of the application-cum-agreement form submitted by the intending consumer and the duplicate is to be handed over to the latter)

Accepted for and on

Behalf of the licensee/supplier

(Signature with date of the accepting official under the stamp/office seal of the licensee/supplier)

Address:

Form-1

Way Leave Permission

[see procedure 2.1(c) and paragraph 8 of Annexure-B]

To

..... (Name of the Licensee)

.....

..... (Address of the Licensee)

Sir,

- i) I / We have no objection to allow the fixing and erection of the necessary apparatus on or within the premises at owned by me / us, for effecting service connection to the premises at owned / occupied by Sri/ Smt./ M/s. son / daughter / wife of
- ii) I / We have no objection if the service line passes over / along / across / under premises at owned by me / us for effecting service connection to the premises at owned / occupied by Sri / Smt./ M/s. son / daughter / wife of

Yours faithfully,

Signature

(Name in full)

Address

.....
.....

Date :