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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. 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
1.	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