Une

Kolkata



Gazette

Extraordinary
Published by Authority

ASVINA 6]

WEDNESDAY, SEPTEMBER 28, 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. 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 1 : NE Connection feasible from existing network	WCONNECTIO	Network expansion/enhancement required								
		Designated	Appellat	e Officer	Reviewin	g Officer	Days	Days		
Days	Services	Officer	Designation	Stipulated time limit	Designation	Stipulated time limit	(Urban)	(Rural)		
	LV/MV supply			The state of the s						
	<u>UG</u>									
30 days	a) Extension =<100m	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	60 days	Not separately mentioned		

Connect feasibl from existin networ	ion le g	W CONNECTION PROCEDURE TIME LINE (WBSEDCL) Network expansion/enhancement required										
Days	6	Designated	Appellate Officer		Review	Reviewing Officer		Days				
Days	Services	Officer	Designation Stipulated time limit			Designation Stipulated time limi) (Rural				
	b) Extension >100m			30 days	CGRO of WBSEDCL	30 days	90 days					
	<u>O/H</u>	<u>O/H</u>										
	a) Pole not required	Station Manager of respective CCC	f RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	60 days	separate				
	b) Pole required	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	90 days	mentione				
	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		30 days	CGRO of WBSEDCL	30 days		180 days				
30 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					
	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	Not separately				
	Commissioning of new substation							mentioned				
	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					

		Designated	Appella	te Officer	Reviewin	g Officer	Days	Days	
Sl. No.		Officer	Designation	Stipulated time limit	Designation	Stipulated time limit	(Urban)	(Rural)	
(I)	LV/MV supply				10000046				
1.	Extension=<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		

	areitr sent	Designated	Appellat	te Officer	Reviewin	g Officer	Days	Days
SI. No.	Services	Officer	time limit		Designation Stipulated time limit		(Urban)	(Rural)
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	Within	201
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	next billing cycle, if apply prior	Not separatel mentione
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	7 working days of any month.	
4.	Alteration of supply						AIT SOUTH OF	
5.	Category						Days	Days
	(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	(Rural)
	(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		Not separately mentioned
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	

Reasons/ Condition	Designated	Appellate	Officer	Reviewing	Time Taken	
Condition	Officer	Designation	Stipulated time limit	Designation	Stipulated time limit	for Reconnection
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 amoun

Sl.	Services		Designated	Appellate Of	ficer	Review	ing Officer	Time Taken for
No.	nemecalger r	rat/1.	Officer	Designation	Stipulated time limit	Designation	Stipulated time limit	Reconnection
1.	Normal	Urban	Station	RGRO of	30 days	CGRO of	30 days	3 hrs
2) V	Fuse-off	Rural	Manager of respective CCC	respective Region	30 days	WBSEDCL	30 days	8 hrs in Monsoon (June - Sept) 6 hrs in other period
2.	Service line	Urban	Station	RGRO of	30 days	CGRO of	30 days	OH - 4 hrs : UG - 12
61	failure	Rural	Manager of respective CCC	respective Region	30 days	WBSEDCL	30 days	hrs OH - 18 hrs: UG - 24 hrs
3.	Distribution	Urban	Station	RGRO of	30 days	CGRO of	30 days	Snapping of wire - 4
(solid) (solid)	Mains failure (LT)	Rural	Manager of respective CCC	respective Region	30 days	WBSEDCL	30 days	hrs, Falling of trees w/ o damaging Pole - 8 hrs, Short Circuit on UG Cable - 6 hrs, OH line - 3 hrs.
77	Not separati mentioned	15 days	30 dbys 30 days	CURO of WESTON OF CURO of WESTON	30 days	RGRO of respective Rogion RGRO of respective	Station fanager of respective CCC Station	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	Urban	Station	RGRO of	30 days	CGRO of	30 days	6 hrs
	of LT line (any other reason)	Rural	Manager of respective CCC	respective Region	30 days	WBSEDCL	30 days	24 hrs
5.	Distribution	Urban	Assistant	RGRO of	30 days	CGRO of	30 days	Breakdown of line - 6
	Mains failure (HT)	Rural	Engineer (Technical) of respective Division	respective Region	30 days	WBSEDCL	30 days	hrs, 12 hrs (Pole replacement): UG Cable - 4 hrs (ringmain exists), 24 hrs (no ringmain)
D.Str.	mt of West Be	JMAR lovertum	SURESH K dary to the C	S ondi Chief Secr				Breakdown of line - 18 hrs, 24 hrs (Pole replacement): UG Cable - 4 hrs (ringmain exists), 24 hrs (no ringmain)
6.	Distribution	Urban	Station	RGRO of	30 days	CGRO of	30 days	12. hrs
	Trans- former failure	Rural	Manager of respective CCC	respective Region	30 days	WBSEDCL	30 days	48 hrs

SI.	Services		Designated Appellate Officer		Review	ing Officer	Time Taken for	
No.	me Taken for econnection	IT 1	Officer	Designation	Stipulated time limit	Designation	Stipulated time limit	Reconnection
7.	Meter burnt	Urban	Station	RGRO of	30 days	CGRO of	30 days	Meter replacement -
	3 hrs	Rural	Manager of respective	respective Region	30 days	WBSEDCL	30 days	24 hrs where supply is affected
bo	rs in Monsoo June - Sept) s in other peri	nl ð	CCC		10 000	e Regio		Meter replacement - 48 hrs where supply is affected
8.	Period of	Urban	Station	RGRO of	30 days	CGRO of	30 days	Temporary supply
24	scheduled outages	Rural	Manager of respective CCC	respective Region	30 days	WBSEDCL	30 days	arrangement for > 12 hrs.

SI.	Services	Designated Officer	Appellate Officer		Reviewing	Officer	Days	Days (Rural)	
No.	hrs, Short Circuit		Designation	Stipulated time limit	Designation	Stipulated time limit	(Urban)		
1 - 16	Under / Over voltage					,	*		
(d), (l)0 (24	i) No Expansion medical section and the sectio	Station Manager of respective CCC	RGRO of respective Region	30 days	CGRO of WBSEDCL	30 days	15 days	Not separatel	
no	ii) Augmentation required	Manager of	RGRO of respective	30 days	CGRO of WBSEDCL	30 days	6 months	mentioned	
	6 hrs	respective CCC	Region	30 days	RGRO of respective	Station Manager of	nadaU		
2	Voltage Fluctuation	Station Manager of respective	RGRO of respective	30 days	CGRO of WBSEDCL	30 days	4 days	8 days	
ð - J	Breakdown of lim	CCC	Region	30 days	RGRO of		Urban		

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