

Guideline For Applicants For New Connection/Alteration of Service

The following procedures complying with the Hon'ble WBERC (Standards of Performance of Licensee relating to Consumers Services) Regulations 2010 dated 31.05.2010 stipulated by West Bengal Electricity Regulatory Commission (WBERC) are required to be followed by each applicant who apply for new connection / alteration of service.

1. Applicant is required to submit a form (Annexure-A), which will be considered as "request for inspection & estimate." This "Annexure-A" form is of following types:-
 - For Domestic (any load)/Commercial Load less than 8.5KW or 10 KVA **Blue coloured**.
 - For Commercial Load 8.5KW or 10 KVA and above **Violet coloured**.
 - For Industrial **Green coloured**
and is available near the Mains PRF Counter of the concerned District.
2. Please ensure that you have collected the appropriate 'Annexure-A' form, since the EMD is also different depending on category.
3. Please fill up both the portions of 'Annexure-A' (pages 1 & 2) and the 'Applicant's information input Form' (pages 3 & 4) correctly and neatly.
4. A rough sketch showing the location of the premises where supply is required has to be provided either in the space provided on Page 4 or in a separate 'A4' size white paper. This will act as a guide map to our Inspector to reach the site and should have landmarks, if any.
5. There is a provision in the "Annexure-A" form to opt for bearing the Cost of Meter. In case you opt to bear the cost of the Meter the amount will be indicated in our Offer letter / Service Charges bill.
6. Before submission of this form the applicant has to pay the "Earnest Money Deposit" (EMD) at the Regional / District Office cash counter and then submit the receipted form at our application receiving counter. The payment of EMD will be received either in cash or draft or Banker's cheque.
7. The rates of Earnest Money Deposits (EMD) are :
 - For Blue coloured "Annexure-A" form: Rs. 200/-
 - For Violet coloured "Annexure-A" form: Rs. 1,000/-
 - For Green coloured "Annexure-A" form: Rs. 2,000/-
8. Application will only be processed after payment of EMD.
9. The date of inspection will be communicated through a letter across the counter for all applications received after payment of EMD.
10. Subsequent to the inspection you will receive a communication from us which may include the Offer letter.
In the said Offer letter all the compliances to be made will be stated.
Along with the Offer letter form "Annexure-B" (in duplicate), Form-1 and MASD Bill will be sent to you.
The "Annexure-B" form, both Original & Duplicate may kindly be duly filled in and signed by the appropriate persons and submitted to us for our necessary action. Subsequently one copy of the "Annexure-B" form will be sent back to you for your records.
Upon payment of the MASD Bill submit the Form-1 duly signed.
You are also requested to kindly submit the "Annexure-B" form both original and duplicate ONLY after you have complied with all the statutory compliances as mentioned in our Offer letter.
11. Cost of 'Annexure-A' and 'Annexure-B' is Rs. 5/- each, and this will be recovered along with Service Charge and Security Deposit through MASD bill.
12. Payment of MASD Bill will be deemed to be one of the compliances.
13. **Once ALL compliances have been met the case will mature for job execution.**
14. The time limit, as stipulated by WBERC in their Regulation, to meet ALL the compliances is 90 DAYS from the date of the Offer letter.
15. EMD is liable to be forfeited if MASD Bill is not paid within 90 days from the date of Bill / Offer letter.
16. EMD will be refunded in Part or Full for applications where supply cannot be provided for any valid reason. EMD will not be refunded where the Applicant fails to comply with statutory requirement(s). If the amount of EMD paid is higher than the summated value of service charge, security deposit and cost of 'Annexure-A' and 'Annexure-B' forms then the differential amount will be refunded after execution of job and effecting supply.
17. Once the supply has been effected, the first electricity consumption bill will be sent subsequently.