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**BENGAL  
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Kolkata

# EASE OF Doing Business in West Bengal

Initiatives taken by the  
State Government



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State Government



सत्यमेव जयते

Government of West Bengal

# Introduction

**W**EST BENGAL IS A KEY STATE OF INDIA, where industrial growth is higher than the national average. To accelerate industrial growth, the West Bengal Government has cut through time-consuming, resource-draining procedures – a foe of any business – to spur growth. It has embarked upon smart public administration that is crucial for industrial competitiveness and economic growth.

The Core Committee on Industry reconstituted under the Hon'ble Chief Minister of West Bengal consists of industry leaders of the State. The Minister concerned and the Secretary of the Department are also members of the Core Committee. It regularly meets over interactive sessions organized with potential investors for pro-active business friendly decisions in a transparent manner. There are nine Sector Committees for sector specific discussions, developing policy and status papers for the government's consideration and organising sector specific interactions in B2G mode.

A Steering Committee has been formed with heads of departments of the Government of West Bengal and business leaders. Headed by the Hon'ble Minister of Commerce and Industry, the Committee deliberates upon the issues of various sectors of industry, recommends policy initiatives and suggests the streamlining of processes for a better business environment to the Core Committee.

The Sector Committees consist of leaders of industry from the sector concerned and the Secretary of the government departments concerned. These sectors are Manufacturing, MSME & Textiles, Urban Infrastructure, Financial Services, Food Processing, Fisheries, Animal Resources, Health, Education, Tourism, Hospitality, and Skill Development. Such joint government-business interface aids B2G coordination overseeing the entire business facilitation. This arrangement also provides an insider view to business leaders and gives the government the benefit of testing the approach best suited

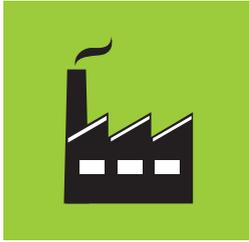
to meet the needs of industries.

The State Government has also engaged KPMG to advice on improvements in the ease of doing business for MSMEs in the State. KPMG is mandated with examining the various Acts and Rules and related compliance procedures relevant to the MSME sector and suggest desired amendments/ recommended options that simplify processes and leads to improvements in the ease of doing business in the State. The key recommendations of this study, submitted recently, are being considered by the government.

The Right to Service Act of the State Government lays down a definite point in time to provide various services to citizens. The services covered under the Act are reviewed regularly and more and more services are being added to the list.

The adoption of "self-attestation" in lieu of 'attestation by gazette officers and others' and 'self-declaration' in lieu of an 'affidavit' have been recent developments in the citizen-friendly governance approach of the state government. The 'attestation by gazette officers and others' are replaced by 'self-attestation' and 'affidavits' are replaced by 'self-declaration' under certain conditions. Applicants seeking statutory approvals, incentives in the industry sector, admission in educational institutions, employment in government departments and certificates, licenses, services, etc, from any authority are not required to submit copies of documents, credentials, etc, attested by gazetted officers and others. Various departments have already identified the activities for which self-attestation/ self-declaration are allowed and have issued suitable administrative notifications in this regard.

In addition, the Departments of the State Government have taken pioneering initiatives in implementing the State Government's policies with the objective of extending a conducive and business friendly environment in the State. This publication lists the key initiatives taken by departments in the last couple of years for the ease of doing business in the State.



### **INDUSTRY & PARKS**

1. Commerce & Industries
2. MSME & Textiles
3. Food Processing Industries and Horticulture
4. Urban Development
5. Environment (WBPCB)



### **FINANCE & TAXATION**

6. Finance
7. Commercial Taxes



### **LAND**

8. Inspector General, Registration
9. Land & Land Reforms



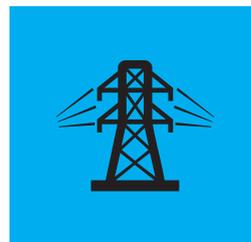
### **LABOUR**

10. Labour



### **TRANSPORT & INFRASTRUCTURE**

11. Transport



### **POWER**

12. West Bengal State Electricity Distribution Company

## Commerce & Industries

### 1. Shilpa Sathi

Shilpa Sathi comprising representatives of various Departments/Directorates of Government at West Bengal Industrial Development Corporation (WBIDC)'s office provides single window application services to the entrepreneur for doing business with minimal hassle and transaction costs. Representatives from the departments of Labour, Fire & Emergency Service, Power, Irrigation & Waterways, Pollution Control Board & Kolkata Municipal Corporation attend the Single Window Cell office. The Cell facilitates expeditious disposal of matters relating to clearances of various Government Departments/Directorate for setting up industrial units in the State.

### 2. Task Force to follow up with departments concerned

A Task Force under Shilpa Sathi closely monitors the progress of applications with participation from the departments concerned. It meets every week to expedite project clearances and address specific problems received from industry.

### 3. Relationship Managers and Business Synergy Centre for proposal facilitation

Relationship Managers at a senior level are provided for all major projects. They are responsible for day-to-day monitoring of the progress and also to address bottlenecks in government departments.

### 4. Pricing Policy of Land goes online

Details of pricing of all industrial parks are available on the official website of WBIDC ([www.wbidc.com](http://www.wbidc.com)) to ensure

transparency. The price of land and modules in various Industrial Parks is broadly based on factors like amount paid to collector, infrastructure cost, cost of capital, etc.

### 5. Online Terms and conditions for Allotment of Land/ Module in Industrial Parks

Detailed terms and conditions of allotment of land/module in various industrial parks of WBIDC has been uploaded on the official website of WBIDC ([www.wbidc.com](http://www.wbidc.com)) to ensure transparency.

### 6. Online Appraisal of Proposals for allotment of Land/Module in Industrial Parks

Detailed appraisal criteria has been provided on the official website of WBIDC to ensure transparency.

### 7. Online monitoring of applications for 14Y land allotment

WBIDC's official website has an online monitoring system to check the status of applications for 14Y land ceiling clearances and applications for the allotments of land/modules in industrial parks. Applicants can know the status of their applications through WBIDC's e-service.

### 8. Disbursement of Incentives monitored online

Application and disbursements of incentives that are provided to medium and large scale industries in accordance with the Industrial Policy of Government of West Bengal are monitored and their statuses tracked online. Administration/disbursement of the incentive amount to eligible Industries is made by WBIDC in a chronological sequence as followed during admission of claims.

## MSME & Textiles

### 1. MSME & Textile Policy 2013-18

New policies for MSMEs and Textiles were been notified in 2013. Both policies are strong on simplifying the business regulatory environment in the state, introducing strict timelines for all clearances and enhancing the quality of human resource through training and skill development. The other benefits include capital investment subsidies, interest subsidies on term loans, electricity duty waivers, power subsidies, stamp duty and registration fee waivers, entry tax reimbursements for plants and machinery and VAT reimbursement.

### 2. Scheme of Approved Industrial Park (SAIP)

The Scheme of Approved Industrial Park offers opportunities to private sector player to set up large industrial parks in the state with government facilitation. The state government actively supports the setting up the park, extends many fiscal and non-fiscal incentives and facilitates the right business environment to run the parks.

### 3. One-stop portal for MSMEs ([myEnterprisewb.in](http://myEnterprisewb.in))

A web-based MSME facilitation platform ([myEnterprisewb.in](http://myEnterprisewb.in)).

in) provides simplified version of Acts & Rules, the government incentives available, requirement of statutory compliances, location of government offices, etc. A visit to this portal will ensure that an entrepreneur has the basic minimum knowledge and understanding of the statutory requirements to start and operate an MSME enterprise. Online filing of Entrepreneur's Memorandum is available in the web portal.

#### **4. MSME Facilitation Centre (MFC)**

MSME Facilitation Centres set up in the District Industries Centre (DIC) act as single point service provider to MSME for all their needs. The MFCs provide all necessary information to an entrepreneur and facilitates completion of necessary administrative procedures for setting up and running a business.

#### **5. Web-based Statutory Application facility – Single Application Gateway**

A Single Application Gateway (SAG linked to the web portal my-Enterprisewb.in provides the software backbone for operation

of the MFC. SAG is a web-based application facility for statutory compliances. The gateway is a virtual single point to receive all applications made by an entrepreneur to government entities for statutory compliances and to avail government incentives. The applicant is no more required to run around government offices for clearances and approvals.

#### **6. Unique Clearance Centre (UCC)**

The Unique Clearance Centres (UCC) set up in select districts fast tracks land mutation and conversion. It works exclusively for industry land cases. For an entrepreneur it provides a single window for land mutation and conversion cases.

#### **7. Web portal for connecting entrepreneurs, investors and professional experts/mentors for West Bengal's MSMEs ([www.msmebengalinvest.in](http://www.msmebengalinvest.in))**

This portal is a digital platform to connect entrepreneurs, investors and professional experts/mentors. Prospective entrepreneurs can post their business proposals on this

## **Food Processing Industries and Horticulture**

**1. [www.wbfpigov.in](http://www.wbfpigov.in):** The website provides real time details of the Directorates of the Food Processing Industries, Horticulture and Cinchona and other Medicinal Plants (COMP) as well as the West Bengal State Food Processing and Horticulture Development Corporation.

**2. Online application and tracking system:** Online appli-

cation facility has been introduced on the official website. Entrepreneurs/NGOs/Heads of Institutions can make online applications under the National Mission on Food Processing. Applicants as well as other viewers can track the progress of applications on the site. This has ensured transparency as well as reduced visits by applicants to government offices.

## Urban Development

### 1. Transaction Advisory Services to handhold investors

To handhold potential investors of the New Town Financial Hub in Kolkata, ILF&S and IIDC have been appointed as Transaction Advisors. A professional team provides handholding support at the investor's office, helps to fill out forms and even prepare presentations for the boards of the investor institutions.

### 2. Facilitation Desk

A Help and Facilitation desk has been set up in the Land Manager's office to help in the paperwork of all land matters in Salt Lake including Sector 5 (Nabdiganto) where most of the State's IT companies are located. Equipped with a computerised databank, investors wishing to transfer property or change the nature of their businesses are given help.

### 3. Nodal Officer for setting up townships

Entrepreneurs wishing to set up private townships can get handholding support from the Nodal Officer assisted by a team of urban planners at the headquarters of the UD Department

### 4. Conducting Weekly Review Meet

HIDCO holds regular review meetings with all officers every Tuesday to solve, inter alia, the issues of investors in New Town Kolkata.

### 5. Constitution of Govt-Industry Joint Committee

Government officers and Members of Association sit across the table every two weeks to solve problems relating to documentation on land matters.

## Environment/West Bengal Pollution Control Board

### 1. Web-based Environment Management Information System

Consent administration (Consent to Establish and Consent to Operate) of WBPCB has been decentralised and a web-based 'Environment Management Information System' (<http://emis.wbpcb.gov.in>) introduced for speedy disposal of consent applications.

### 2. Modified industry categories

In line with the categorisation of industries throughout the country, the WBPCB has introduced modified industrial categories along with a transparent industrial setting policy for better environment friendly industrial development in the state. The same is made available in the official web site

([www.wbpcb.gov.in](http://www.wbpcb.gov.in)).

### 3. Expediting services for applications received through Single Window facilitation centre

Consent applications received through "Shilpa Sathi", the single window industrial facilitation centre of the state government, are processed at the Head Office of WBPCB directly for speedy disposal.

### 4. Helpdesks

Helpdesks have been functioning in all Offices of WBPCB for providing guidance and technological solutions to the industries on environmental matters. Helpdesks are located at Salt Lake, Tollygunge, Howrah, Hooghly, Kakinara, Durgapur, Asansol, Haldia, Malda and Siliguri.

## Finance

### 1. Integrated Financial Management System (IFMS)

Implementation of Integrated Financial Management System (IFMS) with real-time financial information and integrated databases has strengthened management and monitoring of government funds and accounts. e-Bantan has improved DDO management and efficiency of budget estimation and distribution. e-Pradan, another of the 7 modules of IFMS has reduced beneficiaries' hassles by crediting cash to their bank accounts online. The online system for credit confirmation-cum-release of funds has eliminated the need for administrative departments to send concerned files to the Finance Department, thus expediting the process of fund release and improving utilization of the flagship central schemes. Centralised Treasury Module (CTS) has also been successfully implemented in the state.

### 2. Financial Decentralization

Appointment of Financial Advisors to facilitate expeditious planning and implementation of development and welfare programmes.

*Re-appropriation power:* There has been decentralization of powers of re-appropriation from the Finance Department to the concerned Administrative Department by introducing an 'Online Re-appropriation System'.

*Introduction of e-system of Letter of Credit (LoC):* This system has been introduced in the Public Works Department, Public Health Engineering, Forest and other Works departments for greater financial delegation and speedy decision-making at individual level.

*Appointment of Executive Agency:* In order to reduce the project preparation and execution load of the infrastructure departments like PWD and to increase the number of projects undertaken, the administration has appointed 10-12 government agencies to take charge of preparing detailed project reports, determine project costs and act as facilitator between

the executing agencies and the administrative departments. Consultant engagement: The administrative departments have now been given power to appoint consultants to facilitate project undertaking upto the cost of Rs 10 lakh.

### 3. Other important reform measures

*Exploring alternate means of funding by partnering with private players:* The Finance Department has a public-private partnership (PPP) Policy and a PPP Cell. Transaction Advisors have been empanelled for providing policy advisory support, project development and management support through conduct of feasibility studies, preparation of detailed project reports (DPRs) etc. for PPP projects.

*Workflow based File Tracking System (WFTS):* This instantaneous online system for file and letter movement system allows senior departmental officials to know the status of files being circulated through their department as well as to keep a check on the performance of lower officials through the departmental master which bears data on the number of files sent, received and pending with a certain official. This low-cost high-impact went live in April 2013. The transit time has reduced from 15 days to 7 days, thus reducing decision-taking time on the part of government officials and helping in optimal resource utilization through its uniform working procedures. By improving linkage between Finance and other administrative departments, fund allotment and release time has been reduced from 20 days to 5 days.

*e-Tendering:* The web portal <https://wbtenders.gov.in> help in work and material procurement of all state governments/departments/PSEs/boards above Rs 5 lakhs. The participating bidders can get to know the status of their submitted bids at successive stages of evaluation through mobile alerts as well as information on list of other participating suppliers, documents furnished by his competitors and price quotations. The provision of 24X7 accessibility has reduced travelling time and bid submission time for bidders from 6 days to 2 days.

# Commercial Taxes

## 1. Benefits of e-Registration

- No hearing
- No physical verification of place of business prior to grant of RC
- Registration Certificate dematerialized & downloadable by the prospective tax payer
- Minimum sales norms has been done away with
- Facility of tracking online applications
- Stage wise intimation is sent in form of sms/ email to the dealers and a copy is sent to Commercial Tax Helpdesk's email archive
- Tatkhank (instant) Registration
- Composite VAT Registration (CVN)
- Dealers can file owns application online at [www.wbcomtax.gov.in](http://www.wbcomtax.gov.in), print a copy, sign and post it to Central Registration Unit, 1st Building, 3rd Floor, Directorate of Commercial Taxes, 14 Belighata Road, Kolkata-15. Demat RC would be sent by email.

## 2. Benefits of online filing of Returns

- No physical visit required
- Valuable data on tax behaviour of individual tax payers & commodities can be generated
- Facilitation Centre (to help small dealers)
- Automatic checking of arithmetical accuracies and consistencies of the returns filed.
- Anytime from anywhere electronic returns can be filed using internet (24\*7 services)
- Dealer can file electronic return through secured mode viz. using Digital Signature
- No print copy needs to be sent to WBCTD if submitted with digital signature.

## 3. Benefits of online payment and OTC through GRIPS

- Online payment through Centralised Revenue Receipt portal (GRIPS)
- Payment can be made 24X7
- Payment can be made online by net banking /OTC in GRIPS any bank branch
- Facility of automatic verification of data with GRIPS
- Payment gets linked to the return resulting in valuable data on dealer profile, commodity tax behaviour & evasion alerts
- When a new branch is opened, it will be automatically GRIPS enables from day one
- No challan needed to be submitted, No physical visit re-

quired

- Compulsory liability to make payment through GRIPS for dealers having tax payable w.e.f. 01.10.2014

## 4. Benefits of online Assessment

- Introducing the concept of deemed assessment, thus reducing the no. of dealers assessed
- Introducing online initiation of assessment & online generation of demand with SMS service
- Selective, risk based assessment

## 5. Benefits of online Central Declaration Forms

- Online issue, filing and processing of 'C' forms and 'F' forms.
- Dealers may generate 'C' and 'F' forms electronically based on the return data.
- Generation of CST forms is immediate.
- All CST forms data is fully updated and available on TINXSYS simultaneously.
- Filing of the statement online and matching with TINXSYS suffices.
- In case of short filing of CST forms, the dealers have the option paying balance tax at full applicable rate and enjoy the deemed assessment provision.

## 6. Benefits of electronic Way Bills

- Manual issue of way bills replaced by e-waybill for bringing any taxable goods from outside the state
- Auto generation of waybills based on dealers declaration
- Simplified the waybills from two parts into a single page
- In year 2012-13 the Directorate has also extended the facility of online Waybill Generation to the Unregistered dealers and persons
- Couriers companies can register and generate declarations on behalf of individuals
- Physical visits substantially reduced

## 7. Benefits of Sales Tax Deducted at Source

- Online filing of form 19A
- STDS certificate generation in demat
- No need to file physical copy of STDS certificate
- Auto credit of STDS based on form 19A
- Facility to see the credit of STDS
- Mismatch statement of STDS credit

## 8. Online facilities in Profession Tax

- E-Application for PT Registration and e-Application for PT Enrolment
- Delivery of service completed instantaneously with auto verification of email id, mob no.
- Applicant gets PT Certificate online
- No physical visit required
- Auto reminder to departmental official every 7 days to redress
- Auto escalation of pending status
- Citizen can escalate if not satisfied by the action taken

### 9. Benefits of online Grievance Redressal

- Online Grievance Redressal Cell / e- Grievance Redressal Cell is constituted by the Directorate of Commercial Taxes for redressal of various grievances of the dealers both registered and applied for new registration
- Dealers can track status of their registered grievances online, by referring the unique “Grievance Record id” provided to them at the time of registering the grievances.
- Instantaneous acknowledgement and grievance id by SMS
- Stage wise updation of status by SMS

### 10. Benefits of VAT Refund and Payment through ECS

- The concept of pre-assessment refund available only for exporters has now been extended to other dealers making Inter State sales.
- Government Process Re-engineering (GPR) has ensured that the dealers are given refund within 30 days after filing of return for particular quarter
- No need for pre verification by field (Charge) offices
- Reconciliation is done online
- Refund amount credited directly to applicant’s bank account in the bank through ECS
- No physical visit required

## Land Registration

**1. Introduction of online assessment of property:** Using the interactive official web site (<https://wbregistration.gov.in>), the market value of immovable property can be assessed online. Amount of stamp duty and registration fees to be paid thereof can be calculated online.

**2. Easier, Safer and Cost-effective Ways to Pay Stamp Duty and Registration Fees:** The introduction of online payment of stamp duty and registration fees through GRIPS (both through net banking and over the counter of selected banks).

**3. Hassle-free Registration:** Introduction of time slot booking facility to minimize waiting time in registration offices for registration.

**4. Single Day Delivery:** Introduction of delivery of registered

deeds on the same day on which it was presented for registration.

**5. Simultaneous Registration and Mutation:** Networking of all registration offices with the offices of Land and Land Reforms Department enabling sharing of data on land held by one is with the other. Under the scheme of NLRMP, mutation/change of name of owner of land by Land and Land Reforms Department starts simultaneously on registration of any landed property.

**6. Instantaneous Searching Facility:** Networking of all registration offices enabling information on registration stored in a central server to facilitate online searching. Availability of online registration information helps in ascertaining the non-encumbrance.

## Land & Land Reforms

**1. Setting time limit for mutation & conversion:** Introduction of time limit for mutation and conversion of land for setting up industries respectively 21 days and 30 days from application, provided the papers are complete.

**2. Special Team for Mutation and Conversion (STMC)** set up in 41 Blocks of 11 districts fast tracks mutation and conver-

sion for industrial land.

**3. Online facility for data Integration:** Networking of all registration offices with the offices of Land and Land Reforms Department enabling sharing/ exchange of information ensuring that data of registration executed at the registration offices will be available real time to the BL & LRO office for starting the process of mutation instantaneously.

## Labour

**1. Online application for Factory License:** Application for registration and grant of licence under Factories Act, 1948 can be submitted electronically online through the official portal of the Directorate of Factories, Govt. of West Bengal on payment of fees through GRIPS portal of the Govt. of West Bengal.

**2. Exemption of registration of clerical department of a factory:** Clerical department of a factory which is situated within the factory premises need not to take separate registration under Shops & Establishments Act 1963.

**3. Amendment to 'notice of overtime' under Shops & Establishments Act 1963:** Notice of overtime in Form T to the appropriate authority by a shopkeeper/ employer can be given within 30 days after such overtime work done, instead of the previous rule to give notice 24 hours before any overtime work done.

**4. Online registration, changes, & renewal under Shops & Establishments Act 1963:** Online facility has been launched through E- District Mission Mode Project, State wide roll out scheme.

**5. Single Inspection startegy:** Shops & Establishment Directorate has been merged with Labour Commissionerate enabling single inspection team to conduct various inspections under different Labour Laws.

**6. Launch of Labour department helpline:** Introducing helpline number-18001030009.

**7. Setting up of Single Window system:** Single Window system has been introduced for registration under Shops & Establish

## Transport

### 1. Citizen friendly initiatives

- Twenty-one new Motor vehicles Offices covering all the sub-divisions set up.
- Setting up of three (3) more new MV offices in three different sub- divisions as a measure of reaching the M.V. administration to the doorstep of the people.

### 2. Introduction of simplified procedure, decentralization and devolution of powers

- Granting Stage Carriage Permits made easier and business-friendly
- National Permits for good carriages now issued by the RTAs at the district level.
- Permits for passenger transport vehicles (stage carriage,

contract carriages etc.) covering areas upto three (3) regions now issued by RTAs only instead of State Transport Authority (STA) as in the past.

- Power of issuance of permits for contract carriages covering the whole of West Bengal for the tour operators approved by the Tourism Department now stands transferred to the RTAs from the STA.

### 3. Introduction of online facilities

- Introduction of Information Technology driven system for connecting all MV offices online. A central warehouse of registration-data has been put in place through integration of the servers stationed in all the MV Offices towards creation of a State Register in a central server.

- Services to the people now being catered from all the M.V. Offices at a faster pace
- Information on registration particulars of any vehicle is instantly and easily available enabling transparency and wider public access to critical information.
- Online transaction facilities are introduced for some important services, like (a) Issuance of Driving License, (b) Registration of vehicles and (c) Payment of tax in order to make the process hassle-free and faster is also on the anvil.
- Development of one 'Inspection & Certification of Motor Vehicles' and one 'Driving Training & Testing Centre' with modern and automated technology for inspection and testing has been introduced.

#### **4. Expansion of Metro Railways and development of transport infrastructure**

- Expansion of the metro network in the city of Kolkata (including suburbs) with an unprecedented intensity.
- A number of new bus-stands in important locations of the State and a bus Terminus at Santragachhi are constructed which has eased the pressure on the movement of vehicular traffic and enhanced the quality of air in the Kolkata metropolis.

#### **5. Augmentation of passenger transport services**

- Strengthening of road connectivity, improvement of the quality of passenger transport network and mobility of people leading to spurring of economic activities across the state.
- More than 1000 new high standard AC as well as non-AC

buses have been rolled out in the public sector, 15000 comfortable and modern blue and white 'no refusal taxis' in the urban centers and private bus services has been made market-friendly.

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#### **6. Promotion of open sky policy**

- Various options including private investment to develop the existing airport in Behala as a second airport for the city are being explored, especially given its strategic location at a distance of nearly 30 km from the existing airport.
- Upgradation of Bagdogra airport at the foothills of the Himalayas with night landing facilities
- Development of the Greenfield airport at Andal-Durgapur
- Expansion of the Coochbehar airport
- Introduction of low-cost passenger-friendly helicopter connectivity between Kolkata and other tourism destinations.

#### **7. Exploring the river Ganga and other rivers**

- Improvement in jetty infrastructure and promotion of waterways activities have resulted in enhanced number of attractive river cruises-some going upto Patna, Varanasi etc.
- Shree Ramakrishna-Shree Ma-Vivekananda Heritage Circuit connecting Dakshineswar, Belur and other heritage Ghats on the river Ganga in Kolkata metropolis.
- Introduction of pleasure and pilgrimage cruises on the Ganga and other rivers and creeks in the Sundarbans forest area besides intensive use of the National Waterway-1 for cargo movement in the offing.

## West Bengal State Electricity Distribution Company

**1. Spot billing facility:** 100% Spot Billing for Low and Medium Voltage Domestic & Commercial Consumers has been introduced

**2. Online payment:** Online payment through Internet Banking, Debit Card and Mobile for all Low & Medium consumers throughout the State has been made operational.

**3. Online application single-phase connection:** Procedure introduced for online application of Low & Medium voltage 1-phase (upto 6 KW load demand) connection.

**4. Payment of Service Connection Charge and Security Deposit in installment:** System has been introduced for payment of service charge and security deposit in installment for all single phase new connection up to 1 KW load demand under domestic category.

**5. Dedicated agricultural feeders:** “Sech Bandhu” scheme funded by the State Government is being introduced to segregate agricultural feeders for better peak load management and improved voltage profile.

**6. Harnessing Hydel power potential:** Improvement of Hydel generation capacity by tapping existing potential in the State.

**7. Planning for efficiency:** Conversion of existing bare LT overhead mains to LT overhead A.B. Cable line to reduce interruption has been planned.

**8. Planning for reliable service:** Planned for commissioning of 120 new sub-stations in three years in the existing network for ensuring steady and reliable power.





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