



Government of the People's Republic of Bangladesh

Bangladesh Energy Regulatory Commission
DHAKA, BANGLADESH

Bangladesh Energy Regulatory Commission is pleased to renew the license issued on 12 February 2009 bearing Reference Number: BERC/POWER/ELED-0006/L/0006/0431 for electricity distribution activities confined in its local jurisdiction determined by the administrative ministry as per sections 27 & 28 of the Bangladesh Energy Regulatory Commission Act, 2003 and Regulation 16 of the Bangladesh Energy Regulatory Commission License Regulations, 2006 in favour of

West Zone Power Distribution Company Limited

Biddut Bhaban, Boyra Main Road, Khulna-9000.

This license will remain valid from 12 February 2024 to 11 February 2028 under the terms and conditions stipulated in the reference number: 28.01.0000.015.09.005.08/ELED-0006/3073. Dated: 22 July 2026.

License No.: ELED-0006

Dated: 22 July 2026


Md. Nazrul Islam Sarker
Secretary



Government of the People's Republic of Bangladesh
Bangladesh Energy Regulatory Commission

IEB Bhaban (5th & 6th floor), Ramna, Dhaka-1000.



Reference No. 28.01.0000.015.09.005.08 /ELED-006/ ১০৭৩

Dated: 22 July 2026

SUBJECT: TERMS & CONDITIONS OF RENEWAL LICENSE FOR DISTRIBUTION OF ELECTRICITY BY WEST ZONE POWER DISTRIBUTION COMPANY LIMITED.

1. GENERAL PROVISIONS:

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|------|----------------------------|---|
| 1.1 | Name of the Licensee | : West Zone Power Distribution Company Limited |
| 1.2 | Address of the Licensee | : Biddut Bhaban, Boyra Main Road, Khulna- 9000. |
| 1.3 | Distribution Area | : Distribution activities confined in its local jurisdiction determined by the administrative ministry. |
| 1.4 | License Number | : ELED- 0006 |
| 1.5 | License Issued on | : 12 February 2009 |
| 1.6 | Amendment of the License | : 02 April 2018 |
| 1.7 | Date of Renewal of License | : 22 July 2026 |
| 1.8 | Validity of the License | : 12 February 2024 to 11 February 2028. |
| 1.9 | Receiving Voltage | : 33 kV. |
| 1.10 | Distribution Voltage | : 33 kV, 11 kV & 0.4 kV. |
| 1.11 | Type of License Granted | : License for distribution of electricity in its local jurisdiction. |
| 1.12 | Nature of Business | : Distribution & sale of electricity to the retail consumers. |

2. DEFINITION OF TERMS:

- 2.1 Words, terms and phrases that are defined in the 'Bangladesh Energy Regulatory Commission Act, 2003 (Act No. 13 of 2003)', including subsequent amendments to the Act, the 'Bangladesh Energy Regulatory Commission License Regulations, 2006' and other related Regulations of the Commission shall have the same meaning for the purposes of this License.
- 2.2 Unless the context requires otherwise, the following words, terms and phrases in the License and any attachments hereto shall have the following meanings:
- 2.2.1 "Act" means 'Bangladesh Energy Regulatory Commission Act, 2003 (Act No.13 of 2003)'.
- 2.2.2 "Capacity" means the quantity of electricity available to be delivered or, actually delivered, by the Licensee.
- 2.2.3 "Commission" means the Bangladesh Energy Regulatory Commission.

- 2.2.4 "Consumer" means a person who receives electricity supplied by the Licensee in the premises or installation, owned or possessed, under relevant laws, rules, regulations, by-laws or any document which has the force of law;
- 2.2.5 "Distribution" means the delivery of electricity to the retail customers through distribution lines.
- 2.2.6 "Distribution System" means the part of the power system that distributes electric power for local use.
- 2.2.7 "Generation" means the process of producing electricity by transforming other forms of energy; also, the quantity of electricity produced, expressed in kilowatt-hours (kWh).
- 2.2.8 "Grid Code" means the set of rules, requirements, procedures, and standards approved by the Commission that governs the operation of the high voltage transmission system to ensure the safe, reliable, secure and efficient operation, maintenance, and development of the high voltage transmission system and its related facilities.
- 2.2.9 "License" means the License issued under the Act.
- 2.2.10 "Licensee" means the License holder under the Act.
- 2.2.11 "Major Incident" means an incident associated with the generation, transmission, distribution, supply or use of electricity in the Licensee's area of operation which results in a significant interruption of service, substantial damage to equipment, or loss of life or significant injury to a human being as defined in the Regulations adopted by the Commission or as otherwise specified by the Commission.
- 2.2.12 "Standards of Performance" means such standards of performance as may be determined by the Commission pursuant to the section 22 of the Act.

3. LEGAL BASIS FOR LICENSE ISSUANCE:

The Commission, in the exercise of its authority granted the License by sections 27 & 28 of the Act and hereby renews the License by regulation 16 of the Bangladesh Energy Regulatory Commission License Regulations, 2006 for distribution of electricity.

4. RIGHT TO CONDUCT LICENSED ACTIVITIES:

This License authorizes the Licensee to engage in the business of distribution & selling of electricity for the period specified subject to conditions set out in this License.

5. LIMITATIONS ON LICENSE TRANSFER OR ASSIGNMENT:

The Licensee shall not transfer or assign this License to any other entity without a prior written approval of the Commission.

6. RENEWAL, REVISION, AND CANCELLATION OF THE LICENSE:

- 6.1 The License can be renewed, revised and cancelled by the Commission according to the 'Bangladesh Energy Regulatory Commission Act, 2003' including subsequent amendments to the Act, the 'Bangladesh Energy Regulatory Commission License Regulations, 2006' and any other relevant regulations of the Commission.
- 6.2 The Licensee shall apply for such renewal at least 30 (thirty) days before the expiry of the current License paying Annual License Fee. For failure to make such application and payment, the Licensee shall be liable for fine as give below:
- (a) Within 30 (thirty) days of the expiration of validity of License; then the fine will be 5% of the renewal fees of License.
 - (b) Within 60 (sixty) days of the expiration of validity of License; then the fine will be 25% of the renewal fees of License.
 - (c) If the validity expires more than 60 (sixty) days but less than 90 (ninety) days; then the fine will be 100% of the renewal fees of License.
 - (d) More than 90 (ninety) days of the expiration of validity of License; then the fine will be 100% of the renewal fees of License.
- 6.3 The Licensee shall submit up-to-date Annual Report, Audit Report, VAT and Income Tax Certificate with the application for renewal.
- 6.4 The Commission may revoke or cancel the License in cases that include, but are not limited to the following;
- 6.4.1 The Licensee materially violates any of the terms or conditions of the License, Commission's regulations and other applicable legislation;
 - 6.4.2 The Licensee is inactive for a period exceeding twelve (12) months from the date of issuance of the License;
 - 6.4.3 The Licensee acts to degrade the physical environment by emission of pollutants, and by discharging harmful and toxic chemicals and materials in violation of the 'Environment Conservation Act, 1995' and the 'Environment Conservation Rules, 1997';
 - 6.4.4 The Licensee jeopardizes public safety by any of its actions.
 - 6.4.5 The Licensee fails to pay the arrear or dues of the Commission in time.
- 6.5 The Commission may cancel the License in case of violation of the condition(s) of the License, provided that the Licensee has been given a fair chance to rectify the positions which led to violations of the License conditions;
- The Commission is of the view that the Licensee shall not be in a position to deliver services to customers either for technical, financial or logistical reasons;
- 6.6 In case of revocation on cancellation of the License, the Licensee may apply to the Commission within 15 (fifteen) days of such revocation or cancellation and the Commission shall set aside the appeal within 60 (sixty) days.

6.7 In case of revocation or cancellation, the Commission shall calculate the arrear/dues and shall give direction to pay the same.

7. TERMS OF THE LICENSE:

7.1 The License remains valid from **12 February 2024 to 11 February 2028.**

7.2 The License shall be applicable, unless otherwise modified by the Commission, for Electricity Distribution activities confined in its local jurisdiction determined by the administrative ministry mentioned in the clause 1.3 above.

8. OBLIGATIONS OF LICENSEE:

8.1 Compliance with Codes, Standards and Regulations Current and Future:

8.1.1 The Licensee shall comply with all applicable regulatory requirements and procedures that include but are not limited to the Grid Code, the Regulations, the Electricity Rules, 1937, Standards of Performance, environmental standards under existing laws, energy efficiency standards, orders and any other codes and/or practices that might be adopted and issued by the Commission to carry out its statutory responsibilities under the Act.

8.1.2 The Licensee shall maintain international standard and working method at the time of discharging duties relating to electricity distribution, maintenance and safety.

8.1.3 The Licensee should either have customer agreements or contracts, depending upon the nature of the individual or organization. Those agreements or contracts issued pursuant to the approved rates and tariffs would not be individually approved by the Commission.

8.1.4 If a proposed contract varies significantly from the approved rates, or terms and conditions of service, that contract should be provided to the Commission for approval. Disconnection of service for non-payment as per the relevant act should be a routine matter in accordance with a published tariff;

8.1.5 Upon amending any supply contract, the Licensee must submit that contract to the Commission for review of tariffs, terms and conditions of service. The Commission's review will be consistent with its obligations under the 'Bangladesh Energy Regulatory Commission Act, 2003', the 'Bangladesh Energy Regulatory Commission License Regulations, 2006' and other relevant Regulations. The Commission will only act if it finds a basis for initiating action;

8.1.6 The Licensee shall comply with the 'Bangladesh Energy Regulatory Commission Act, 2003', the 'Bangladesh Energy Regulatory Commission License Regulation, 2006' & any other relevant regulations of the Commission.

8.2 The Licensee shall be required to:

8.2.1 comply with all applicable laws, rules and regulations pertaining to or relevant to the undertaking of the regulated activity for which the License is granted;

8.2.2 provide services to all persons who meet the eligibility criteria, unless the Commission agrees with the Licensee that it is not financially viable; or unless the Government makes special financial arrangements with the Licensee;

- 8.2.3 provide to the Commission such information as the Commission may, in writing, reasonably require in accordance with the provisions of the License;
- 8.2.4 locate, design, construct, operate and maintain its facilities in accordance with the technical and other standards prescribed by the Commission and in a manner so as not to endanger public health or safety;
- 8.2.5 strictly follow the requirements of the 'Environment Conservation Act,1995' and 'Environment Conservation Rules,1997';
- 8.2.6 submit to the Commission for approval, a consumer service manual setting the rights and obligations of the Licensee with reference to all its consumers;
- 8.2.7 provide correct meters at all delivery points to read consumption of energy;
- 8.2.8 lay, within a specified time, distribution lines in a particular area covered in this License;
- 8.2.9 mark with conspicuous signs where a power line enters, leaves or crosses a road, railway, river, canal, waterway or other area of public use;
- 8.2.10 ensure prudence, cost effectiveness, and economic efficiency in its capital expenditure program;
- 8.2.11 extend and expand its distribution facilities at the request of a person provided that it is technically feasible and all parties agree to the cost apportionment;
- 8.2.12 publish information regarding available capacity;
- 8.2.13 fulfill the obligations of the License as mentioned above, or the Licensee shall be subjected to, in addition to other measures directed by the Commission, such legal measures as provided in the 'Bangladesh Energy Regulatory Commission Act, 2003' and the 'Bangladesh Energy Regulatory Commission License Regulations, 2006 (Amended on 2016)' for violation of orders or directives.

9. EMERGENCY NOTIFICATION AND REMEDIAL ACTIONS REPORTING:

The Licensee shall notify the Commission of any major incident or emergency situation affecting any part of the distribution system within 24 (twenty four) hours of such major incident. The Licensee shall provide a written report of the major incident and description of the remedial actions taken and the plan/measures are to be undertaken in order to prevent the recurrence of similar events in future.

10. ACCOUNTING AND FINANCIAL REPORTING:

- 10.1 The Licensee shall keep accounts and prepare annual report, annual audited report for the Licensed activities in accordance with regulatory accounting and reporting standards adopted/to be adopted by the Commission. The Licensee shall submit annual report and audited report to the Commission setting forth both financial results, with the underlying accounting data, and operation information within three (3) months of the closure of the accounting year of the company. The Licensee shall submit to the Commission any other information that the Commission may reasonably require in the performance of its statutory obligations.
- 10.2 The Licensee shall furnish to the Commission all technical and operating information in accordance with regulatory reporting standards adopted/to be adopted by the Commission as well as other data requested by the Commission.
- 10.3 The Licensee shall collect, review, monitor and publish statistics of electricity as may be related to its domain of business, in the form as would be prescribed by the Commission.

11. PROHIBITED ACTIVITIES:

- 11.1 The Licensee shall not, without a prior written approval of the Commission, operate any facilities for the distribution of electricity outside the service area mentioned in clause 1.3;
- 11.2 Without having prior permission in writing from the Commission, the Licensee shall not acquire any undertaking by purchase or any other means;
Provided that before making an application for such consent, the Licensee shall serve 30 (thirty) days notice to the Commission;
- 11.3 Without the prior permission from the Commission, the Licensee shall not sell, mortgage, lease, exchange or transfer by any other means his undertaking or any part of it;

12. METERING REQUIREMENTS:

The Licensee shall ensure appropriate metering facilities to measure the electrical energy to be delivered to the customer in accordance with all applicable codes.

13. DISTRIBUTION TARIFF:

Electricity distribution tariff (Retail tariff) shall be determined according to the 'Bangladesh Energy Regulatory Commission Electricity Distribution (Retail) Tariff Regulations, 2016' by the Commission. The Licensee must consistently apply for the tariff and associated fees to its customer(s) as authorized by the Commission.

14. MONITORING OF LICENSEE'S PERFORMANCE:

14.1 Compliance with the License Conditions:

The Commission shall monitor the Licensee's compliance with the provisions of the 'Bangladesh Energy Regulatory Commission License Regulations, 2006' and any other applicable procedures set by the Commission.

14.2 Commission's Access to Licensed Premises and Business Records:

The Commission shall have the right to enter upon the Licensed premises and examine the conduct of its business and its documents in order to ensure compliance with these License conditions as well as with the regulations.

14.3 Notification of License Conditions Violation

The Licensee shall monitor its own compliance with the License and report to the Commission any violations that may occur. The Licensee's failure to inform the Commission about a violation shall be subject to sanctions determined by the Commission according to the Regulations or other relevant legislation.

14.4 Cancellation or Amendment of the License:

The License is issued subject to conditions that in case of violation of any condition or in case of a situation that may necessitate altering, adding or deleting some conditions, then the License may be either cancelled or amended suitably by the Commission to meet the particular situations.

14.5 Opportunity to redress the violation of Condition:

If occasion arises as at clause 14.4 above the Commission shall provide the Licensee, within a specified time limit, the reasons for such decision. The Licensee shall be provided

with the opportunity to redress the issues that lead to the situation of cancelling or amending the License by the Commission.

15. REGULATORY FEES:

15.1 The Licensee shall pay Annual License Renewal Fee as per the Bangladesh Energy Regulatory Commission License Regulations, 2006 and amendment thereafter alongwith any other applicable fees defined and demanded by the Commission.

15.2 The Licensee shall pay Annual System Operating License Fees at the rate as per the Bangladesh Energy Regulatory Commission License Regulations, 2006 and amendment thereafter of net sales (excluding Duty, VAT etc.) in Taka in every quarterly and any other applicable fees defined and demanded by the Commission. If the System Operating License Fees is revised by Commission, the Licensee will have to pay accordingly

15.3 The arrear/dues to the Commission shall be realized by the Commission from the Licensee under the 'Public Demand Recovery Act, 1913'.

16. SAFE OPERATIONS:

The Licensee shall provide safe working conditions for its staff, customers and the public, conduct its operations in a safe manner and report any accidents to its employees, customers, or the public to the Commission without any delay.

17. FORMAL COMMUNICATIONS BETWEEN THE COMMISSION AND THE LICENSEE:

Any notice, consent, authorization, direction or other communication required or permitted to be given by the Commission under this License, shall be in accordance with Chapter 9 of the Act and in writing, and may be delivered by fax or other transmission media permitted by the Commission. Provided that, in all cases, the original shall be delivered by hand or by registered mail to the address as follows:

17.1 In case of the Commission : Secretary
Address & Phone number Bangladesh Energy Regulatory Commission
IEB Building (5th & 6th floor), Ramna, Dhaka-1000.
E-Mail: secy@berc.org.bd

17.2 In case of the Licensee : Managing Director
Address & Phone Number West Zone Power Distribution Company Limited
Biddut Bhaban, Boyra Main Road, Khulna- 9000.
Tel # 880 041-811573, 730905
Email: wz.man.acc.hg.com

For and on behalf of the
Bangladesh Energy Regulatory Commission


Md. Nazrul Islam Sarker
Secretary