



KERALA STATE ELECTRICITY BOARD LIMITED

(Incorporated under the Companies Act, 1956)

Reg. Office: Vidyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004

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Abstract

KSEB Limited – Vidyuthi Adalath 2020 – Concessions/discounts given in the Adalath –
Action taken - Ratified - Orders issued

CORPORATE OFFICE (SBU-D)

B.O.(FTD) No.352 /2020 (D(D&IT)/D-4/General-Adalath 2020/2019-20) Dated, Thiruvananthapuram, 26.05.2020

- Read: 1. B.O.(FTD) No.946/2019 (D(D&IT)/General-Adalath 2020/2019-20) dated 24.12.2019.
2. B.O.(FTD) No.220/2020 (D(D&IT)/General-Adalath 2020/2019-20) dated 19.03.2020.
3. Note No. D(D&IT)/D4/ General-Adalath 2020/2019-20 dated 20.05.2020 of the Director (Distribution, IT & HRM) to the Full Time Directors (Agenda No. 57/5/20)

ORDER

KSEBL as per Board Order read as 1st above accorded sanction to conduct Vidyuthi Adalaths at Revenue District level for the time bound redressal of complaints of the public in connection with the Electricity Sector. The Adalaths were conducted for the period from 11.01.2020 up to 27.02.2020 under the patronage of the Hon'ble Minister for Electricity. About 17500 number of complaints were received for considering in the Adalath.

During the Adalath, concession was granted to some of the applicants, deducting supervision charges from the deposit work estimate for shifting of existing HT/LT line and some of them were granted discount on the estimate amount. Clarification was sought from the field regarding collection of GST in the cases where concession was given and KSEBL as per Board Order read 2nd above, ordered to calculate GST on the net value after deducting the concession/discount offered as per the Adalath decision, and to show the concession offered to the consumer separately in the invoice issued to the consumer and to account the concession separately and directed the Chief Engineer (IT, CR & CAPS) to make necessary modifications in the software accordingly.

As per Board Order read as 1st above, the District Adalath Committees were constituted to conduct Adalaths. The Deputy Chief Engineer of Electrical Circle in the District Head Quarter was the Chairperson and Convener of the District Adalath

Committee. In most of the districts, so many complaints were received on the day of Adalath and the above Committee could not handle all the complaints received on that day. In this situation, Committees were formed under the leadership of Chief Engineers of Generation/Transmission/Distribution wings, Chief Engineer (IT,CR&CAPS)/(SO), Deputy Chief Engineers of Generation/Transmission/Distribution wings and TA to Director (Distribution, IT&HRM) for the effective and smooth conduct of the Adalaths and for timely settlement of the complaints.

The following are the general decisions that were taken in the Adalath.

1. For applicants under BPL/SC/ST category, if electric line/posts are situated obstructing construction of house under "Life Mission Housing Scheme", for shifting the line to any other portion of the land or along public path, to bear full cost of shifting by the Board if shifting is technically feasible.
2. For applicants under BPL category, if electric line passes obstructing construction of house, for shifting the line to any other portion of the land or along public path, to bear cost of materials and 50% of labour charges by the Board if shifting is technically feasible.
3. In case of line shifting petitions, if the shifting is technically feasible and if the same is beneficial to the Board, considering ease of maintenance, adherence to safety standards & statutory clearances and reduction in interruptions, (i) to bear full cost of line shifting by the Board in case of petitions where number of consumers is greater than 10; (ii) to bear 50% of cost of shifting by the Board in case of petitions where number of consumers is greater than 1 and up to 10; (iii) to bear 25% of cost of shifting by the Board in case of petition from a single consumer.
4. Request for shifting electric line passing through the SC/ST colony, to bear full cost of shifting by the Board by including in any of the schemes of KSEBL.
5. To allow reduction of interest and installments to settle arrear of electricity charges as per OTS-2019 scheme.
6. To write off the arrear up to an amount of ₹1,000/- in respect of BPL domestic consumers.
7. To allow to collect present current charges keeping the arrear in respect of SC/ST colony.

8. If arrear is due to leakage of electrical energy owing to wiring faults, to allow 50% reduction in the original assessment, if the applicant is BPL domestic consumer.
9. In case of arrear due to wrong application of multiplication factor, to allow maximum number of installments as per the period of bills @ 12% interest.
10. To allow reduction of interest and installments (maximum 12 installments for principal amount) to settle pole rental arrears as per OTS-2019 scheme.
11. To exempt material cost, labour cost, transportation cost, SOC charge, supervision charge, testing charge, etc for providing service connection to deserving applicants like Anganwadi. To provide service connection free of cost to poor applicants.
12. To allow installments for remitting estimated cost for service connection, if the applicant cannot remit the whole amount in one time.
13. For Voltage Improvement, if the work is already included in Dyuthi Scheme to give priority and if the work is not included in Dyuthi Scheme to include as new work and to complete the work giving priority and to allow additional fund if necessary.
14. To regularise connected load of LT Consumers, if assessment is not done for additional connected load detected during inspection, as the scheme for revising connected load for all categories of LT Consumers based on self declaration is extended (up to 30.06.2020). To allow installments @12% interest to remit arrears if assessment has already been done for additional connected load.

The matter was placed before the Full Time Directors as per note read as 3rd above.

Having considered the matter in detail, the Full Time Directors in the meeting held on 22/05/2020, resolved to ratify

- (1) the action taken to form committees in the leadership of Chief Engineers of Generation/Transmission/Distribution wings, Chief Engineer (IT,CR&CAPS)/(SO), Deputy Chief Engineers of Generation/ Transmission/ Distribution wings and TA to Director (Distribution, IT&HRM) on the day of Adalath for the effective and smooth conduct of the Adalaths and to take decisions for timely settlement of the complaints.

(2) the action taken to decide the points 1 - 14 above in the Adalath conducted from 11.01.2020 to 27.02.2020.

Orders are issued accordingly.

By Order of Full Time Directors,
Sd/-
Lekha G.
Company Secretary (In charge)

To

The Chief Engineer, Distribution (South/Central/North/North Malabar).
The Chief Engineer, Transmission(South/North).
The Chief Engineer, Generation.
The Chief Engineer (IT,CR&CAPS)/(SO)
The Deputy Chief Engineer, Electrical Circle,.....
The Deputy Chief Engineer, Transmission Circle,.....
The Deputy Chief Engineer, Generation Circle,.....

Copy to:

The Financial Adviser/The Chief Internal Auditor
The Deputy Chief Engineer (Commercial&Planning) with full powers of Chief
Engineer
The RCAO/The RAO/The LLO
The Deputy Chief Engineer (TRAC).
The Special Officer (Revenue).
The Accounts Officer, Arrear Clearance Cell, O/o the Chief Internal Auditor.
All Executive Engineers of Electrical Division.
The TA to Chairman & Managing Director
The TA to Director (Distribution, IT & HRM / Transmission, System Operation & Safety
/ Generation-Electrical & Supply Chain Management / Generation-Civil)
The PA to Director (Finance)/ Senior CA to Secretary (Administration)
The Fair Copy Superintendent/Library/Stock File

Forwarded/By Order

Lekha G.

Assistant Executive Engineer