

ABSTRACT

Steps to combat the pandemic, COVID 19 - promotion of online payment - 5% cash back offer- Ratified- Orders issued.

CORPORATE OFFICE (SBU-D)

B.O(FTD) No.389/2020 (D (D&IT)/COVID19 /2019-20)dated 05.06.2020 Thiruvananthapuram.

Read: 1. B.O (FTD) No.964/2019(D(D&IT)/D6-AE2/Cashiers/19-20) dated 28.12.2019.

2. GO No SS-1/91/GAD dated 22.04.2020
3. Circular No. D (D, IT & HRM)/ COVID 19/ 2019 – 2020/10 dated 30.04.2020 of the Chairman & Managing Director
4. Note No. D (D, IT&HRM)/COVID 19/2019-20 dtd.27.05.2020 of the Director (D,IT&HRM) to the Full Time Directors (Agenda 80/5/20)

ORDER

KSEB Ltd has taken several steps to facilitate online payment of electricity bills. To prevent the possibility of community spread, directions were issued to stop revenue collection through Office Cash Counters and Outstation Collection Centers till 03.05.2020 and to encourage digital payment for bill collection.

After considering the directions contained in the GO read as 2nd above and the current situation, the COVID Cell had suggested to re-start the cash collection through KSEB Cash Counters from 4.05.2020 onwards and offered the following guidelines for the functioning of Cash Counters at Section Offices.

1. Board as per order read as 1st above had ordered that the payment of current charge with monthly bill greater than Rs.1500/- (bimonthly bill greater than Rs.3000/-) of all consumers through online mode only which shall be adhered to. The transaction charges for online payments were waived for a period of three months from 20.04.2020 onwards to promote online payments. 5 % cash back offer, up to a maximum of Rs.100/-per bill to those consumers who perform 1st time online bill payment between 04.05.2020 to 16.05.2020 shall be granted. The amount thus offered will be reduced from their next bill.
2. In order to avoid the crowding and long queues at cash counters, particular date for consumers based on the last digit of their consumer number were assigned.

A consumer with more than one connection shall be allowed to make payment of bills of all connections in any of the allotted day. Collection via Cash Counters were facilitated on Second Saturday although it was a holiday.

If the consumers cannot make the payment on the allotted dates, facility for remittance on another date was also provided. Bulk payment of Resident associations, layam etc were also facilitated. Surcharge on bills issued /due during lock down period was waived.

3. The consumers shall be informed in advance through SMS about the date and time allotted for payment of current charge and the Chief Engineer (IT & CR) may be authorized to this.
4. Functioning of two Cash Counters shall be arranged at all Section Offices upto 16.05.2020, including 9.05.2020, 2nd Saturday. If heavy rush is experienced at the Counters, more counters may be arranged with computers and collection will be done through OrumaNET and in case of shortage of printer, manual receipt shall be provided to the consumers. The Regional Audit Officers shall complete the audit of cash transactions in the above period by 31st May 2020.
5. The services of Senior Superintendent, Senior Assistant and Cashier/Cashier Trainee shall be effectively utilized for the smooth functioning of cash counters. The services of other staff of the Section Offices or staff from Electrical Division/RAO office/Electrical Circle may be engaged for cash collection, if necessary.
6. Staff posted at Cash Counters shall invariably use Gloves and mask.
7. All steps to be taken for ensuring social distancing of consumers in queue by marking the queue position. It is suggested to allow only 5 consumers inside the premises.
8. The working of token system shall be ensured and a staff may be assigned for giving token to consumers.
9. Assistant Executive Engineer, Electrical Sub Division shall ensure the availability of printer ribbon, stationery and carbon paper required at Section offices. It shall also be ensured that the bills are delivered to consumers who have not received the same directly or by SMS.
10. In case of instructions from the Revenue/Police authorities to stop the functioning of Cash Counters at hot spots the same shall be done only after intimating the same to the Director (Distribution).

One of the main suggestions of the COVID Cell was that even if the counters at Section Offices were opened, it would be better to encourage online transactions to reduce crowding and long

queues at Cash Counters and adhering to social distancing conditions laid down in wake of the pandemic. The COVID Cell had examined the possibility of encouraging online transactions and suggested that a 5 % cash back offer, up to a maximum of Rs.100/-per bill be provided to the consumers who perform online bill payment for the 1st time between 04.05.2020 to 16.05.2020. The amount thus offered will be reduced from their next bill.

Considering all aspects and suggestions from COVID Cell, the Chairman & Managing Director directed to issue a circular, incorporating the proposed points, to restart collection through Cash Counters and to offer 5 % cash back, up to a maximum of Rs.100/-per bill to the consumers who perform online bill payment for the 1st time between 4.05.2020 to 16.05.2020. The amount thus offered will be reduced from the next bill. A circular read as (3) was issued accordingly.

The matter was placed before the Full Time Directors as per note read as 4th above for ratification.

Having considered the matter in detail, the Full Time Directors of the Board in its meeting held on 30.05.2020 resolved to ratify the action of the Chairman & Managing Director in deciding to issue a 5% cash back offer, up to a maximum of Rs.100/-per bill to all consumers who will perform online bill payment for the 1st time between 04.05.2020 to 16.05.2020 as the decision is for promoting online payment during COVID 19 pandemic

Orders are issued accordingly.

By Order of the Full Time Directors
Sd/-
Lekha.G
Company Secretary-in charge.

To

1. The Chief Engineer (IT,CR &CAPS)
2. The Chief Engineers, Distribution

Copy to:

The Chief Vigilance Officer/Legal Advisor & Disciplinary Enquiry Officer/ Chief Internal Auditor
The TA to Chairman & Managing Director
The TA to Director (Distribution, IT& HRM / Corporate Planning, Generation Electrical, SCM & Safety / Transmission & System Operation / Generation Civil & HRM)
The Deputy Chief Engineer (Commercial & Planning) with full powers of Chief Engineer
The RAO/ECA/RCAO/The Legal Liaison Officer
The PA to Director (Finance) / C.A. to Secretary (Administration)/ Company Secretary
Fair Copy Section / Library / Stock File

Forwarded / By Order


Assistant Engineer