

KSEB
കേരളാ വൈദ്യുത ബോർഡ്



ഇന്റർനെറ്റ് വെബ്സൈറ്റ്

KERALA STATE ELECTRICITY BOARD LIMITED

Incorporated under the Companies Act, 1956

Corporate identity Number: U40100KL201 ISGC0272424

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Abstract

Implementation of the Electricity (Rights of Consumers) Rules 2020-Authorising Offices/Officials –Sanctioned- Orders issued.

CORPORATE OFFICE (Planning)

B.O. (FTD) No.347 /2021(KSEB/TRAC/R2/Ele.Rules 2020/20-21) dated, Thiruvananthapuram 10 .05.2021

- Read: 1. Notification No. G.S.R.818 (E) dated 31-12-2020
2. Note No. KSEB/TRAC/R2/ Ele. Rules 2020/2020-21 dated 26.04.2021 of the Deputy Chief Engineer (Commercial & Planning) with full powers of Chief Engineer to the Full Time Directors (Agenda No. 72/4/2021)

Order

The Government of India has notified “**The Electricity (Rights of Consumers) Rules, 2020**” read as 1st above. These rules came into force on 31-12-2020.

Discussion on implementation of the Electricity (Rights of Consumers) Rules, 2020 convened by the Deputy Chief Engineer (Commercial and Planning) with full powers of Chief Engineer with the participation of officials of Office of the Director (Distribution, IT & HRM), Office of the Chief Engineer (IT) and O/o the Chief Engineer(REES) was held and various areas requiring action have been identified. The Rules were discussed one by one. Some of the rules are already complied by KSEBL. Some others need amendments in Regulations such as Supply Code, Standard of Performance, CGRF, Renewable Energy etc. In case of the Rules which needs to be implemented without any amendments in the regulations or prior action is required in anticipation of amendments in compliance to the rules, the following officers/office were identified for the smooth implementation of Electricity (Rights of Consumers) Rules 2020 in KSEBL.

1. O/o the Director (Distribution, IT & HRM)

The following tasks can be carried out in compliance of the rules by **Distribution Core Committee**.

1. Prepare procedure for '**shifting of connection**'/'**shifting of premises**' mentioned in definition of Applicant Rule 2(1) b and in Rule 4(1)a in consultation with O/o the Director (Distribution, IT & HRM).
2. Prepare proposal for including '**Tenant**' as occupier in new connection application mentioned in Rule 2(1) k

3. Prepare proposal to implement **scanning and uploading hard copies on the same day and issuing Registration No** to applicants as mentioned in Rule 4(5) & 4(7).
4. Prepare **Per Kw rate for service connections based on Connected load and Category of Consumers** as mentioned in Rule 4(13).
5. May examine and **report the feasibility/requirement for providing Drop Boxes** at suitable location as envisaged in Rule 7(4) as an option to payment of bills.
6. To propose a Help Desk at Corporate level -Officers to be designated as a **single point of contact to facilitate the consumers in installation of roof top solar system from submission of application form to commissioning** as envisaged in Rule 11 (5) (b) (ii).
7. To prepare proposals for constituting **CGRF Offices from Sub Division Level onwards** as specified in Rule 15(1).
8. To prepare proposal for specifying **appeal authorities at each hierarchy level** and timeframe not exceeding 45 days before the consumer approaches ombudsman in accordance with Rule 15(2)
9. To propose mechanism for **monitoring of the grievances redressal** by distribution licensee as envisaged in Rule 15(5).
10. To prepare plan for **payment of bills at door steps (Senior Citizens)** as mentioned in Rule 16(2).
11. **Manual of Procedure:** Draft manual of procedures to be revised based on Rules.

Apart from the above mentioned tasks, **Office of the Director (Distribution, IT & HRM)** may issue office orders on the following in compliance of Rules:

12. **"Temporary connection"**: Detailed definition is given in Rule 2(1)(n). Bring it to the attention of Field Officers for compliance.
13. **Application forms**: Take necessary steps to issue all types of application forms free of cost to the applicants. Issue necessary direction to the field officers. Rule 4(2)
14. **Proof of applicant's ownership: Simplified the requirements in Rule 4 (9)(2). The procedure change** may be intimated to field
15. **Agreement**: Prepare Application form so as to include agreement as part of it and get it approved by KSERC. Rule 4(10).
16. **Maximum time period, post submission of application complete in all respect**: Metro cities - 7 days, municipal areas - 15days & rural areas - 30 days Change to be informed to field. Rule 4 (11).
17. **Purchase the meter, MCB or CB and associated equipment himself or to Purchase from Licensee**: Should give option to the consumer at the time of seeking a new connection as per Rule 5 (2) (a) & (b). Ensure supply chain and prepare cost data.
18. **In case the consumer does not receive the first bill** within stipulated period, he may complain, in writing, to the distribution licensee, ensure that the consumer is issued the bill within seven days as per Rule 6 (8).
19. **If any bill is served with a delay**: a rebate of two to five percent to be given to consumers as specified by Commission (KSERC). Rule 6(10). Rebate for delay in serving the bill. To be brought to the notice of field officers.
20. **Online payment mandatory for bills above Rs 1000/- : Promote online payment as mentioned in Rule 7(2).**

21. **Refund of security deposit within 7 days:** In case of permanent disconnection, give necessary direction to field officers to arrange for a special meter reading and prepare a final bill as mentioned in Rule 9(1) and ensure that refund of security deposit is given within 7 days.
22. **Reconnection should be given, not exceeding six working hours of receipt of past dues and other charges:** Implement Rule 9(2). Inform field officers that reconnection time reduced from 24 hours to 6 hours of receipt of past dues and applicable charges.
23. **Reliability of supply:** Formulate a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages as mentioned in Rule 10 (1) (2) to pilot in one town along with Chief Engineer (IT,CR & CAPS).
24. **Single point of contact** –Constitute a Help Desk at Corporate level -Officers to be designated as a **single point of contact to facilitate the consumers in installation of roof top solar system from submission of application form to commissioning** as envisaged in Rule 11 (5) (b) (ii) after Distribution Core Committee finalises the proposal.
25. **Technical feasibility study in case of Solar:** Duration can be up to 20 days subject to approval from Hon'ble Commission. Rule 11(7). Presently 15 days.
26. **Penalty minimum Rs.500/- per day (Solar):** In case of any delay on the part of distribution licensee as per Rule 11(12). Inform field officers.
27. **Monitoring and analytics:** System to get a unified view of all the services requested, attended and pending. Rule 14(2)
28. **Service at doorstep:** Extend service at door steps to all consumers especially Senior Citizens as mentioned in Rule 16(2)

2. Chief Engineer (IT, CR & CAPS)

1. **"Days"** means clear working days: Billing software etc to be updated based on new definition. Rule 2 (1) (g).
2. **Detailed procedure for grant of new connection, temporary connection, shifting of meter or service line, change of consumer category, enhancement of load, reduction of load or change in name, transfer of ownership and shifting of premises etc.** Take necessary steps to publish all the procedures for services mentioned in Rule 4 (1) (a) to be available at single location in the portal. Provide Common Link.
3. **Address and telephone numbers of offices where filled-up application forms can be submitted:** Take necessary steps to publish the name & address of Electrical Sections and phone numbers. Rule 4(1) (b).
4. **Complete list of copies of the documents required to be attached with the application:** List of documents along with application for each service to be published in website in common link. Rule 4(1) (d).
5. **All applicable charges to be deposited by the applicant:** Take necessary steps to publish the charges to be paid by the applicant under common link. Rule 4(1) (e).
6. **Application forms:** Take necessary steps to publish all types of application forms in website in common link and shall be made available for free download. Rule 4(2)
7. **Mobile App:** Take necessary steps to create a mobile App for submission of online application forms as mentioned in Rule 4(3).

8. **Upload scanned copies of Application forms:** Take necessary steps to arrange facility to upload scanned copies by KSEBL Section offices as mentioned in Rule 4(5) and 11(6) (ii)
9. **Acknowledgment with the registration number:** In case of online application form through web portal or mobile app of distribution licensee, the acknowledgment with the registration number shall be generated on submission of application as mentioned in Rule 4(6).
10. **Application tracking mechanism:** Take necessary steps to arrange facility to monitor the status of processing of the application based on registration number, like receipt of application, site inspection, issuance of demand note, external connection, meter installation and electricity flow.
11. **Smart meter implementation:** Prepare a time frame and road map for implementation as per Rule 5(1).
12. **Publish in website meter sale outlets and publish the list of vendors:** Once the list of vendors and meter sale outlets are finalized publish in website the places from where the consumers can purchase tested and sealed meters of approved meter manufacturers as per Rule 5(3).
13. **Meter Reading in case of smart meters and pre payment meters:** Provide facility to record meter reading of smart meters once in a month remotely and in the case of pre payment meters once in 3 months. The data regarding energy consumption shall be made available to the consumer, through website or mobile App or SMS, etc on a real time basis as mentioned in Rule 5(5).
14. **If the meter is inaccessible to the meter reader:** Allow the consumer to send the picture of the meter indicating the meter reading and date of meter reading through registered mobile or through e-mail as mentioned in Rule 5(6). Extend the Facility now provided for Covid Hot Spot to all.
15. **No test fee at the time of reporting the meter defective:** Necessary modification may be done in billing software to allow the consumer to pay the Cost of new meter and test fee through subsequent bills in case meter falls defective due to reasons attributable to the consumer as mentioned in Rule 5(8).
16. **Bill through e mail:** Provide necessary modification in billing Software to issue bill through e mail and upload the same in website as mentioned in Rule 6(2).
17. **Bill in case of pre-payment metering:** Provide facility to issue bill on demand by prepayment consumers as mentioned in Rule 6(4)
18. **Billing details of last one year:** Arrange to upload billing details of last one year on website as mentioned in Rule 6(6).
19. **Issue the first bill:** An auto escalation facility to be made available in billing Software as mentioned in Rule 6(7).
20. **Grievance or complaint pertaining to bill:** Publish in website the information regarding the authority with whom grievance or complaint pertaining to bill can be lodged as per Rule 6(11).
21. **Domestic consumer gives prior information in writing about his continued absence from residence:** To make suitable changes in billing software so as to receive Fixed Charges only as advance for the period of absence from residence as mentioned in Rule 8(1).

22. **Reconnection within 6 hours:** Make necessary change in SoP software according to change in Regulations of KSERC as mentioned in Rule 9(2).
23. **Reliability of supply:** Formulate a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages as mentioned in Rule 10 (1) (2) to pilot in one town.
24. **Single point of contact:** To facilitate the consumers in installation of roof top solar system from submission of application form to commissioning. Once the proposal is finalized and officers designated publish the same in Website. Rule 11(5) (6) (ii).
25. **Address and Telephone No of Officers, Complete list of Documents, Applicable charges:** Provide link to e – Kiran in KSEBL website: Rule 11(5)(6) (iii), (iv) & (v).
26. **Financial incentives to the prosumers:** Publish the procedure in Portal & website. Rule 11(5) (6) (vii).
27. **Facilitate the process for scan and upload application form of prosumers, Issue Acknowledgement and Registration Number :** Update e – Kiran website as per the provisions in Rule 11(6)
28. **Technical feasibility study in case of Solar:** Duration can be up to 20 days subject to approval from Hon'ble Commission. Rule 11(7).
29. **Penalty minimum Rs.500/- per day (Solar):** In case of any delay on the part of distribution licensee as per Rule 11(12). Prepare necessary software to compute penalty.
30. **Automatic Compensation:** Prepare necessary software to compute compensation amount as per existing SOP Regulations and only on request of consumer for compensation as per approved format by Hon'ble Commission. Rule 13(1).
31. **Online facility on which consumers may register and claim the compensation amount:** Provide online facility as per Rule 13 (5). Once KSERC finalises the regulation IT may provide facility to claim compensation online.
32. **In all cases of compensation, the payment of compensation shall be made by adjustment against current or future bills:** Provide necessary change in billing software only after KSERC finalises the regulation. Rule 13(6).
33. **Centralised 24x7 toll-free call centre:** Check the existing facilities and remove gaps if any as per Rule 14(1). Providing common services like new connection, disconnection, re connection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply.
34. **Online status tracking and auto escalation to higher level,** if services are not provided within the specified time period. Tracking mechanism of all applications to get monitored and auto escalation system and alert system. Incorporate requisite modification in the software such as KPI. Rule 14(3).
35. **Provide access to various services:** To implement all services in one App as envisaged in Rule 16(1).
36. **Display feeder wise outage data, efforts made for minimising outages, prevention of theft or unauthorised use of electricity or tampering etc.:** Take necessary steps to publish the details as per Rule 16(4) (d). Chief Vigilance Officer to give details of Annual theft report to Chief Engineer (IT).

3. Chief Engineer (SCM)

1. **MCB & CB – Supply chain to be ensured.** Provide facility to consumer to procure MCB or CB and associated equipment on payment of applicable charges as mentioned in Rule 5(2) (b).
2. **Provide meter sale outlets and publish the list of vendors:** Ensure that tested and sealed meters of approved meter manufacturers are available to consumers for purchase and information of the places from where the consumers can purchase them as mentioned in Rule 5(3).
3. **Bill raised as per actual meter reading:** In order to implement the rule mentioned in 6(9) “The distribution licensee shall not generate more than two provisional bills for a consumer during one financial year” Chief Engineer(SCM) may ensure that sufficient meters are kept available for replacing Faulty Meters.

4. Chief Engineer (REES)

1. **Empanelled list of service providers:** Take necessary steps to provide empanelled list of service providers for the benefit of consumers who want to install roof top solar PV system through service providers as per rule 11(5)(vi).
2. **Technical feasibility study in case of Solar:** Duration can be up to 20 days subject to approval from Hon’ble Commission. Rule 11(7).
3. **Enhancing distribution transformer capacity to provide feasibility:** Issue procedure, in case, there is any requirement of upgradation of distribution infrastructure like augmentation of service line, distribution transformer capacity, etc., for installation of the required capacity of solar PV system as mentioned in Rule 11(8).

5. Financial Advisor

1. **Designated counters of a bank:** Provide facilities for consumers to remit the bill as mentioned in Rule 7(3). “For bill amounts less than or equal to **one thousand rupees** consumer may pay the bill through cash or cheque or demand draft or electronic clearing system at designated counters of a bank”

6. Customer Relations Manager

1. **Centralised 24x7 toll-free call centre:** Check the existing facilities and remove gaps if any as per Rule 14(1). Providing common services like new connection, disconnection, re-connection, shifting of connection, change in name and particulars, load change, replacement of meter, no supply.
2. **Design Handouts to give along with bills of January and July:** In order to publish guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints design a handout as mentioned in Rule 16 (4) (b).

6. TRAC to take up with KSERC

1. **"Days" means clear working days:** Bring this to the attention of KSERC. Rule 2 (1) (g)
2. **"Prosumers"** means a person who consumes electricity from the grid and can also inject electricity into the grid for distribution licensee, using same point of supply; *Amendment in Renewable Energy Regulation:* take up with KSERC. Rule 2 (1) (m)
3. **Agreement shall become the part of the application form:** Application form complete in all respects in the appropriate format may include agreement as part of it as mentioned in Rule 4 (10) once finalized by O/o the Director (Dist, IT & HRM) get approved by Commission.
4. **Rate for service connections based on Connected load and Category of Consumers**
The present method of estimation of expenditure for providing service connection based on site inspection has to be changed. Per KW rate based on connected load and category of connection as mentioned in Rule 4(13) prepared by Distribution Core Committee may be taken up with KSERC.
5. **Smart prepayment meter or pre-payment meter:** Once **CE (IT, CR & CAPS)** *Once time frame and road map for implementation of smart meter is prepared by Chief Engineer (IT,CR & CAPS) as mentioned in Rule 5(1)& 6(4), TRAC to Approach KSERC for time to comply.*
6. **Provide meter sale outlets and publish the list of vendors:** Bring the matter to the attention of the Board once CE (SCM) finalises the list of vendors. Rule 5(3).
7. **Third party testing facility:** Presently NABL Accredited labs are approved by Commission. Bring the rule 5(11) & 5(12) to the attention of KSERC.
8. **Consumers shall be notified of change in tariff including fuel surcharge** and other charges, a full billing cycle ahead of time, through distribution licensee's website: Bring to the attention of KSERC. Rule 6(1).
9. **Online payment mandatory for bills above Rs 1000/-& Rebate/incentive for online payment.** : Take up with KSERC in consultation with Financial Advisor. Rule 7(2).
10. **Interest on advance amount of fixed charges during his absence period:** Take up with KSERC. Rule 8(2).
11. **Automatic Compensation:** Consumer shall be automatically compensated for those parameters which can be monitored remotely when it can be successfully established that there is a default in performance of the distribution licensee. Rule 13(1). Procedure preparation.
12. **Time period within which bills are to be served:** The standards of performance for which the compensation is required to be paid by the distribution licensee – Procedure preparation. Rule 13(4)(vii).
13. **Handouts prepared by CCC to be presented before Board:** As per rule 16(4) (b) publish the guaranteed standards of performance along with compensation structure, information on procedure for filing of complaints, in the bills for month of January and July.

The matter was placed before the Full Time Directors as per note read as (2) above. Having considered the matter in detail, the Full Time Directors in its meeting held on

30.04.2021, resolved to approve the duties proposed to be assigned to various offices for smooth implementation of "The Electricity (Rights of Consumers) Rules, 2020".

Orders are issued accordingly

By Order of the Full Time Directors

Sd/-

Lekha. G

Company Secretary -in -charge

To

The Chief Engineer (IT, CR & CAPS)
The Chief Engineer (SCM)
The Chief Engineer (REES)
The Financial Advisor
The Deputy Chief Engineer (Commercial & Planning)
with full Powers of Chief Engineer
The Deputy Chief Engineer (TRAC)
The Customer Relations Manager

Copy to:

All Chief Engineers (Distribution)
All Deputy Chief Engineers, Electrical Circles
Special Officer (Revenue),
Chief Internal Auditor
Chief Public Relations Officer
TA to (Chairman & Managing Director), TA to {Director (Distribution, IT&HRM)/ Director (Trans. & System Operation)/ Director {Generation (Electrical) & SCM}/
Director (Gen- Civil), Director (Planning, Safety & REES)}, PA to Director (Finance),
Sr. CA to {Secretary (Admn.) / Company Secretary}
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Assistant Executive Engineer