



KERALA STATE ELECTRICITY BOARD Ltd

(Incorporated under the Indian Companies Act, 1956)

Vydyuthi Bhavanam, Pattom

Thiruvananthapuram – 695 004

Phone: (0471), 251 4610, 251 4274, 251 4624,

Email: ceit@kseb.in Web: www.kseb.in

CIN: U40100KL2011SGC027424

ABSTRACT

KSEB Services at door-step – Adoption of New Procedure – request for sanction-Sanctioned – Orders issued.

CORPORATE OFFICE (IT)

B.O(FTD)No.217/2020(No.IT/CU/Door-step/2020-21) Thiruvananthapuram, dt 24.03.2021

- Read: 1. BO (FTD) No.81/2021 (No CP/Plg.III/Misc- Service@door-step/2021) Dated, TVPM 29.01.20.
2. Note No.IT/CU/Door Step/2020-21/488 dated 08/03/2019 of the Chief Engineer (IT,CR & CAPs) submitted to FTD (Agenda 31/3/21).

ORDER

The Chief Engineer(IT, CR & CAPs) as per note read(2) above reported that KSEBL has introduced 'Service @ Door Step', an initiative towards more customer satisfaction and to provide hazard free services to consumers and applicants. As part of this, field staff were visiting consumer or applicant premises based on the registration for the service and are collecting documents and details along with the estimate for service.

During pilot implementation of 'Service at Door Step', it was noted that, consumer or applicant has to remit AF and estimate amount separately for effecting the service, as any service is initiated only after the payment of application fee except the service for online new connection application. Thus the field office has to first create the application in the software and subsequently on payment of this application fee, the details of application and estimate are entered and demand notice are generated for payment for effecting the service.

Since the main aim of this project is to reduce the number of consumer visits to the section offices, the present procedure of initiating service after receiving the application for services has to be modified. After field visit, the application details can be entered along with the necessary documents and estimate prepared without collecting application fee. On approval of the estimate, application fee can be generated along with the estimate amount for payment by the applicant or consumer. This avoids multiple payments by consumers for availing the service. The above change was already implemented in the Orumanet software, in anticipation of sanction, as part of implementation of service @ doorstep.

In view of the above the Chief Engineer(IT, CR & CAPs) recommended that to ratify the action of collecting application fee (AF) along with estimate amount and other relevant fees or before completion of the service for application registered through 'Service @ Door Step'.

Having considered the matter in detail, the Full time directors in its meeting held on 09.03.2021

Resolved to ratify the action of collecting Application fee(AF) along with estimate amount and other relevant fees or before completion of the service for applications registered through 'Service @ Door Step'.

Orders are issued accordingly

By Order of Full Time Directors

sd/-

LEKHA.G

Company Secretary(i/c)

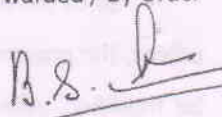
To

The Chief Engineer (IT, CR & CAPs), Vidyuthi Bhavanam, Thiruvananthapuram.
The Chief Engineer, Distribution – South / Central / North/North Malabar

Copy to:-

The Chief Engineer (Commercial & Tariff), Vidyuthi Bhavanam, Thiruvananthapuram.
The Financial Advisor, Vidyuthi Bhavanam, Thiruvananthapuram.
The CIA, KSEBL, Vidyuthi Bhavanam, Thiruvananthapuram
The Company Secretary
The TA to Chairman & Managing Director / Director (D,IT & HRM)
The PA to the Director (Finance) / Secretary (Admin)
The Fair Copy Superintendent
Library / Stock File

Forwarded / By Order



Assistant Engineer