



KERALA STATE ELECTRICITY BOARD LIMITED

(Incorporated under the Companies Act, 1956)

CIN:U40100KL2011SGC027424

Reg office: Vydyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004, Kerala

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ABSTRACT

The Electricity (Rights of Consumers) Rules 2020 - Enabling a help desk at Corporate level, a single point of contact to facilitate the consumers in installation of roof top solar system from submission of application forms to commissioning(Clause 11(5)(b) (ii) – Proposal– Sanctioned– Orders issued.

CORPORATE OFFICE (SBU-D)

B.O.(FTD)No. 618/2021 (D (D,IT&HRM)/DCC 19/2021-22/2) dated, Thiruvananthapuram,13.08.2021

Read: 1 Electricity (Rights of Consumers) Rules, 2020

2. B.O.(FTD)No.347/2021 (KSEB/ TRAC/ R2/ Ele.Rules 2020/ 20 – 21) dated, 10.05.2021

3. Note No. D (D,IT&HRM)/DCC19/2021-22/2 dated 27.07.2021 of the Director (Distribution, IT & HRM) to the Full Time Directors (Agenda Item No.58/8/21).

ORDER

The Electricity (Rights of Consumers) Rules 2020 of the Government of India came into force on 31.12.2020. As per the order read above, KSEB Ltd has entrusted various Offices/ Committees with tasks for enabling hassle free implementation of various provisions of the Rules. The Distribution Core Committee was entrusted with some such tasks. The 19th Distribution Core Committee meeting held on 03.06.2021 discussed these tasks in detail and arrived at proposals pertaining to the tasks assigned.

Clause 11 (5) (b) (ii) mandates provision of a single point of contact to facilitate the consumers in installation of roof top solar system from submission of application form to commissioning. The Rule requires the licensee to display the details of the single point contact prominently in their website. The relevant clause is reproduced hereunder.

11. The distribution licensee shall facilitate the process for setting up of RE generation system at prosumers' premises. In this regard, the licensee shall -

b) prominently display on its website and in all its offices, the following; namely:-ii) a single point of contact to facilitate the consumers in installation of roof top solar system from submission of application form to commissioning

The Committee discussed various aspects of the matter and decided to propose an officer not below the rank of Executive Engineer in the office of the Chief Engineer (Renewable Energy and Energy Savings) as the single point contact for roof top solar installations. Considering the pending process of restructuring, the committee proposed the Deputy Chief Engineer in the office of the Chief Engineer (Renewable Energy and Energy Savings) as the corporate level single point contact in the case of grid connected solar installations. The official acting as the single point contact shall be conversant with all laws, rules and procedures related to solar installations and services.

The Committee suggested further that a user friendly, convenient and transparent web portal is essential for solar roof top applicants, so that they can monitor the status of their applications without difficulty. The possibility of integration of this facility with the general application tracking system envisioned for implementation of clauses 4 (5) and 4 (7) of the Electricity (Rights of Consumers) Rules 2020 shall also be ascertained. A single point contact would be able to deliver satisfactorily only in conjunction with such a portal.

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 its meeting held on 4/8/2021,

Resolved to accord sanction to accept the following.

1. The proposal to designate the Deputy Chief Engineer in the office of the Chief Engineer (Renewable Energy and Energy Savings) as the corporate level single point contact in the case of grid connected solar installations.
2. The proposal for a user friendly, convenient and transparent web portal for solar roof top applicants, so that they can monitor the status of their applications without difficulty.

Further resolved to authorize the Chief Engineer (IT, CR & CAPs) to publish the single point contact details in the website of Kerala State Electricity Board Limited and to initiate action for putting the portal for monitoring status of solar connection applications in place.

Orders are issued accordingly.

By Order of the Full Time Directors

Sd/-

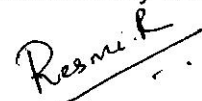
Lekha.G

Company Secretary-in charge.

To: The Chief Engineers (Distribution)/ Renewable Energy and Energy Savings /IT, CR&CAPs
The Deputy Chief Engineer (REES)
The Deputy Chief Engineers of all Electrical Circles

Copy to: The Financial Advisor /Chief Internal Auditor/LA&DEO/CVO/CPRO
The TA to Chairman & Managing Director
The TA to Director (Distribution, IT&HRM / Transmission & System Operation/Generation-
Electrical & Supply Chain Management / Generation-Civil/Planning, Safety & REES)
The RCAO/ The RAO/The LLO/ Company Secretary
The PA to Director (Finance) /CA to Secretary (Administration)
The Fair Copy Superintendent/ Library/Stock File.

Forwarded / By Order



Assistant Engineer