



KERALA STATE ELECTRICITY BOARD LIMITED

(Incorporated under the Companies Act, 1956)

CIN:U40100KL2011SGC027424

Vydyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004, Kerala

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ABSTRACT

Electricity (Rights of Consumers) Rules 2020 - Facility of scanning and uploading hard copy applications and issuing registration numbers (Clauses 4(5) & 4(7)) – Sanctioned– Orders issued.

CORPORATE OFFICE (SBU-D)

B.O(FTD)No. 608/2021 (D (D,IT&HRM)/DCC 19/2021-22/1) 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)/DCC19/2021-22/4 dated 23.07.2021 of the Director (Distribution, IT & HRM) to the Full Time Directors (Agenda Item No.59/8/21).

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 is entrusted with some such tasks. The 19th Distribution Core Committee meeting held on 03.06.2021 discussed these tasks in detail and recommended proposals pertaining to the tasks assigned.

Clauses 4(5) and 4(7) of the Rules inter alia stipulate digitization and uploading of all hard copy applications as well as generation and intimation of a registration number pertaining to the application to the applicants within a period that shall not exceed twenty four hours. The clauses are reproduced hereunder.

Clause 4 (5) - In case hard copy of the application form is submitted, the same shall be scanned and uploaded on the website as soon as it is received and acknowledgement with the registration number for that applicant shall be generated and intimated to the applicant.

Clause 4 (7) - An application, complete with all the required information, shall be deemed to be received on the date of generation of acknowledgement with registration number. In case of hard copy submission, the acknowledgement with registration number shall be generated within such period as may be specified by the Commission, not exceeding twenty four hours, of receipt of the application, complete with all the required information.

The Committee discussed the matter in detail and decided to propose that an applicant should be able to present his application at the cash counter of any Electrical Section and shall be able to remit the application fee after completing verification of minimum details such as the name, address, purpose of the application and a valid mobile phone number at the cash counter itself. On culmination of this process and

after acceptance of the prescribed fee, a link through which the status of the application can be verified in real time and login details for verifying the status of the application via the official website shall be sent to the applicant's phone number given in the application form. A system for viewing the application and verifying the status shall be made available in the website, through due processes of login authorization.

The Committee opined that the procedure envisaged above would satisfy the requirements envisioned in clauses 4(5) and 4(7) of the Electricity (Rights of Consumers) Rules 2020 and suggested that the Chief Engineer (IT, CR & CAPS) be entrusted to prepare detailed procedures and enable the facilities.

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,

1. Resolved to approve the broad outline of the process of receiving, accepting and enabling tracking of applications in compliance to requirements envisioned in clauses 4(5) and 4(7) of the Electricity (Rights of Consumers) Rules 2020,
2. Further resolved to authorize the Chief Engineer (IT, CR & CAPS) to prepare detailed procedures and enable the proposed facilities for receiving, accepting and tracking of applications.

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)

Copy to: The Financial Advisor /Chief Internal Auditor/LA&DEO/CVO/CPRO

The TA to Chairman & Managing Director

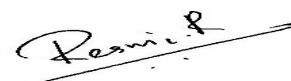
The TA to Director (Distribution, IT&HRM / Transmission & System Operation/Generation-Electrical & Supply Chain Management / Generation-Civil/Planning, Safety & REES)

The RCAO/ The RAO/The LLO

The PA to Director (Finance) /CA to Secretary (Administration)/Company Secretary

The Fair Copy Superintendent/ Library/Stock File.

Forwarded / By Order



Assistant Engineer