

**KERALA STATE ELECTRICITY BOARD LIMITED***(Incorporated under the Companies Act, 1956)*

Reg. Office: Vydyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004, Kerala, India.

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**ABSTRACT**

Ease of Doing Business - Refund of security deposits to consumers at the time of termination of agreement – guidelines - Orders issued.

**CORPORATE OFFICE (SBU-D)**

B.O. (FTD) No.158 /2020 (D (D&IT)/D6-AE1/General /2019-20) dated Tvpm, 05.03.2020.

- Read: 1. Letter no.RB1/CD refund/19-20/395 dated 29.07.2019 of the Deputy Chief Engineer, Electrical Circle, Thrissur.
2. Letter no.FA/Tender/SS/34/2019 dated 29.08.2019 of the Financial Adviser.
3. Letter no.LA&DEO/R/98/2019 dated 23.01.2020 of the Legal Adviser & Disciplinary Enquiry Officer
4. Note No.D(D&IT)/D6-AE I/General/19-20/ dated 12.02.2020 of the Director (Distribution, IT &HRM) submitted to the Full Time Directors (Agenda Item No.79/2/20).

**ORDER**

The Deputy Chief Engineer, Electrical Circle, Thrissur as per letter read as (1) above, has requested direction to dispense with the practice of demanding original CD receipt/indemnity bond on the stamp paper worth Rs.200/- for refund of security deposit at the time of termination of the agreement with a consumer on disconnecting the electric connection.

Remarks were sought from Financial Adviser and Legal Adviser & Disciplinary Enquiry Officer on the above matter. The Financial Adviser remarked that the issue is more legal in nature and clarification from, the LA & DEO would be more appropriate. The Legal Adviser & Disciplinary Enquiry Officer has agreed that in cases involving meagre sums, it is not fair to request the consumer to execute indemnity bond on stamp paper, whereas in cases where the CD is on the higher side, the insistence of executing indemnity bond can be followed.

The Director (Distribution, IT &HRM) as per note read as 4<sup>th</sup> above has suggested the common guidelines for refund of Security Deposit, based on the recommendation of LA & DEO.

Having considered the matter in detail, the Full Time Directors of the Board in its meeting held on 26.02.2020, resolved to accord sanction to issue the following guidelines for the refund of security deposits to consumers at the time of termination of agreement.

- a) If the deposit is below Rs.2500/- and claimed either by the registered consumer himself during his life time or by his legal representative, no Indemnity on the stamp paper shall be insisted, but shall be requested to execute an undertaking on white paper to the effect that the original receipt had been lost irrecoverably and he would not raise any claim for refund in the future on the basis of the original receipt said to have been lost.
- b) If the amount involved is more than Rs.2500/-, the refund shall only be made after executing an indemnity bond on stamp paper whether the applicant is a registered consumer or his/her legal representative.
- c) If the registered consumer requests for refund of security deposit amount to the bank account in his/her name, with or without original receipt that shall be allowed subject to realization of transaction charges without insisting indemnity bond.

Further resolved to entrust the Chief Engineer (IT &CR) to make necessary modifications in the related software regarding item (c) above.


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)
2. The Chief Engineers, Deputy Chief Engineers, Distribution.

Copy to: The Chief Vigilance Officer / Legal Advisor & Disciplinary Enquiry Officer / Chief Internal Auditor/Financial Adviser/Company Secretary  
The TA to Chairman & Managing Director  
The TA to Director (Distribution, IT & HRM/ (Supply Chain Management & Generation-Electrical/Transmission, System Operation, Corporate Planning & Safety / Generation-Civil)  
The RAO/ECA/RCAO/Special Officer (Revenue)  
The Legal Liaison Officer.  
The PA to Director (Finance)/C.A. to Secretary (Administration).  
Fair Copy Section / Library / Stock File.

Forwarded / By Order  
  
Assistant Engineer