

# KERALA STATE ELECTRICITY BOARD

## Abstract

Kerala State Electricity Board – Adalath conducting of – Orders issued.

### **DISTRIBUTION PROFIT CENTRE**

B.O. (FM) No.3203/2008 (DPC1/5/Adalath/2008). Dated, Thiruvananthapuram, 27.12.2008.

- Read:-
- (1) Board's Circulars No.TC1/S/4737/99 dated 19.06.1999 and 28.03.2000.
  - (2) B.O. (FB) No.1416/2002 (DPC1/5/2002) dated 18.10.2002.
  - (3) B.O. (FB) No.1732/2002 (DPC1/5/2002) dated 27.12.2002.
  - (4) B.O. (FB) No.421/2005 (DPC1/5/2004) dated 09.02.2005.
  - (5) B.O. (FB) No.2403/2008 (DPC1/5/2006) dated 29.09.2008.
  - (6) Note to FTMs No.DPC1/5/Adalath/2008 dated 19.12.2008.

## ORDER

The Board had conducted Adalaths for the speedy disposal of the complaints received and it was found successful in redressing grievances of the consumers and the public Good feedbacks were received from the field officers about the successful implementation of the One Time Settlement Scheme. Several complaints are being received at the Board. It is felt that the Deputy Chief Engineers of Electrical Circles can effectively handle the complaints from the public to a great extent and thereby increase the level of consumer satisfaction and improve the efficiency of the Board.

Having examined the matter the Board hereby accords sanction to conduct Adalath at the level of the Deputy Chief Engineer, Electrical Circle, for the timely and speedy disposal of complaint from consumers/public.

The guidelines for the Adalath shall be as follows.

- I. Adalath may be conducted during the period from 01.02.2009 to 28.02.2009.
- II. The Adalath shall be conducted by a Committee consisting of –
  - a) Deputy Chief Engineer of Electrical Circle – Chairperson
  - b) Executive Engineer of the Electrical Division – Member
  - c) Finance Officer/Divisional Accountant of Division – Member
  - d) Assistant Executive Engineer of Sub Division – Member & Convenor
- III.
  - a) The representatives of local self governments such as, President of the Panchayat or Chairperson of Municipality or Mayor of the Corporation in whose jurisdiction the Section falls, shall be invited to participate in the sitting and hearing of Adalath as special invitee.
  - b) The local MLA shall also be invited as chief guest for the Adalath.
  - c) Wide local publicity shall be given to the time, date and venue of Adalath.
  - d) Notice may be exhibited in Electrical Section, Sub Division & Division, Village Offices, Panchayat/Municipal/Corporation Offices etc. for making the public aware that consumers can lodge their complaints from 01.01.2009 to 15.01.2009 at Electrical Section Offices concerned.
  - e) Consumers who have grievances/arrears of electricity charges may also be intimated directly through the section staff.
  - f) Complaints/representations received shall be registered in the Section Office and duly acknowledged by the officer in charge of the Section.
  - g) The Assistant Executive Engineer of Electrical Sub Division shall arrange in consultation with the Executive Engineer, Deputy Chief Engineer, representatives of local self-governments and MLA, the time, date and venue of Adalath for each Electrical Section ensuring that the consumer do not find it inconvenient for personal appearance.

- h) The Assistant Engineer in charge of the Section shall submit versions of the complaint with a report to the Committee formed for Adalath in advance.
  - i) The Committee shall examine the complaint and the version of Asst. Engineer in detail with reference to facts and relevant rules before the Adalath.
  - j) Consumers may be heard and appropriate decision be taken in the presence of representatives of local self governments and MLAs.
  - k) The decision of the Adalath may be communicated in writing to the complainants within 7 days after the Adalath.
  - l) The Deputy Chief Engineer shall send a report to the Chief Engineer with copy to the Member (Distribution) after each sitting of Adalath.
- IV. The decision of the Committee as accepted by the party shall be tentative and be implemented subject to the court allowing withdrawal of cases pending before the Civil courts/Consumer Disputes Redressal Forum.
- V. If any case which cannot be settled at Deputy Chief Engineer level may be submitted to the Board with the recommendation of the Adalath for appropriate decision.

The field officers shall follow the conditions as per Board Order read as 5th paper to settle arrears of electricity charges.

By Order of the Board,  
Sd/-  
M. Subair,  
**SECRETARY.**

To

The Chief Engineer (Distribution-South), Thiruvananthapuram.  
The Chief Engineer (Distribution-Central), Ernakulam.  
The Chief Engineer (Distribution-North), Kozhikode.

Copy to:

The Chief Vigilance Officer, KSE Board.  
The Financial Adviser/The Chief Internal Auditor.  
The Chief Engineer . . . . .  
The Director (MIS).  
The Secretary (Admn.)/Law.  
The Joint Secretary (Law).  
The Deputy Chief Engineer, Electrical Circle, . . . . .  
The Regional Audit Officer, . . . . .  
The Public Relations Officer.  
The Executive Engineer, Electrical Division, . . . . .  
The Assistant Executive Engineer, Electrical Sub Division, . . . . .  
The Assistant Engineer, Electrical Section . . . . .  
The TA to Chairman/Member (Distn.)/Member (Trans.)/ Member (Generation).  
The PA to Member (Finance)/Secretary.  
The Fair Copy Superintendent.  
Library/Stock File.

Forwarded / By Order

Assistant Engineer.