

KERALA STATE ELECTRICITY BOARD

ABSTRACT

Kerala State Electricity Board –Revenue Adalath conducting of- Sanctioned-Orders issued.

DISTRIBUTION PROFIT CENTRE

B.O.(FM)(Genl)No.1518/2010(DPCI/5/Adalath/2008) Dated, Thiruvananthapuram 10.6.2010

- Read:-1)B.O.(FM)No.3203/2008(DPCI/5/Adalath/2008)dated 27.12.2008.
2) B.O. (FM) No.33/2009 (DPCI/5/Adalath/2008) dated 05.01.2009.
3) B.O. (FM) No.102/2009 (DPCI/5/Adalath/2008) dated 17.1.2009.
4) Letter No. DPCI/5/Adalath/FTM/2008/203 dated 21.01.2009.
5) B.O (FB) No.2652/2009 (DPCI/5/Adalath/08) dated 16.10.2009.
6) B.O. (FB) No.275/2009 (DPCI/5/Adalath/2008) dated 03.02.2009.
7) B.O. (FM) No.1194/2009 (DPCI/5/2008) dated 06.05.2009.
8) Letter No. DPCI/5/Adalath/2009/1054 dated 07.05.2009.
9) B.O (FB) (Genl) No.1498/2009 (DPCI/5/2008) dated 05.06.2009.
10) B.O (FB)(Genl) No.857/2010(DPCI/5/06) dated 30.03.2010.
11) Circular No. DPCI/C-GI/FTM/191/07 dated 08.05.2008.
12) Corrigendum No. DPCI/C-GI/FTM/191/07 dated 12.02.2009.
13) Note to the Full Time Members No. DPC1/5/Adalath dated 11.02.2010.

ORDER

Aiming at consumer satisfaction, the Board had conducted Adalath during February 2009 for the speedy disposal of the complaints received and it was found successful in redressing grievances of the consumers and the public. Board also conducted a Voltage Adalath during October 2009 for ensuring statutory voltage at all areas before March 2010. Good feedbacks were received from the field officers about the successful implementation of these schemes providing consumer satisfaction. A lot of complaints for settlement of arrears were being received after the period of Adalath and having considered the matter the Board extended the OTS scheme to settle arrears of electricity charges of individual consumers. It is felt that conducting revenue Adalath shall be effective for settlement of long pending issues especially those under litigation, as it will help in collecting the unrealized arrears.

Having examined the matter the Board hereby accords sanction to conduct Revenue Adalath at the level of the Deputy Chief Engineer, Electrical Circle in each Electrical Sub Division Office for the settlement of long pending issues especially those under litigation, as it will help in collecting the unrealized arrears as follows:

1. The guidelines for the Adalath shall be as follows:
 - I. Revenue Adalath shall be conducted during the period from 12/07/2010 to 31/07/2010.
 - 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 shall be exhibited in Electrical Section, Sub Division & Division, Village Offices, Panchayat/Municipal/Corporation Offices etc. for making the public aware that consumers (LT/HT) can lodge their complaints from 14/06/2010 to 30/06/2010 at Electrical Section Offices concerned about revenue arrears.
- e) Consumers who have grievances/arrears of electricity charges shall also be intimated directly through the Section staff. Consumers with long pending arrears under litigation under each Section shall be identified and intimated directly through the Section staff. Notice to all Government Departments having current charge arrears shall be intimated from Section offices/ Office of the Special Officer (Revenue).
- 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. The venue shall be a suitable hall or auditorium which is convenient for all participants to attend.
- 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) Regarding the cases where RR action has already been initiated, proper intimation shall be given to the Revenue Departments by the Assistant Engineer of the concerned Section.
- j) The Committee shall examine the complaint and the version of Asst. Engineer in detail with reference to facts and relevant rules before the Adalath.
- k) Consumers shall be heard and appropriate decision be taken in the presence of representatives of Local Self Governments and MLAs.
- l) The decision of the Adalath shall be communicated in writing to the complainants within 7 days after the Adalath. Remittance shall be made within 15 days of receipt of the communication.
- m) 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 shall be submitted to the Board with the recommendation of the Adalath for appropriate decision.

- V1. An Expert Committee shall be constituted, headed by the Chief Engineer (Commercial & Tariff) with the following members for the speedy settlement of the issues taken up with the Board.
1. Deputy Chief Engineer, Commercial (Convenor of the Committee)
 2. Joint Secretary (Law)
 3. Special Officer (Revenue)
 4. T.A. to Member (Distribution)
2. The scheme shall be extended to EHT consumers also.
 3. The field officers shall follow the conditions as per Board Order read as 10th paper above to settle arrears of electricity charges.
 4. The surcharge shall be reduced to 3% for Government, Local Self Government and Public Sector Units and 6% for all others. The Deputy Chief Engineers shall be authorised to settle arrears without any financial limit.

By Order of the Board,
Sd/-
B.Mohanan
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 Special Officer (Revenue).
The Secretary (Admn.)/Law.
The Joint Secretary (Law).
The Deputy Chief Engineer, Electrical Circle.....
The Deputy Chief Engineer, Transmission Circle.....
The Deputy Chief Engineer (Commercial).
The RAO, ECA/Electrical Circle,.....
The Legal Liaison Officer, Power House, Kochi.
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 (Gen/Trans /Distn).
The PA to Member (Finance)/Secretary.
The Fair Copy Superintendent.
Library/Stock File.

Forwarded/ By Order

Assistant Engineer.