KERALA STATE ELECTRICITY BOARD

ABSTRACT

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

DISTRIBUTION PROFIT CENTRE

B.O (FM)(Genl) No.10/2011(DPC1/5/Adalath/2011) Dated, Thiruvananthapuram 03.01.2011

Read: - 1. B.O. (FM) No.3203/2008(DPC1/5/Adalath/2008) dated 27.12.2008.
2. B.O. (FM) No.33/2009(DPC1/5/Adalath/2008) dated 05.01.2009.
3. B.O. (FM) No.102/2009(DPC1/5/Adalath/2008) dated 17.01.2009.
4. Board's letter No. DPC1/5/Adalath/FTM/2008 dated 21.01.2009.
5. B.O. (FB) No.275/2009(DPC1/5/Adalath/2008) dated 03.02.2009.
6. B.O. (FM)(Genl) No.2297/2009(DPC2/LV-1/09-10) dated 31.08.2009.
7. B.O. (FB)(Genl) No.857/2010(DPC1/5/06) dated 30.03.2010.
8. B.O. (FM)(Genl) No.1518/2010(DPC1/5/Adalath/2008) dated 10.06.2010.
9. B.O. (FM)(Genl) No.1744/2010(DPC1/5/Adalath/2008) dated 08.07.2010.
10. B.O(FB)(Genl)No.2986/2010(Plg.Com4576/MDWaiver/2010-11)dated 19.11.10.
11. Note to Full Time Members No. DPC1/5/Adalath/2011 dated 31.12.2010.

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. A lot of complaints pertaining to revenue matters were received and settled. The Board also conducted a Voltage Adalath during October 2009 for ensuring statutory voltage at all areas before March 2010. Again during the revenue adalath conducted in July & August 2010, around 2000 petitions of LT consumers were received. Good feedbacks were received from the field officers about the successful implementation of these schemes providing consumer satisfaction. It is felt that Adalaths 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 considered the matter, the Board hereby accords sanction to conduct Janakeeya Vydyutha Adalath in all District Head Quarters under the patronage of the Hon' ble Minister for Electricity to settle all types of complaints relating to Generation, Transmission and Distribution wings from consumers/public to achieve better consumer satisfaction and to make Electricity Sector complaint free. Settlement of issues for which RR action has been initiated, misuse of energy except theft cases, pending issues like property crossing objection, tree cutting compensation & forest clearances shall also be considered for the Adalath. Ownership change of domestic consumers shall be allowed on production of new ownership certificate and after obtaining an undertaking that change in connected load, if any will be intimated to KSEB within 1 month with necessary completion reports.

The guidelines for the Adalath shall be as follows:

I. Adalath shall be conducted during the period from 29/1/2011 to 15/2/2011.

II. The Adalath shall be conducted by a Committee consisting of –

a) District Collector – Chairman
b) Additional District Magistrate – Member
c) Divisional Forest Officer – Member
d) Deputy Chief Engineer of Electrical Circle in the District Head Quarter- Member & Convenor
e) Deputy Chief Engineer of Distribution wing having jurisdiction in the District - Member
f) Deputy Chief Engineer of Transmission wing having jurisdiction in the District – Member
g) Deputy Chief Engineer of Generation wing having jurisdiction in the District – Member

To facilitate speedy decision making in the Adalath, a sub committee with following members shall be constituted:

a) Deputy Chief Engineer, Electrical Circle in the District Head Quarter as Chairperson
b) Deputy Chief Engineers of Electrical Circles, Transmission Circles & Generation Circles (members)
c) Executive Engineers of Distribution, Transmission & Generation Divisions (members)
d) Assistant Executive Engineers of Electrical Subdivisions (members)
e) Special Officer (Revenue) or his representative (member)
f) Representative of Legal Adviser & Disciplinary Enquiry Officer (member)

III. a) Special Officer (Revenue) or his representative, Representative of Legal Adviser & Disciplinary Enquiry Officer, Executive Engineers of Divisions, Assistant Executive Engineers of Electrical Sub Divisions shall be present in the District level Adalath.

b) Wide local publicity shall be given to the time, date and venue of Adalath.

c) Notice shall be exhibited in Electrical Sections, Sub Divisions, Divisions, Circle offices & office of the Special Officer (Revenue), Village Offices, Panchayat/Municipal/Corporation Offices etc. for making the public aware that LT/HT/EHT consumers/public can lodge their complaints at Electrical Section Offices up to 15/1/2011.

d) Consumers who have grievances/arrears of electricity charges shall be intimated directly through the section/concerned staff. Resident Associations shall also be intimated.

e) All Government Departments, Public Sector units, Government Institutions and Local Bodies which have grievances/arrears of electricity charges shall be informed directly regarding the Adalath.

f) Complaints/representations received shall be registered in the Section Office and duly acknowledged by the officer in charge of the office.

g) Tentative schedule for the Adalath is given in the Annexure. Suitable venue shall be fixed by the organizing committee and the convenor of the committee shall intimate this to the Private Secretary to the Hon'ble Minister for Electricity and all others concerned.

h) All applications received shall be scrutinized by the Assistant Executive Engineer of the concerned Electrical Sub Division. All applications shall be scrutinized and segregated and shall be send to the concerned Deputy Chief Engineer of HQ Electrical Circle with a consolidated list and report on each issue on or before 19/1/2011. Issues that can be settled at Assistant Executive Engineer level is to be settled immediately and the outcome shall be intimated to the applicants in the Adalath. Applications related to Transmission & Generation wings shall be forwarded to the concerned Deputy Chief Engineers with copy to Deputy Chief Engineer of HQ Electrical Circle. Petitions for which actions are pending/to be taken in other Departments like District Collectorate and Divisional Forest Office shall be forwarded to the concerned offices with copy to the HQ Deputy Chief Engineer.

i) Deputy Chief Engineer of the HQ shall constitute a special cell in the office for properly scrutinizing the applications.

j) A meeting of the Sub Committee shall be convened on or before 22nd of January 2011 for discussing & settling the issues.

k) District level Adalath Committee shall be convened on a convenient date prior to the Adalath in consultation with the District Collector.

l) Consumers shall be heard and appropriate decision be taken in the Adalath.

m) The decision of the Adalath shall be communicated in writing to the complainants within 7 days after the Adalath. In case of Revenue settlements, remittance shall be made within 7 working days of receipt of the communication.

n) The Deputy Chief Engineer shall send a report to the Chief Engineer with copy to the Member concerned after sitting of Adalath.

IV. For the smooth conduct of the Adalath, a District level organizing committee shall be constituted with District Collector as Chairman. Hon. MPs of District, Ministers representing the District and Corporation Mayors shall be patrons of the committee. Hon. MLAs of the District, District Panchayat president, Municipal Chairpersons shall be Vice chairmen of the Committee. President & Secretary of Panchayat Presidents Association, Representatives of KSEB Officers and Workers organizations shall also be included in the Committee. Deputy Chief Engineer of the District HQ Electrical Circle shall be the convenor of the organizing committee. Executive Engineers shall be members of the committee. The committee shall be met before 10/1/2011.

V. In the case of issues pending in court, 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.

VI. If any case which cannot be settled at the Adalath shall be taken up with the Board with the recommendation of the Adalath Committee for appropriate decision.

VII. 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) /Member (Transmission)/ Member (Generation)
5.Other officers if required

VIII. (a) The field officers shall follow the conditions as per Board Orders read as 7th paper and 10th papers to settle arrears of Electricity Charges.

(b) The penal interest shall be reduced to 3% for Government, Local Self Government and Public Sector Units and 6% for all others if all the arrears are cleared in one time.

(c) The settlements in cases where RR action had already been initiated shall be made only after intimating the same to Revenue Department.

(d) The Adalath Committee shall be authorized to settle arrears without any financial limit.

IX. The Public Relations Officer and Deputy Chief Engineers shall give wide publicity regarding the Adalath.

X. The expenses for the adalath and for the local publicity shall be met from the Head Quarter Electrical Circle.

By Order of the Board,
Sd/-
B.Mohanan,
SECRETARY.

Annexure: Schedule for the Janakeeya Adalath

To

The Chief Engineer, Distribution (South/Central/North).
The Chief Engineer, Transmission (South /North).
The Chief Engineer, Generation.

Copy to:

The Chief Vigilance Officer/The Legal Adviser & Disciplinary Enquiry Officer.
The Financial Adviser/ The Chief Internal Auditor.
The Joint Secretary (Law)/ Deputy Secretary (Administration).
The Chief Engineer (Commercial and Tariff).
The Chief Engineer ,.....
The Director (IT).
The Special Officer (Revenue)/ The Public Relations Officer.
The Deputy Chief Engineer, Commercial/Trac
The Deputy Chief Engineer, Electrical Circle, ...
The Deputy Chief Engineer, Transmission Circle, ...
The Deputy Chief Engineer, Generation Circle, ...
The Deputy Chief Engineer, ...
The Executive Engineer, ...
The Assistant Executive Engineer, ...,.....
The Assistant Engineer, ...
The Regional Audit Officer, Electrical Circle .....
The RAO, ECA, Vydyuthi Bhavanam, Pattom.
The Legal Liaison Officer, Power House, Kochi.
The TA to Chairman/ Member(Generation/Transmission/Distribution).
The PA to Member (Finance)/Secretary.
The Fair Copy Superintendent/ Library/ Stock File.

Forwarded / By Order

Assistant Engineer

ANNEXURE

SCHEDULE FOR THE JANAKEEYA ADALATH JANUARY-FEBRUARY 2011	
29/1/2011	Thiruvananthapuram District
30/1/2011	Kollam District
31/1/2011	Pathanamthitta District
1/2/2011	Alappuzha District
3/2/2011	Ernakulam District
5/2/2011	Kottayam District
6/2/2011	Idukki District
7/2/2011	Thrissur District
8/2/2011	Palakkad District
10/2/2011	Malappuram District
12/2/2011	Wayanad District
13/2/2011	Kasargode District
14/2/2011	Kannur District
15/2/2011	Kozhikode District