

PROCEDURE FOR REFUND OF SECURITY DEPOSIT

- a) Consumer approaches the Call Centre / Consumer Care Centre with a request for refund of the security deposit. At the time of registering the request, the consumer is informed of submitting a written request for refund of the security deposit along with the following documents :
- (i) Application Form for request for refund, duly signed by the registered consumer. (Format of Application Form is given in Annexure).
 - (ii) In case of company, Resolution by the Board of Directors for surrender of the connection and refund of security deposit.
 - (iii) In case of partnership firm, an authorization from the firm.
 - (iv) Details of Bank account of the consumer as per the Application Form.
 - (v) In case of demise of the registered consumer, the application for refund to be submitted by the legal heirs.
- b) The consumer may opt for receiving the refund either through ECS Credit / Cheque in the name of the registered consumer.
- (i) The Cheque will be issued and sent by Registered post to the address of correspondence or alternatively, the consumer can collect the same in person from the Consumer Care Centre if such option has been exercised in the Application.
 - (ii) No cash refunds will be made.
 - (iii) Alongwith the refund, the itemised statement of any deductions from the security deposit should also be given to the consumer.
 - (iv) For consumers opting for ECS, a letter confirming passing on the credit to the consumer alongwith the itemised statement to be sent at the address of correspondence.
- c) On receipt of the request for refund alongwith the necessary documents as stated in (a) above, the executive at the consumer care centre should verify the position of dues, (if any), interest on the security deposit against the K. No from the system and inform the actual amount of refund to be made to the consumer. In case of any pending legal /enforcement case against the said K. No, the same should also be intimated to the consumer, due to which the actual amount finally to be paid cannot be ascertained by the Executive.

- d) An acknowledgement should be given to the consumer. This acknowledgement should indicate that the DISCOM has received all the documents required for refund and refund would be issued within 1 week of receipt of request.
- e) In case of delay by the DISCOM beyond the stipulated time frame of 1 week, simple interest @18% p.a or part thereof shall be payable to the consumer without prejudice to other rights of and remedies available to the consumer. The burden of such additional liability for the delay shall not be allowed as a pass through in tariff.
- f) In cases involving change of ownership of the premises, the security deposit will be automatically transferred from the previous owner to the new owner, who applies for change of name in the electricity connection.
- g) For consumers who had taken the electric connections in the pre-reforms period, and if the amount of security deposit is not reflected in their latest bill, they may also submit any of the following documents alongwith their Application form for refund of security deposit:
 - i) Copy of the security deposit receipt.
 - ii) Copy of any Bill of the DVB/DESU period which reflects the amount of security deposit.
 - iii) Any correspondence which reflects the amount of security deposit

If the consumer is unable to submit any of the above documents, the claim will be processed based on the records available with the DISCOM.

ANNEXURE

Application for refund of Security Deposit

1.	Name of the Applicant	
2.	K.No.	
3.	CRN No. (if any)	
4.	Address where connection exists	
5.	Address for Correspondence	
6.	Details of Bank Account	
	Account No.	
	Type of Account : Saving/Current	
	Name of the Bank, Branch	
	MICR No.	
7.	Whether Individual / Company / Partnership Firm /Proprietary Firm	
8.	Whether refund is required through ECS / Cheque	
9.	If Cheque is required, whether it is to be sent by post or to be collected in person	

Signature of Applicant

Enclosures

1. In case of Company, Resolution by the Board of Directors for surrender of the connection and refund of security deposit.
2. In case of partnership firm, a copy of the dissolution deed or signatures of more than two thirds of total number of partners on request letter for surrender of connection and refund of security deposit. The Deed should also specify the treatment of such financial processes and the manner in which such amounts can be accounted for, i.e % share of each partner.
3. In case of demise of the registered consumer, a copy of the will stating the transfer of ownership of the premises or NOC from the other legal heir(s).
4. For consumers who had taken the electric connections in the pre-reforms period, and if the amount of security deposit is not reflected in their latest bill, they may also submit any of the following documents alongwith their Application form :
 - (i) Copy of the security deposit receipt.
 - (ii) Copy of any Bill of the DVB/DESU period which reflects the amount of security deposit.
 - (iii) Any correspondence which reflects the amount of security deposit.

If the consumer is unable to submit any of the above documents, the claim will be processed based on the records available with the DISCOM