

**KERALA STATE ELECTRICITY BOARD Ltd**

(Incorporated under the Companies Act, 1956)

Office of the Director (Distribution, SCM & Safety)

Registered Office: Vidyuthi Bhavanam, Pattom, Thiruvananthapuram – 695 004

CIN: U40100KL2011SGC027424

Web: www.kseb.in

Phone : +91 471 – 2514685, 2514331

Email : ddkseb@kseb.in

No.KSEBL/DIR/DIST/922/2024-AEE4

Date: 18-07-2024

To

Chief Engineers, Distribution

Sir/ Madam,

Sub: Installation of CCTV systems in all offices under Distribution SBU**Ref:** No.KSEBL/DIR/DIST/922/2024-AEE4 dtd 08.07.2024

The offices under the Distribution SBU are the face of KSEBL among the public. Recently a lot of public protests are being faced by these offices due to various issues like Disconnection, Reconnection, Dismantling, Billing, tariff issues as well as network issues. Most of these public protests are settled then and there by the concerned officials, but in some cases, it escalates to assault cases, which is very disappointing. Every office has a reception counter/front office counter where the employees working in these counters are vulnerable to such attacks. Even though such incidents are reported to the police, most of the cases get settled or are quashed by the local courts due to lack of evidence. Also verbal abuse from the public also do not get recorded due to lack of any recording device.

Hence now it has become very important that all the offices in Distribution SBU which interact with the consumers/public in a daily manner installs Closed Circuit Tele Vision (CCTV) systems with audio recording facility to get such incidents recorded and produced before the court of law to punish the deviants, such that these type of incidents do not repeat in the future. Also the land phone facilities in all the Distribution SBU offices shall have recording facility to record all the calls, so that abusive calls get recorded and hence complaint can be registered against those abusive persons.

Guidelines for installation of CCTV

1. CCTV systems shall be installed in the Electrical Section Offices namely Front office, cash counters, Sunrise/conference hall room, AE room, SE room where consumer frequent interaction happens.
2. CCTV systems shall also be installed in the Electrical Sub Divisonal office, Electrical Division Office, Electrical Circle Office and the Regional Offices in areas where consumer interactions takes place(Optional)
3. The Chief Engineers shall be authorised to install CCTV systems with audio recording facility in all the offices under their jurisdiction.

4. Priority shall be given to those Electrical Divison offices, Electrical Sub division offices and Electrical Section offices which have larger geographical area and larger consumer base in the first phase and remaining offices can be covered in the second phase.
5. The estimate sanctions and other subsequent procedures for installation of these facilities shall be according to the Delegation of Power assigned by KSEBL.
6. The System Administrators/System Supervisors shall be assigned with the installation of such systems and further annual maintenance required.
7. Video Recording facility shall be provided for CCTV systems for a duration of atleast two weeks or more.
8. The front office/reception area/cash counters of all the offices shall have compulsory audio recording facility along with the visuals.
9. The Head of the Office shall be provided with a facility to view the live visuals/recordings of the videos in the Computer Systems/CUG Mobile Phones also.
10. The Deputy Chief Engineers of Electrical Circles, Executive Engineers of Electrical Divisions and Assistant Executive Engineers of Electrical Sub Divisions shall be provided with a facility to view the videos of the different Section Offices under their jurisdiction in computer systems/CUG mobile phones.

Eventhough some proactive Deputy Chief Engineers and Executive Engineers have taken necessary steps to install CCTV systems in some of the offices of Distribution SBU, still several offices are not provided with this facility. Hence it is imperative that such systems get installed uniformly in all the offices under the Distribution SBU.

Hence a note as per ref(1) above has been put before the Chairman and Managing Director, which has been approved.

Hence it is directed to

- (1) To authorise Chief Engineers of Distribution SBU to install CCTV systems with audio recording facility in all offices under their jurisdiction as per the guidelines mentioned above.
- (2) To authorise Chief Engineer(IT,CR & CAPS) for giving instructions to System Administrators and System Supervisors for installation, proper upkeep and yearly maintenance of these CCTV systems and make available the audio/video recordings whenever demanded by the Head of the Offices.
- (3) The Head of the Offices shall ensure that the land phones in the front offices/reception counters are provided with recording facility.

Yours faithfully

SURENDRA P
DIRECTOR

Copy to: The Chief Engineer(IT,CR&CAPS)
The Deputy Chief Engineers,Electrical Circles