



# KERALA STATE ELECTRICITY BOARD LIMITED

Corporate Office - Office of the Director (Distribution , IT & HRM)

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**D (D, IT & HRM)/ COVID 19/ 2019 – 2020/**

**Dated 31 .03.2020**

## **Circular**

Sub: Steps to combat the pandemic, COVID 19 — realignment of operations in various offices of the Kerala State Electricity Board Limited – steps to be adopted after 31.03.2020 - regarding.

- Read:
1. Circular No. DGE/ Circular/ 2019 – 2020, dated 19.03.2020
  2. Circular No. D (D, IT & HRM)/ COVID 19/ 2019 – 2020 dtd 23.03.2020
  3. Circular No D (D, IT & HRM)/ COVID 19/ 2019 – 2020/2 dtd 24.03.2020
  4. Circular No D (D, IT & HRM)/ COVID 19/ 2019 – 2020/3 dtd 25.03.2020
  5. GO (RT) No 54/2020 POWER dated 25.03.2020
  6. G.O.(P) No 33/2020/FIN dated 26.03.2020

1. KSEB Ltd, vide circulars read (1) to (4), has taken several steps to assuage the woes that have befallen our society, owing to the spread of the pandemic, COVID 19. In order to pre-empt the possibility of community spread, directions were issued to stop revenue collection through office cash counters and outstation collection centers till 31.03.2020. The condition requires to be extended up to 14.04.2020, the date unto which the total lockdown now extends.
2. Regular meter readings of all consumers also stand suspended till 31.03.2020; vide the Circular read 3<sup>rd</sup> above. It was further decided to generate bills of consumers whose normal meter reading dates came after the date of suspension of meter readings on average consumption. Considering the fact that the lockdown is to extend unto 14.04.2020, the suspension of low tension consumer meter readings presently ordered up to 31.03.2020 is also to be extended up to 14.04.2020. As such, the procedure of generating bills of such consumers on averages is also to be extended up to 14.04.2020.
3. The State Government vide the order read 5<sup>th</sup> above has decided to provide a grace period of 30 days for all electricity bills payable in the State from 19.03.2020, without any fine and has issued directions to the Kerala State Electricity Board Limited accordingly,

4. After considering the directions contained in the GO read 5<sup>th</sup> above and the current situation, the COVID Cell has suggested that if the Due Date of a bill issued during the lockdown period is prior to 19.04.2020, consumer may be permitted to remit the current charge without the late payment surcharge till 19.04.2020. The relief extends to all low tension, high tension and extra high tension consumers
5. The COVID Cell, in its meeting held on 27.03.2020 also suggested that the measures for operational realignment put in place in various offices of the Kerala State Electricity Board Limited vide Circulars (1) to (4) read above may be continued during the lock down period (presently till 14.04.2020)

**The Chairman & Managing Director considered these aspects and issued the directions below for strict compliance.**

1. The Chief Engineer (IT, CR & CAPs) shall make necessary modifications in the Billing Softwares to extend the due date of bills issued during the lock down period to 19.04.2020; even if the due date as per present billing system is prior to that date.
2. The system of operational realignment put in place in various offices of the Kerala State Electricity Board Limited vide Circulars (1) to (4) read above shall be continued during the lock down period (presently till 14.04.2020).
3. Suspension of regular meter readings of low tension consumers and cash collection is extended up to 14.04.2020, the date unto which the total lockdown now extends.
4. The bills of all low tension consumers shall be generated on averages of the past three billing cycles during the period of suspension of meter readings.
5. The Chief Engineer (IT, CR & CAPs) shall make suitable modifications in the billing softwares for recording of meter readings and invoicing as above.
6. The Chief Engineer (IT, CR & CAPS) and the Chief Public Relations Officer shall take necessary action to intimate consumers utilizing available platforms, viz., newspapers,

social media platforms, e mails, text messages, official web site etc. that the Kerala State Electricity Board Limited has prepared electricity bills of consumers based on average consumption. It shall also be made clear to consumers that these bills are based on the average consumption of each consumer for the past three billing cycles and that such an exercise became necessary due to suspension of the process of taking meter readings and that meter reading was suspended to eliminate chances of community spread that a personal visit to record meter readings holds. It shall be made clear that readings shall be recorded once normalcy returns and the bill issued on average shall be reconciled on actual readings and credit if any shall be given to excess remittance made. A request for remittance of bill amount utilizing online facilities shall also be made to consumers.

Sd/ -

P G Unnikrishnan  
**Secretary (Administration)**

To

Chief Engineer (IT, CR & CAPs)  
Chief Engineers (Distribution South, Central, North, North Malabar)  
Chief Public Relations Officer  
Deputy Chief Engineers of Electrical Circles

Copy to:

The TA to Chairman & Managing Director  
The TA to Director (D, IT & HRM)/(Gen-Ele & SCM)/ (T, SO, CP & Safety)/ (Gen-Civil)  
The Special Officer Revenue  
The Legal Liaison Officer  
The PA to Director (Finance) / Senior C.A. to Secretary (Administration)  
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