

**KERALA STATE ELECTRICITY BOARD Ltd**

(Incorporated under the Companies Act, 1956)

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

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**ABSTRACT**

Re-organisation of the Cash Counters in KSEBL - Implementation of changes as per the new amendment of Electricity Supply Code 2014 - Sanctioned - Orders issued.

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**CORPORATE OFFICE (SBU -D)**

B.O.(FTD)No.637/2025 (KSEBL/DIR/DIST/1062/2024-AEE4) Thiruvananthapuram.

Dated:15-09-2025

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- Read:
1. Kerala Electricity Supply Code 2014 of the KSERC.
  2. Kerala Electricity Supply (Fifth Amendment) Code, 2024 of the KSERC.
  3. Note No.KSEBL/DIR/DIST/1062/2024-AEE4 dated 19.06.2025 of Director (D&SCM) addressed to the Full Time Directors (Agenda No.03/47/08/25).
  4. Minutes of the meeting of Full Time Directors held on 14.08.2025 as per Resolution No.FTD/03/08/25/47.

**ORDER**

The Kerala Electricity Supply (Fifth Amendment) Code 2024 has brought in changes in the manner of cash counter collection. As per clause no.137:

Mode of payment.- (1)The consumer may make payment to the licensee by way of cheque, demand draft, money order or cash or electronic payment modes such as bank transfer, online payment, UPI payment etc.

Provided that cash shall be accepted only for payments up to and including one thousand rupees:

Provided further that out-station cheque and demand drafts of any scheduled bank payable at par at any of its branches shall also be accepted towards payment of charges due to the licensee.

More than 70% of bills are now collected online and about 75% of the total revenue is through digital modes. As a result, the requirement for multiple cash counters has significantly reduced.

The Director (D & SCM) as per note read as 3<sup>rd</sup> above has pointed that a few Section Offices (12 in total) still operate two cash counters from 8:00 AM to 6:00 PM, and in some cases, different Section Offices functioning in the same building/office compound operate separate counters simultaneously.

The Director (Distribution & SCM), as per the note read as 3<sup>rd</sup> above, has suggested reducing the number of cash counters in Electrical Sections to one, with the cash collection time fixed from 9:00 am to 3:00 pm. It was further suggested that, in cases where two section offices function in the same building/office compound, a single common cash counter shall be operated from 9:00 am to 3:00 pm.

Having considered the matter in detail, the Full Time Directors in the meeting held on 14.08.2025 passed the following resolutions.

- a. In view of the Kerala Electricity Supply (Fifth Amendment) Code 2024 under clause 137, resolved to strictly enforce the cash collection limits as per Board Order dated 26.05.2021.
- b. Further resolved to authorize the Deputy Chief Engineers to limit the number of cash counters to one number operating from 9 am to 3 pm in all Electrical Sections having two numbers of cash counters operating from 8 am to 6 pm and to redeploy the cashiers to the division / circle offices temporarily till further orders of the Chief Engineer (HRM).
- c. Further resolved to authorize the Deputy Chief Engineers to abolish one of the cash counters in Electrical Section offices which are working in the same office building / office compound and to redeploy the Cashiers to the division / circle offices temporarily till further orders of Chief Engineer (HRM).
- d. Further resolved to entrust the Chief Engineer (HRM) to post the Cashiers in the nearby division offices as per the vacancies in the General Transfer.

- e. Further resolved to authorize the Public Relations Officer to give wide publicity on the limit of cash payments and reduction of cash counters.

Orders are issued accordingly.

By Order of the Full Time Directors

COMPANY SECRETARY

To:

1. The Chief Engineers, Distribution
2. The Chief Engineer, IT CR & CAPS
3. The Chief Engineer, HRM
4. The Deputy Chief Engineer, Electrical Circles
5. The Public Relations Officer, KSEBL

Copy to:

The Company Secretary / Chief Engineer (IT,CR&CAPS) for publishing in the website/  
Financial Advisor / Chief Engineer (Commercial & Tariff) / LA&DEO /  
Chief Internal Auditor / Chief Vigilance Officer  
The Chief Personnel Officer / Public Relations Officer  
The TA to the Chairman & Managing Director  
The TA to the Director (HRM, Sports, Welfare, Safety & Quality Assurance)  
The TA to the Director (Generation-Electrical, REES & SOURA)  
The TA to the Director (Transmission & System Operation)  
The TA to the Director (Distribution & SCM)  
The TA to the Director (Generation-Civil)  
The PA to the Director (Finance)  
The Sr.CA to the Secretary (Administration)  
The RCAO/ RAO  
Stock File.

Forwarded / By Order

Assistant Engineer