



KERALA STATE ELECTRICITY BOARD LIMITED
(Incorporated under the Indian Companies Act, 1956)

Office of the Director (Distribution & SCM)

CIN:U40100KL2011SGC027424

Reg. Office: Vydyuthi Bhavanam, Pattom, Thiruvananthapuram –

695004 Website: www.kseb.in

Phone: +91 471 2514685,

E-mail: ddkseb@kseb.in

No.DIRD SM/AE5/2026/METER READER

Dated:06.10.2026

CIRCULAR

Sub: Meter Reading – Non-uploading of meter readings by Meter Reading Contractors – Adoption of average reading, 60-day billing and Self-reading facility – Instructions issued – Reg.

It has been brought to the notice of the Board that certain Meter Reading Contractors are continuing to abstain from meter reading duties, resulting in non-uploading of meter readings within the prescribed time and consequent difficulties in the timely preparation of bills.

In order to ensure uninterrupted billing and to avoid inconvenience to consumers, the following instructions are hereby issued for immediate implementation:

1. Average Reading:

In cases where the meter reading is not uploaded by the Meter Reader within the prescribed period, billing shall be effected based on the average consumption, as per the applicable rules/provisions, without waiting for the actual meter reading.

2. Withdrawal of SBM Machines:

The SBM machines issued to Meter Readers who are not attending their assigned meter reading duties shall be taken back immediately by the concerned Senior Superintendents. The machines shall be kept under the safe custody of the concerned office and shall be reissued only as and when authorised by the competent authority. In cases where the licensee's SBM is retained in unauthorised custody, even after intimation, the same shall be taken back by invoking the provisions of Section 136 of the Electricity Act, 2003.

3. Software Modification:

Necessary modifications shall be made in the billing software to facilitate automatic adoption of average reading in cases where the meter reading has not been uploaded and to ensure billing for the 60-day billing period, wherever applicable. The Senior Superintendents shall ensure that 60 day billing is implemented for average billed consumers.

4. Responsibility of Officers:

The Officers concerned shall ensure that the above arrangements are implemented without delay so that the disruption in meter reading does not adversely affect the billing cycle or cause inconvenience to consumers.

Termination of contract notice is to be issued immediately by Agreement Authorities for those contractors abstaining from work.

5. Self-reading facility:

During the period of the present disruption in meter reading, self-reading facility shall be provided to consumers on request, subject to the existing provisions and verification requirements, wherever applicable. Necessary arrangements shall be made at the field offices to facilitate such requests promptly. The staffs of Revenue wing shall maintain constant contact with respective Senior Superintendent to enable meter reading on request from consumers.

All concerned shall comply with the above instructions with immediate effect and ensure strict adherence.


Director (Distribution & SCM)

Copy to

1. Chief Engineers, Distribution
2. Deputy Chief Engineer, Electrical Circles
3. Chief Engineer (IT, CR & CAPs)
4. TA to Chairman & Managing Director
5. PA to Director (Finance)
6. TA to Director (HRM, IT, QA, S & W)
7. Executive Engineer, Electrical Divisions