

**KERALA STATE ELECTRICITY BOARD**  
**ABSTRACT**

Accepting applications, complaints etc at the field offices -  
Acknowledgement receipt -Orders issued.

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**CORPORATE OFFICE (IT-CU)**

**B.O(C.M)/(Genl)No.1779 /2009(IT/CU/168/RTIA/09-10)Thiruvananthapuram, dated 9 .7.2009**

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Read : 1. Govt. Circular No. 1257/ AR 13(2)/ P.A.R.D dated 23.02.2008

Board has accepted the procedure to issue acknowledgement receipt to all petitions/complaints received in the Board's all offices. As per the Government order read above, (copy enclosed) a procedure has been prescribed.

All field officers are directed to comply the above - referred Govt. circular strictly. Necessary boards as prescribed in the ref (1) must be displayed in all offices. A serially numbered acknowledgement receipt for all the applications & complaints received at the office must be served to the applicants / complainants in the enclosed format, with out fail.

Efforts are being made to issue serially numbered receipt through the computerised enquiry counters in the offices. Till this is materialized, all are required to issue a manual serially numbered receipt as acknowledgement of the applications, complaints etc., received at the offices. A control register to monitor & control transparent disposal of such applications, complaints etc., must also be maintained.

By Order of the Board,

Sd/-

**G.Sreekumaran,**  
**SECRETARY**

Acc: Ref (1)

Copy to:

1. The IG of Police (V&S), KSE Board.
2. The Director, PETARC, Moolamattom.
3. The LA& DEO, Vidyuthi Bhavanam, Thiruvananthapuram.
4. The PRO, Vidyuthi Bhavanam, Thiruvananthapuram.
5. The FA/CIA, K S E Board.
6. The TA to Chairman / Member (Distribution).
7. The PA to the Member (Finance)/Secretary, K S E Board.
8. The FC Superintendent/ Records/Stock file and Library / AB Section.

Forwarded / By Order

  
Assistant Engineer.