

## DELEGATION OF POWERS OF MINISTERIAL OFFICERS

[Annexure to B.O. (DB) No. 751/2021 (Estt.I114242/2021) dated, Thiruvananthapuram 08.10.2021]

### (A) CORPORATE OFFICE

<b>1</b>	<b>ADMINISTRATIVE POWERS</b>
<b>1.1</b>	<b>Financial Adviser</b>
1.2	To depute employees other than officers working in Finance/Accounts wings for training not exceeding 2 weeks under intimation/report to Chief Engineer (I-IRM).
1.1.2	To depute officers of and below the cadre of Dy.CAO/Senior Finance Office in Finance/Accounts wing to various committees/meetings/hearing of tax authorities etc.
<b>1.2</b>	<b>Chief Internal Auditor</b>
1.2.1	Administrative and functional control over all the audit wings in the Corporate Office, Resident Concurrent Audit Office, pre-check units and Regional Audit Offices.
1.2.2	To recommend to Board on various matters, viz., investigation sanction, establishment claims, Medical Advance and any other audit matters as required by the Board/FTD/offices in Corporate Office/field offices.
1.2.3	To communicate with Government/Accountant General/Legislative Secretariat on matters related to Inspection Reports of AG, Draft Paras, Committee on Public Undertakings/Committee on Public Accounts etc.
<b>1.3</b>	<b>Company Secretary</b>
1.3.1	To recommend employees and officers including apprentice/internship trainees for both in house and external trainings.
1.3.2	To exercise administrative and functional control over all the wings and employees of the
1.3.3	To communicate with any office of the Company for information on matters dealt within in Corporate Secretarial department.
1.3.4	To communicate with the consultants engaged by the Company on matters dealt with in Corporate Secretarial department.
1.3.5	To sanction Casual Leaves to all employees working in Corporate Secretarial department.
1.3.6	1 To order charge arrangements for a period not exceeding 3 months at a stretch to all officers working in Corporate Secretarial department.
1.3.7	To communicate the decision of Board of Directors and Committee of Full Time Directors in the form of Board Orders.
<b>1.4</b>	<b>Chief Personnel Officer</b>
1.4.1	To handle matters relating to personnel management/ industrial relations / labour welfare or other matters relating to the functioning of the Personnel Department.
1.4.2	To contact any office of the Board for information on matters dealt with/in the Personnel Department.
1.4.3	To appear before any authority under the Government/Labour/ Subordinate Courts or conciliation adjudication / arbitration or any judicial fora on behalf of the Company in matters dealt within 'the Personnel Department.
1.4.4	To administer KSEB Employees Welfare Fund as per its regulations.
<b>1.5</b>	<b>Assistant Company Secretary</b>
1.5.1	To exercise all powers of Company Secretary as and when Company Secretary is on leave or on tour.
<b>1.6</b>	<b>Special Officer (Revenue)</b>
1.6.1	To file claim petition, sign relevant documents and perform all legal proceedings before National Company Law Tribunals in matters connected with HT/EHT consumers.
1.6.2	To permit payment of arrears of current charges installments by HT & EHT consumers as per guidelines prescribed.
1.6.3	To sanction Refund/Adjustment/Arrears of revenue in respect of HT/EHT consumers due to mistake in meter reading/assessment subject to approval from the Director (Finance).
1.6.4	He will be the Appellate Authority in the office of the Special Officer (Revenue) under the Right to Information Act, 2005.

<b>1.7</b>	<b>Legal Adviser &amp; Disciplinary Enquiry Officer</b>
1.7.1	To make final approval of statement of facts and written statements where KSEBL is a party.
1.7.2	To advise compliance of judgment / satisfaction of decree.
1.7.3	To advise filing of appeal.
1.7.4	Administrative control of Nodal Officers (litigation).
1.7.5	To supervise Legal Liaison Office, Ernakulam and Liaison Office, Delhi.
1.7.6	To engage and disengage counsel to represent Company before lower courts and fora subject to approval of the Board.
1.7.7	To depute employees other than officers working in the O/o the LA&DEO for training not exceeding 2 weeks under intimation/report to the Chief Engineer (HRM).
<b>1.8</b>	<b>Senior Law Officer</b>
1.8.1	Supervision / conduct of cases before the Lok Ayuktha, High Court and Supreme Court as delegated by LA&DEO.
<b>1.9</b>	<b>Senior Accounts Officer (Audit)</b>
1.9.1	To approve pay fixation related to Junior-Senior Fixation of all employees.
1.9.2	To recommend officers and employees in audit wing for training.
<b>1.10</b>	<b>Senior Accounts Officer, O/o the Chief Engineer (HRM)</b>
1.10.1	To sanction non-refundable advance and temporary advance from GPF as per rules to all employees others than officers working in the ARU of Chief Engineer (HRM).
1.10.2	To approve and pass all establishment bills including T.A bills of all employees other than officers working in the ARU of Chief Engineer (HRM).
1.10.3	To sanction pension, gratuity and commutation of pension to all classes of pensioners up to Overseer.
1.10.4	To sanction all kinds of leave to all employees other than officers working in the ARU of Chief Engineer (I(RM), other than the following: i. Study Leave ii. Special Disability Leave iii. Leave Without Allowance for a period more than 4 months at a time
1.10.5	To sanction Earned Leave Surrender to all officers up to the rank of Executive Engineer in the Corporate Office.
1.10.6	To sanction periodical increments, grade promotion, probation declaration, pay fixation due to pay revision to all officers of and below the rank of Executive Engineer / Accounts Officer / Finance Officer working in the ARU of Chief Engineer (HRM).
1.10.7	Appellate Authority in the O/o the Chief Engineer (HRM) under the Right to Information Act, 2005.
1.10.8	Grievance Redressal Officer for National Pension System (NPS).
<b>1.11</b>	<b>Senior Finance Officer, O/o the Financial Adviser</b>
1.11.1	To function as Chief Grievance Redressal Officer for National Pension System (NPS).
<b>1.12</b>	<b>Chief Public Relations Officer</b>
1.12.1	To handle matters relating to communications with Press, Radio, FM, Social Media, Web Channels, New Media & Local Networks, press releases, press communiques, advertisements and other matters relating to Public Relations or Public Information System.
1.12.2	To request any officer of the Company for information on any subject relating to the functioning or performance of the Board for public relation purposes.
<b>1.13</b>	<b>Regional Personnel Officer</b>
1.13.1	To handle matters relating to personnel management / industrial relations /labour welfare or other matters relating to the functioning of the Personnel Department in consultation with the Chief Personnel Officer.
1.13.2	To appear before conciliation / adjudication / arbitration authorities or Workmen's Compensation Courts or other authorities under any labour law on behalf of the Company.
1.13.3	To contact any office of the Company for information on matters connected to the Personnel Department.

<b>1.14</b>	<b>Deputy Secretary (Administration)</b>
1.14.1	He shall exercise all functions of the Secretary (Administration) as and when the Secretary (Administration) is on leave or on official tour.
1.14.2	To correspond with the FA, CIA and Resident Audit Officer directly on accounts matters and furnish reply to audit queries, audit objections, Inspection Notes etc.
<b>1.15</b>	<b>Law Officer - I</b>
1.15.1	Communication of all CDRF cases, CDRC cases, CGRF, Ombudsman; Appellate Authority, PLA cases to field offices / other offices.
1.15.2	To refer files to the Chief Engineers and other Heads of Departments and offices under the Board for advice, remarks and to make interim references in all cases and to all for additional information from them and their subordinate officers.
<b>1.16</b>	<b>Law Officer - II</b>
1.16.1	To issue sanction to file appeal against orders of Consumer Disputes Redressal Forum valued below Rs. 50,000/-
1.16.2	Approval of written statement of cases before Consumer Fora / CGRF/Ombudsman/Appellate Authority wherein the stake involved is less than Rs. 50,000/-
1.16.3	Approval of written statement in LAR cases, matters in Subordinate Courts wherein the stake involved is less than Rs. 50,000/- and its advocate fees.
1.16.4	Supervision of cases before the District Labour Office (including approval of statement of facts), ECC cases, GST & other indirect taxes.
<b>1.17</b>	<b>Accounts Officer, GPF, O/o the Chief Internal Auditor</b>
1.17.1	To verify & approve employee code, GPF account number, maintenance of individual GPF accounts of officers and staff, transfer of PF balance of employees who join KSEBL from other departments/offices and vice versa.
1.17.2	To authorize and issue GPF annual credit statement.
1.17.3	To authorize withdrawals from GPF towards non-refundable advances sanctioned by the competent authorities and authorize final payment towards closure.
<b>1.18</b>	<b>Accounts Officer, EAS, O/o the Chief Internal Auditor</b>
1.18.1	record objection whenever necessary. To approve establishment bills and vouchers after post/pre-audit of ARUS in Corporate Office and
1.18.2	To calculate the interest on House Building Advance/Motor Car Advance and issue closure certificates to concerned ARUS and issue NLC to pension sanction.
1.18.3	To verify and approve all medical bills sanctioned by the Chief Engineer (HRM) against the adjustment of Medical Advance sanctioned by the Board.
<b>1.19</b>	<b>Accounts Officer, WAD, O/o the Chief Internal Auditor</b>
1.19.1	To approve work / purchase bills / other bills and vouchers after preaudit or post-audit of ARUS in Corporate Office and record objection whenever necessary.
1.19.2	To conduct post audit on accounts of Transmission, Generation and System Operation
<b>1.20</b>	<b>Finance Officer, Power Purchase Audit Cell</b>
1.20.1	To conduct pre-audit / post audit of power purchase transactions, agreements etc.
<b>1.21</b>	<b>Accounts Officer, Pension Audit, O/o the Chief Internal Auditor</b>
1.21.1	To conduct post audit and issue audit approval for pension sanction.
1.21.2	To audit all pension payment records and related documents coming under all pension disbursing offices and record objection whenever necessary.
1.21.3	To pre-audit pension arrear bills amounting to Rs. 3 lakh and above
<b>1.22</b>	<b>Accounts Officer, Arrear Clearance Cell, O/o the Chief Internal Auditor</b>
1.22.1	Review, monitoring and reporting of Arrear details of LT/HT/EHT consumers.
1.22.2	To conduct post/pre-audit of HT/EHT consumer bills issued by the Special Officer (Revenue).
1.22.3	To monitor OTS Scheme approved by KSERC at the Corporate Office level.

1.22.4	To conduct audit of Bank Guarantee, Agreement executed with consumers, connected load, segregation of light load etc. of HT and EHT consumers.
<b>1.23</b>	<b>Accounts Officer, Pay Fixation, O/o the Chief Internal Auditor</b>
1.23.1	To scrutinize and approve pay fixation of all employees.
1.23.2	To assign Assistant Accounts Officers to scrutinize and approve pay fixation of all employees in field offices.
<b>1.24</b>	<b>Accounts Officer, RAO Monitoring Cell, O/o the Chief Internal Auditor</b>
1.24.1	To monitor the functioning of Regional Audit Offices and ensuring compliance of Annual Audit plan of RAO Offices.
<b>1.25</b>	<b>Resident Concurrent Audit Officer, O/o the Chief Internal Auditor</b>
1.25.1	To pre-check the bills of and above Rs. 10 lakhs pertaining to work and purchase other than distribution wing within 7 working days of submission to pre-check unit.
1.25.2	To issue pre-check notes to the ARUS with observations.
1.25.3	To drop the money value observations in the pre-check note based on the reply of the concerned ARU.
1.25.4	To conduct post audit of Civil ARUS, O/o the Research & Dam Safety, Pallorn and other ARUS as required.
<b>1.26</b>	<b>Accounts Officer (Pension Authorization), O/o the Chief Engineer (HRM)</b>
1.26.1	To draw cheques on banks and disburse pensionary benefits
1.26.2	To authorize pension, gratuity and commutation of pension to all classes of pensioners
1.26.3	To muster pensioners and make payment of pension.
1.26.4	To sign and apply credit application.
1.26.5	Public Information Officer under Right to Information Act, 2005 in the O/o the Pension (Authorisation).
1.26.6	To sanction change of pension payment office.
1.26.7	To issue proceedings to rectify the wrong entries in the system pertaining to pensioners and family pensioners.
<b>1.27</b>	<b>Accounts Officer (Pension Sanction), O/o the Chief Engineer (HRM)</b>
1.27.1	Preliminary verification of pension papers and final pension calculation.
1.27.3	Sanctioning of all kinds of Pension, Gratuity and Commutation of pension to employees as delegated by Senior Accounts Officer/Deputy Chief Engineer (FIRM-II).
1.27.3	To sanction revision of pension (including revision after rectifying drop in pension) as delegated by the Senior Accounts Officer / Deputy Chief Engineer (HRM-II).
1.27.4	To sanction change of nomination for family pension.
1.27.5	To function as Public Information Officer in the O/o the Pension Sanction as per Right to Information Act, 2005.
<b>1.28</b>	<b>Accounts Officer (Bill Section), O/o the Chief Engineer (HRM)</b>
1.28.1	To sanction non-refundable advance and temporary advance from GPF to employees working in the Corporate Office as delegated by Senior Accounts Officer / Deputy Chief Engineer (HRM-II).
1.28.2	To authorize all establishment, TA claims and loans & advances to the employees working in the ARU of Chief Engineer (HRM) as delegated by the Senior Accounts Officer / Deputy Chief Engineer (HRM-II).
1.28.3	To sanction all kinds of leave to employees other than officers working in the ARU of Chief Engineer (HRM) as delegated by the Senior Accounts Officer / Deputy Chief Engineer (HRM-II), other than the following: i. Study Leave ii. Special Disability Leave iii. Leave Without Allowance for a period more than 4 months at a time.
1.28.4	To sanction Earned Leave Surrender to employees working in the XRU of Chief Engineer (HRM) as delegated by the Senior Accounts Officer/Deputy Chief Engineer (FIRM-II).
1.28.5	To sanction periodical increments, grade promotion, probation declaration, pay fixation due to pay revision to employees working in the ARU of Chief Engineer (FIRM) of and below the category of Assistant Accounts Officer / Assistant Finance Officer / Assistant Executive Engineer.
1.28.6	To function as Public Information Officer in the Bill Section of Chief Engineer (FIRM) as per Right to Information Act, 2005.

<b>1.29</b>	<b>Administrative Officer/Accounts Officer, O/o the Chief Engineer (IIRM)</b>
1.29.1	To function as State Public Information Officer for O/o the Chief Engineer (FIRM) as per the Right to Information Act, 2005.
1.29.2	To monitor recruitment, promotion, transfer & posting and disciplinary action up to the cadre of Assistant Executive Engineer / Assistant Accounts Officer.
1.29.3	To monitor the sanctioning of re-imbursement of medical bills submitted by all employees.
1.29.4	To monitor works pertaining to Gradation Wing and AB Section of the O/o the Chief Engineer (HRM).
<b>1.30</b>	<b>Assistant Accounts Officer &amp; State Nodal Officer (NPS)</b>
1.30.1	Sanction and authorisation of Terminal Claims (Gratuity) of retired NPS employees. Maintenance of Registers & Service Book for safe custody and record purpose.
1.30.2	Sanction and authorisation of Terminal Claims (Financial Assistance & Gratuity) to the dependants of deceased NPS employees. Maintenance of Registers & Service Book for safe custody and record purpose.
1.30.3	Authorised for fund transfer to Trustee Bank.
1.30.4	Maintenance of cash book of contribution upload.
1.30.5	Exit withdrawal and authorisation of pension wealth of NPS employees from NPS Trust upon retirement / death and annuity purchase.
1.30.6	Authorisation of inter sector shifting and maintenance of register.
1.30.7	Authorisation of subscriber master data correction in the NSDL-CRA data base and maintenance of register.
1.30.8	Authorisation of redemption of contribution of Non-NPS subscribers in the NSDL-CRA data base.
<b>1.31</b>	<b>Regional Audit Officer</b>
1.31.1	To monitor all cases of Electrical Section offices, Electrical Sub Division offices in respect of revenue, compliance of standard of performance regulations, APTS Bills, monitoring of cases, stores verification, Asset Register verification, System Maintenance Register etc.
1.31.2	To conduct audit of all the aspects of revenue and expenditure account including stores verification of Electrical Circle and Electrical Division offices including PMUs and other ARUS in distribution wing.
1.31.3	To conduct audit on establishment matters of all ARUS coming under the locational jurisdiction.
1.31.4	To conduct field/site inspection along with Assistant Engineers of Electrical Sections.
1.31.5	To pre-audit all medical reimbursement bills of above one lakh rupees of all ARUS coming under locational jurisdiction of RAO.
1.31.6	To propose NLC of Cashiers to the Executive Engineer concerned and issue concurrence to ARU heads for issuing NLC to Assistant Engineer and Senior Superintendtl of Electrical Sections.
1.31.7	To issue NLC to the RAO staff of and below the rank of Assistant Accounts Officer.
<b>1.32</b>	<b>Assistant Law Officer / Assistant Accounts Officer / Senior Superintendent</b>
1.32.1	To approve and authenticate letters for collecting statement of facts/written statements and sending back the same for further action.
1.32.2	To issue approved statement of facts for and on behalf of the Legal Adviser and Disciplinary Enquiry Officer in the format 'signed Legal Adviser & Disciplinary Enquiry Officer' approved for issue.
<b>1.33</b>	<b>Pre-check Superintendent - At pre-check unit, Kothamangalam, Thrissur and Kozhikode</b>
1.33.1	To pre-check the bills for above Rs. 10 lakhs pertaining to work and purchase of ARU offices assigned to pre-check unit, viz., Transmission & Civil wings, System Operation Circles and Generation Circles within 7 working days of submission to pre-check unit.
1.33.2	To issue pre-check notes to the ARUS with observations.
1.33.3	To drop the money value observations in the pre-check note based on the reply of the concerned ARU
1.33.4	To post audit of Civil ARUS and other ARUS as required.
<b>2</b>	<b>LEAVE</b>
<b>2.1</b>	<b>Financial Adviser</b>
2.1.1	To sanction casual leave to all employees working under him.

2.1.2	To order charge arrangements for period not exceeding 3 months at a time to all officers working under him.
<b>2.2</b>	<b>Chief Internal Auditor</b>
2.2.1	To sanction casual leave and recommend other eligible leave of all officers and staff within the. Audit wing of Corporate Office.
2.2.2	To order charge arrangements and sanction charge allowance for period not exceeding 3 months at a time to all officers up to Regional Audit Officer/Accounts Officer in Corporate Office working under him/her.
<b>2.3</b>	<b>Chief Personnel Officer</b>
2.3.1	To order charge arrangements and sanction charge allowance for period not exceeding 3 months at a time to all officers up to the Regional Personnel Officer.
<b>2.4</b>	<b>Chief Public Relations Officer</b>
2.4.1	To make arrangements for additional charge and sanction charge allowance subject to usual conditions to all employees working under him up to 3 months.
<b>2.5</b>	<b>Secretary (Administration)</b>
2.5.1	To make arrangements for additional charge and sanction charge allowance to all officers (other than Head of Departments) and staff working in the Board Secretariat as per rules in force.
2.5.2	To sanction permission to visit abroad up to the rank of Executive Engineer or equivalent rank working in the Vidyuthi Bhavanam for a maximum period of 15 days.
<b>2.6</b>	<b>Special Officer (Revenue)</b>
2.6.1	To order charge arrangements for period not exceeding 3 months at a time to all officers working under him.
<b>2.7</b>	<b>Senior Accounts Officer Audit</b>
2.7.1	To sanction casual leave and recommend leave of all officers upto AO and staff in the Audit wing under him/her.
<b>2.8</b>	<b>Regional Audit Officer</b>
2.8.1	To order charge arrangements and sanction charge allowance for a period not exceeding 3 months at a time to all officers working under him/her.
<b>2.9</b>	<b>Regional Audit Officer / Accounts Officer/Finance Officer of Audit wing in Corporate Office</b>
2.9.1	To sanction casual leave and recommend other eligible leave of all officers up to AAO and staff in the Audit wing under him/her.
<b>2.10</b>	<b>Resident Concurrent Audit Officer. O/o the Chief Internal Auditor</b>
2.10.1	To sanction eligible leave of pre-check Superintendents and tour programme, casual leave and recommend other eligible leave of pre-check unit staff of Resident Concurrent Audit.
<b>2.11</b>	<b>Pre-check Superintendent - At pre-check unit, Kothamangalam, Thrissur and Kozhikode</b>
2.11.1	To sanction casual leave, recommend other eligible leave and sanction tour programme of pre-check unit staff.
<b>3</b>	<b>FINANCIAL POWERS</b>
<b>3.1</b>	<b>Financial Adviser</b>
3.1.1	To open and operate accounts of the Company in the Treasury and Banks.
3.1.2	To waive objections and forego recovery of irregular expenditure not exceeding Rs. 50,000/- in each case.
3.1.3	To accept certificates of payments in lieu of payee's receipts.
3.1.4	To assign funds to ARUS.
3.1.5	To approve and release power purchase payments subject to rules.
3.1.6	To open and operate LC/Escrow accounts with Banks.
3.1.7	To hold permanent imprest of Rs. 50,000/-
3.1.8	To deposit surplus funds in Nationalised Banks.
3.1.9	To sanction re-appropriation of budget estimates as per budget manuals/Board Orders.
3.1.10	To sanction payment of legal fees, consultancy charges to tax consultants, advocates etc. engaged by him up to Rs. 25,000/-

<b>3.2</b>	<b>Chief Internal Auditor</b>
3.2.1	To waive objections and forego recovery of irregular expenditure not exceeding Rs. 50,000/- in each case.
3.2.2	To hold permanent imprest of Rs. 50,000/-
3.2.3	To sanction temporary imprest up to Rs. 50,000/- to RAOS for conducting training, Regional Audit meetings.
<b>3.3</b>	<b>Company Secretary</b>
3.3.1	All expenses on Board of Directors meetings, Committee meetings, Annual General meetings (full powers).
3.3.2	To sanction payment of filing fee and other statutory payments to Registrar of Companies from time to time under the Companies Act, 2013 including fees to be paid to the professionals for certifying/upload- ing the documents required as per the Act (full powers).
3.3.3	Repairs and maintenance expense of IT equipments / photocopier up to Rs. 50,000/- per annum.
3.3.4	To sanction purchase of stationery and arrange printing as per budget provision.
3.3.5	Purchase of books and periodicals limited to budget provision.
3.3.6	To hold permanent imprest of Rs. 50,000/-
<b>3.4</b>	<b>Chief Personnel Officer</b>
3.4.1	To sanction ordinary contingent charges up to Rs. 5,000/-
3.4.2	To sanction purchase of books & periodicals up to Rs. 10,000/- at a time subject to budget provision.
3.4.3	To sanction contingent bills for service postage stamps/courier charges up to Rs. 10,000/- at a time subject to annual limit of Rs. 1 lakh.
3.4.4	To incur expenditure on refreshments from office contingency not exceeding Rs. 25,000/- at a time in connection with the meeting, conference etc. subject to budget provision.
3.4.5	To sanction and arrange repair of furniture and office equipment up to Rs. 25,000/-
3.4.6	To hold imprest up to Rs. 25,000/- and incur the expenditure.
3.4.7	To sanction disposal of unserviceable materials, back runs of dailies and periodicals etc. worn out office equipments etc. up to Rs. 10,000/-
3.4.8	To sanction compensation in respect of Company employees / contract workers / general public / do- mestic cattle to the extent payable as per the provisions of the Act as decided by the Company from time to time.
3.4.9	To sanction reimbursement of medical expenses to accident victims during the course of employment.
3.4.10	To sanction Advocate fee up to Rs. 25,000/- at a time subject to budget provision.

#### **KSEBL Internal Grievance Redressal Cell (IGRC)**

The IGRC functions as the first tier of grievance redressal for consumers, established at the Sub-division, Circle, and Corporate levels to resolve complaints internally before they escalate to statutory forums.

<b>Administrative Level</b>	<b>Jurisdiction &amp; Scope</b>	<b>Chairperson / Head</b>	<b>Convener</b>
<b>1. Sub-Division Level</b>	<b>Primary Level:</b>	<b>Assistant Executive Engineer</b>	<b>Assistant Engineer</b>
	Receives initial complaints regarding billing, voltage, service delay, and defects within the Sub-division limits.	(Ele. Sub-Division)	(of the respective Section)
<b>2. Circle Level</b>	<b>Appellate Level:</b>	<b>Deputy Chief Engineer</b>	<b>Executive Engineer</b>
	Hears appeals against Sub-division IGRC orders or direct grievances of higher complexity/value within the Circle.	(Ele. Circle)	(Ele. Division)
<b>3. Corporate Level</b>	<b>State/Policy Level:</b>	<b>Chief Engineer</b>	<b>Executive Engineer</b>
	Handles policy-level grievances, complex technical disputes, or appeals against Circle IGRC orders.	(HRM / Distribution)	(Commercial / TRAC)

**Submission Mode:** Complaints can be submitted in writing, via email, or through the KSEBL online portal. Consumer complaints and service requests that are not resolved within the stipulated

**Hearing Process:** The consumer is given an opportunity for a personal hearing before the committee.

**Escalation:** If the grievance is not resolved within the time limit or if the consumer is not satisfied with the IGRC order, they may approach the Consumer Grievance Redressal Forum (CGRF) within 30 days.