

**DEPARTMENT OF ELECTRICAL
INSPECTORATE**

CITIZENS CHARTER

March 2008

made an independent department under the administrative control of the Public Works Department upto 31.7.1993. From 1.8.1993 it is under the control of the newly formed Energy Department in the Secretariat. The administration and enforcement of the various electricity laws including laws on the subject of Taxes on consumption or sale of Electricity are carried out the Inspectorate organization.

The Chief Electrical Inspector is the head of the department and he is assisted by Senior Electrical Inspector, Electrical Inspectors at District level.

4.1 Functions of the Electrical Inspectorate

This department is entrusted with the following statutory duties and executive functions.

(1) The enforcement of the various sections of the Indian Electricity Act 2003 and the rules made thereunder, namely, Indian Electricity Rules 1956.

- (a) Approval for the electrical installation in the High Tension services under Rule 63 and 64 of Indian Electricity Rules 1956 .
- (b) Approval of captive generator sets of more than 10 KW.
- (c) Periodical Inspection of High and Extra High Tension consumers Installation under Rule 46 of Indian Electricity Rules 1956 .
- (d) Periodical Inspection under Rule 46 of EHV and HV, Generating Stations, Sub Stations, Distribution Transformers and other electrical works of Tamil Nadu Electricity Board and other suppliers.
- (e) All electrical accidents in connection with the generation, transmission, supply or use of energy are reported to this Department and investigation of the cause of the accidents and enforcement of remedial measures.

2. Enforcement of the Tamil Nadu Tax on Consumption or Sale of Electricity Act, 2003.

3. Implementation of the Tamil Nadu Electrical Undertakings Acquisition Act 1954 and the Rules made thereunder.

4. Enforcement of Tamil Nadu Lift Act, 1997 and the Rules made thereunder.

Electrical Lift Installations in commercial, residential and office complexes etc., (excluding the lift covered under the Factories Act) are inspected and licenses issued and renewed to secure protection to the persons using the lifts.

5. Enforcement of the Rules relating to Electrical Installation and Fire Safety in the Tamil Nadu Cinema (Regulation) Rules, 1957, framed under Tamil Nadu Cinema Act 1955.

6. **Chief Electrical Inspector to Government represents Bureau of Indian Standards in the Electro-technical field to formulate standards and specifications.**
7. **Establishment of Echelon-II Standard for calibration of Electrical Energy Measuring Meters at the Government Electrical Standards Laboratory.**
 Establishment of Electrical Testing Equipment to carryout testing of the tailor-made electrical installations constructed by the Electrical contractors in industries, commercial buildings, domestic buildings and the laboratory functions as electric testing laboratory.
8. **Chief Electrical Inspector to Government is the President of the Board of Examiners for Cinema Operators calibrated under Tamil Nadu Cinema (Regulation) Rules 1957.**
9. **Chief Electrical Inspector to Government is functioning as Member in the Expert Monitoring and Steering Committee to implement the Energy Conservation measures.**
10. **Chief Electrical Inspector to Government is functioning as Member in the Power and Telecommunication Co-ordination Committee to enforce the PTCC Code.**
11. **Chief Electrical Inspector to Government is a Member in the Chennai Corporation High Level Committee to give advice in respect of Electricity hazards and danger to prevent electrical accidents.**
12. **Chief Electrical Inspector to Government is the President of the Electrical Licensing Board. The Electrical Licensing Board is having its on charter.**
13. **Enforcement of the Energy Conservation Act 2001**

5. SERVICE STANDARDS

We are committed to render the highest standards of service to the Public. This charter sets out the standards for various functions of the Inspectorate so as to improve our services to the public. These service levels are our maximum response times and strive to beat these standards every time we can.

i) HV/MV CONSUMERS

a	Scrutiny report of Drawing receipt proposal of proposed Electrical Installations	One month from the date of receipt
b	Approval under Rule 63	15 days from the date of receipt of compliance report.

ii) GENERATOR IN LT SERVICE

a	Approval under Rule 47(a)	15 days from the date of receipt of compliance report.
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iii) LIFT INSTALLATION

a	Permission to erect the Lift	10 days from the date of receipt of application
b.	Issue of license	15 days

iv) CINEMAS

a	Approval of Drawing proposal for New / Permanent / Semi Permanent Cinemas	30 days
b.	Issue of Electrical Certificate	10 days from the date of receipt of Rectification Report for the defects.

NOTE:

- 1) No drawing approval is required in respect of touring cinemas
- 2) and additions and alterations in semi-permanent and permanent cinemas.
- 3) Renewal application for all cinemas should be sent three months before the expiry of the Electrical Certificate

6. COMPLAINTS RESOLUTION PROCEDURE

If you have any grievance about any of the services, you may meet in person the concerned Electrical Inspector and get redressal . If you feel that your complaints needs the attention of the higher level officer, you may send your complaint to the Senior Electrical Inspector of the region or contact them on all Mondays.

i) COMPLAINT MONITORING AND REVIEW

We will acknowledge your complaint within 7 days and inform the action taken within 20 days. We will also keep a record of all the complaints received and action taken,

We monitor our service standards against the charter continuously and furnish the details in the Annual Reports.

**THE APPLICATIONS ARE TO BE SUBMITTED TO THE FOLLOWING OFFICES
FOR THE RESPECTIVE SERVICES**

SERVICES OF SCRUTINY OF DRAWINGS

1	Drawings for New EHV/HV installation, Independent Power Project, Captive Power Project, Wind Mill, Co-generating Stations,etc	Chief Electrical Inspector to Government
2.	Drawings for HV additions / alterations more than 500 KVA	Chief Electrical Inspector to Government
3.	Drawings for HV additions / alterations upto 500 KVA and MV additions / alterations more than 500 KVA	Senior Electrical Inspector
4.	Drawings for MV additions / alterations upto 500 KVA (excluding DG sets)	Electrical Inspector

APPROVAL UNDER INDIAN ELECTRICITY RULES 1956

1	Approval under Rule 63 of Indian Electricity Rules 1956 New HV consumers more than 1000 KVA Capacity, Independent Power Projects, Captive Power Projects, Generating Stations, EHV Sub Stations.	Chief Electrical Inspector to Government
2	Approval of New HV Consumer having more than 250 KVA and up to 1000 KVA	Senior Electrical Inspector
3	Approval of HV additions/alterations alterations of more than 500 KVA in existing HT Services after 1 st Rule 46 inspection	Senior Electrical Inspector
4	Approval of New installations upto 250 KVA Capacity	Electrical Inspector
5.	Approval of HV additions/alterations upto 500 KVA and MV additions / alterations.	Electrical Inspector

CINEMAS

1	Approval of Drawing, Inspection and issue of Electrical certificate for New Permanent / Semi - permanent Cinemas.	Electrical Inspector
2.	Issue / Renewal of Electrical Certificate for Touring Cinemas	Electrical Inspector
3.	Additions / alterations and Renewal inspection of permanent cinemas.	Electrical Inspector

LIFTS ACT & RULES

1	Issue of erection permit (Form-B) and issue of licence for the Lifts	Electrical Inspector
2.	Renewal of License to the Lifts	Electrical Inspector

7. HOW YOU CAN HELP US TO SERVE YOU BETTER

- 1) Please send your proposal well in advance
- 2) Please send your proposal in full shape with all details
- 3) Please send the renewal applications for the Electrical Certificate for the Cinemas License for Lifts 3 months before the expiry of the certificate / license along with the required fee.

i) FUTURE SCENERIO

We welcome your comments about our services. We will take all efforts to improve our work methods. We will review and revise the Charter if needed based on your feed back.

ii) PHONE NUMBERS

Sl.No.	Office		Phone No.
1.	Office of the Chief Electrical Inspector to Government	Direct	2250 0915
		Office	2250 0796
			2250 0430
			2250 0184
			2250 0227
		Fax	2250 0036

Sl.No.	Office	Phone No.
2	Office of the Electrical Inspector / Chennai	"
3	Office of the Electrical Inspector/ Kancheepuram	"
4	Office of the Electrical Inspector / Lab	"
5.	Office of the Electrical Inspector / Madurai	2535561
6.	Office of the Electrical Inspector / Trichy	2465770
7.	Office of the Electrical Inspector / Vellore	2243588
8.	Office of the Senior Electrical Inspector/ Coimbatore	2380223
9.	Office of the Electrical Inspector/ Coimbatore	2380223
10.	Office of the Electrical Inspector/ Cuddalore	223764

OTHER OFFICES

Offices of the Electrical Inspectors are functioning in the following Places:

1. Chennai
2. Kancheepuram
3. Vellore
4. Trichy
5. Cuddalore
6. Villupuram
7. Pudukottai
8. Thanjavur
9. Nagagapattinam
10. Tiruvannamalai
1. Coimbatore
12. Erode
13. Ooty
14. Tirunelveli
15. Dindigul
16. Madurai
17. Virudhunagar
18. Salem
19. Dharmapuri
20. Nagercoil
21. Tuticorin
22. Sivagangai

Offices of the Assistant Electrical Inspectors are functioning in the following places:

1. Chengalpattu
2. Ponneri
3. Ambattur
4. Ranipet
5. Mettur
6. Namakkal

TOP OFFICIALS

No.	Designation	Phone No.
1.	Principal Secretary to Government, Energy Department	2566 5975
2.	Chief Electrical Inspector to Government	2250 0915

3. Senior Electrical Inspector / Head Quarters
4. Senior Electrical Inspector / Coimbatore

2250 0184
2380223

TAMIL NADU ELECTRICAL LICENSING BOARD

1.0 MEMBERS OF THE BOARD

1. Thiru.M.VELUCHAMY.B.E.,MBA., : President.
Chief Electrical Inspector to
Governemnt Electrical Licensing Board.
Guindy, Chennai – 600 032.
2. Thiru.S.S.V.NITHYANANDAM.B.E., : Secretary
Electrical Inspector Electrical Licensing Boad.
Guindy, Chennai – 600 032.
3. Thiru.S.VARADHARAJAN, : Tamilnadu Electricity Board.
Director/Training 5th Floor, N.P.K.R.R. Maligai.
800 Anna Salai, Chennai –2
4. Thiru.KALAIVANAN : Tamilnadu Electricity Board,
Superintending Engineer/Central E.B. Complex, Valluvarkottam,
Kodambakkam High Road,
Chennai – 600 034.
5. Thiru.M.L.KUMAR : Ennore Thermal Power Station
Superintending Engineer/Operation Ennore, Chennai – 600 057.
6. Thiru.Swamaidass. : Public Works Department.
Superintending Engineer/Electrical Chepauk, Chennai – 600 005
7. Thiru.R.Balusamy, : Neyveli Lignite Corporation Ltd.,
DY.General manager Thermal Power Station-I
Neyveli – 607 807
8. Thiru. M. Arunachalam : National Power Training Institute
Executive Director R.B.T.I. Block, No.14/21
Neyveli-607 803
9. Thiru.S.SUBBIAH. : Directorate of Employment and
Joint Director / App. Training Training, Chepauk, Chennai – 5.
10. Thiru.M.R.SRIDHAR. : Central Polytechnic,
H.O.D. /Electrical Chennai – 600 113.
11. Thiru.MISSRA, : Central Electricity Authority,
Superintending Engineer Regional Inspectorate
Organization Block – 4, 3rd Floor,
Sasthri Bhavan,
Chennai –600 006

2.0 NEED

Government of Tamilnadu has decided to make our Administration as Citizen friendly and transparent. We take pleasure to serve the people of Tamilnadu by bringing out a citizen charter in this direction. This charter sets out the standard and quality of services that will be provided by us. We will be pleased to have your feed back about the charter.

3.0 OBJECTIVES OF THE CHARTERS

- (i) To place before the public an over view of the Electrical Licensing Board.
- (ii) To inform the citizens about the kind of services that we provide.
- (iii) To state the standards of service delivery.

4.0 OVER VIEW OF ELECTRICAL LICENSING BOARD:

Rule 45(i) of Indian Electricity Rules 1956 stipulates that Electrical Installation works including addition, alteration etc., excepting petty repairs should be carried out (i) by an Electrical contractor licensed by State Government and (ii) under direct supervision of a person holding a Certificate of Competency issued or recognized by the State Government. The Electrical Licensing Board is a Statutory body originally constituted by State Government in G.O.Ms.No.4317, PWD Dated 16.11.1955 and subsequently Re-constituted as broad based Board in G.O.Ms.No. 1704 PWD Dated 1.7.1986 to carryout certain functions on behalf of the Government (Viz) for the grant of certificate of competency to Wireman Helper, Wireman, Supervisor and Licences to Electrical Contractors and for implementation of the provisions contained in Sub Rule 2 A of Rule 3 of Indian Electricity Rule 1956 in regard to certificates of Operation and Maintenance Personnel Operating in Power Generating Stations and associated Sub – Stations.

4.1 FUNCTIONS OF THE ELECTRICAL LICENSING BOARD:

- (i) The enforcement of Rule 45(1) of Indian Electricity Rule 1956 in the State to Issue and Renew the Wireman Helper, Wireman, Supervisor Competency Certificate and the enforcement of Rule 3(2A) of Indian Electricity Rule 1956 in the State to Issue and Renew the Competency

Certificate of Operation and maintenance personnel working in Power Stations and associated sub stations.

- (ii) To issue licences to electrical contractors including renewals.
- (iii) To inquire into allegations or malpractices or misconduct/ misbehavior or breach of any of the conditions under which license and certificates are issued on the part of any Wireman Helper, Wireman, Supervisor certificate holders and contractor license holders.

5.0 SERVICE STANDARDS :

We are bound to render the highest standards of service to Public. This charter sets out the standards for various functions of Electrical Licensing Board so as to improve our service to public.

These service levels are our maximum response times and we strive to beat these standards every time we can:

Issue of Certificate & licenses : 30 days

Applications for the Renewal of Certificate & licenses should reach this office 90 days before the expiry.

Renewal of Licence & Certificates: 30 – 60 days on receipt of renewal application

6.0 COMPLAINTS RESOLUTION PROCEDURE :

If you have concern or complaint about any of the services we offer, you can make a complaint by letter to the Secretary. If you feel that your complaints need the attention of the higher level officer. You may send your complaint to the President of the Board.

7.0 COMPLAINTS MONITORING AND REVIEW:

We will acknowledge your complaint within 7 days and inform the action taken within 30 days. We will also keep a record of all the complaints received and action taken.

We will monitor our service standards against the Charter continuously and furnish the details in the Annual reports.

8.0 HOW YOU CAN HELP US TO SERVE YOU BETTER

- (i) Please send application in full shape dully filled with all enclosures.
- (ii) Please send the correct fee with the surcharge if any.
- (iii) Please do not forget to mention your licence / competency certificate number in the application.
- (iv) Please see that all the papers are properly bunched and stitched before putting inside the envelope.
- (v) Please mention in the application whether it is Issue or renewal.
- (vi) Please mention your certificate / licence number in all your replies also.
- (vii) Please send your renewal application 3 months in advance and avoid delay.

9.0 PHONE NUMBERS.

1.	PRESIDENT	-	22500036
2.	SECRETARY	-	22500291 22500494 (Direct)
3.	DEPUTY SECRETARY	-	22500291

**Arcot N.Veerawami,
Minister for Electricity**