



Government of Kerala
Department of Electrical Inspectorate
Citizens' Charter

Need for a Charter

Department of Electrical Inspectorate has decided to concretise its commitment for citizen friendly administration and transparency. We take immense pleasure in re-dedicating ourselves to serve the people of Kerala by bringing out a Citizens' Charter in this direction. This charter sets out the standard and quality of services that will be provided by the Department of Electrical Inspectorate

Our Vision

Department of Electrical Inspectorate will endeavor to be a model inspectorate in the country providing services to the people in the friendliest way

We are committed to

- Facilitate safe use of electricity through strict implementation of the Electricity Act and Indian Electricity Rules efficiently, effectively and with efficacy
- Implement National and International standards related to electricity
- Monitor closely the new and innovative developments in the field of electrical engineering and impart the advantages to the field
- Satisfy customers' need by providing quality service on time, every time
- Preserve electricity by encouraging the use of energy efficient products and reducing loss of electricity in all phases of its usage.

Our Mission

- Department Of Electrical Inspectorate is entrusted with the task of implementing Electricity Act 2003 / Indian Electricity Rules, 1956 and all rules and regulations related to use of electrical energy and the Kerala Cinema (Regulation) Act 1958, Kerala Cinema (Regulation) Rules 1988, The Kerala Electricity Duty Act, 1963, Kerala Electricity Duty Rules, 1963, The Kerala State Electricity Surcharge (Levy and Collection) Act 1989 and Quality Control Order 2003 and in the state of Kerala.
- All employees of the inspectorate dedicate ourselves to achieve excellence in all our activities with whole hearted cooperation from all the stake holders.
- We will continue our efforts relentlessly for improving our services through implementation of Quality Management system and review of our Citizens' Charter

Objectives of the Charter

1. To place before the public an overview of the organisation.
2. To inform the citizens about the kinds of services that the Department provide.
3. To state the standards of services delivered

About the Department of Electrical Inspectorate

The Electrical Inspectorate is a Department of the Government of Kerala. It was formed by the Government order vide G.O. (Ms) No. 28 / 68 / PW. Dated 20-10-1968. The Chief Electrical Inspector to Government of Kerala is the Head of the Department. Headquarters is at Thiruvananthapuram. The Department has regional offices in all the Districts. In Ernakulam, Deputy Chief Electrical Inspector is the head of the office, while in other offices, Electrical Inspector is the head.

Chief Electrical Inspector and Accounts Officer of Chief Electrical Inspectorate are designated as the Duty Inspectors as per Kerala Electricity Duty Act 1963 and Kerala Electricity Surcharge (Levy and Collection) Act 1989. The books and records of KSEB and other licencies are inspected by the Officers to verify the amount of duty payable under the above Acts.

Two Boards namely Kerala State Electricity Licensing Board and Board of Examiners for Cinema Operators are functioning under this department

Meter Testing and Standards Laboratory is also functioning under the Department offering calibration and testing facilities for various electrical equipments and meters. It is functioning near College of Engineering, Thiruvananthapuram, The department offer technical consultancy also.

There are Nine other Testing Laboratories at Thiruvananthapuram, Kollam, Kottayam, Ernakulam, Thrissur, Kozhikode, Mallappuram, Palakkad and Kannur Districts

Services of Department of Electrical Inspectorate

• Approval of Electrical Installation

- All Electrical installation works at the premises of HT/ EHT consumers or such other installations specified in the Indian Electricity Rules 1956, The Kerala Cinema (Regulation) Act 1958, The Kerala Cinema (Regulation) Rules 1988. and shall be carried out only after getting prior approval in writing from the Chief Electrical Inspector / Electrical Inspector
- Approval of Schemes is issued from the Electrical Inspectorate after detailed scrutiny of the scheme and all relevant drawings

• Issue of Safety Certificate

- The electrical contractor shall carry out the work in accordance with the approved scheme and submit Completion report of works to the Chief Electrical Inspector / Electrical Inspector
- Inspection of work is conducted
- Safety certificate and sanction for Energisation is issued

- **Periodical Inspection of Electrical Installations**

- Annual Inspection of High Tension and Extra High Tension installations of suppliers, licencees, sanctionees and all consumers
- Annual Inspection of Generators, Lifts, Neon-signs , X-rays,CT Scanners and High rise buildings
- Periodical Inspection of all MV Installations once in two years
- Periodical Inspection of Cinema Theatre installations and issue of safety Certificate

- **Issue of Licence and permit under Kerala State Electricity Licensing Board Rules**

- Issual of Electrical Supervisors Permit and Competency Certificate Grade A & B
- Issual of Electrical Wireman Permit and Electricity Worker Permit
- Issual of Electrical Contractors Licence Class A, B & C
- Conduct of Examinations for Electrical Supervisors and Electrical Wiremen (to issue Permit and Competency Certificate)
- Renewal of above said Licences / Permits
- Granting of Recognition for institution for conducting Wireman courses

- **Issue of Cinema Operators Licence under Board of Examiners for Cinema Operators**

- Conduct of Cinema Operators Examination and issue of Cinema Operator Permit and Competency Certificate and renewal of the same

I. Office of the Chief Electrical Inspector,Department of Electrical Inspectorate

I.A Implementation of Electricity Act 2003 / Indian Electricity Rules, 1956

1. Scrutiny of schemes pertaining to new E.H.T, installations, issue of scheme approval and issue of sanction under Rule 63 of Indian Electricity Rules, 1956.
2. Scrutiny of schemes pertaining to new HT Installations of unit transformer capacity 500 kVA and above and issue of scheme approval.
3. Issue of sanction for energisation under Rule 63 for HT installation of unit transformer capacity exceeding 1000 kVA.
4. Scrutiny of schemes pertaining to new HT installations having furnace and rectifier loads irrespective of capacity.
5. Scrutiny of schemes pertaining to HT generators and MV generators of capacity exceeding 250 kVA and issue of scheme approval.
6. Issue of sanction for energisation of HT generators.

I.B Implementation of Kerala Cinema (Regulation) Act 1958 and Kerala Cinema (Regulation) Rules 1988

1. Scrutiny of schemes of A/C theatres, issue of scheme approval and D certificate under Rule 12
2. Conduct of Cinema Operators Examination and issue of Cinema Operator Permit and Competency Certificate

1.C Implementation of Kerala Electricity Duty Act 1963 and Kerala Electricity Duty Rules 1963 and the Kerala State Electricity Surcharge (Levy and Collection) Act 1989.

1. Perform all functions under the Kerala Electricity Duty Act / Rules.

I.D Implementation of Kerala State Electricity Licensing Board Rules

- 1 Issual of Electrical Supervisors Permit and Competency Certificate Grade A and B
- 2 Issual of Electrical Wireman Permit and Electricity Worker Permit
- 3 Issual of Electrical Contractors Licence Class A, B & C
- 4 Conduct of Examinations for Electrical Supervisors and Electrical Wiremen(to issue Permit and Competency Certificate)
- 5 Renewal of above said Licences / Permits
- 6 Granting of Recognition for institution for conducting Wireman courses

I.E General

1. All functions that are not specifically delegated to District Office

II. District Offices of the Department of Electrical Inspectorate

II.A Implementation of Electricity Act 2003 / Indian Electricity Rules 1956

1. Scrutiny of schemes pertaining to new HT installations of unit transformer capacity below 500 kVA and total capacity not exceeding 750 kVA, issue of scheme approval and sanction for energisation under Rule 63.
2. Issue of sanction for energisation under Rule 63 for installation of unit transformer capacity up to and including 1000 kVA.
3. Issue of sanction for energisation for dry type transformers and untiitised substations (USS) below 500kVA.
4. Issue of sanction for energisation for all MV generators up to and including 1MVA.
5. Issue of sanction for energisation for sharing of generators by consumers of adjacent properties, which does not involve crossing of public roads.
6. Issue of scheme approval and sanction for energisation under Rule 71 and 73 (X-rays and CT scanners, Neon Signs)
7. Scrutiny of schemes pertaining to high-rise buildings, issue of scheme approvals and sanction for energisation subject to limitations explained above.
8. Rule 46 inspections of all types of installations and follow up actions.
9. Periodical inspection of MV installations.
10. Inspection and issue of sanction for energisation for temporary installations, V V I P visits under Section 54 of the Electricity Act 2003
11. Scrutiny of the schemes for MV additions and alterations in the premises of HT/EHT consumers and HT additions subject to limitations set under 1.A and HT motor capacity below 500 H.P.
12. HT replacement (without capacity change) under all categories in the HT / EHT installations.
13. Issue of scheme approval for MV capacitors and HT capacitors of capacity below 500 kVAR.
14. Issue sanction for energisation for MV capacitors and HT capacitors of capacity below 500 kVAR.

15. Enquiry into electrical accidents and taking follow-up action.
16. Enquiry into complaints and interruptions and taking follow-up action.
17. Inspection and issue of Certificate under sub rule (3) of Rule 82 of the Indian Electricity Rules 1956
18. Soil Resistivity Measurement and issue of Certificate
19. Inspection and issue of Safety certificate for Cable TV Network

II.B Implementation of Kerala Cinema (Regulation) Act 1958 and Kerala Cinema (Regulation) Rules 1988

1. Scrutiny of schemes of non-A/C permanent and temporary theatres, issue of scheme approval and 'D' Certificates under Rule 12 (New Installation).
2. Issue of D Certificates of all categories of theatres under Rule 31 (Periodical inspection).
3. Approving schemes for additions and alterations in the existing theatre installations
4. A/C Check inspection of Cinema theatres

**Application Forms and Fee details are available in
Department Web site :
www.ceikerala.gov.in**

On submission of applications and requests in prescribed format,[#] duly filled
with relevant documents and prescribed fee [#],
following category of services will be provided within the listed number of working days*

#	Category of Services	Office Code	Working Days*
A	<ul style="list-style-type: none"> Scrutiny, Approval and Inspection of Electrical Installations 		
	On Submission of Electrical Installation Scheme, after the scrutiny	B	15
	_For the issue of Defect report	@	20
	On Submission of Compliance Report after rectifying defects, For the issue of Approval of Electrical Scheme	B	10
		@	15
	On Submission of Completion report of work, Conducting inspection and issue of defect report / issue of Safety Certificate and Sanction for Energistaion if installation is generally in order	B	10
	On submission of Compliance Report after rectifying defects, for the issue of Safety Certificate and Sanction for Energistaion	B	10
	For the issue Certificate under sub rule (3) of Rule 82 of the Indian Electricity Rules 1956	D	15
	Soil Resistivity Measurement and issue of Certificate	D	15
	Inspection and issue of Safety certificate for Cable TV Network	D	15
	Inspection and issue of Valuation Certificate for Electrical installations	B	30
B	<ul style="list-style-type: none"> Electrical Wireman 		
	For the issue permit under exempted category		
	_Fresh Permit and Competency Certificates _Electrical Wireman	H	30
	For the issue permit of successful candidate in written and practical examination _ Fresh Permits & Competency Certificate_ Electrical Wireman	H	40
	For the issue of Permit after renewal_ Electrical Wireman	D	7
	For the issue of Permit in lieu of lapsed Permit _ Electrical Wireman	H	15
	For the issue of Duplicate Permit _ Electrical Wireman	H	15

On submission of applications and requests in prescribed format,# duly filled
with relevant documents and prescribed fee #,
following category of services will be provided within the listed number of working days

#	Category of Services	Office Code	Working Days*
C	<ul style="list-style-type: none"> Electrical Supervisor _B Grade 		
	For the issue permits under exempted category _ after the Interview _Fresh Permit and Competency Certificate_Electrical Supervisor B Grade	H	20
	For issue permit of successful candidates in written and practical examination _Fresh Permits & Competency Certificate_Electrical Supervisor B Grade	H	20
	For issue of Permit after renewal_ Electrical Supervisor B Grade	H	20
	For the issue of Permit in lieu of lapsed Permit _ Electrical Supervisor B Grade	H	20
	For the issue of Duplicate Permit - Electrical Supervisor B Grade	H	20
D	<ul style="list-style-type: none"> Electrical Supervisor_ A Grade 		
	For the issue permits under exempted category _ after the Interview _Fresh Permit and Competency Certificate_Electrical Supervisor A Grade	H	30
	For the issue of Permit after renewal_ Electrical Supervisor A Grade	H	20
	For the issue of Permit in lieu of lapsed Permit _ Electrical Supervisor A Grade	H	30
	For the issue of Duplicate Permit - Electrical Supervisor A Grade	H	20
E	<ul style="list-style-type: none"> Electrical Contractor_ Class 'A' 		
	For the issue of Fresh Licence _ Electrical Contractor_ Class 'A'	H	30
	For the issue of Licence after Renewal _ Electrical Contractor_ Class 'A'	H	20
	For the issue of licence in lieu of lapsed Licence_Electrical Contractor Class 'A'	H	20
	For the issue of duplicate Licence _ Electrical Contractor Class 'A'	H	30
F	<ul style="list-style-type: none"> Electrical Contractor_ Class 'B' 		
	For the issue of Fresh Licence_Electrical Contractor_ Class 'B'	H	20
	For the issue of Licence after Renewal _ Electrical Contractor_ Class 'B'	H	25
	For the issue of licence in lieu of lapsed Licence_Electrical Contractor Class 'B'	H	20
	For the issue of duplicate Licence _ Electrical Contractor Class 'B'	H	20

**On submission of applications and requests in prescribed format,# duly filled
with relevant documents and prescribed fee #,
following category of services will be provided within the listed number of working days**

#	Category of Services	Office Code	Working Days*
G	<ul style="list-style-type: none"> Electrical Contractor_ Class 'C' 		
	For the issue of Fresh Licence _ Electrical Contractor_ Class 'C'	H	20
	For the issue of Licence after renewal _ Electrical Contractor_ Class 'C'	D	15
	For the issue of licence in lieu of lapsed Licence_ Electrical Contractor Class 'C'	H	15
	For the issue of duplicate Licence _ Electrical Contractor Class 'C'	H	15
H	<ul style="list-style-type: none"> Other services _ Kerala State Electricity Licensing Board 		
	For the issue permit (under exempted category) after scope modification _ Electrical Supervisors Grade A and B	H	30
	For Additional Staff enrolment under Electrical contractor (Wireman/Supervisor)	H	10
	For the issue of recognition/renewal of Institute for Electrical Wireman and Electrical Supervisor	H	20
	For the issue of Competency Certificate and Permits for Cable jointing	H	20
	For Recommending the issue of C_ Class Electrical Contractor after conducting interview (to KSELB)	D	7
I	<ul style="list-style-type: none"> Cinema Operators 		
	For the issue of Fresh Licence _ Cinema Operator	H	20
	For the issue of Licence after renewal _ Cinema Operator	D	7
	For the issue of licence in lieu of lapsed Cinema Operator	H	20
	For the issue of duplicate Licence _ Cinema Operator	H	20
No	Office Code*	Description	
1	H	Service available in the office of the Chief Electrical Inspector, Department of Electrical Inspectorate	
2	D	Service available in District Office, Department of Electrical Inspectorate	
3	B	Service available in the office of the Chief Electrical Inspector and District Office, Department of Electrical Inspectorate	

Application Forms and Fee details are available in Department Web site : ceikerala.gov.in

@ Office of the Chief Electrical Inspector, Trivandrum and Deputy Office of the Deputy Chief Electrical Inspector, Ernakulam

**Addresses and Telephone Numbers
of Department of Electrical Inspectorate Offices**

Office of the Chief Electrical Inspector to Government of Kerala

Department of Electrical Inspectorate
Housing Board Buildings
Shanthy Nagar, Thiruvananthapuram 695 001

Phone: 0471 2331104 (Office), 0471 2331159 (EI, DyCEI),
0471 2330291 (Addl.CEI), 0471 2330558 (CEI)
Fax : 0471 2330291, Email : cei@ceikerala.gov.in
Web site : www.ceikerala.gov.in

Kerala State Electricity Licensing Board Enquiry _ Phone : 0471 2115390

Electrical Inspectorate,

Civil Station, Kasaragod 670 121
Phone: 04994 256930, Email : eiksd@ceikerala.gov.in

Electrical Inspectorate,

Kausar Complex, 2nd Floor,
Caltex Junction, Civil Station P.O. Kannur 670 002
Phone: 0497 2700882, Email : eiknr@ceikerala.gov.in

Electrical Inspectorate,

Near Govt. Ayurveda Hospital,
Emily Road, Kalpatta P O, Wayanad 673 121
Phone: 04936 206925, Email : eiwyd@ceikerala.gov.in

Electrical Inspectorate,

Civil Station New Block, Up Hill P.O.,
Malappuram 676 505.
Phone: 0483 2734879, Email : eimpm@ceikerala.gov.in

Electrical Inspectorate,

Ninan's Complex Mettupalayam Street,
Palakkad 678 001.
Phone: 0491 2548023, Email : eipkd@ceikerala.gov.in

Electrical Inspectorate,

'B' Block, Civil Station,
Kozhikode 673 020.
Phone: 0495 2370226, Email : eikkd@ceikerala.gov.in

**Addresses and Telephone Numbers
of Department of Electrical Inspectorate Offices**

Electrical Inspectorate,
Bellmouth Buildings,
Round South, Kuruppam Road, Thrissur 680 001.
Phone: 0487 2423280, Email : eitcr@ceikerala.gov.in

Electrical Inspectorate,
Thoppil Estate, Janatha Junction,
Vytila, Ernakulam 682 019.
Phone: 0484 2307309, Email : dyceiekm@ceikerala.gov.in

Electrical Inspectorate,
Star Junction, Kottayam South P.O., Kottayam 686 039.
Phone: 0481 2568878, Email : eiktm@ceikerala.gov.in

Electrical Inspectorate,
Palakkatt Kunnel buildings, Moolamattom, Idukki 685 589
Phone: 04862 2253465, Email : eiidk@ceikerala.gov.in

Electrical Inspectorate,
Thirumala Devaswam Buildings,
Near Iron Bridge, Alappuzha 688 001.
Phone: 0477 2252229, Email : eialp@ceikerala.gov.in

Electrical Inspectorate,
Panthottathil Buildings, College Road,
Pathanamthitta 689 645.
Phone: 0468 2223123, Email : eipta@ceikerala.gov.in

Electrical Inspectorate,
Municipal Buildings, Chinnakada, Kollam 691 001
Phone: 0474 2743619, Email : eiklm@ceikerala.gov.in

Electrical Inspectorate,
4th Floor, Corporation Buildings,
Vikas Bhavan P.O., Thiruvananthapuram 695 033.
Phone: 0471 2322934, Email : eitvm@ceikerala.gov.in

Meter Testing and Standards Laboratory
Department of Electrical Inspectorate
College of Engineering PO, Thiruvananthapuram 695 016.
Phone: 0471 2591080, Email : eimtsl@ceikerala.gov.in

Working Group for the Citizens' Charter

Working Group is constituted for the formulation of the Citizen Charter with the following members. The Group is constituted ensuring representation from all sector including stake holders

Sri E.R.Premachandra Bhas, Additional Chief Electrical Inspector,
the Nodal Officer will be the member secretary of the committee

1. Shri.V.C.Anil Kumar, Deputy Chief Electrical Inspector
2. Shri.J.Umashankar, Electrical Inspector
3. Shri.R.K.Subramonian, Deputy Electrical Inspector
4. Shri.Sarathchandran Nair, Administrative Officer
5. Shri.P.K.Velu, Administrative Assistant
6. Shri.K.P.Padmakumar, Administrative Assistant
7. Shri.V.Radhakrishnan, Senior Superintendent
8. Shri.V.Jayasingh.Junior Superintendent.
9. Smt.S.A.Rajalekshmi, Law Officer
10. Shri.V.S.Udayakumar, U.D.Clerk
11. Shri.G.Anil Shibu, UD Clerk
12. Shri.S.Sajeev, Peon
13. Shri.Jayakumar (Representative, Electrical Contractors)
14. Shri.C.K.Gopi, (Representative, Consumers.)

Complaints Resolution Procedure

If any grievance about any of the services, Contact in person the concerned Electrical Inspector and get redressal. if the complaints needs the attention of the higher level officer, send the complaint to the Chief Electrical Inspector

Complaint Monitoring and Review

Department will acknowledge your complaint within 7 days and inform the action taken within 20 days. Department will also keep a record of all the complaints received and action taken, Department will monitor the service standards against the charter continuously and furnish the details in the Annual Reports.

Help us to serve you better

Please send the proposal well in advance
Please send the proposal in full shape with all details

Future Scenario

Department will take all efforts to improve the work methods and work standard
Department will review and revise the Charter periodically

**We welcome suggestions from all stake holders
for improvement of our services**