

# 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 , 2003 and The Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010 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 The Electricity Act 2003 / Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations,2010 and all rules and regulations related to use of electrical energy and the Kerala Cinema ( Regulation ) Act, 1958, Kerala Cinema ( Regulation ) Rules 1988, Kerala Solar Energy Policy, 2013 , Kerala Lift and Escalator Act, 2013,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 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 organization.
2. To inform the citizens about the kinds of services that the Department provide.
3. To state the standards of services delivered.

## **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 Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010.
- 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 of Sanction for energisation is issued.

### **Issue of Lifts and Escalators License**

- The owner of a Lift /Escalator shall obtain a license to erect the Lift/Escalator under Section (3) as per Kerala Lifts and Escalators Act , 2013.
- The license under Section (4) as per Kerala Lifts and Escalators Act 2013 shall be obtained to operate Lift and Escalator.
- Only authorized manufacturer of Lifts and Escalators approved by Chief Electrical Inspector can erect a Lift/Escalator.
- The license shall be renewed once in a year under the Section (6) ) as per Kerala Lifts and Escalators Act , 2013

### **Periodical Inspection of Electrical Installations.**

- Annual Inspection of Extra High Tension and High Tension installations of suppliers Licensees and all consumers.
- Annual inspection of Generators, Neon signs, X- rays , CT scanners ,Solar Photo voltaic Systems , Cable TV and High rise buildings.
- Periodical Inspection of all MV installations.
- Periodical inspection of Cinema Theatre installations and issue of safety certificate.

### **Issue of License and Permit under Kerala State Electricity Licensing Board .**

- Issue of Electrical Supervisors Permit and Competency Certificate Grade A and B.
- Issue of Electrical Wireman Permit and Electricity Worker permit.
- Issue of Electrical Contractors License Class A, B and C.
- Conduct of Examinations for Electrical Supervisors and Electrical Wiremen ( to issue permit and competency certificate).
- Renewal of above said Licenses/Permits.
- Granting Recognition for institution for conducting wireman courses.

### **Issue of D certificate for Cinema Theatre.**

- Approval of scheme is issued from the Electrical Inspectorate after detailed scrutiny of scheme and all the relevant documents.
- The Electrical contractor shall carry out the work in accordance with the approved scheme and submit completion report of works to the Additional Chief Electrical Inspector / Electrical Inspector.
- Inspection of work is conducted.
- D Certificate and Sanction for energisation is issued.

### **Issue of Cinema Operators License under Board of Examiners For Cinema Operators**

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

## **1. Office of the Chief Electrical Inspector, Electrical Inspectorate**

### **1A. Implementation of the Central Electricity Authority ( Measures Relating to Safety and Electric Supply) Regulations, 2010 / The Electricity Act, 2003.**

1. Scrutiny of schemes pertaining to new EHT installations issue of scheme approval and issue of sanction under the section 54 of The Electricity Act, 2003 and Regulation 43 of the Central Electricity Authority ( Measures relating to Safety and Electric Supply ) Regulations, 2010.
2. Scrutiny of schemes pertaining to new HT installations of unit transformer capacity 500kVA and above and issue of scheme approval.
3. Issue of sanction for energisation under regulation 43 of the Central Electricity Authority ( Measures relating to Safety and Electric Supply ) Regulations, 2010 for HT installation of unit transformer capacity exceeding 1000kVA.
4. Scrutiny of schemes pertaining to HT installation having furnace and rectifier loads irrespective of capacity.
5. Scrutiny of the scheme 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 and MV Generators capacity exceeding 1000kVA.

### **1 B Implementation of Kerala Solar Energy Policy , 2013.**

1. Scrutiny of schemes pertaining to above 50 kW and issue of scheme approval.
2. Issue of sanction for energisation above 100 kW.

**1C Implementation of Kerala Lift and Escalators Act, 2013 and Kerala Lift and Escalators Rule , 2012.**

1. Issue of Lift Manufacture Certificate.
2. Renewal of above said Licenses

**1D Implementation of Kerala Cinema (Regulation ) Act, 1958 and Kerala Cinema (Regulation) Rule, 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.E Implementation of Kerala Duty Act, 1963 , Kerala Electricity Duty Rules,1963 and Kerala State Electricity Surcharge (Levy and Collection)Act, 1989.**

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

**1.F Implementation of Kerala State Electricity Licensing Board Rules.**

1. Issue of Issue of Electrical Supervisors Permit and Competency Certificate Grade A and B.
2. Issue of Electrical Wireman Permit and Electricity Worker permit.
3. Issue of Electrical Contractors License Class A, B and C.
4. Conduct of Examinations for Electrical Supervisors and Electrical Wiremen ( to issue permit and competency certificate).
5. Renewal of above said Licenses/Permits.
6. Granting Recognition for institution for conducting wireman courses.

**1.G 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 the Central Electricity Authority ( Measures Relating to Safety and Electric Supply) Regulations, 2010 / The Electricity Act 2003.**

1. Scrutiny of schemes pertaining to new HT installations of unit transformer capacity below 500kVA and total capacity not exceeding 750kVA, issue of scheme approval and sanction for energisation under Regulation 43.
2. Issue Sanction for energisation under Regulation 43 for the installation of unit transformer capacity up to and including 1000kVA.
3. Issue of Sanction for energisation for all MV generators up to and including 1MVA.
4. Issue Sanction for energisation for sharing of generators by consumers of adjacent property which

does not involve crossing of public road.

5. Issue scheme approval and sanction for energisation under Regulation 52 and 54 ( Neon Signs and X-ray Installations).
6. Scrutiny of schemes pertaining to High rise buildings, issue of scheme approval and sanction for energisation under Regulation 36.
7. Periodical inspection under Regulation 30 of all types of installation and follow-up actions.
8. Periodical inspection of MV installations.
9. Inspection and issue of sanction for energisation for temporary installations, VVIP visits under Section 54, of the Electricity Act, 2003.
10. Scrutiny of the schemes for MV additions and alterations in the premises of HT/EHT consumers and HT additions subject to limitations set under 1A and HT motor capacity below 500HP.
11. HT replacement (Without Capacity change) all categories in the HT/EHT installations.
12. Issue of scheme approval for MV capacitor and HT capacitors of capacity below 500kVAr.
13. Issue sanction for energisation for MV capacitors and HT capacitors of capacity below 500kVAr.
14. Enquiry into electrical accidents and taking follow up action.
15. Enquiry into complaints and interruptions and taking follow up action.
16. Inspection and issue certificate under Regulation 62 of the Central Electricity Authority ( Measures relating to Safety and Electric Supply ) Regulations, 2010.
17. Soil resistivity measurement and issue of certificate.
18. Inspection and issue of safety certificate for cable TV network.
19. Implementation of Quality Control Order, 2003.

**II B Implementation of Kerala Lift and Escalators Act, 2013 and Kerala Lift and Escalators Rule , 2012**

1. Scrutiny of schemes pertaining to lift and issue of scheme approval.
2. Inspection and issue of Lift License.

**II C. Implementation of Kerala Solar Energy Policy, 2013**

1. Scrutiny of solar scheme up to and including 50 kW, prior scheme approval and issue of sanction for energisation.
2. For the installation above 50 kW and up to and including 100 kW prior scheme approval will be issued from the Office of the Chief Electrical Inspector and sanction for energisation shall be issued.

**II D. Implementation of Kerala Cinema (Regulation) Act, 1958 and Kerala Cinema (Regulation) Rule,1988**

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

<b>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*</b>			
#	Category of Services	Office Code	Working Days*
<b>A</b>	<b>• Scrutiny, Approval and Inspection of Electrical / Solar Installations</b>		
	On Submission of Electrical Installation Scheme, after the scrutiny For the issue of Defect report	B @	15 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 Energisation 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 Energisation	B	10
	For the issue Certificate under sub regulation (6) of Regulation 63 of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2010	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>B</b>	<b>• Lifts and Escalators Manufacturer Registration Certificate and Working License</b>		
	On submission of application for Lift /Escalator Manufacture Registration Certificate/after the scrutiny and issue the defect report.	B	15
	On submission of Compliance Report after rectifying defects and issue the Authorised Lift/Escalator Manufacturer certificate .	B	10
	On submission of application for Lift /Escalator installation /after the scrutiny and issue the defect report.	D	15
	On submission of Compliance Report after rectifying defects and issue the Lift/Escalator Approval of Electrical Scheme.	D	10
	On Submission of Completion report of work, Conducting inspection and issue of defect report / issue of Lift/Escalator License.	D	10
<b>C</b>	<b>• Electrical Wireman</b>		
	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

<b>D</b>	<b>• Electrical Supervisor _ B Grade</b>		
	For the issue permits under exempted category _ after the Interview _ Fresh Permit and Competency Certificate _ Electrical Supervisor B Grad	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
<b>E</b>	<b>• Electrical Supervisor _ A Grade</b>		
	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
<b>F</b>	<b>• Electrical Contractor – Class ‘A’</b>		
	For the issue of Fresh License _ Electrical Contractor _ Class ‘A’	H	30
	For the issue of License after Renewal _ Electrical Contractor _ Class ‘A’	H	20
	For the issue of License in lieu of lapsed License _ Electrical Contractor Class ‘A’	H	20
	For the issue of duplicate License _ Electrical Contractor Class ‘A’	H	30
<b>G</b>	<b>• Electrical Contractor _ Class ‘B’</b>		
	For the issue of Fresh License _ Electrical Contractor _ Class ‘B’	H	20
	For the issue of License after Renewal _ Electrical Contractor _ Class ‘B’	H	25
	For the issue of License in lieu of lapsed License _ Electrical Contractor class ‘B’	H	20
	For the issue of duplicate License _ Electrical Contractor Class ‘B’	H	20
<b>H</b>	<b>• Electrical Contractor _ Class ‘C’</b>		
	For the issue of Fresh License _ Electrical Contractor _ Class ‘C’	H	20
	For the issue of License after renewal _ Electrical Contractor _ Class ‘C’	D	15
	For the issue of License in lieu of lapsed License – Electrical Contractor Class ‘C’H	H	15
	For the issue of duplicate License _ Electrical Contractor Class ‘C’	H	15
<b>I</b>	<b>• Other Services _ Kerala State Electricity Licensing Board</b>		
	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
<b>J</b>	<b>• Cinema Operators</b>		
	For the issue of Fresh License _ Cinema Operator	H	20
	For the issue of License after renewal _ Cinema Operator	D	7
	For the issue of License in lieu of lapsed Cinema Operator	H	20
	For the issue of duplicate License _ Cinema Operator	H	20
o	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 : Ceikearala.gov.in

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

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

**Address****Telephone**

Office of the Chief Electrical Inspector,  
Housing Board Buildings ,Santhi Nagar,  
Thiruvananthapuram - 695 001

Office 0471 2330558

Chief Electrical Inspector

0471 2330558 Extn. No. 111

Mobile 9447039558

Additional Chief Electrical Inspector  
Kerala State Electricity Licensing Board  
Secretary, KSELB

Office 0471 2330291 Extn No. 222

Enquiry 0471 2115390

Office 0471 2331159 Extn No. 333

Fax 0471 2330291

**District****Address****Telephone / e-mail****Trivandrum\***

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Fourth Floor, Corporation Buildings,  
Vikas Bhavan P.O.,  
Thiruvananthapuram 695033

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[dceitvm@gmail.com](mailto:dceitvm@gmail.com)

**Trivandrum\***

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**Kollam \***

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**Pathanamthitta\***

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**Alappuzha**

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**Kottayam \***

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<b>Ernakulam *</b>	Electrical Inspectorate, Thoppil Estate, Janatha Junction, Vyttila, Kochi 682 019.	0484 2307309_ <a href="mailto:dyceiekm@ceikerala.gov.in">dyceiekm@ceikerala.gov.in</a> <a href="mailto:ieikm@ceikerala.gov.in">ieikm@ceikerala.gov.in</a> <a href="mailto:dyceiekm07@gmail.com">dyceiekm07@gmail.com</a>
<b>Thrissur *</b>	Electrical Inspectorate, Bellmouth Buildings, Round South, Kuruppam Road, Thrissur 680 001.	0487 2423280_ <a href="mailto:eitcr@ceikerala.gov.in">eitcr@ceikerala.gov.in</a> <a href="mailto:eithrissur@gmail.com">eithrissur@gmail.com</a>
<b>Palakkad *</b>	Electrical Inspectorate, Ninan's Complex , Mettuplayam Street, Palakkad 678 001.	0491 2548023_ <a href="mailto:eipkd@ceikerala.gov.in">eipkd@ceikerala.gov.in</a> <a href="mailto:eipalakkad@gmail.com">eipalakkad@gmail.com</a>
<b>Malappuram *</b>	Electrical Inspectorate, Civil Station, New Block, Up Hill P.O, Malappuram 676 505.	0483 2734879_ <a href="mailto:eimpm@ceikerala.gov.in">eimpm@ceikerala.gov.in</a> <a href="mailto:eimpm@gmail.com">eimpm@gmail.com</a>
<b>Kozhikode *</b>	Electrical Inspectorate, B.Block, Civil Station, Kozhikode 673020.	0495 2370226_ <a href="mailto:eikkd@ceikerala.gov.in">eikkd@ceikerala.gov.in</a> <a href="mailto:dceikkd@gmail.com">dceikkd@gmail.com</a>
<b>Wayanad*</b>	Electrical Inspectorate, Emily Road,Kalpetta P.O., Wayanad 673 121.	0493 6206925_ <a href="mailto:eiwyd@ceikerala.gov.in">eiwyd@ceikerala.gov.in</a> <a href="mailto:eiwayanad@gmail.com">eiwayanad@gmail.com</a>
<b>Kannur *</b>	Electrical Inspectorate, Kauser Complex, 2 <sup>nd</sup> Floor, Caltex Junction, Civil Station P. O., Kannur 670 002.	0497 2700882_ <a href="mailto:eiknr@ceikerala.gov.in">eiknr@ceikerala.gov.in</a> <a href="mailto:eikannur@gmail.com">eikannur@gmail.com</a>
<b>Kasaragod*</b>	Electrical Inspectorate, Civil Station, Kasaragod 671 123.	0499 4256930_ <a href="mailto:eiksd@ceikerala.gov.in">eiksd@ceikerala.gov.in</a> <a href="mailto:eikasaragod@gmail.com">eikasaragod@gmail.com</a>

\* Meter testing facilities

### Working Group for the Citizen 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.K.P. Raghavan ,Additional Chief Electrical Inspector, the nodal officer will be the member secretary of the committee

- |    |                        |   |  |
|----|------------------------|---|--|
| 1  | Sri. Anirudhan V K     | : | Administrative Officer                 |
| 2  | Smt. Sreeja K.S        | : | Law Officer                            |
| 3  | Sri. Remesh Kumar M    | : | Deputy Chief Electrical Inspector      |
| 4  | Smt. Sheeba Abraham    | : | Electrical Inspector                   |
| 5  | Smt. Ganga Devi C.P    | : | Deputy Electrical Inspector            |
| 6  | Smt. Sreelekha V       | : | Assistant Electrical Inspector         |
| 7  | Sri. Ayyappan Kutty    | : | Administrative                         |
| 8  | Sri.Thulaseedharan.P   | : | Senior Superintendent                  |
| 9  | Smt. Neena Prabhakaran | : | Senior Clerk                           |
| 10 | Sri.Gopan K            | : | Office Assistant                       |
| 11 | Sri. Wilson George     | : | Representative, Electrical Contractors |
| 12 | Sri.Ragesh .R          | : | Representative, Consumers              |

### **Non Conformity**

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**

**Department of Electrical Inspectorate**

**Web site : [www.ceikerala.gov.in](http://www.ceikerala.gov.in)**