



ENERGY DEPARTMENT

CITIZEN CHARTER

2020

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Government of Tamil Nadu
2020

ENERGY DEPARTMENT

CITIZEN CHARTER

INDEX

Sl.No.	Subject	Page No.
1.	Tamil Nadu Generation and Distribution Corporation Limited	1-12
2.	Tamil Nadu Energy Development Agency	13-19
3.	Electrical Inspectorate	21-46
4.	Tamil Nadu Power Finance and Infrastructure Development Corporation Limited	47-49



**TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION
LIMITED**

Vision Statement

To make TANGEDCO synonymous with
availability of quality and reliable
power at competitive rates .

**TAMIL NADU GENERATION AND DISTRIBUTION
CORPORATION LIMITED**

144, ANNA SALAI, CHENNAI -600 002

1.0. BOARD OF DIRECTORS OF TANGEDCO

- | | | |
|----|--|--|
| 1 | Thiru.VIKRAM KAPUR, I.A.S., | Chairman cum Managing Director,
TANGEDCO,
Additional Chief Secretary to
Government
Govt.of Tamil Nadu |
| 2 | Thiru. S.KRISHNAN,I.A.S., | Ex-officio Director/TANGEDCO
Additional Chief Secretary to
Government
Finance Department,
Govt. of Tamil Nadu. |
| 3 | Thiru.A.KARTHIK,I.A.S., | Ex-officio Director/TANGEDCO
Principal Secretary to
Government(a/c),
Energy Department,
Govt. of Tamil Nadu. |
| 4 | Thiru.N.MURUGANANDAM,I.A.S., | Ex-officio Director/TANGEDCO
Principal Secretary to Government,
Industries Department,
Govt. of Tamil Nadu. |
| 5 | Dr.S.VINEETH,I.A.S., | Joint Managing Director/ TANGEDCO |
| 6 | Er.S.SHANMUGAM,B.E., | Part Time Director/ TANGEDCO
Managing Director/TANTRANSCO. |
| 7 | Er.R.ETHIRAJ,B.E., | Director/Generation/ TANGEDCO |
| 8 | Er. M.A.HELEN,M.E., | Director/Distribution/ TANGEDCO |
| 9 | Er. A.ASHOK KUMAR,B.E., | Director/Projects/ TANGEDCO |
| 10 | Thiru.K.SUNDARAVADHANAM,
B.Sc.,ACA.,ACS., | Director/Finance/TANGEDCO &
CompanySecretary/TANGEDCO (A/c) |

2.0. Need

We take immense pleasure in re-dedicating ourselves to serve the people of Tamil Nadu by bringing out a Citizen Charter. This Charter sets out the standard and quality of services that will be provided by us.

3.0. Objectives of the charter

- To place before the public, an overview of the organization.
- To inform the citizens about the kinds of services, that we provide.
- To state the standards of service delivery.

4.0. Overview of TANGEDCO Limited

The Tamil Nadu Electricity Board (TNEB) is statutory body formed on 01.07.1957 under Section 54 of the Electricity (Supply) Act, 1948, as a successor to the erstwhile Electricity Department of the Government of Madras. As per the provisions under section 131 of the Electricity Act 2003, TNEB was restructured on 01.11.2010 into TNEB Limited, TANGEDCO and TANTRANSCO. The TANGEDCO is a distribution licensee and the TANTRANSCO is the transmission licensee in the State of Tamil Nadu.

4.1. Generation

Starting with a modest installed capacity of 156 MW (Mega Watt) with annual gross generation plus purchase of 630 MU (Million Units) at the dawn of independence, the TNEB, now TANGEDCO has grown by leaps and bounds with total installed capacity of 16,114 MW through Conventional Energy sources & 15,779 MW through Renewable Energy sources as on 01.02.2020. The gross generation and power purchase of TANGEDCO for the period from 01.04.2019 to 01.02.2020 is 94,341 MU.

4.2. Supply and Distribution

TANGEDCO has 303 lakh consumers. The distribution network comprises 2.16 lakh kilometres of Extra High Tension (EHT) and High Tension (HT) lines, 6.34 Lakh kilometres of Low Tension (LT) lines, 1,770 Substations, and 3.23 Lakh distribution transformers, besides other assets.

As on 01.02.2020, 1.00 Lakh numbers of town panchayats, habitations and villages have been electrified. In addition, 21.40 Lakh of agricultural pump sets have been given electric supply. The role of TANGEDCO and TANTRANSCO, in improving the economy of the State of Tamil Nadu, by extensive electrification of the villages, town panchayats, energising large number of agricultural pump sets and extension of electricity services to poor/backward and downtrodden sections of the society, in addition to extension of supply to large number of industries has been well recognised.

Our commitment to excellence would include a continuous efforts to modernise and upgrade not only our tools, plants and machinery but also our most valuable performing assets viz. our human resources.

5.0. Service standards

We are committed to render the highest standards of service to consumers. This Charter sets out the standards for the various services so as to improve our service to consumers. It is worth mentioning, that these service levels are our maximum response times from important aspects of electricity service, and that we aim to improve these standards every time we can.

5.1 Effecting of Service Connection (Notified by Tamil Nadu Electricity Regulatory Commission)

Low Tension Service Connection

Category	Time Schedule for LT
a) Involving no extension or Improvement work	Preferably within a week but not exceeding 30 days
b) Involving extension and Improvement without Distribution Transformers	60 days
c) Involving extension and Improvement with Distribution Transformers	90 days

High Tension Service Connection

Category	Time Schedule for HT/EHT	
	HT	EHT
a) Involving Extension & Improvement work	60 days	150 days
b) Involving the enhancement of Power Transformer/Addition of Power Transformer	120 days	180 days
c) Involving the Commissioning of new substation	180 days	270 days

Note: This time schedule is also applicable for additional loads.

In case of agricultural and hut services, the directives issued by the Tamil Nadu Electricity Regulatory Commission from time to time and the policy directions issued by the Government of Tamil Nadu will be followed.

Besides, the TANGEDCO has implemented the following schemes for the benefits of the general public and industrial growth in the state of Tamil Nadu:

(a) Implementation of one day service connection scheme in TANGEDCO

- One day service connection in respect of Low Tension (LT) Domestic and Commercial categories which fall under mere service connection was introduced with effect from 01-07-2017. Under this scheme service connection will be effected within 24 hours.
- In case the service connection involves road cut for laying of underground service connection cable, service connection will be effected within 48 hours.
- The applicants under this scheme can apply either through online (www.tangedco.gov.in) or in person at the section offices concerned of the TANGEDCO.
- The service connection charges can also be paid by the applicant at the time of registering the application itself either through online or in person at the TANGEDCO offices, as the case may be.
- As on 02.03.2020, **7,46,180** numbers of service connections were effected under this scheme.

(b) Implementation of LT Industrial Service Connection scheme within 15 days

- Scheme for effecting LT industrial service connections / additional load up to a demand of 112 kW within 15 days was introduced with effect from 15-07-2017 in respect of minor extension categories including enhancement of existing Distribution Transformers.
- Under this scheme, the applicants can apply either through TANGEDCO's web portal (www.tangedco.gov.in) or in person at the section offices of TANGEDCO.
- The service connection charges can also be paid by the applicant either through online or in person at the TANGEDCO offices, as the case may be.
- As on 02.03.2020, **90,728** numbers of service connections were effected under this scheme.

(c) Mere Service connections to LT industries within 7 days:

In continuation to the above, further to implement the ease of doing business and reduce the time constraint of the entrepreneurs, new LT industrial service connections/additional loads under mere service category are effected within 7 days from the date of registration of the application. This scheme is effective from 07.08.2017.

(d) Online Application filing for New LT Service Connection.

- From 05.08.2016, online application filing facility for Low Tension new service connection (except agriculture and hut) is provided.
- As per this facility, the applicant has to open the TANGEDCO's web-portal (www.tangedco.gov.in) and fill the details in the application and upload the scanned copies of the supporting documents. Further, the charges can also be paid through web itself.
- With this online application filing facility, the applicant need not visit the TANGEDCO office and he/she can apply for new service connection from anywhere and pay the charges in a simplest way so as to get the service connection at the earliest. As on 02.03.2020, **36,889** numbers of service connections were effected under this scheme.

- Online application filing for all categories of Low Tension service connection's (except Hut & Agriculture) has also been made mandatory with effect from 01.03.2020.

(e) Online Application filing for new HT service connection

- With a view to develop industrial growth, entrepreneurs investment and 'ease of doing business' in our State, mandatory online application in respect of HT new service connections (all categories) was introduced with effect from 15.07.2017.

(f) SMS to consumers:

- Meter readings are taken bimonthly for LT services through Hand Held Device and SMS are sent to the consumers.

(g) Collection through alternate modes:

- Besides making payment for current consumption charges by cash, Cheque and demand draft at the counter, the CC charges can also be remitted through various alternative channels such as Net banking, Mobile banking, Mobile apps, Automatic Teller Machine(ATM), Payment Gateway(Debit Card/ Credit Card), bulk on line payment by group consumers through various banks, post office, e-Seva centres of Tamil Nadu Electronic Governing Agency(TNeGA), Point of Sales(PoS) machines at Chennai Electricity Distribution Circles etc.,
- Other methods such as Bharat Bill Payment system (BBPS), PoS collection through additional features (Integrated Model) and implementation of IF & HRMS Project to the Treasury Department of Govt. of Tamil Nadu are under process.

5.2. Temporary supply

The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals, etc. Such temporary services will be effected as per the time schedule specified for the new and additional loads.

5.3. Shifting of service connection/deviation of lines and shifting of equipments

- (1) Shifting of meter/service : 25 days
- (2) Shifting of LT/HT lines : 60 days
- (3) Shifting of Transformer structure : 90 days

The above works will be carried out after remittance of charges due therefor.

5.4. Transfer of Service Connection

The transfer of service connection (Name transfer) will be effected within 7 days from the date of receipt of complete application.

5.5. Change of Tariff

Change of tariff will be effected within seven days from the date of receipt of application from the consumer.

However, no consumer shall be permitted to change the tariff of the service connection from any of the Low Tension Tariff (other than agriculture) to Low Tension Tariff for agriculture.

5.6. Complaints in Billing, etc.

Any complaints in billing based on the meter reading received prior to the due date for payment shall be resolved before the next billing along with refund/adjustments, if any. However, the complaints in respect of arithmetic error if any received three days prior to the due date for payment shall be set right within the due date for payment.

The consumer shall not, on the plea of incorrectness, withhold any portion of the amount billed.

5.7. Replacement of Meter

On receipt of complaints or found during inspection, that the meter in a service connection is not correct or found to be defective or burnt, the meter will be replaced within 30 days after collecting the charges applicable.

5.8. Interruptions and Restoration of electricity supply

Supply will be restored as per the time schedule furnished below:

Interruption due to	Power restoration time			
	Corporation	Urban/ Municipalities	Rural	Hill Area
HT Supply failure	1 hour	3 hours	6 hours	12 hours
Fault in Transformer structure or LT line or Pillar box	2 hours	4 hours	6 hours	12 hours
Fault of Distribution Transformer	24 hours	48 hours	48 hours	48 hours
Individual Service Connection fault	3 hours	9 hours	12 hours	24 hours

Complaints of failure/interruption at consumer premises in rural areas and urban areas other than corporation limits will be attended to between 8.00 A.M. and 6.00 P.M.

6.0 Planned supply interruption

In our efforts to supply the best possible service, TANGEDCO often have to work on our distribution network systems while effecting new service connections and carrying out maintenance and improvement works. This may result in interruption of your electricity supply. When such interruption is essential, TANGEDCO will inform the public in advance by publishing it in newspapers and announcing through TANGEDCO web site.

7.0. Reconnecting supply

In some instances, TANGEDCO has to disconnect service connection for non-payment of electricity charges etc., Once surcharges are paid along with arrears, if any, TANGEDCO will reconnect the service and supply will be extended.

8.0. Complaints resolution procedure

If you have concern or complaint about any of the services we offer, you can make a complaint over phone or in person or through a letter or through email to the section offices or sub division offices concerned. If you feel that your complaint needs the attention of a higher level officer, you can send your complaint to the Executive Engineer or Superintending Engineer or Chief Engineer concerned. You may also contact them in person in their offices on all working days between 2.30 P.M and 3.30 P.M. You are free to get your grievances redressed by the top officials in the head quarters offices viz. Director (Distribution) or Chairman, TANGEDCO at 144, Anna Salai, Chennai-600 002.

In order to mitigate your hardships, we hold grievance day meeting by the Superintending Engineer concerned once in a month in each division of the circle. We display the date of the grievance day in advance on the notice boards of the division offices. You can also contact any of our officials to know about the date and time of the grievance day meeting. You will get your grievances redressed at the grievance day meetings.

In all the distribution circle offices (i.e. at the Office of the Superintending Engineers), there is a Public Relation Officer, who is attending to your grievances. In addition to that, there is a Chief Public Relations Officer in the head quarters offices at Chennai (Phone No. 044-28520902). They will take up your grievance to the concerned officials and address your grievances relating to electricity supply provided by TANGEDCO.

In case, a consumer is not satisfied with the disposal of the complaint even after taking the issue at the higher level, the consumer can approach the Consumer Grievance Redressal Forum (CGRF).

Consumer Grievance Redressal Forums (Framed as per the Tamil Nadu Electricity Regulatory Commission Regulation) are formed and functioning in

every distribution circle office. Consumers may approach these forums for redressal of their grievances.

The CGRF shall take up the grievances/complaints concerned with the defect or deficiency in electricity service provided, unfair or restrictive trade practices in providing electricity services, charging of a price in excess of the price fixed by the Commission for consumption of electricity and allied services and electricity services which will be unsafe or hazardous to public life.

Any consumer, aggrieved by the order made by the CGRF may prefer an appeal against such order to the Tamil Nadu Electricity Ombudsman functioning under the Tamil Nadu Electricity Regulatory Commission (TNERC) within a period of 30 days from the date of the order.

Moreover, the Chief Engineers/Distribution Regions are holding conferences with voluntary consumer organizations. If you have any common issues in your locality, say for example low voltage, it can be represented through such organizations so as to get them solved.

Complaints about the service connection etc., can also be registered in the following what app numbers.

DISTRICTS	MOBILE NO.
Salem, Erode, Namakkal	9445851912
Trichy, Tanjore, Perambalur, Ariyalur, Pudukottai, Tiruvarur, Nagappattinam, Karur	9486111912
Madurai, Dindigul, Theni, Ramnad, Sivagangai	9443111912
Kanchipuram, Chengalpet, Tiruvallur	9444371912
Villupuram, Thiruvannamalai, Cuddalore	9445855768
Coimbatore, Tirupur, Nilgiris	9442111912
Chennai	9445850829
Tirunelveli, Tuticorin, Kanyakumari, Virudhu Nagar	8903331912
Vellore, Dharmapuri, Krishnagiri	6380281341

In addition to this the complaints regarding electricity can also be registered through on line by using TANGEDCO website.

The Computer based Automatic Power Failure Redressal Call Centres are functioning in the 43 Distribution circles. Consumers can register their

power supply failure complaints by dialling a 4 digit number '1912' from anywhere.

Also, a 24 hours Consumer Redressal Centre functions in the camp office of the Hon'ble Minister for Electricity, Prohibition and Excise to attend the grievances of the consumers. The general public can contact this centre through 044-24959525.

9. 0.FUTURE SCENARIO

We will continue to invest in our networks and improve our work methods. It is worth, reiterating that our aim is to improve the standards every time we can. We value you as a valuable customer.

10.HOW YOU CAN HELP US SERVE YOU BETTER

Electricity is precious. Please do not waste or misuse it.

Please make your payments well in advance.

Please protect your energy meter from damage.

Inform us when the meter is stuck up or burnt out or when there is damage.

When the officials of the TANGEDCO come over to your premises for inspection, cooperate with them to carry out their duty.

Please renew worn-out wiring in your premises in order to avoid accidents.

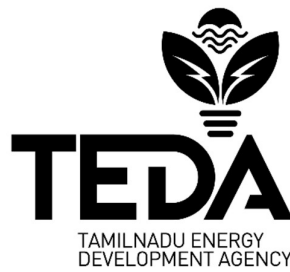
We try to minimize shut downs and break downs. However, please remember that they are unavoidable. Please bear with us during such emergencies.

Please ensure that no tree and bush grows near power lines.

Your energy meter is a sensitive instrument. Please do not over load it or connect unauthorized loads.

Please do not allow unqualified persons to meddle with your gadgets.

TAMIL NADU ENERGY DEVELOPMENT AGENCY



**TAMIL NADU ENERGY DEVELOPMENT AGENCY
E.V.K. SAMPATH MAALIGAI,
5TH FLOOR, NO. 68, COLLEGE ROAD,
CHENNAI 600 006.**

2. TAMIL NADU ENERGY DEVELOPMENT AGENCY

1. Scope of citizen charter:

- The charter reflects the ability and endeavour of TEDA to continuously serve the citizens and stakeholders with utmost sincerity, commitment and dedication.
- The charter demonstrates the approach of TEDA towards providing quality services in the field of Renewable Energy and its other business segments.
- The charter aims to meet citizen's satisfaction by way of making continual improvement in our systems and procedures, thereby aiming for new benchmarks in our services.

2. About us:

Tamil Nadu Energy Development Agency (TEDA), was set up by the Government of Tamil Nadu in 1985 in order to diffuse useful knowledge in the various fields of energy and thereby to deal with the problems caused on account of the rapid depletion of non-renewable resources and the increasing pollution caused by existing uses of energy. TEDA is actively engaged in promoting the use and propagation of new and renewable energy sources in the state and acts as the nodal agency for the purpose of implementation of the projects thereof.

3. Objectives of TEDA:

- To promote the use of New and Renewable Sources of Energy (NRSE) and to implement projects thereof.
- To promote energy conservation activities.
- To encourage research and development on renewable sources of energy.

4. Services rendered by TEDA:

- TEDA will lead a comprehensive information and awareness creation effort in order to promote the uses of renewable energy sources in the state.
- TEDA will network and coordinate with national and international institutions that are leaders in the renewable energy sector in order to promote and enhance collaboration and joint R&D projects.
- TEDA will design and facilitate the development of innovative renewable energy projects in various modes including public, private, public-private partnership and build-own-operate-transfer (BOOT) modes.
- Statutory clearances that may be required for the development and commissioning of renewable energy projects will be facilitated by TEDA with the concerned Government departments and agencies through a single window and time-bound process.
- TEDA will facilitate and expedite access to various concessions and incentives provided by the Ministry of New and Renewable Energy, Government of India including capital cost subsidies, where applicable.
- TEDA will provide project development and technical advice and assistance for the implementation of renewable energy projects.
- TEDA will provide advisory and consulting services to corporations, municipalities and local urban bodies on financing instruments for the establishment of renewable energy projects in the state.

- TEDA will undertake periodical review of progress of renewable energy projects under development and facilitate speedy clearances and approvals if necessary.
- TEDA will coordinate with State Government Departments and Public Sector Undertakings to facilitate extensive adaptation of renewable energy projects.

5. List of Stake Holders:

- State Government Departments.
- Central Government Departments.
- State Nodal Agencies to MNRE.
- Industries and Associations
- Educational Institutions
- Banks and Financial Institutions
- Citizens of India

6. MNRE Benchmark costs for Off-grid Solar PV Systems and Grid Connected Rooftop Solar Power Plants:

a. Standalone Solar Pumps

Pump Capacity (HP)	Pump Type	Benchmark Cost (Rs./ HP)
0.5 HP	AC/DC Surface	53000
	AC/DC Submersible	68000
1 HP	AC Surface	102000
	AC Submersible	113000
	DC Surface	108000
	DC Submersible	119000
2 HP	AC Surface	65000
	AC Submersible	76000
	DC Surface	73000
	DC Submersible	86000
3 HP	AC Surface/Submersible	67000
	DC Surface/Submersible	74000
5 HP	AC Surface/Submersible	56000
	DC Surface/Submersible	66000
7.5 HP	AC/DC Surface/Submersible	56000
10 HP	AC/DC Surface/Submersible	51000

- Bench Mark per system instead of per HP shown for 0.5 HP Solar Pumps.

b. Solar Lighting Systems

System	Benchmark Cost (Rs./Wp)
Solar Study Lamps	160
Solar Street Lights (With Li-Ion battery)	299

c. Standalone Solar Power Plants / Packs

Capacity (kW)	Battery back -up (hrs)	Benchmark Cost (Rs./Wp)
Upto 10	6	94
	3	74
	1	62
Above 10 and upto 25	6	84
	3	66
	1	55

d. Solalization of Grid connected Agriculture Pumps

Capacity	Benchmark Costs (Rs./Wp)
Upto 10 kW	54
Above 10 kW	48

e. Grid Connected Rooftop Solar Power Plants

Capacity	Benchmark Costs (Rs./Wp)
Above 1 kW and upto 10 kW	54
Above 10 and upto 100 kW	48
Above 100 kW and upto 500 kW	45

f. Solar Thermal Applications:

Sl. No.	Name of the Scheme	Available Financial Assistance/Subsidy
1	Solar collector system for direct heating applications (NIC/CPC)	Rs.3600/-sq. m.
2	Concentrator with manual tracking	Rs.2100/- sq. m.
3	Concentrator with single axis tracking (including shufflers dishes)	Rs.4500/- sq. m.
4	Concentrator with single axis tracking (SCMR. ETC),	Rs.5400/- sq. m.
5	Concentrator with double axis tracking	Rs.6000/- sq. m.

g. Programme on “Energy from Urban, Industrial, and agricultural Waste/ Residues” for 2017-2020

Sl.No.	Program Description	CFA
1	Biogas generation from Urban Waste/Agricultural Waste/Industrial Waste/Effluents or mix of these wastes.(Distillery effluent is excluded)	Rs.1.0 Crore Per 12000m3 Biogas/day (Max. Rs.10 crore/project)
2	Power generation based on Biogas generated from Urban Waste/Agricultural Waste/Industrial Waste/Effluents or mix of these wastes.In case, developer wants to set up power generating unit at already existing Biogas generation unit, in that case, the applicable CFA will be only Rs.2.0 crore per MW	Rs.3.0 Crore per MW (Max. Rs.10 crore/project)
3	BioCNG generation based on Biogas generated from Urban waste/Agricultural Waste/ Industrial Waste/Effluents or mix of these wastes. In case developer wants to set up BioCNG generating unit at already existing Biogas generation unit, applicable CFA will be Rs.3.0 crore	Rs.4.0Crore Per 4800kgs of BioCNG/day generated from 12000m3 Biogas/day (Max. Rs.10 crore/project)
4	Biomass gasifier based captive power and thermal applications in industries Distributed/ off-grid power for villages using biomass gasifier systems.	Electrical Rs.2,500 per KW with dual fuel engines Rs.15,000 per KW with 100% gas engines Thermal Rs.2 lakh per 300 KW for thermal applications.

7. Grievance Redressal:

Any grievance or complaint arising out of any non-compliance of service standards, failure in delivery of service may be logged online at TEDA's web portal www.teda.in

8. Feedback/Suggestions:

Feedback and suggestions can be given by logging on to TEDA's web portal www.teda.in

9. Address for Communication:

S. No	Office Address	Contact details
1.	Tamil Nadu Energy Development Agency, No.68, College Road, 5 th Floor, E.V.K Sampath Maaligai, Chennai-600 006	Ph: 044 28242800 Fax:044 28222971 Email: info@teda.in



ELECTRICAL INSPECTORATE

**CHIEF ELECTRICAL INSPECTOR TO GOVERNMENT
Thiru. vi. ka. Industrial Estate, Guindy
Chennai-600 032.**

3. ELECTRICAL INSPECTORATE

1. ADMINISTRATIVE SETUP AND HEAD OF THE DEPARTMENT

Thiru. A. Karthik, I.A.S.,

Principal Secretary to
Government(FAC)

Thiru. T.Elambooran, B.E.,

Chief Electrical Inspector to
Government

2. NEED FOR A CHARTER

The Citizen's Charter is published by the Government of Tamil Nadu in order to make the people aware of the services provided by the Electrical Inspectorate Department and how to avail themselves of those services. It lists out the various services delivered by the Government through the Electrical Inspectorate Department.

3. OUR VISION

Tamil Nadu will be a state where the people, industry and regulators share a strong commitment to the safe and efficient supply and use of electricity. There is a similar commitment for lifts and escalators safety.

To ensure their safety, the people and industry will demand that work involving electricity is carried out only by contractors who are licenced in this behalf and appropriately trained.

Tamil Nadu Electrical Inspectorate will be nationally respected and recognised as a leader in safety regulation that facilitates safety and efficiency outcomes through strong communication and consultation, clear regulation, and fair inspection and enforcement activities. These activities will be carried out by a highly skilled, professional and regulatory team who are leaders in their field, and are able to explain their actions and decisions.

Safety and efficiency will be delivered within a framework that is cost effective and fair for all parties. This framework will be

consistently and openly communicated to the people and industry.

4. OUR MISSION

We protect and promulgate electrical safety and energy conservation awareness among all category of electricity consumers and electricity suppliers to strive for electrical accident free and energy efficient Tamil Nadu by

- i) Inspection, Testing and Certification of Electrical Installations to ensure compliance of safety provisions specified in Regulations, Rules and Standards.
- ii) Inspection, licensing and administering the lifts and escalators to ensure compliance with Rules and Safety Standards.
- iii) Developing and communicating the electrical safety and energy efficiency requirements and programs to the stakeholders.

5. OBJECTIVES OF THE CHARTER

- (i) To place before the public an overview of the organization.
- (ii) To inform the citizens about the kinds of services that we provide.
- (iii) To state the standards of services delivered

6. OVERVIEW OF ELECTRICAL INSPECTORATE

Electricity has become the basic need of people for comfortable living. Ever since electricity was first introduced in India, in 1879, the first legislation on electricity – Electricity Act, 1887 (Act No. XIII of 1887) came in to effect as early of 1st July, 1887 to provide protection of person and property from the risks incident to the supply and use of electricity. The above legislation empowered Local Government or its authorized officer to enter, inspect and examine any place in which electricity is supplied or used and make such rules as it is expedient for the protection of person and property.

The Electricity Act, 1887 was repealed and replaced by Indian Electricity Act, 1903 which contained provision for the post of Electric Inspector and his duties. The subsequent Indian

Electricity Act, 1910 primarily focused on the safe use of electrical energy and Electrical Inspectors were entrusted with enough powers and functions to exercise the duty and safeguard people from electrical hazards as laid out in Indian Electricity Rules, 1956. The Electricity Act, 2003 which came in to effect on 10th June, 2003 consolidated all laws on electricity related to generation, transmission, distribution, trading, consumption, rationalization, policies, etc., The Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010 framed under section 53 of Electricity Act, 2003 is currently in force which contains the safety provisions of electricity.

Before independence, the then Provincial Governments appointed Electrical Inspectors to administer the Indian Electricity Act in their respective states. Their activities were generally confined to inspection of industrial installations, regulation of profits and tariffs and the general control of private licences, standardization and calibration of meters, and arbitration in disputes. The Electrical Inspector could, however, advise the Minister in charge of Electricity, if required. They also scrutinized all estimates regarding electrification of buildings belonging to Govt. & local bodies.

The erstwhile Madras Presidency too had an Electrical Inspector in as early as 1910. The post of Electrical Inspectors were held by eminent electrical engineers who by experience contributed much for formulating the safety provisions in electricity laws and code of practices to be followed in the country. The Electrical Inspector of Madras during 1930s was instrumental in enacting the Cinematograph Laws.

The Electrical Inspector working independently under the Govt., later came under control of the Chief Engineer of Electricity Department but only for a short period. The post of Electrical Inspector was upgraded to Commissioner rank and separated from the Electricity Department since 1936. The Electrical Inspectorate department of Madras Presidency and Madras State (after independence) comprising the present Tamil Nadu, Andhra, Karnataka & Kerala was strengthened with subordinate Electrical Inspectors headed by a Chief Electrical Inspector to Govt. in the rank of Chief Engineer. With the bifurcation of the composite Madras State in 1955-56, &

subsequent creation of Tamil Nadu Electricity Board, in July 1957, the Electrical Inspectorate was temporarily part of the board and the Superintending Engineer / Chief Engineers were holding additional charge as Chief Electrical Inspector. In 1961, the Government declared that the Electrical Inspectorate would again be a separate department under its direct control headed by the Chief Electrical Inspector to Govt. This present setup of organization was functioning under the administrative control of PWD Department until 31st July, 1993.

From 1st August, 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 Electrical Inspectorate department and he is assisted by Senior Electrical Inspectors at circle level, Electrical Inspectors at District level.

6.1 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 Electricity Act 2003 and the regulations made thereunder, namely, Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulations, 2010.
 - (a) Approval for the new HT supply installations, WEGs, Solar power plants and additions/alterations to HT service electrical installations, under Regulation 43.
 - (b) Approval of captive generator sets of more than 10 kW under Regulation 32.
 - (c) Approval of electrical installations in multi-storied building more than 15m in height under Regulation 36.
 - (d) Periodical Inspection and Testing of High and Extra High Tension consumers Installation under Regulation 30.

- (e) Periodical Inspection and Testing of Substations, Generating Stations, Switching Stations belonging to TANGEDCO, TANTRANSCO, CPPs, IPPs, etc., under Regulation 30.
 - (f) Investigation of electrical accidents in connection with the generation, transmission, supply or use of energy that are reported to this Department for finding out the cause of the accidents as per the provisions of Sec.161(2) of Electricity Act,2003.
- 2) Enforcement of the Tamil Nadu Tax on Consumption or Sale of Electricity Act, & Rules, 2003.
 - 3) Implementation of the Tamil Nadu Electrical Undertakings Acquisition Act 1954 and the Rules made thereunder.
 - 4) Enforcement of the Tamil Nadu Lifts and Escalators Act, & Rules,1997.
 - 5) Enforcement of the Rules relating to Electrical Installation and Fire Safety in the Tamil Nadu Cinema (Regulation) Rules, 1957, framed under Tamil Nadu Cinematograph Act, 1955.
 - 6) Enforcement of the provisions under The Energy Conservation Act, 2001 & the Rules made thereunder as state designated agency of Tamil Nadu. In the G.O. Ms. No. 76 (D3) dt. 04.10.2019 (Energy Department), the above subjects were transferred from this department to TANGEDCO Ltd.
 - 7) Chief Electrical Inspector to Government represents Bureau of Indian Standards in the Electro-technical field to formulate standards and specifications.
 - 8) Testing and calibration activities in the electro-technical field carried out at the NABL accredited Government Electrical Standards Laboratory functioning under Chief Electrical Inspector to Govt.
 - 9) Chief Electrical Inspector to Government is the President of the Board of Examiners for Cinema Operators calibrated under Tamil Nadu Cinema (Regulation) Rules 1957.

- 10) Chief Electrical Inspector to Government is functioning as Member in the Expert Monitoring and Steering Committee to implement the Energy Conservation measures.
- 11) Chief Electrical Inspector to Government is functioning as Member in the Power and Telecommunication Co-ordination Committee to enforce the PTCC Code.
- 12) 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.
- 13) Chief Electrical Inspector to Government is the President of the Tamil Nadu Electrical Licensing Board. The Electrical Licensing Board is having its own charter.

7. 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) HT Consumers

a	Scrutiny report of Drawing receipt proposal of proposed Electrical Installations	1 month from the date of receipt
b	Approval under Regulation 43	15 days from the date of receipt of compliance report.

ii) Generators in LT Service Connections

a	Approval under Regulation 32	15 days from the date of receipt of compliance report.
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iii) Lift/ Escalator Installation

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

iv) Issue of Authorisation for Lift/ Escalator companies

a	Issue of authorization for companies to carry out erection, maintenance, inspection and testing of lift or escalator	60 days from the date of receipt of application
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v) 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

8. COMPLAINTS RESOLUTION PROCEDURE

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

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.

9. SERVICE DELIVERY

The detailed procedure for availing the various services of this department is available online in this department website url: <https://www.tnei.tn.gov.in>. The online e-delivery of services for lift licensing, administering & registering of generators for the purpose of electricity tax collection are already in effect.

THE APPLICATIONS ARE TO BE SUBMITTED TO THE FOLLOWING OFFICERS FOR THE RESPECTIVE SERVICES

Sl. No (1)	Class of works and electric installations (2)	Powers and functions (category of work) (3)	Assistant Electrical Inspector (4)	Electrical Inspector (5)	Senior Electrical Inspector (6)	Chief Electrical Inspector to Government (7)
1	New and addition and alterations in the Electrical Installations of voltage exceeding 650V including Multi-storeyed building of more than 15 metres in height at the voltage exceeding 650V.	Drawing scrutiny, Inspection and Issue of Permission	-	Drawing scrutiny, Inspection and Issue of Permission upto 630kVA Installed Transformer capacity / Stand-alone generating units / loads of voltage exceeding 650V	Drawing scrutiny, Inspection and Issue of Permission above 630kVA and upto 2500kVA Installed Transformer capacity / Stand-alone Generating units / loads of voltage exceeding 650V	Drawing scrutiny, Inspection and Issue of Permission above 2500kVA Installed Transformer capacity / Stand-alone Generating units / loads of voltage exceeding 650V
		Drawing scrutiny, Inspection and Issue of Permission	-	Drawing scrutiny, Inspection and Issue of Permission of all stand alone Generating units upto 630kVA and all loads of voltage upto 650V.	Drawing scrutiny, Inspection and Issue of Permission of all stand-alone Generating units above 630kVA and upto 2500kVA of voltage upto 650V	

Sl. No (1)	Class of works and electric installations (2)	Powers and functions (category of work)	Assistant Electrical Inspector (4)	Electrical Inspector (5)	Senior Electrical Inspector (6)	Chief Electrical Inspector to Government
2	Multi-storeyed building of more than 15 meters in height at the voltage upto 650V.	Drawing scrutiny, Inspection and Issue of Permission	-	Drawing scrutiny, Inspection and Issue of Permission of Multi-storeyed buildings	-	-
3	Periodical Inspection	Periodic al Inspections of Electrical Installations of voltage exceeding	Periodical Inspections of upto 630kVA installed Transformer	Periodical Inspections above 630kVA installed Transformer capacity	-	-
		Periodical Inspections of Grid Interactive Generating Units	Periodical Inspections of Grid Interactive Generating Units upto 2 MW	Periodical Inspections of Grid Interactive Generating Units above 2 MW and upto 250 MW	Periodical Inspections of Grid Interactive Generating Units above 250	-

		Periodical Inspections of Substations	Periodical Inspections of Substations upto 33kV including Distribution Transformer	Periodical Inspections of Substations above 33kV	-	-
4	Standalone Generating Units of voltage less than 650V.	Inspection	Inspection of standalone generating units of capacity up to 630kVA	Inspection of standalone generating units of capacity above 630kVA	-	-
		Issue of Permission	-	All	-	-
5	Electrical Installations put up for VVIP Visits & Public Assembly	Inspection & Issue of Permission	Inspection and Issue of Reports to Electrical Installations put up for VVIP Visits & Public Assembly	Issue of Permission to Electrical Installations put up for VVIP Visits & Public Assembly	-	-
6	Electrical Accidents	Enquiry and Reporting of Electrical Accidents	Enquiry and Reporting of Electrical Accidents up to 650V	Enquiry and Reporting of Electrical Accidents above 650V	-	-

Note:

1. The powers and functions vested with the posts of lower cadres can also be exercised by the posts of higher cadres for specific reasons recorded therein.
2. Other class of works which are not prescribed for the sub-ordinate officers and the restrictions made above shall be exercised by the Chief Electrical Inspector to Government

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 & Escalators

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

10. FEES FOR THE DELIVERY OF SERVICES

A) Inspection under Regulation 43 & 30

Sl.No	Equipment Details	Rate (₹) for Inspection under Reg.43	Rate (₹) for Inspection under Reg.30
1.	EHV/HV Transformers		
	(i) Up to 10000 KVA	5000	3000
	(ii) Above 10000 KVA	10000	5000
2.	HV/HV Transformers		
	(i) Up to 3000 KVA	2500	1500
	(ii) (3000 – 5000) KVA	3000	2000
	(iii) Above 5000 KVA	3500	2500
3.	HV/MV Transformers		
	(i) Up to 500 KVA	750	500
	(ii) (500 – 1000) KV A	1000	750
	(iii) Above 1000 KVA	1500	1000
4.	High Voltage Equipment		
	(i) Up to 500 KVA	750	500
	(ii) Above 500 KVA	1000	750
5.	High Voltage Generators		
	(i) Up to 5000 KVA	5000	3000
	(ii) Above 5000 KVA	10000	5000

6.	Medium Voltage Generators		
	(i) Up to 25 KVA	500	250
	(ii) (25 – 100) KVA	750	500
	(iii)(100 – 500) KVA	1500	750
	(iv) Above 500 KVA	2500	1000
7.	HV Switch Boards		
	(i) Up to 5 Panels	1000	-
	(ii) Above 5 Panels	2000	-
8.	Medium Voltage Switch boards / Rising mains		
	(i) (250 – 1000) A	500	-
	(ii) Above 1000 A	1000	-
9.	Medium Voltage Equipment		
	(i) Up to 5 KVA	60	50
	(ii) (5- 25) KVA	120	75
	(iii) (25 – 50) KVA	200	100
	(iv) (50 – 250) KVA	300	150
	(v) (250 – 500) KVA	500	250
	(vi) Above 500 KVA	750	500
	Maximum	-	15000
10	Others		
	(i) X – Ray	250	250
	(ii) Neon Sign Lamp	250	250
	(iii) Single phase and Lighting loads	As per (9)	As per (9) above
	(iv) Minimum Inspection Fee	1000	1000
	(v) Re- Inspection Fee	50 % of the total Amount	-
11	Multi –storeyed Buildings (Inclusive of Generators and Exclusive of Transformers)		-
	Above 15m and upto 24m	Rs. 5000	-
	Above 24m	Rs. 10000	-

B) Fees for issue of Drawing Scrutiny Report

Sl.No	Equipment Details	Rate (₹) for Drawing Scrutiny report
1.	New EHV/HV Installation (Aggregate Capacity of Transformers)	
	(i) Up to 10000 KVA	Rs. 5000
	(ii) Above 10000 KVA	Rs. 10000
2.	Additions and Alterations of EHV/HV Installation	
	(i) Switchyard and other equipment	Rs. 1000
	(ii) Upto 10,000KVA	Rs. 2500
	(iii) Above 10000 KVA	Rs. 5000
3.	New HV Installation (Aggregate Capacity of Transformers)	
	(i) Up to 500 KVA	Rs. 1000
	(ii) Above 500 and upto 2000 KV A	Rs. 2000
	(iii) Above 2000 KVA	Rs. 4000
4.	Additions and Alterations of HV Installation (Exclusive of loads)	
	(i) Up to 500 KVA	Rs. 500
	(ii) Above 500 and upto 2000 KV A	Rs. 1000
	(iii) Above 2000 KVA	Rs. 2000
5.	Addition and Alteration of High Voltage Equipment	
	(i) Sub station installation	Rs. 500
	(ii) Upto 1000 kW/kVAR	Rs. 500
	(iii) Above 1000 kW/kVAR	Rs. 1000
5.	High Voltage Generators/Solar Inverters	
	(i) Up to 5000 KVA	Rs. 2000
	(ii) Above 5000 KVA and upto 10000kVA	Rs. 3000
	(iii) Above 10000kVA	Rs. 5000
6.	Medium Voltage Generators/Solar Inverters	
	(i) Up to 100 KVA	Rs. 250
	(ii) Above 100kVA and upto 500 KVA	Rs. 500
	(iii) Above 500kVA and upto 1000 KVA	Rs. 1000
	(iv) Above 100 KVA	Rs. 1500

7.	Medium Voltage Equipment	
	(i) Up to 100 KVA	Rs. 250
	(ii) Above 100kVA and upto 500 KVA	Rs. 500
	(iii) Above 500kVA	Rs. 1000
	(iv) Switchboards, Fuse Distribution Boards, MCB DBs/MCC/PCC	Rs. 250
8.	Multi-storeyed Buildings (Inclusive of Generators and Exclusive of Transformers)	
	Above 15m and upto 24m	Rs. 2500
	Above 24m	Rs. 5000

C) Fees for Issue of Erection Permission & Inspection Fees of Lifts & Escalators

1.	Issue of Erection Permission for New Lift / Additions & Alterations to Existing Lift with up to 5 landings	Rs.2,500/- per Lift
2.	Issue of Erection Permission for New Lift / Additions & Alterations to Existing Lift of above 5 landings	Rs.5,000/- per Lift
3.	Issue of Erection Permission for New Escalator / Additions & Alterations to Existing Escalator	Rs.10,000/- per Escalator
4.	Issue of Licence / Renewal of Licence of Lift with up to 5 landings	Rs.5,000/- per Lift
5.	Issue of Licence / Renewal of Licence of Lift with above 5 landings	Rs.10,000/- per Lift
6.	Issue of Licence / Renewal of Licence of Escalator	Rs.10,000/- per Escalator

D) Fees for Issue of authorization for lift/escalator companies to carry out erection, maintenance, inspection and testing of lift or escalator

1.	Issue of authorization for companies for erection and maintenance of lifts	Rs.20,000/-
2.	Issue of authorization for companies for maintenance of lifts	Rs.10,000/-
3.	Issue of authorization for companies for erection and maintenance of escalators	Rs.20,000/-
4.	Issue of authorization for companies for maintenance of escalators	Rs.10,000/-
5.	Renewal of authorization for companies for erection and maintenance of lifts	Rs.10,000/-

6.	Renewal of authorization for companies for maintenance of lifts	Rs.5,000/-
7.	Renewal of authorization for companies for erection and maintenance of escalators	Rs.10,000/-
8.	Renewal of authorization for companies for maintenance of escalators	Rs.5,000/-

E) Fees for Inspection of Cinemas

1.	Drawing Approval of New Cinema Theatres / Additions & Alterations to Existing Cinema Theatres	No Fees
2.	New Permanent /Semi Permanent Theatre	Rs.2,500/-
3.	Renewal of Electrical Certificate of Permanent / Semi Permanent Theatre	Rs.1,200/- (To be applied 3 months before expiry of certificate else penalty @ Rs.150/ of each month)
4	Issue of Duplicate Electrical Certificate	Rs.25/-
5	New Travelling Cinema	Rs.450/-
6	Renewal of Travelling Cinema	Rs.200/- (To be applied 3 months before expiry of certificate else penalty @ Rs.67/- of each month delay)
7	Open Air Theatre	Rs.25/- per renewal

F) Scale of fees for Testing at the Government Electrical Standard Laboratory, Chennai and Mobile Labs at Coimbatore, Trichy, Madurai, and reporting on accuracy of Instruments and meters etc.

S. No	Instrument and Test Particulars	Rate of fees
1	Ammeters (Accuracy Class exceeding 0.5)	
	Upto 100A	Rs. 100
	Above 100A and upto and inclusive of 1200A	Rs. 150
	50% of fees for each additional range	
2	Voltmeters (Accuracy Class exceeding 0.5)	
	Upto 600V	Rs. 100
	Above 600V and upto and inclusive of 1000V	Rs. 150
	50% of fees for each additional range	
3	Energy Meters	
	Single Phase Energy meter	Rs. 100
	Polyphase upto 50A	Rs. 200

	Polyphase above 50A and upto and inclusive of 100A	Rs. 300
4	Power Factor Meter	Rs. 200
5	Earth Resistance Tester	Rs. 100
6	a. Insulation Resistance Tester 500V, upto 100M Ω	Rs. 100
	b. Insulation Resistance Tester 1000V, upto 200M Ω	Rs. 150
7	Trivector Meter (For Overhauling)	Rs. 500
	Trivector Meter (For calibration and adjustment)	Rs. 2000
8	Fire extinguisher	Rs. 50
9	Phase Sequence Indicator (50Hz, 100-600V)	Rs. 50
10	Multi-range tong test ammeter-voltmeter-ohmmeter	
	a. Upto and inclusive of 300A for all ranges	Rs. 200
	b. Above 300A and Upto and inclusive of 600A for all ranges	Rs. 250
	c. Above 600A and Upto and inclusive of 1000A for all ranges	Rs. 300
	d. Upto and inclusive of 750V for all ranges	Rs. 150
	e. Above 750V and Upto and inclusive of 1000V for all ranges	Rs. 200
	f. Ohm meter	Rs. 100
11	Ammeters (Accuracy Class not exceeding 0.5)	
	Upto 20A	Rs. 200
	Above 20A and upto and inclusive of 100A	Rs. 300
	Above 100A	Rs. 400
	50% of fees for each additional range	
12	Voltmeters (Accuracy Class not exceeding 0.5)	
	Upto 750V	Rs. 200
	Above 750V	Rs. 300
	Additional 50% of fees for each additional range	
13	Wattmeter	
	a. Single phase at one specified voltage and one current range	Rs. 300
	b. Polyphase phase at one specified voltage and one current range	Rs. 750
	Additional 50% of fees for each additional current and Additional 100% of fees for each additional voltage range	
14	Rotating Sub Standard Meters	
	a. Single phase at one specified voltage and one current range at any two power factor	Rs. 1000
	b. Poly phase at one specified voltage and one current range at any two power factor	Rs. 2000
	c. Overhauling single or polyphaser	Rs. 500
	Additional 50% of fees for each additional current, Additional 100% of fees for each additional voltage range and Additional 10% of fees for each additional power factor	

15	Electronic Sub Standard Meters (class upto and inclusive of 0.2)	
	a. Single phase at one specified voltage and one current range from 5% to 120% load at any two power factor	Rs. 1000
	b. Three phase Four Wire at one specified voltage and one current range from 5% to 120% load at any two power factor	Rs. 2000
	c. Additional reading on single phase mode in the above mentioned meter at one specified voltage and one current range from 5% to 120% load at any two power factor	Rs. 1000
	d. Three phase Three Wire at one specified voltage and one current range from 5% to 120% load at any two power factor in Active mode only	Rs. 2000
	e. Three phase Three Wire at one specified voltage and one current range from 5% to 120% load at any two power factor in reactive mode only	Rs. 2000
	f. Three phase Three Wire at one specified voltage and one current range from 5% to 120% load at any two power factor in apparent mode only	Rs. 2000
	Additional 50% of fees for each additional current, Additional 100% of fees for each additional voltage range and Additional 10% of fees for each additional power factor	
16	Ratio Test on Current Transformer	
	Upto 100A	Rs. 200
	Above 100A and upto and inclusive of 500A	Rs. 300
	Above 500A	Rs. 400
17	High Voltage test	
	a. LT/MV switchgears, accessories, motors	Rs. 200
	b. Dielectric test on transformer oil upto three samples from same source	Rs. 250
	c. Acidity test on transformer oil upto three samples from same source	Rs. 150
	d. Rubber Gloves for insulation strength of each pair	Rs. 100
	e. High Voltage Switchgear	Rs. 2000
	f. High Voltage Switchgear panel	Rs. 1000
	g. HT and LT windings of transformer	Rs. 2000
	h. Single phase Cables	Rs. 1000
	i. Multicore polyphase cables	Rs. 2000
	j. Stator Windings of alternators and motors	Rs. 2000
18	High Voltage test Kit	
	a. Upto 10kV	Rs. 1000
	b. Above 10kV and upto 20kV	Rs. 1500
	c. Above 20kV and upto 40kV	Rs. 2000

19	Calibration of relay and Secondary Injection test on over current and earth fault relays	Rs. 250
20	Disputed Equipment/Motors	
	a. Induction Motors – Upto 3HP	Rs. 500
	b. Induction Motors – Above 3HP and inclusive of 15HP	Rs. 1000
	c. Induction Motors – Above 15HP and inclusive of 30HP	Rs. 2000
	d. Energy Meters	Rs. 1000
	e. Trivector Meter	Rs. 2000

11. HOW YOU CAN HELP US TO SERVE YOU BETTER

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

12. 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.

13. CONTACT DETAILS OF OFFICES

The following are the offices of this department providing the services.

S.NO	OFFICE ADDRESS	PHONE NO.	E-MAIL ID
1.	CHIEF ELECTRICAL INSPECTOR TO GOVT, Thiru. vi. ka Industrial Estate, guindy, Chennai-600 032.	044- 22500796	ceig@tn.gov.in
2.	SENIOR ELECTRICAL INSPECTOR, Corporation Commercial Complex, II Floor Dr. Nanjappa Road, Coimbatore – 641 018.	0422- 2380223	seicbe@tn.gov.in

3.	ELECTRICAL INSPECTOR/ COIMBATORE (NORTH) Corporation Commercial Complex, IFloor, Dr. Nanjappa Road, Coimbatore – 641 018.	0422- 2380224	eicben@tn.gov.in
4.	ELECTRICAL INSPECTOR/ COIMBATORE (SOUTH) Corporation Commercial Complex, First Floor Dr. Nanjappa Road, Coimbatore – 641 018.	0422- 2380225	eicbes@tn.gov.in
5.	ELECTRICAL INSPECTOR/MADURAI No. 618, Karpaga Nagar, 10th Street, K. Pudur, Madurai – 625 007.	0452- 2565561	eimdu@tn.gov.in
6.	ELECTRICAL INSPECTOR/TRICHY No. 10, First Floor, N.M.Bungalow Road, T.V.S. Toll Gate, Trichy – 620 020.	0431- 2316770	eitry@tn.gov.in
7.	ELECTRICAL INSPECTOR/VELLORE No. 19, 10th East Main Road, 1st Floor, Gandhi Nagar East, Vellore-632 006.	0416- 2243588	eivlr@tn.gov.in
8.	ELECTRICAL INSPECTOR/DINDIGUL No. 45/1, Spencer ompound, 2nd Floor, 6th cross street, Dindigul – 624 003.	0451- 2420450	eidgl@tn.gov.in
9.	ELECTRICAL INSPECTOR/ KRISHNAGIRI No.3/1B, 3rd Cross Street, Mohan Rao Colony, Krishnagiri - 635 001.	04343- 233266	eikrg@tn.gov.in
10.	ELECTRICAL INSPECTOR /SALEM, 2/120/344, Sri Balamurugan Towers, (second floor), (Near Nethimedu Sub Station Bus stop), Sangagiri Main Road, Nethimedu, Salem-636 002.	0427- 2461333	eislm@tn.gov.in
11.	ELECTRICAL INSPECTOR / SULUR Sulur Co-operative Housing Society Building, No.4, 13B, SRS Puram, SULUR – 641 402.	0422- 2688305	eisul@tn.gov.in
12.	ELECTRICAL INSPECTOR/ PALLADAM, No.17, Muniappan Koil Street, Palladam Taluk, West Palladam, Tiruppur- 641 664.	04255- 255599	eiplm@tn.gov.in

13.	ELECTRICAL INSPECTOR/ TIRUNELVELI, B-21/2, NGO 'B' colony, Jawahar Nagar, Tirunelveli-627007.	0462- 2530343	eitn@tn.gov.in
14.	ELECTRICAL INSPECTOR/ERODE No. 106, Gandhiji Road, Jawans Bhavan Ist Floor, Erode – 638 001.	0424- 2215512	eiede@tn.gov.in
15.	ELECTRICAL INSPECTOR / TIRUPPUR, Room No. 651, 652, 6th floor, District Collector office Building complex, Palladam	0421- 2971189	eitpr@tn.gov.in
16.	ELECTRICAL INSPECTOR / VIRUDHUNAGAR 2/800/6A, V.O.C. Nagar, Soolakkarai Medu West, Virudhunagar - 626 003.	04562- 252912	eivnr@tn.gov.in
17.	ELECTRICAL INSPECTOR/CUDDALORE No. 10, First floor, Dandapani Nagar, (Near Maruthi Hospital), Semmandalam, Cuddalore – 607 001.	04142- 223764	eicud@tn.gov.in
18.	Electrical Inspector / NAMAKKAL L.M.R.R. Gate, 2nd Floor, Salem Main Road, Namakkal - 637 001.	04286- 275777	einkl@tn.gov.in
19.	ELECTRICAL INSPECTOR / PONNERI, No. 1/108, Bajanai Koil Street, Ponneri, Thiruvallur – 601 204.	044- 27293337	eipon@tn.gov.in
20.	ELECTRICAL INSPECTOR / CHENGALPATTU No. 59/32, RV Street, Alagesan Nagar, Chengalpattu – 603 031.	044- 27426540	eicgl@tn.gov.in
21.	ELECTRICAL INSPECTOR / SRIPERUMBUDUR, No.44,ALS Nethaji Nagar, NGO Colony, Sriperumbudur Taluk, Kancheepuram District-602 105.	044- 27162916	eisrp@tn.gov.in

22.	ELECTRICAL INSPECTOR / TAMBARAM No:77, Bharathi Nagar 5th Street, Old Perungalathur, Plot No.G2, Mudichur Main Road, Tambaram Post, Chennai - 600 063	044- 22762316	eitmb@tn.gov.in
23.	ELECTRICAL INSPECTOR / AMBATTUR, Plot No. 36, Ishwarya Nagar, MTH Road, Ambattur, Chennai – 600 053.	044- 26581755	eiamb@tn.gov.in
24.	ELECTRICAL INSPECTOR/ CHENNAI (NORTH) Thiru .Vi .Ka Industrial Estate, Guindy, Chennai-600 032.	044- 22500796	eichnn@tn.gov.in
25.	ELECTRICAL INSPECTOR/ CHENNAI (SOUTH) Thiru .Vi .Ka Industrial Estate, Guindy, Chennai-600 032.	044- 22500796	eichns@tn.gov.in

TOP OFFICIALS OF THE DEPARTMENT

S.No.	Designation	Contact Details
1	The Principal Secretary to Government, Energy Department	Phone :+91 44 - 25671496, PABX-5975(O) Fax :25672923 E-Mail : enersec@tn.gov.in
2	The Chief Electrical Inspector to Government	Phone : +91 44 2250 0184, 2250 0227 +91 44 2250 0430, 2250 0796 +91 44 2250 0915 (Direct) Fax : +91 44 2250 0036 Email: ceig@tn.gov.in
3	The Senior Electrical Inspector / Head Quarters	Phone : +91 44 2250 0184, 2250 0227 +91 44 2250 0430, 2250 0796 Email: seichn@tn.gov.in
4	The Senior Electrical Inspector / Coimbatore	Phone :+91 422 2380 223 Email: seicbe@tn.gov.in

TAMIL NADU ELECTRICAL LICENSING BOARD

1.0 OVER VIEW OF ELECTRICAL LICENSING BOARD:

Regulation 29(1) of Central Electricity Authority (MSES) Regulation, 2010 (under rule 45 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 carry out 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 certificates of Operation and Maintenance Personnel Operating in Power Generating Stations and associated Sub – Stations.

2.0 FUNCTIONS OF THE ELECTRICAL LICENSING BOARD:

- I. The enforcement of Regulation 29(1) of Central Electricity Authority (MSES) Regulation, 2010 in the State to Issue and Renew the Wireman Helper, Wireman, Supervisor Competency Certificate and 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/ misbehaviour 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.

3.0 BOARD MEMBERS

1. The Chief Electrical Inspector to Government is the Ex:Officio President and Treasurer.

2. At present one Electrical Inspector is Deputed as the Secretary Additional Charge to this Electrical Licensing Board from Electrical Inspectorate.
3. Director (Training) – TANGEDCO
4. Joint Director, Directorate of Employment and Training- Chennai
5. Superintending Engineer, Central Electricity Authority - Chennai.
6. Superintending Engineer, Central Distribution - Chennai – TANGEDCO
7. Superintending Engineer (Operation), Ennore Thermal power Station
8. Superintending Engineer (Electrical), Public Works Department.
9. Executive Director, National Power Training Institute – Neyveli
10. Deputy General Manager (Electrical), Thermal Power Station – 2, NLC.
11. Head of Department (Electrical), Central Polytechnic, Chennai.
12. Member representing - "EA" Contractors Association
13. Member representing -"EB" Contractors Association.

4.0 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 : 60 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

5.0 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.

6.0 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.

7.0 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.

8.0 PHONE NUMBERS.

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

4.TAMIL NADU POWER FINANCE AND INFRASTRUCTURE DEVELOPMENT CORPORATION LIMITED

1. Introduction:

The Tamil Nadu Power Finance and Infrastructure Development Corporation Ltd., (TNPFDCL), wholly owned state public sector undertaking incorporated in 1991 as a Non-Banking Finance Company- (Deposit). The TNPFDCL is classified as Public Financial Institution U/S 4A of the Companies Act. The company has been funding Infrastructure projects undertaken by TANGEDCO. The company's authorized capital and Paid up Capital is Rs.5000 Crore and Rs.2930 Crore respectively. The company mobilizes funds primarily through public deposits and debt markets. The Company has loan assets of Rs.36,161 Crore as on 31.12.2019. Due to its sound financial and professional management, the company has earned a Net profit after tax of Rs.224.76 crore during the financial year 2019-2020 (upto 31.12.2019).

2. MAIN OBJECTS OF THE CORPORATION

2.1 Fixed Deposits:

TNPFC continues to attract public deposits on account of its depositor focused policies and attractive interest rate on term deposits. The company offers on an average of 100 basis points more than the interest rates offered by the Public sector banks. This has resulted in steady growth of deposits during the financial year 2019-2020. This Corporation has mobilized a sum of Rs.1,126.82 crores as net deposits from 1.4.2019 to 31.12.2019. The net deposits during the year from 1.4.2019 to 31.12.2019 has grown at a rate of 4.12% from 9,93,108 to 10,03,042 depositors. The net deposits from individual and institutional depositors have grown from Rs.27,327.36 Crore in 2018-19 to Rs.28,454.18 crores in 2019-2020 (upto 31.12.2019). This includes deposits mobilized from public, Institutional

deposits and the State Government Schemes. Out of the total deposits of Rs.28,454.18 crores, the contribution from the individual investors is Rs.6063.70 crores and the balance amount of Rs.22,390.48 crores is from Institutional investors and State Government Schemes.

2.2. Rate of Interest

TNPFIDCL offers a competitive interest rate, as given below:

Senior citizens (58years and above)		Others	
Period	Rate of Interest (% per annum)	Period	Rate of Interest (% per annum)
12 Months	7.75	12 Months	7.50
24 Months	8.00	24 Months	7.75
36,48 & 60 Months	8.75	36,48 & 60 Months	8.25

2.3. Financial Assistance to TANGEDCO:

TANGEDCO is the sole beneficiary of the funds mobilized by TNPFIDCL. The funds mobilized by TNPFIDCL are used by TANGEDCO for its generation and its related projects. The total financial assistance provided to TANGEDCO by way of hire purchase, lease and term loan since inception is Rs.1,23,565.39 Crore upto 31.12.2019. A record high amount of Rs.20,047 crore has been provided as financial assistance to TANGEDCO in the financial year 2019-2020(upto 31.12.2019). The net loan outstanding from TANGEDCO is Rs.36,161.08 Crore as on 31.12.2019

2.4. Financial Performance

TNPFIDCL is a profit making Company since its inception. The total revenue of this Company during the financial year 2019-2020 (upto 31.12.2019) is Rs.2,518.91 Crore(*Provisional*). The Company has earned a Net profit after tax of Rs.224.76 crore during the financial year 2019-2020 (upto 31.12.2019). The company has declared dividend regularly from the year 1995-96 onwards.

3. OFFICIAL CONTACT WITH TAMILNADU POWER FINANCE CORPORATION:

Sl.NO	Name of the Official	Phone Number
1)	Chairman and Managing Director	044-24363460
2)	General Manager	044-24329924
3)	Board	044-24329945/46/50
4)	Email id:	powerfin@md3.vsnl.net.in tnpowerfinance@gmail.com