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Government of Kerala  
കേരള സർക്കാർ  
2013



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Reg. No. രജി. നമ്പർ  
KL/TV(N)/634/2012-14

**KERALA GAZETTE**

**കേരള ഗസറ്റ്**

**EXTRAORDINARY**

അസാധാരണം

**PUBLISHED BY AUTHORITY**

ആധികാരികമായി പ്രസിദ്ധപ്പെടുത്തുന്നത്

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**GOVERNMENT OF KERALA**

**Power (C) Department**

**NOTIFICATION**

G. O. (P) No. 14/2013/PD. Dated, Thiruvananthapuram, 4th April, 2013.

**S. R. O. No. 281/2013.**—In exercise of the powers conferred by section 3 of the Kerala State Right to Service Act, 2012 (18 of 2012), the Government of Kerala hereby notify the services in the Department of Electrical Inspectorate, the Kerala State Electricity Board and the Energy Management Centre that will be rendered to the public and the details of the designated officers, stipulated time limit, first appellate authority and second appellate authority in respect of the Department of Electrical Inspectorate, Kerala State Electricity Board and the Energy Management Centre as specified in the Schedule below, namely:—

SCHEDULE

I. DEPARTMENT OF ELECTRICAL INSPECTORATE

A. Head Office of the Department of Electrical Inspectorate

<i>Sl. No.</i>	<i>Name of service</i>	<i>Stipulated Time limit</i>	<i>Designated Officer</i>	<i>First Appellate Authority</i>	<i>Second Appellate Authority</i>
(1)	(2)	(3)	(4)	(5)	(6)
1 Scrutiny, Approval and Inspection of Electrical Installations					
(i)	On submission of Electrical Installation Scheme, after the scrutiny—for the issue of defect report	20 days	Additional Chief Electrical Inspector	Chief Electrical Inspector	Power Secretary
(ii)	On submission of compliance report after rectifying defects, for the issue of approval of Electrical Scheme	10 days	do.	do.	do.
(iii)	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	10 days	do.	do.	do.

(iv)	On submission of compliance report after rectifying defects, for the issue of safety certificate and sanction for energisation	10 days	do.	do.	do.
(v)	Inspection and issue of valuation certificate for electrical insallations	30 days	do.	do.	do.
2 Cinema Operator					
(i)	for the issue of fresh licence—Cinema Operator	20 days	do.	do.	do.
(ii)	for the issue of license in lieu of lapsed Cinema Operator license	20 days	do.	do.	do.
(iii)	for the issue of duplicate license—Cinema Operator	20 days	do.	do.	do.
3 Electrical Wireman					
(i)	for the issue of permit under exemted category/fresh permit and competency certificates—Electrial Wireman	30 days	Deputy Chief Electrical Inspector (Secretary, Kerala State Electricity Licensing Board)	Chief Electrial Inspector	Power Secretary
(ii)	for the issue permit of successful candidate in written and practical examination fresh permits and competency certificate—Electrical Wireman	40 days	do.	do.	do.

(1)	(2)	(3)	(4)	(5)	(6)
(iii)	for the issue of permit in lieu of lapsed permit—Electrical wireman	15 days	Deputy Chief Electrical Inspector (Secretary, Kerala State Electricity Licensing Board)	Chief Electrial Inspector	Power Secretary
(iv)	for the issue of duplicate permit— Electrical wireman	15 days	do.	do.	do.
4 Electrical Supervisor—B Grade					
(i)	for the issue of permits under exempted category after the interview—fresh permit and competency certificate—Electrical Supervisor B Grade	20 days	do.	do.	do.
(ii)	for the issue of permit of successful candidates in written and practical examination—fresh permits and competency certificate—Electrical Supervisor B Grade	20 days	do.	do.	do.
(iii)	for the issue of permit after renewal—Electrial Supervisor B Grade	20 days	do.	do.	do.
(iv)	for the issue of permit in lieu of lapsed permit—Electrical Supervisor B Grade	20 days	do.	do.	do.
(v)	for the issue of duplicate Permit—Electrial Supervisor B Grade	20 days	do.	do.	do.

5 Electrical Supervisor—A Grade

- |       |  |         |     |     |     |
|-------|--|---------|-----|-----|-----|
| (i)   | for issue of permits under exempted category after the interview fresh permit and competency certificate—Electrical Supervisor A Grade | 30 days | do. | do. | do. |
| (ii)  | for the issue of permit after renewal—Electrical Supervisor A Grade  | 20 days | do. | do. | do. |
| (iii) | for the issue of permit in lieu of lapsed permit—Electrical Supervisor A Grade   | 30 days | do. | do. | do. |
| (iv)  | for the issue of duplicate Permit—Electrical Supervisor A Grade  | 20 days | do. | do. | do. |

6 Electrical Contractor—Class A

- |       |  |         |     |     |     |
|-------|--|---------|-----|-----|-----|
| (i)   | for the issue of fresh license—Electrical Contractor Class A                     | 30 days | do. | do. | do. |
| (ii)  | for the issue of license after renewal—Electrical Contractor Class A             | 20 days | do. | do. | do. |
| (iii) | for the issue of license in lieu of lapsed license—Electrical Contractor Class A | 20 days | do. | do. | do. |
| (iv)  | for the issue of duplicate licence—Electrical Contractor Class A                 | 20 days | do. | do. | do. |

7 Electrical Contractor—Class B

- |       |  |         |     |     |     |
|-------|--|---------|-----|-----|-----|
| (i)   | for the issue of fresh license—Electrical Contractor Class B                     | 20 days | do. | do. | do. |
| (ii)  | for the issue of license after renewal—Electrical Contractor Class B             | 25 days | do. | do. | do. |
| (iii) | for the issue of license in lieu of lapsed license—Electrical Contractor Class B | 20 days | do. | do. | do. |

(1)	(2)	(3)	(4)	(5)	(6)
(iv)	for the issue of duplicate license—Electrical Contractor Class B	20 days	Deputy Chief Electrical Inspector (Secretary, Kerala State Electricity Licensing Board)	Chief Electrical Inspector	Power Secretary
8	Electrical Contractor—Class C				
(i)	for the issue of fresh license—Electrical Contractor Class C	20 days	do.	do.	do.
(ii)	for the issue of license in lieu of lapsed license—Electrical Contractor Class C	15 days	do.	do.	do.
(iii)	for the issue of duplicate license—Electrical Contractor Class C	15 days	do.	do.	do.
9	Other services—Kerala State Electricity Licensing Board				
(i)	for the issue of permit (under exempted Category) after scope modification—Electrical Supervisors Grade A and B	30 days	do.	do.	do.
(ii)	for additional staff enrolment under Electrical Contractor (Wireman/Supervisor)	10 days	do.	do.	do.
(iii)	for the issue of recognition/renewal of Institute for Electrical Wireman and Electrical Supervisor	20 days	do.	do.	do.
(iv)	for the issue of competency certificate and permits for cable jointing	20 days	do.	do.	do.

## B. District Level Offices of the Department of Electrical Inspectorate

<i>Sl. No.</i>	<i>Name of service</i>	<i>Stipulated Time limit</i>	<i>Designated Officer</i>	<i>First Appellate Authority</i>	<i>Second Appellate Authority</i>
(1)	(2)	(3)	(4)	(5)	(6)
<b>1 Scrutiny, Approval and Inspection of Electrical Installations</b>					
(i)	On submission of Electrical Installation Scheme, after the scrutiny—For the issue of defect report	15 days	Deputy Chief Electrical Inspector/ Electrical Inspector	Chief Electrical Inspector	Power Secretary
(ii)	On submission of compliance report after rectifying defects, for the issue of approval of Electrical Scheme	10 days	do.	do.	do.
(iii)	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	10 days	do.	do.	do.
(iv)	On submission of compliance report after rectifying defects, for the issue of safety certificate and sanction for energisation	10 days	do.	do.	do.

(1)	(2)	(3)	(4)	(5)	(6)
(v)	For the issue of certificate under sub-rule (3) of rule 82 of the Indian Electricity Rules, 1956	15 days	Deputy Chief Electrical Inspector/ Electrical Inspector	Chief Electrical Inspector	Power Secretary
(vi)	Soil resistivity measurement and issue of certificate	15 days	do.	do.	do.
(vii)	Inspection and issue of safety certificate for cable television network	15 days	do.	do.	do.
(viii)	Inspection and issue of valuation certificate for Electrical Installations	30 days	do.	do.	do.
2	For the issue of permit after renewal— Electrical Wireman	7 days	do.	do.	do.
3	For the issue of license after renewal— Electrical Contractor Class C	15 days	do.	do.	do.
4	For recommending the issue of C-Class Electrical Contractor after conducting interview (to Kerala State Electricity Licensing Board)	7 days	do.	do.	do.
5	For the issue of License after renewal— Cinema Operator	7 days	do.	do.	do.



## C. Office of the Deputy Chief Electrical Inspector, Ernakulam

<i>Sl. No.</i>	<i>Name of service</i>	<i>Stipulated time limit</i>	<i>Designated Officer</i>	<i>First Appellate Authority</i>	<i>Second Appellate Authority</i>
(1)	(2)	(3)	(4)	(5)	(6)
1	Scrutiny, Approval and Inspection of Electrical Installations				
(i)	On submission of Electrical Installation Scheme, after the scrutiny—For the issue of defect report	20 days	Deputy Chief Electrical Inspector/ Electrical Inspector	Chief Electrical Inspector	Power Secretary
(ii)	On submission of compliance report after rectifying defects, for the issue of approval of Electrical Scheme	15 days	do.	do.	do.
(iii)	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	10 days	do.	do.	do.
(iv)	On submission of compliance report after rectifying defects, for the issue of safety certificate and sanction for energisation	10 days	do.	do.	do.
(v)	For the issue of certificate under sub-rule (3) of rule 82 of the Indian Electricity Rules, 1956	15 days	do.	do.	do.

(1)	(2)	(3)	(4)	(5)	(6)
(vi)	Soil resistivity measurement and issue of certificate	15 days	Deputy Chief Electrical Inspector/ Electrical Inspector	Chief Electrical Inspector	Power Secretary
(vii)	Inspection and issue of safety certificate for cable television network	15 days	do.	do.	do.
(viii)	Inspection and issue of valuation certificate for Electrical Installations	30 days	do.	do.	do.
2	For the issue of permit after renewal— Electrical Wireman	7 days	do.	do.	do.
3	For the issue of license after renewal— Electrical Contractor Class C	15 days	do.	do.	do.
4	For recommending the issue of C-Class Electrical Contractor after conducting interview (to Kerala State Electricity Licensing Board)	7 days	do.	do.	do.
5	For the issue of License after renewal— Cinema Operator	7 days	do.	do.	do.

## II. KERALA STATE ELECTRICITY BOARD

<i>Sl. No.</i>	<i>Name of Service</i>	<i>Stipulated time limit</i>	<i>Designated Officer</i>	<i>First Appellate Authority</i>	<i>Second Appellate Authority</i>
(1)	(2)	(3)	(4)	(5)	(6)
1	Normal fuseoff calls	(i) Urban area Within 6 hours of recording of complaints with licensee	Assistant Engineer	Assistant Executive Engineer	Executive Engineer
		(ii) Town area Within 8 hours of recording of complaints with licensee	do.	do.	do.
		(iii) Rural area Within 24 hours of recording of complaints with licensee	do.	do.	do.
		(iv) Remote / Hilly area Within 36 hours of recording of complaints with licensee	do.	do.	do.
		(v) Punja area Within 48 hours of recording of complaints with licensee	do.	do.	do.

(1)	(2)	(3)	(4)	(5)	(6)	
2	Line breakdowns	(i) Urban area	Within 12 hours	Assistant Engineer	Assistant Executive Engineer	Executive Engineer
		(ii) Town area	Within 16 hours	do.	do.	do.
		(iii) Rural area	Within 24 hours in all cases	do.	do.	do.
		(iv) Remote / Hilly area	Within 36 hours in all cases	do.	do.	do.
		(v) Punja area	Within 48 hours in all cases	do.	do.	do.
3	Distribution transformer failure	(i) Urban area	Within 24 hours of reporting of failure of transformers	do.	do.	do.
		(ii) Town area	Within 38 hours of reporting of failure of transformers	do.	do.	do.
		(iii) Rural area	Within 48 hours of reporting of failure of transformers	do.	do.	do.

		(iv) Remote / Hilly area	Within 60 hours of reporting of failure of transformers	do.	do.	do.
		(v) Punja area	Within 60 hours of reporting of failure of transformers	do.	do.	do.
4	Period of scheduled outages	(i) Maximum duration in a single stretch	Not to exceed 12 hours	do.	do.	do.
		(ii) Restoration of supply	By 9 p.m. on any day	do	do.	do.
5	Meter complaints	(i) Inspect and check correctness	30 days	do.	do.	do.
		(ii) Replace slow, creeping or stuck meters	30 days	do.	do.	do.
		(iii) Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	do.	do.	do.
		(iv) Replace burnt meters in all other cases	Within 48 hours of payment of charges by Consumer	do.	do.	do.

(1)	(2)	(3)	(4)	(5)	(6)	
6	Application for new connection / additional load	Release of supply where service is feasible from existing line without system deviation (weather proof connection only)	Within 30 days of receipt of application in complete shape and remittance of caution deposit and connection charges as per Kerala Electricity Supply Code, 2005	Assistant Engineer	Assistant Executive Engineer	Executive Engineer
7	Transfer of ownership and change of category	Within 14 days of receipt of application in complete shape	do.	do.	do.	14
8	Conversion of Low Tension single phase to Low Tension three phase service connections	Within 30 days from the date of payment of charges if no additional line or substation is involved	do.	do.	do.	
9	Resolution of complaints on consumer's bills	(i) If no additional information is required	do.	do.	do.	

		(ii) If additional information is required	Within 7 days of receipt of complaint	do.	do.	do.
10	Reconnection of supply following disconnection	Urban/town/rural/remote/hilly/punja	Within 24 hours	do.	do.	do.
11	Payment of Exgratia in case of electric accidents	(i) If it is established that accident is not due to the fault of the victim	Within 30 days without waiting for the report from Chief Electrical Inspector	do.	do.	do.
		(ii) In other cases	Within 30 days after receipt of report from Chief Electrical Inspector	do.	do.	do.
12	Refund of deposits		Within 60 days after receipt of request and deposit receipt	do.	do.	do.

### III. ENERGY MANAGEMENT CENTRE

<i>Sl. No.</i>	<i>Name of services</i>	<i>Stipulated Time limit</i>	<i>Designated Officer</i>	<i>First Appellate Authority</i>	<i>Second Appellate Authority</i>
(1)	(2)	(3)	(4)	(5)	(6)
1	Investment Grade Energy Audit of Government/Private buildings and also industries in Public/Private Sector—To assess energy conservation potential	15 days (for commencement of service)	Energy Efficiency Division Head	Joint Director	Director
2	Energy Conservation Clubs in schools and Energy Environment Clubs in Colleges / Polytechnics	10 days	do.	do.	do.
3	Awareness on Star Labelling	1 day	do.	do.	do.



4	Consultancy / Project Report/ Renovation and Modernization of Small Hydro Projects	15 days (for commencement of service)	Small Hydro Power Division Head	Joint Director	Director
5	Consultancy for development of Micro Hydro Turbine	15 days (for commencement of service)	Information Technology and Systems Division Head	Joint Director	Director

By order of the Governor,

M. SIVASANKAR,  
*Secretary to Government.*

**Explanatory Note**

(This does not form part of the notification, but is intended to indicate its general purport.)

Section 3 of the Kerala State Right to Service Act, 2012 (18 of 2012) envisages that every Department in Government, every Head of Department, every Local Self Government Institution and every statutory body shall, within six months of the commencement of the Act, notify the services that will be rendered by each of them, the designated officers, the first appellate authority, the second appellate authority and the stipulated time limit in respect of each of the above Department/Organisation, for the purpose of the Act. Accordingly, the Government have decided to notify the services, stipulated time limit, designated officers etc. of the Department of Electrical Inspectorate, the Kerala State Electricity Board and the Energy Management Centre (EMC).

The notification is intended to achieve the above object.

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