

CITIZEN'S CHARTER

INTRODUCTION:

The Directorate of Electrical Safety Organization is under the administrative control of the Principal Secretary, Energy, Infrastructure and Investment Department of Government of Andhra Pradesh and is headed by Director of Electrical Safety and Chief Electrical Inspector to Government.

The Directorate of Electrical Safety Organization is responsible for enforcement of the provisions of:

- Indian Electrical Act, 1910 and Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010
- A.P. Cinemas (Regulations) Act, 1955 and A. P. Cinemas (Regulations) Rules 1970; Rules for Public Exhibition of Videos
- A.P. Electricity Duty Act, 1939 and rules made thereunder
- A.P. Electricity Licensing Regulations, 1987
- A.P. Electrical Appliances (Quality Control) Order, 2003.

1. FUNCTIONS OF DIRECTORATE OF ELECTRICAL SAFETY ORGANISATION:

The DIRECTORATE OF ELECTRICAL SAFETY Organisation is responsible for enforcement of the provisions of following Acts and Regulations.

1. The Electricity Act, 2003 and Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010.
2. A.P. Cinemas (Regulations) Act, 1955 and A.P. Cinemas (Regulations) Rules, 1970; Rules for Public Exhibition of Videos.
3. A.P. Electricity Duty Act, 1939 and Rules made there under.
4. The A.P. Electrical Licensing Regulations, 1987.
5. House Hold Electrical Appliances (Quality Control) Order 2003.

This Organisation is under the administrative control of the Principal Secretary, Energy Infrastructure and Investment Department, Government of Andhra Pradesh and is headed by the Director of Electrical Safety and Chief Electrical Inspector to Government.

1. The Electricity Act, 2003 and Central Electricity Authority (Measures relating to safety and Electric supply) Regulations,2010.

- (a) Approval of drawings for fresh and Additions/Alterations in the existing installations of above 650V.
- (b) Inspection and issue of statutory approvals for above 650V Installations of consumers (new as well as additions and alterations in the existing installations) under Regulation 43 of Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010
- (c) Inspection and issue of Statutory approvals for Generators installations more than 10 KW of IPs and others under Regulation 32 of Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010.
- (d) Inspection and approval of Electrical installation in high rise buildings (of more than 15 meters height) under Regulation 36 of Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010.
- (e) Statutory inspections of the Electrical Installations of Licensees and sanction holders.
- (f) Annual Inspection of all consumers of above 650V installations under Regulation 30(1) of Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010.
- (g) Inspection and issue of statutory approvals for all Neon Sign and X-Ray installation under Regulation 53 & 54 of Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010.
- (h) Inspection of temporary installation pertaining to exhibition public functions etc., under Section 54 of The Electricity Act, 2003.
- (i) Investigation of Fatal and Non-fatal electrical accidents and analyze the causes thereof and recommended remedial measures under Section 161 of The Electricity Act, 2003.

Subsequent to the amendments to the regulations issued, the Government of AP have issued G.O.s on the following:

SELF-CERTIFICATION up to 33 KV installations

- The Government of A.P., with a view to encourage the industrial growth and to meet the ease of doing business in the state, adopted the method of Self Certification by owner of the installation or consumer.
- Every electrical installation of voltage up to 33 KV shall be inspected, tested and shall be self-certified by the owner before commencement of supply or recommencement after shut down for six months and above. For ensuring observance of safety measures specified under said regulations. The owner shall have to submit the report of self-certification in the Form III of schedule IV, to the concerned Electrical Inspector. The distribution licensee may commence or recommence supply to such installation on the basis of such self-certification in the Form III of schedule IV. The owner or consumer shall have the option to get such installation inspected and tested by the Electrical Inspector.

Sl.No.	Reference G.O.	Description
1)	G.O.MS.No. 21 Dated: 09-06-2016	Notification issued regarding Self-Certification of Electrical Installation up to 11KV by owner of the installation or consumer with a view to encourage the industrial growth and to meet the EASE OF DOING BUSINESS in the state.
2)	G.O.MS.No. 36 Dated: 01-11-2016	Amendment to G.O.MS.No. 21, Dated: 09-06-2016 issued regarding Self-Certification of Electrical Installation up to 33KV.
3)	G.O.MS.No. 38 Dated: 20-12-2016	Amendment to G.O.MS.No. 21, Dated: 09-06-2016 issued as "and it shall not be applicable for the electrical installations covered under section 54 of Electricity Act, 2003" shall be omitted.

(j) **Examine and finalise arbitration cases between the consumers and the suppliers/ Licensees.**

2. A.P.CINEMAS (REGULATIONS) ACT, 1955, A.P. CINEMAS (REGULATION) RULES, 1970, RULES FOR PUBLIC EXHIBITION OF FILMS ON VIDEOS AND RULES FOR CONSTRUCTION OF DRIVE IN CINEMAS:

- (a) Granting of construction permission for all types of Cinemas (temporary, permanent & Semi-permanent) inspections and granting of Electrical certificates in Form 'D'.
- (b) Inspection and granting of Electrical certificate for Video installations in Form D (V).
- (c) Inspection of all existing Cinemas halls bi-annually.
- (d) Conducting examinations for Cinemas Operators and grant of competency certificates and Cinema Operator licenses to successful candidates.

3. A.P.ELECTRICITY DUTY ACT, 1939 AND RULES MADE THEREUNDER.

- (a) Inspection of Accounts of all SAOs of DISCOMS, Licensees/ IPPs, etc., for the purpose of assessing the Electricity Duty payable on the sale of energy and raise the Debit.
- (b) Inspection of accounts of all Licensees and sanction holders in the state and assess the Electricity Duty payable and raise the Debit.
- (c) The rate of Electricity Duty is 6 paise per unit of sale of energy and 25 paise per unit on the energy generated and used for own purpose.
- (d) The Electricity Duty is exempted when the generation is for captive consumption but duty is leviable on entire consumption sale when there is third party sale.
- (e) The Duty is not chargeable on sale of power wherever the price per unit is 12 paise and below.

(f) The consumption by Central Government installation, including railways is not dutiable.

(g) The duty is not leviable on consumption/sale of energy upto 16,666 units p.m. or 2 lakhs units in a year.

4. A.P.ELECTRICAL LICENSING REGULATIONS, 1987:

(a) Grant Licenses to electrical contractors ('A' and 'B' Grade).

(b) Grant of Supervisor and Wireman certificate of competency and Permits to eligible persons.

(c) Oversee the proper implementation of Licensing Regulations throughout the state.

5. HOUSE HOLD ELECTRICAL APPLIANCES (QUALITY CONTROL) ORDER, 2003.

a) For the implementation of the House Hold Electrical Appliances (Quality Control) order, 2003, the Director of Electrical Safety and Chief Electrical Inspector to Government is appropriate Authority and the Principal Secretary, Energy Department is the Appellate Authority. These orders are issued under the provision of Section 3 of Essential Commodities Act, 1955.

b) The main objects of the order is to prevent manufacture, distribution and sale of substandard Domestic electrical appliances in the interest of public safety. Under the provisions of this order it is an offence to manufacture, distribute, store or sell any substandard appliance which is not in conformity with the specified standard with a view to strictly implement these orders the "Appropriate Authority" i.e. the Director of Electrical Safety and Chief Electrical Inspector to Government has authorised all Deputy Chief Electrical Inspector to Govt and Electrical Inspectors of the organisation to search all the electrical shops selling of HHEA and seize any unauthorised and substandard goods/ appliances and initiate action as per the provisions of essential commodities Act.

6. THE STANDARDS LABORATORY OF THE ELECTRICAL INSPECTORATE HAS THE FACILITIES TO TEST THE FOLLOWING:

1. Earth Resistance Tester (Earth Megger)
2. Insulation Resistance Tester (Megger)
3. Tong tester

The Electrical Inspector undertakes testing of consumer installations for leakage, measurement of insulation resistance of equipment and earth resistance at the request of consumers and on payment of requisite fees.

The testing facilities are available at sub divisional offices located at Guntur, Vijayawada, Kurnool, and Visakhapatnam.

II. SERVICE DELIVERY STANDARDS:

- 1) Approval of Electrical Drawings of 132KV and above:
Installations. 3 working days.
- 2) Statutory Approvals of 132 KV and above
Installations 7 working days.
- 3) Arbitrator Cases.
(Judgment will be issued after final hearing) 25 working days.
- 4) Periodical inspections of Installations - As per calendar month
will be conducted after receipt of
installation fees as per G.O.Ms.No.28,
dated 21-07-2012 well in advance.
- 5) Electrical Accidents:
 - 1) Supplier/Owner/User to intimate the occurrence of accident to the concerned Deputy Electrical Inspectors if it is fatal or nonfatal (human or animal) and to the concerned Electrical Inspectors if it is more than 2 multiple fatality in terms of section 161 of Indian Electricity act, 2003 and follow the procedure issued vide G.O Ms. No. 7, dated.13.02.2012
 - 2) Investigation and finalisation and submission of Investigation report within 45 working days.
6. Issue of Electrical and Fire Certificate --- 15 working days.
Form 'D' and 'D' (V) after receipt of
Application in full shape.
7. Cinema Operators Licenses (Fresh)
Examinations will be conducted once
in a year in the month of December.
Results will be published in local paper
within (90) days.
 - (a) Issue of competency certificate and --- 30 working days.
Cinema Operators Licenses.
 - (b) Renewal of Cinema Operator Licenses. --- 15 working days.
8. Duty realized from Licensees is a
continuous process.
9. Applications for issue of Supervisor and
Wireman Permit is a continuous process
throughout the year.

- (a) Licensing Committee will meet once in 6 months approximately. After approval of Committee Certificates, permits and licenses for both 'A' and 'B' grade. --- 45 working days.
- (b) Will be issued fresh.
- (C) Renewals of Permit of the Permit holders. --- 15 working days.
10. 'A' Grade and 'B' Grade.
- (a) Electrical Contractor Licenses. After receipt of application in full shape. --- 7 working days.
- (b) Renewals of 'A' Grade and 'B' Grade Electrical Contractor Licenses. After Receipt of application in full shape. --- 5 working days.
11. Issue of authorisation to Test the Transformer oil and protective relays kit. After receipt of the report from concerned authorities. --- 7 working days.
12. Testing of Transformer oil, Rubber Gloves, Cables etc. --- 7 working days.
13. Searching and Seizing of spurious materials continuous process.

III. Availability of Information:

Sl. No.	Information relating to	Designation	Located at	Telephone Nos.
1.	The Electricity Act, 2003 Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010	a) Director of Electrical Safety and Chief Electrical Inspector to Govt of AP	D.No. 5-17-6,1/16, Brodipet, Guntur-522 002	0863-2241944
		b) Electrical Inspector Guntur.	-do-	7382618536

		c) Deputy Chief Electrical Inspector/Vijayawada.	D.No. 27-16-175, MuddaSubbaiah Street, Besant Road, Upstairs of Indian Bank, Vijayawada – 520 002 Krishna District	0866-2579629
		d) Electrical Inspector Kurnool	10/72, Sri Krishna nagar, Kurnool	08518-229307
		e) Electrical Inspector, Visakhapatnam.	Plot No.2/1, Sector-10, M.V.P. Colony, Vizag-17	0891-2720524.
2.	APC (R) Rules, 1970 and H.H.E.A.	All the Deputy Electrical Inspectors of field Sub-Divisions Located at	Vizianagaram, Visakhapatnam, Rajamahendravaram, Kakinada, Eluru, Vijayawada, Guntur, Nellore, Tirupathi, Kadapa.	
3.	Duty Act	Accounts Officer	D.No. 5-17-6,1/16, Brodipet, Guntur-522 002	0863-2241944
4.	Licensing	Electrical Inspector, O/o C.E.I.G, Guntur.	D.No. 5-17-6,1/16, Brodipet, Guntur-522 002	7382618536

IV. **Complaint Redressals:**

All Regional Offices situated at Guntur, Vijayawada, Kurnool and Visakhapatnam.

Every citizen shall follow BIS standards/ National Electric Code, Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010 and A.P. Cinema (Regulation) Rules, 1970 while establishing above 650V Installations, or purchasing of electrical equipment/Electrical Appliances to minimise the Electrical Accidents and loss of life to human, Animals and loss of Equipment and property and thus save energy.

V. **The reference books pertaining to the above information:**

1. The Electricity Act, 2003.
2. Central Electricity Authority (Measures relating to safety and Electric supply) Regulations, 2010
3. A.P. Cinema (Regulation) Rules, 1970.
4. A.P. Electricity Duty Act, 1939.
5. A.P. Electrical Licensing Regulations, 1987.
6. House Hold Electrical Appliances (Quality Control) 2003.
7. ISI Standards.

8. National Electric Code.
9. A.P. Portal.

The Right of Information Act, 2005

The Right of Information Act, 2005 has come into force with effect from 15-6-2005 and the said Act aims at promoting transparency and accountability in the working of every public authority and it calls for Government Institutions and offices to provide citizens' secure access to information. The action to implement the mandatory provisions under Section 4, which prescribe 17 items of information, which are to be disclosed to the public. The Department of Electrical Inspectorate have already prepared Departmental Manual and Functionary Manual apart from the Citizen Charter and all these should be made accessible to the citizens. The Department must maintain records in proper shape in-an-easy to retrieve manner which can be done by indexing catalogues, records, besides computerising and networking maintenance of the records without coming up, with an excuse of lack of certain infrastructure. Further, for successful implementation of the aforesaid provisions would require a comprehensive management system and effective monitory mechanism besides dedicated efforts by the public servant within the existing frame work.

PUBLIC INFORMATION OFFICERS

Sl. No.	Name of Office/ Administrative Unit	Name and Designation of PIO	Office Tele Phone.
1.	O/o Director of Electrical Safety and Chief Electrical Inspector to Government, D.No.5-17-6, 1/16, Brodipet,Guntur-522 002	Sri J. Padma Janardhan Reddy, Director of Electrical Safety and Chief Electrical Inspector to Government.	0863-2241944
2.	Electrical Inspector, Kurnool 10/72, Sri Krishnanagar, Behind Tungabhadra Industries, Kurnool-518 001	S.Sudhakar Reddy, Electrical Inspector, Kurnool.	08518-229307
3.	Deputy Chief Electrical Inspector, MuddaSubbaiah Street, Besant Road, Upstairs of Indian Bank, Vijayawada – 520 002, Krishna District	P. Jithendra , Deputy Chief Electrical Inspector, Vijayawada.	0866-2579629

4.	Electrical Inspector/Guntur, D.No.5-17-6, 1/16, Brodipet,Guntur-522 002	K. Balasubramanyam, Electrical Inspector, Guntur.	0863-2241944
5.	Electrical Inspector, Visakhapatnam, Sector -10, Plot No. 2, MVP Colony, Visakhapatnam - 17.	G. Vijayalakshmi, Electrical Inspector, Visakhapatnam	0891- 2720524

ASST. PUBLIC INFORMATION OFFICERS.

Sl. No.	Name of Office/ Administrative Unit	Name and Designation of APIO	Office Tel. Resi. Tel Fax.
1.	Deputy Electrical Inspector/Nellore, D.No. 24-1-343, Beside Little Angels School, Mulapeta, Nellore	M.Venu, Deputy Electrical Inspector, Nellore.	0861-2327287
2.	Deputy Electrical Inspector, Visakhapatnam, Sector-10, Plot No.2, MVP Colony, Visakhapatnam-17.	A.Govindarao, Deputy Electrical Inspector, Visakhapatnam	0891-2551861.
3.	Dy. Electrical Inspector, Kakinada, D.No. 2-6-7/6, RTC Complex Road,Peerajupeta, Kakinada - 533 003, E.G. Dist.	H.Santharao, Deputy Electrical Inspector, Kakinada.	0884-2348119
4.	Deputy Electrical Inspector, Tirupati, D.No.19-9-2, Surya Travels Building, Old Tiruchanur Road, Tirupati - 517501.	VenkataRamana, Deputy Electrical Inspector, Tirupathi.	0877-2227044.
5.	Dy. Electrical Inspector, Vijayawada MuddaSubbaiah Street,	V.G.K Prasad, Dy. Electrical Inspector, Vijayawada.	0866-2579630

	Besant Road, Upstairs of Indian Bank, Vijayawada – 520 002, Krishna District		
6.	Deputy Electrical Inspector, Kadapa, D.No.2/1067-2,Nagarajupet, Kadapa-516 001.	Nazeer Ahmed, Deputy Electrical Inspector, Kadapa	08562-274772
7.	Dy. Electrical Inspector, Vizianagaram, D.No. 8-19-58, Gopalnagar, Vizag Road, Vizianagaram-531 204.	SatyanarayanaCh.V., Dy. Electrical Inspector, Vizianagaram.	08922-232062
8.	Dy. Electrical Inspector, Guntur, D.No.5-17-6, 1/16, Brodipet,Guntur-522 002	V. Jayababu, Dy. Electrical Inspector, Guntur	7382618567
9.	Deputy Electrical Inspector, Kurnool, Sri Krishna Nagar, Behind Thungabhadra Industries, Kurnool-518001.	Sudhakar Reddy, Dy. Electrical Inspector, Kurnool.	7382618535
10.	Dy. Electrical Inspector, Eluru, Flat No. A1, Sri RangaSadan, Powerpet, Eluru-534 002.	VeeraSwamy, Dy. Electrical Inspector, Eluru	08812-252513

APPELLATE AUTHORITY.

Sl. No.	Name, Designation and Address of Appellate Officer.	Jurisdiction of Appellate Officer (Offices/administrative units of the authority)	Office Tel. Resi. Tel Fax.
1.	Sri J. Padma Janardhan Reddy, Director of Electrical Safety and Chief Electrical Inspector to	Andhra Pradesh	0863-2241944

Government, D.No.5-17-6, 1/16, Brodipet,Guntur-522 002		
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Therefore, in accordance to the Right of Information of Act, 2005 the following officers are designated as State Public Relation Officers in their respective jurisdictions under Section 5 (1) of the said Act.

1. Deputy Chief Electrical Inspector/Vijayawada.
2. Electrical Inspector/ Visakhapatnam
3. Electrical Inspector/ Kurnool.

In terms of Section 5 (2) of the Right to Information Act, 2005 the following officers are designated as State Asst. Public Information Officers for the units as noted against them.

Sl. No.	State Asst. Public Information Officer as designated.	Name of the Unit (District)
1.	Deputy Electrical Inspector, Kurnool.	Kurnool &Anantapur
2.	Deputy Electrical Inspector Tirupathi	Chittoor.
3.	Deputy Electrical Inspector, Kadapa,	Kadapa.
4.	Deputy Electrical Inspector, Nellore,	Nellore &Prakasam
5.	Deputy Electrical Inspector, Visakhapatnam	Visakhapatnam
6.	Deputy Electrical Inspector, Vizianagaram	Vizianagaram&Srikakulam
7.	Deputy Electrical Inspector, Kakinada.	East Godavari.
8.	Deputy Electrical Inspector, Vijayawada.	Krishna
9.	Deputy Electrical Inspector, Guntur	Guntur.
10.	Deputy Electrical Inspector, Eluru	West Godavari

Further the Director of Electrical Safety and Chief Electrical Inspector to Government is designated as Senior to the State Public Information Officer to receive applications for information or appeals under 'section (1) of Section 19 of the Act.