



ENERGY DEPARTMENT

CITIZEN CHARTER

2019

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Government of Tamil Nadu
2019

ENERGY DEPARTMENT

CITIZEN CHARTER

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**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

**TAMIL NADU GENERATION AND DISTRIBUTION CORPORATION
LIMITED**

1.0. BOARD OF DIRECTORS OF Tamil Nadu Generation and Distribution Corporation Limited

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 Principal Secretary to Government Finance Department, Govt. of Tamil Nadu.
3. Thiru.Md.NASIMUDDIN,I.A.S Ex-officio Director/TANGEDCO Principal Secretary to Government, 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.SUBOTH KUMAR,I.A.S Joint Managing Director Tamil Nadu Generation and Distribution Corporation Limited
6. Er.S.SHANMUGAM, B.E. Part Time Director/ TANGEDCO Managing Director/Tamil Nadu Transmission Corporation Limited
- 7.Er.M.CHANDRA SEKARAN, B.E(Hons). Director/Generation/ TANGEDCO
8. Er. M.A.HELEN,M.E. Director/Distribution/ TANGEDCO
9. Dr.SUBOTH KUMAR,I.A.S Director/Projects/ TANGEDCO (Addl./C)
10. Thiru.K.SUNDARAVADHANAM, B.Sc, ACA, ACS Director/Finance/TANGEDCO

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 1.11.2010 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 installed capacity of 18,299 MW as on 31.03.19. The gross generation and power purchase of TANGEDCO during the year 2018-19 is 1,13,790 MU.

4.2. Supply and Distribution

TANGEDCO has 296 lakh consumers. The distribution network comprises 2.133 lakh circuit kilometres of Extra High Tension (EHT) and High Tension (HT) lines, 6.34 Lakh kilometres of Low Tension (LT) lines, 1,682 Substations, and 3.09 Lakh distribution transformers, besides other assets.

As on 31.03.19, town panchayats, habitations and villages numbering 1.00 lakh have been electrified. In addition, 21.17 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 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 31.03.2019, **6,32,401** 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 **31-03-2019**, **58,505** 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 any where and pay the charges in a simplest way so as to get the service connection at the earliest. **As on 31-03-2019, 6,260** numbers of service connections were effected under this scheme.

(e) Mandatory 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 an 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

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

The Computer based power failure redressal call centres are functioning at Chennai, Kanchipuram, Coimbatore, Tiruppur, Erode, Salem, Madurai, Karur, Trichy, Tirunelveli, Nagercoil, Vellore, Namakkal, Krishnagiri, Dharmapuri, Thirupattur, Tuticorin, Gobi and Virudhunagar. Consumers can register their power supply failure complaints by dialling a 4 digit number '1912' with STD code from anywhere. In continuation, necessary actions are being taken to provide the same facility and it will be extended to the entire districts of Tamil Nadu.

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. 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

- Please make your payments well in advance to avoid long queues.
- Please protect your energy meter from damage.
- Inform us when the meter is stuck up or burnt out or when there is a damage.
- Electricity is precious. Please do not waste or misuse it.
- 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.**

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

6. MNRE Benchmark costs for Off-grid Solar PV Systems of various Renewable energy projects/systems for 2018-19:

a. Solar Pumps

Pump Capacity (HP)	Benchmark Costs (Rs. / hp)
Upto 3 HP DC	85000
3HP – 5 HP DC	77000
Upto 3 HP AC	80000
3 HP -5 HP AC	65000

b. Solar Lighting Systems

System	Benchmark Costs (Rs./ Wt)
Solar Lamps	250
Solar Street Lights	
(i) With Lead Acid battery	300
(ii) With Li-Ion battery	435

c. Stand alone Solar Power Plants / Packs:

Capacity (kW)	Battery back -up (hrs.)	Benchmark Cost(Rs./Wt)
Upto 10	6	100
	3	80
	1	68
Above 10 and upto 25	6	90
	3	72
	1	61

d. Grid Connected Rooftop Solar Power Plants

Capacity	Benchmark Costs (Rs./Wt)
Above 1 kW and upto 10 kW	60
Above 10 and upto 100 kW	55
Above 100 kW and upto 500 kW	53

e. Grid Connected Rooftop and Small Solar Power Plants Programme for “Achievement Linked Incentives” for Government Sectors:

S. No.	Achievement vis-à-vis Target Allocation	Incentives
1	80% and above within the sanctioned period	Rs. 13,750/- per kW

2	Below 80% and up to 50% (including 50%) within the sanctioned period	Rs. 8,250/- per Kw
3	Below 50% and up to 40% (including 40%) within the sanctioned period	Rs. 5,500/- per kW
4	Below 40% within the sanctioned period	NIL

f. Solar Thermal Applications:

S. 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 scheffler 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. Small Wind Energy and Hybrid Systems:

S. No.	Name of the Scheme	Available Financial Assistance / Subsidy
1.	Small Wind Energy & Hybrid Systems (Aero-generators/Wind-Solar Hybrid Systems)	Rs.1,00,000/- per kW (for community users only)

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

7. Feedback/Suggestions:

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

8. 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 2822 4830, 044 2823 6592 Fax: 044 2822 2971 Email: info@teda.in



GOVERNMENT OF TAMIL NADU
ELECTRICAL INSPECTORATE

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

ELECTRICAL INSPECTORATE

1. ADMINISTRATIVE SETUP & HEAD OF THE DEPARTMENT

- i) Thiru Md. Nasimuddin, I.A.S., Principal Secretary to Government
- ii) Thiru. T.Elambooran, B.E., Chief Electrical Inspector to Government (FAC)

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 licencees, 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 and 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, Captive Power Producers, Independent Power Producers, 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.
 - 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 constituted 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.

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	7 days from the date of receipt of compliance report.
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iii) Lift/ Escalator Installation

a	Permission to erect the Lift	30 days from the date of receipt of application
b.	Issue of license	15 days

iv) Cinemas

a	Approval of Drawing proposal for New / Permanent / Semi Permanent Cinemas	30 days from the date of receipt of application
b.	Issue of Electrical Certificate	10 days from the date of receipt of Rectification Report for the defects.

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.

i) **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.

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 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 (in Rs.)	Rate for Inspection under Reg.30 (in Rs.)
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	500	250
	(ii) Neon Sign Lamp	500	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	-
	(vi) High rise Multi stored building (Inspection fees for transformers shall be billed extra)		
	i) More than 15 m upto 24 m in height	5000	
	ii) Exceeding 24 m in height	10000	

B) 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

C) 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.1,500/-
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

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 feedback.

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 TOGOVVT, 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, 1 st Floor, 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, 10 th East Main Road, 1 st Floor, Gandhi Nagar East, Vellore-632 006.	0416-2243588	eivlr@tn.gov.in
8.	ELECTRICAL INSPECTOR/DINDIGUL No. 45/1, Spencer compound, 2 nd Floor, 6 th cross street, Dindigul – 624 003.	0451-2420450	eidgl@tn.gov.in
9.	ELECTRICAL INSPECTOR/ KRISHNAGIRI No.3/1B, 3 rd Cross Street, Mohan Rao Colony, Krishnagiri - 635 001.	04343-233266	eikrg@tn.gov.in
10.	ELECTRICAL INSPECTOR /SALEM, 26-J, SangeethTheatre Complex, Pulikuthi4thStreet, Gugai, Salem – 636 006.	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, No. 7-B, 'C' Colony, Perumalpuram, Tirunelveli – 627 007.	0462-2530343	eitin@tn.gov.in
14.	ELECTRICAL INSPECTOR/ERODE No. 106, Gandhiji Road, Jawans Bhavan 1 st Floor, Erode – 638 001.	0424-2215512	eiede@tn.gov.in
15.	ELECTRICAL INSPECTOR / TIRUPPUR, Room No. 651, 652, 6 th floor, District Collector office Building complex, Palladam Road, Tiruppur - 641 604.	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.6, First floor, Dandapani Nagar, Semmandalam, Cuddalore – 607 001.	04142-223764	eicud@tn.gov.in
18.	Electrical Inspector / NAMAKKAL L.M.R.R. Gate, 2 nd 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.5, Manthope Mariamman Koil Street, Pattunooichatram, Sriperumbudur, Kancheepuram – 602 105.	044-27162916	eisrp@tn.gov.in

22.	ELECTRICAL INSPECTOR / TAMBARAM No:77, Bharathi Nagar 5 th 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

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

<i>Sl. No. (1)</i>	<i>Class of works and Electric installations (2)</i>	<i>Powers and functions (category of work) (3)</i>	<i>Assistant Electrical Inspector (4)</i>	<i>Electrical Inspector (5)</i>	<i>Senior Electrical Inspector (6)</i>	<i>Chief Electrical Inspector to Government (7)</i>
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	-
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	-	-

(1)	(2)	(3)	(4)	(5)	(6)	(7)
3	Periodic al Inspection	Periodic al Inspections of Electrical Installations of voltage exceeding 650V	Periodical Inspections of upto 630kVA installed Transformer capacity	Periodical Inspections above 630kVA installed Transformer capacity	-	-
		Periodic al Inspections of Grid Interactive Generating Units	Periodic al 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 MW	-
		Periodic al Inspections of Substations	Periodical Inspections of Substations upto 33kV including Distribution Transformer	Periodic al 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 Governmen

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 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 – ‘A’ Grade Electrical Contractors’ Association
13. Member representing – ‘B’ Grade Electrical 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:

(i) Issue of Certificate & licenses : 60 days

(Applications for the Renewal of Certificate & licenses should reach this office 90 days before the expiry).

(ii) 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 duly 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 | - | 044 - 22500036 |
| 2. | SECRETARY | - | 044 - 22500291
044 - 22500494
(Direct) |
| 3. | DEPUTY SECRETARY | - | 044 - 22500291 |

**TAMIL NADU POWER FINANCE AND INFRASTRUCTURE DEVELOPMENT
CORPORATION LIMITED, CHENNAI – 35.**

CITIZEN CHARTER

INTRODUCTION:

The Tamil Nadu Power Finance and Infrastructure Development Corporation Ltd., (TNPFDCL) was incorporated on 27.6.1991 as a Non-Banking Finance Company- (Deposit) to fund infrastructural projects. The TNPFDCL is classified as Public Financial Institution U/S 4A of Companies Act. It is wholly owned state Public Sector Undertaking with authorized capital of Rs.5000 Crores and Paid up Capital of Rs.1290 Crores. The company mandate to raise funds through debt market and public deposits and primarily lends to state energy utilities namely TANGEDCO and TANTRANSOCO. The company has loan assets of Rs.33,000 as on 31.3.2019, due to its sound financial and professional management. The company has been making profit since inception.

MAIN OBJECTS OF THE CORPORATION:

FIXED DEPOSITS:

TNPFDCL has emerged as leading NBFC (Deposit) in Tamilnadu attracting depositors, individuals as well as institutional. There is steady growth in deposits from Rs.24,624.22 Crores to Rs.27,324.59 Crores maintaining healthy growth rate of 10.97%, from 9,93,108 depositors. The net deposits from individuals stands at Rs.5,605.73 Crores. The net deposits from individual and institutional depositors have grown from Rs.24,624.22 Crores in 2017-18 to Rs.27324.59 crores in 2018-19.

RATE OF INTEREST:

TNPFDCL offers a competitive interest rate of 7.50% on term deposits for one year, 7.75% for deposits for 2 years and 8.25% for deposits with tenure up to 5 years. The Company offers an additional interest of 0.25% p.a. for one year and two years and 0.50% p.a. for 3,4, and 5 years terms for senior citizens of 58 years and above.

FINANCIAL ASSISTANCE TO TANGEDCO:

TNPFIDCL primarily lends to TANGEDCO for financing their infrastructural projects. The gross sanction since inception stands at Rs.1,03,518.39 Cr by way of hire purchase, lease and term loan. A record lending of Rs.24,358 crores has been made during the financial year 2018-19.

FINANCIAL PERFORMANCE:

TNPFIDCL is a profit making Company since its inception. The total revenue of this Company during the financial year 2018-2019 is Rs.3,038.17 Crores(*Provisional*). The Company has earned a Net profit after tax of Rs.96.90 crores during the financial year 2018-2019. The company has been declaring dividend regularly from the year 1995-96 onwards. A sum of Rs.29.00 crores has been paid as dividend for the year 2017-18 during the financial year 2018-19.

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