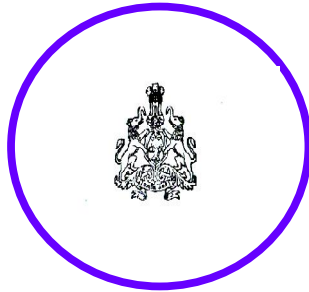




# *Citizens' Charter*



Government of Karnataka  
Department of Electrical Inspectorate



## GOVERNMENT OF KARNATAKA

### Department of Electrical Inspectorate

### Citizens' Charter

#### Need for a Charter

The department striving to provide all services expected of the department at the least possible time has transparent procedures which aims to continue quality service to the public.

#### Objectives of the Charter

1. To place before the public an overview of the organisation.
2. To inform the citizens about the kinds of services that the department provide.
3. To state the standards of services delivered

#### Our Vision

The Department which has been striving to provide near perfect electrical installations free from electrical hazards has also ensured that safe power is available at the consumer terminals for use by the end user. The department has also initiated measures to educate the public as well as Licensed Electrical Contractors with the procedures to be followed in the safe use of power to be availed from the supply terminals. The department also undertakes periodical inspections of the electrical system to educate the consumers and the public regarding the dangers from unsafe handling and usage of electric power. During the said inspections consumers and public are also educated with the information and statutory requirements in maintaining the safe distances from live supply lines / terminals / equipments, etc.

In as much as the department strives to achieve the objectives of the Acts and Rules with the limited man power on hand compared to the enormous and vast electrical network in the State of Karnataka, the public also has a great role to play in this regard in building their electrical installations and infrastructure within the parameters of safety in their own interest as well as the interest of the public at large. In this regard, the efforts and participation of the Licensed Electrical Contractors who play a bridge between the statutory requirements and infrastructure of the consumer is also very huge not just from the point of ensuring public safety as a social obligation but largely as a statutory requirement. It is pertinent to add here that the law and Rules require that

**Rule 45(1) “No electrical installation work, including additions, alterations, repairs and adjustments to existing installations, except such replacement of lamps, fans, fuses, switches, low voltage domestic appliances and fittings as in no way alters its capacity or character, shall be carried out upon the premises of or on behalf of any 3[consumer, supplier, owner or occupier] for the purpose of supply to such 3[consumer, supplier, owner or occupier] except by an electrical contractor licensed in this behalf by the State Government and under the direct supervision of a person holding a certificate of competency and by a person holding a permit issued or recognised by the State Government.**

**Rule 45 2[(2) No electrical installation work which has been carried out in contravention of sub rule (1) shall either be energised or connected to the works of any supplier]”**

as statutory requirement under Rule 45 of I.E. Rules 1956.

In as much as the Rule requires that the electrical works as aforesaid are to be executed by a Licensed Electrical contractor, the licensed electrical Contractor is also required to ensure that he employs qualified supervisors and wiremen to execute the said works. It is in these requirements of rule 45 of the I.E. rules that the Government of Karnataka has enacted the Act and Rules with regard to the Karnataka (Licensing of Electrical Contractors and grant of Certificates and Permits to Electrical supervisor and Wiremen) Rules 1976, which the Department of Electrical Inspectorate administers.

In order to achieve quality service at the least possible time, the public in general as well as the consumers and the Licensed Electrical Contractors in particular shall follow the following guidelines for effective / smooth / immediate compliance of the requirements under the statute expected from the department.

#### 1. Services delivered by the department

##### **We are committed to:**

The main objective of the dept. of Electrical Inspectorate is to ensure that all electrical installations in the state of Karnataka are installed and maintained as per the relevant Safety Codes and Standards. This is being strictly carried out with a specific intention of minimising the danger to human beings, animal life in particular and damage to the property in general. The Department is entrusted with the responsibility of ensuring the safety requirements in Generation, Transmission, Distribution and Utilisation of electrical power.

This is achieved by proper administering and effective implementation of the provisions of the Indian Electricity Rules 1956, Electricity Act 2003, Karnataka Lifts Act 1974 and Lifts Rules 1976, Karnataka Cinematograph Act 1964 and Rules 1971, Karnataka (Licensing of Electrical Contractors and grant of Certificates and Permits to Electrical supervisor and Wiremen) Rules 1976 and The Karnataka Exhibition of Films On Television Screen Through Video Cassette Recorder Or Laser Disc (Regulation) Rules, 1984.

This Department is also entrusted with the supervision, auditing, accounting and collection of tax on electricity consumption as per Karnataka Electricity (Taxation on Consumption) Act 1959 and Rules 1959.

##### **Our mission:**

The main functions of the dept. of Electrical Inspectorate under the Central Electricity Act & Rules besides the State Acts & Rules are as follows:

1. Scrutiny and approval of electrical installation drawings of Generating Stations, Transmission lines MUSS of Licensees, Distribution Systems of ESCOMs, EHT, HT, CG/DG/TG sets, Multistoried buildings (More than 15 metres in height), lifts & escalators, and cinema installations.
  2. Initial inspection for verifying safety standards and grant of permission for commissioning of the above electrical installations and X-ray, Neon sign installations and temporary installations of consumers.
  3. Periodical inspection of all the EHT, HT, DGs/TGs, MSB, Lifts & Escalator installations yearly once and supplier and MV installations five year once and cinema installations as and when consumer files application for renewal.
  4. Investigation of electrical accidents and reporting on the same to the Government, with remedial suggestions to prevent the re- occurrence of the same.
  5. Enquiring into and adjudication of complaints and disputes between Consumer & Electrical contractor.
  6. Supervision, auditing, accounting and collection of electricity consumption tax from different electricity consumers through Supplier/Licensee and Distribution Companies and collecting electricity tax on captive consumption as and when Government Notifies.
  7. Issue of electrical contractor licences, supervisor permits, special wiremen permits, wiremen permits and renewal of the same.
  8. Conducting examinations for electrical supervisors (Industrial & Mining) and electrical wiremen for issue of competency certificate & permits.
  9. Conducting examinations for issue of cinema operator competency certificates.
2. Service standards:

Services will be provided with in the listed number of working days.

Service	Office of the CEIG	Office of the DCEI	Office of the EI	Office of the DEI	AEI
1. Approval of drawings	15	10	10	10	--
2. Commissioning approval	15	10	10	10	10
3. Licences (/) Permits	10	10	-	-	-
i) Lifts					
ii) Contractor License	60	-	-	30	-
iii) Supervisor/ wiremen permit	60	-	-	30	-
iv) Special wiring permit	60	-	-	30	-
v) COC Permit	15	-	10	-	-
4. (i) Technical Queries	15	15	15	15	15
(ii) Tax quarries	20	20	20	20	20
5. General replies to public quarries.	10	10	10	10	10

Application forms and fee details are available in department web site:  
[www.ksei.gov.in](http://www.ksei.gov.in)

### 3. Availability of informations

1. Hand book on the department
2. Inspection manual under IE Rules / State Act & Rules.
3. Manual on tax, Act/Rules
4. Informations under RTI Act.

Information as detailed above can also be obtained from the following offices located as under

Sl. No.	Offices	Location	Contact Person	Phone No & Fax No.
1	Head Office	#32/1-2, 2 <sup>nd</sup> Floor, Crescent Towers, Crescent Road, Bangalore-01	Badri Nararayana Babu	080-22341667 Fax: 080-22341692

2	Deputy Chief Electrical Inspector, B'lore North	2nd Floor, Mythri Kalyana Mantapa, Magadi Road, KHB Colony, Bangalore - 79	S.G. Siddabasappa	080-23155467
3	Electrical Inspector, B'lore North	-do-	A.B.Muriges	080 23155739
4	Electrical Inspector, B'lore West	-do-	P. Jayaram	080 23155467
5	Deputy Electrical Inspector, Bangalore North	-do-	K. Nagaraj	080 23155467
6	Deputy Electrical Inspector, Bangalore Addl. North	-do-	Chandrashekar S. Golasangi	080 23155467
7	Deputy Electrical Inspector, West	-do-	G. Ravikumar	080 23155467
8	Deputy Electrical Inspector, Ramanagar,	Ijoor, Opp. Mini Vidhana Soudha, Kuvempunagar, Ramanagar	N.V. Srinivas	
9	Electrical Inspector, Davanagere	Bakkeswara Near Togaveera Kalyana Mantap, Church Road, M.C.C. 'A' Block, Davanagere	B.V. Shashikala	08192221556
10	Deputy Electrical Inspector, Davanagere	-do-	Prabhakar M S	08192221556
11	Deputy Electrical Inspector, Chitradurga	Sarvamangala Nilaya, Neelakanteswara Extn,Chitradurga	J.H. Srinivas	08194222357
12	Deputy Chief Electrical Inspector, B'lore South,	# 53/2, Behind Nijagunakshetra, B.T. Road, Basavanagudi, Bangalore-19.	H B Lakshmeesha	080 26608675
13	Electrical Inspector, Bangalore South	-do-	B P Nagaraj	080 26608675
14	Electrical Inspector, Bangalore Addl. South	-do-	Manjunath	080 26608675
15	Deputy Electrical Inspector, Bangalore South-1	-do-	G. Girish	
16	Deputy Electrical Inspector, Bangalore South-2	-do-	G. Girish (I/C)	
17	Deputy Electrical Inspector,	-do-	M.C. Srinivas	

	Bangalore Addl. South-1			
18	Deputy Electrical Inspector, Bangalore Addl. South-2	-do-	K. Padmanabha	
19	Deputy Chief Electrical Inspector, B'lore East,	No. 306, 6th Main, 18th Cross, Chitrashilpi Venkatappa Road, Malleswaram, B'lore 560 054	M.S. Basavaraju	080 23462863
20	Electrical Inspector, B'lore East	-do-	K.S. Anjanappa	080 23462863
21	Electrical Inspector, B'lore Addl. East	-do-	T N Appachu	080 23462863
22	Electrical Inspector, B;lore Central	-do-	M.R. Srinivasa Murthy	080 23462863
23	Deputy Electrical Inspector, Bangalore East	-do-	B. Subramanya	080 23462863
24	Deputy Electrical Inspector, Addl. East	-do-	K.M. Kantharajau	080 23462863
25	Deputy Electrical Inspector, Central	-do-	C S Muralidhar	080 23462863
26	Deputy Electrical Inspector, Kolar	No.172, New Extension, Near Chinmaya Nursery School, Kolar	B. Subramanya I/C	08152 222392
27	Deputy Electrical Inspector, Chikkaballapur	Opp. Citizen club, Vapasandra Chickballapur.	Harsha Kumar H.N	
28	Deputy Electrical Inspector, Tumkur	Ramya Nilaya, 4th cross, Ashok Nagar, Tumkur	Rajkumar S. Biradar	08162278876
29	Deputy Chief Electrical Inspector, Mangalore	Mangalore, 2nd floor, Anugraha Building, Mannagudda, Mangalore-3	D.L. Nagaraju	0824 2454484
30	Electrical Inspector, Mangalore	-do-	M S Purad	0824 2454970
31	Deputy Electrical Inspector, Mangalore	-do-	Sriram.V	0824 2454970
32	Electrical Inspector, Udupi.	No.9/3/42, T.V.Road, Kadekoppal, Near Poornapragna College, Auditorium, Udupi	Sudesh Martis	0820 2521944
33	Deputy Electrical Inspector, Udupi	-do-	Sudesh Martis	0820 2521944

34	Electrical Inspector, Shimoga	Mathrushruthi Nilaya, 4th Cross, Durgigudi Exten, Shimoga	S.M. Shashidhar	08182220724
35	Deputy Electrical Inspector, Shimoga	-do-	D. Siddappa	08182223263
36	Deputy Electrical Inspector, Chikkamagalore	Near Sri Raghavendra Swamy mutt, N,R.Road, Basavanahalli Extn, Chickmagalore	D. Siddappa I/C	08262235390
37	Deputy Chief Electrical Inspector, Mysore	#1360, J & H Block, Anikethana Road, Kuvempunagar, Mysore-23	Mohammed P. Javid Rubbani	08212463177
38	Electrical Inspector, Mysore South	-do-	M. Chandrashekar	08212463177
39	Electrical Inspector, Mysore North	-do-	T.A. Sampath Krishnamachar	08212463177
40	Deputy Electrical Inspector, South	-do-	H.S. Venkatesh (I/C)	08212463177
41	Deputy Electrical Inspector, North	-do-	H.S. Venkatesh	08212463177
42	Deputy Electrical Inspector, Mandya	Bandigowda layout, M C Road, Mandya	Altaf H Jakarathi	08232220611
43	Deputy Elecl. Inspector, Chamarajanagar	C/o C V Nagaraj, 2nd cross, Banajigara beedhi, (Hallanda keru) Chamarajanagar-571313	Altaf H Jakarathi (I/C)	---
44	Electrical Inspector, Hassan	1st Cross, Kasturaba Road, Hassan	K V Sadananda	08172268105
45	Deputy Electrical Inspector	-do-	H.N. Hemanth Kumar	08172268105
46	Deputy Electrical Inspector, Madikeri	Cellar Floor, Holla Complex, M'lore Road, Madikeri	H.N. Hemanth Kumar, I/C	08272224741
47	Deputy Chief Electrical Inspector, Dharwad	Sneha Building, Brindavan layout, Behind sanmati Hostel, Dharwad	Nanda V.Kulkarni	08362446724
48	Electrical Inspector, Dharwad	-do-	A J Kantharaju	08362442351
49	Deputy Electrical Inspector, Dharwad	-do-	Venkata Reddy B.K.	
50	Deputy Elecl. Inspector, Gadag	Brindavan Building, Masumali complex, Dattatreya Road Gadag-582101	Vacant (Vankata Reddy B.K. A/C )	--
51	Dy.Electrical Inspector, Sirsi	KDCC Bank campus, Sirsi	Chandrashekhar Kadkol	08384229030
52	Deputy Electrical Inspector, Haveri	Ganga sadana, Vidyanagar P.B Road, Haveri	Vacant (Chandrashekhar M Kadkol, A/C)	
53	Electrical Inspector,	Lingade Building, club Road,	A G Deshpande	08312436331

	Belgaum	Belgaum		
54	Deputy Electrical Inspector, Belgaum	-do-	Huligeppa	08312436331
55	Independent Asst. Electrical Inspector, Ghataprabha		Shankaragowda Patil	
56	Deputy Electrical Inspector, Bijapur	Desai Building, Swamy chidananda cross, station Road, Bijapur	H.S. Chikkannanavar	08352 223164
57	Deputy Electrical Inspector, Bagalkot	#207, 3rd Floor, Jilla Adalitha Bhavan(Mini Vidhana soudha) Navanagar, Bagalkot	Mallappa S. Kuri	08354220686
58	Deputy Chief Electrical Inspector, Bellary	#53, Thallur Road, Parvathinagar, Bellary	M V Shashidhar	08392267648
59	Electrical Inspector, Bellary	-do-	K.C. Reddy	08392266094
60	Deputy Electrical Inspector, Bellary	-do-	A,N. Vijaya Kumar	08392 267648
61	Deputy Electrical Inspector, Koppal	No.9-7-690:29, Manishantha veeranager, Hospet Road, Koppal	Vacant (A.N. Vijaya Kumar A/C)	--
62	Electrical Inspector, Gulbarga	C/o Gurunath Rao Sajjan plat No.25, Jewargi colony, Gulbarga	S. B Khanapur	08472220932
63	Deputy Electrical Inspector, Gulbarga	-do-	Shivakumar Hiremani	08472220932
64	Deputy Electrical Inspector, Bidar	No.8-11-12, KPTCL Road, Bidar	Vacant (Shivakumar Hiremani AI/c)	08482 226699
65	Deputy Electrical Inspector, Raichur	No.1-11-55:1, Shivakimar Bldg. Nijalingappa colony, Raichur	Vacant, Baba sab Desai (I/C)	08532 220024
66	Deputy Electrical Inspector, Yadgir	Siddapur Road, CMC Building, Yadgir	Vacant (Shivakumar Hiremani AI/c)	

4. For information after office hours you may contact the following officers on the respective phone Nos.

Sl. No.	Designation	Name of Officer	Contact No.
1	Chief Electrical Inspector Govt.	D. H Basava Raju	080-23567491
2	Deputy Chief Electrical Inspector Bangalore South	H B Lakshmeesha	080-23194281
3	Deputy Chief Electrical Inspector , Mangalore	D. L Nagaraju	--
5	Deputy Chief Electrical Inspector Mysore	Mohammed P. Javid Rubbani	---
5	Deputy Chief Electrical Inspector Bangalore East	M S Basava Raju	---
4	Deputy Chief Electrical Inspector Bellary	M V Shashidhar	--
3	Deputy Chief Electrical Inspector Bangalore North	S G Sidda Basappa	080-26577708
7	Deputy Chief Electrical Inspector Dharwad	Nanda.V.Kulkarni	08362 357456

Forms those are available at the offices

Title of form	available at Head Office	available at Office of DCEI	available at Office EI	available at Office of DEI
1. Form for fresh contractor licence	Rs. 10	---	---	Rs. 10

2. Special Wiring permit	Rs. 10	---	----	Rs. 10
3. Form for Supervisor (Industrial/Mining) permit	Rs. 5	---	---	Rs. 5
4. Form for wiremen permit	Rs. 5	---	---	Rs. 5
5. Renewal form for contractor licence	-----	---	---	-----
6. Renewal form supervisor permit	-----	---	---	-----
7. Renewal form for wiremen	-----	---	---	-----
8. Registration fee for COC	Rs. 20	---	---	Rs. 20
9. Exam application for COC	---	----	-----	-----
10.B & D form	---	---	---	-----
11.Exam application for Industrial Supervisor	General-Rs. 5 SC/ST-Rs. 3			General-Rs. 5 SC/ST-Rs. 3
12.Exam application for Mining Supervisor	General-Rs. 5 SC/ST-Rs. 3	---	---	General-Rs. 5 SC/ST-Rs. 3
13.Exam application for wireman	General-Rs. 5 SC/ST-Rs. 3			General-Rs. 5 SC/ST-Rs. 3

## 5. Complaint Redressal systems

Courteous and helpful service will be extended by all the staff. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints.

Complaint redressal will be attended at the Head office between 10.30 to 5.00 PM and at the field office between 3.30 to 5PM at all the offices detailed under item (4)

If the redressal is not to the satisfaction of the complainant the next higher authority may be contacted / addressed.

Complaint redressal shall be confined to the periods detailed below:

Office	Redressal	2 <sup>nd</sup> Redressal / Appellate
Head office	10 days	5 days
Office DCEI	15 Days	10 Days
Office EI	15 Days	10 Days
Office of DEI	15 Days	-----

Complaints could also be registered at the department website <http://www.ksei.gov.in>.

## 6. Consultations with our users

- i) LA& EB meeting

## 7. We seek your co-operation on the following

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way.

- (1) Please send the proposal well in advance
- (2) Please send the proposal in full shape with all details
- (3) Please send the renewal applications with in stipulated months before the expiry of the certificates/license along with the required fee.

## 8. Future Scenario

- Department will take all efforts to improve the work methods and work standard
- Department will review and revise the Charter periodically

We are committed to constantly revise and improve the services being offered under the Charter.

**WE WELCOME SUGGESTIONS FROM ALL FOR  
IMPROVEMENT OF OUR SERVICES**