

| Frequently asked Questions on Lifts/Escalator related services | | |
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| Sl.No. | Questions | Answers |
| 1. | How to obtain permission to erect New Lift/Escalator? | Permission to erect the lift will be granted by the jurisdictional Deputy Chief Electrical Inspector, if the application (Form-A) and enclosures are in order |
| 2. | Where are the Deputy Chief Electrical Inspector offices Located? | <ol style="list-style-type: none"> 1. Deputy Chief Electrical Inspector, Bangalore North, Maithri Kalyan Mantap, KHB Colony, Magadi main Road, Bangalore-560079 Contact No: 080 23155467 2. Deputy Chief Electrical Inspector Bangalore South, #53/2, behind Nijaguna Kshetra, Bull Temple Road, Basavangudi, Bangalore-560019 Contact No: 080 26608675 3. Deputy Chief Electrical Inspector, Bangalore East.#307, 6th main, 18th cross, Malleswaram, Bangalore-560055 Contact No: 080 23462863 4. Deputy Chief Electrical Inspector Mangalore, 2nd Floor, Anugraha Building, Mannagudda, Mangalore-3 Contact No: 08242 454484 5. Deputy Chief Electrical Inspector Mysore, #1360, J&H block, Anikethana Road, Kuvempunagar, Mysore-23 Contact No: 08212463177 6. Deputy Chief Electrical Inspector Dharwad,Sneha Building, Brindavan Layout, Behind Sanmati Hostel, Dharwad Contact No: 08362442351 7. Deputy Chief Electrical Inspector Bellary, No: 54, 3rd Cross, Talur Road, Parvathinagar, Bellary. ,Contact No: 08392 266094 |
| 3. | What are the Jurisdictions Of Deputy Chief Electrical Inspector Officers | <ol style="list-style-type: none"> 1. DCEI Bangalore North: N1, N2, N3, N4, N5, N6, N7, W1, W2, W3, W4, W5, W6, W7, Nelamangala of BESCOM Sub-division in Bangalore city limits and Ramnagar, Davangere & Chitradurga districts. 2. DCEI Bangalore South: S1, S2, S3, S4, S5, S6, S7, S8, S9, S10, S11, S12 Anekal of BESCOM Sub-division in Bangalore city limits and Chandapura sub divisions. 3. DCEI Bangalore East: E1, E2, E3, E4, E5, E6, E7, E8,C1, C2, C3, C4,C5,C6, C7 of BESCOM Sub-division in Bangalore city limits and Hoskote, Nandagudi, Doddaballapura & Devanahalli sub divisions, Kolar, Chikkaballapura & Tumkur Districts. 4. DCEI Mangalore: Mangalore, Udupi, Shimoga & Chikmagaluru Districts. 5. DCEI Mysore: Mysore, Chamarajnagar, Mandya, Hassan & Madikeri. 6. DECI Dharwad: Dharwad, Haveri, Gadag, Uttara kannada, Belagavi, Bijapura & Bagalkote Districts 7. DCEI Bellary: Bellary, Koppala, Gulbarga, Raichur, Bidar & Yadgir Districts. |
| 4. | What are the Documents to be furnished to obtain Erection Permission | <ol style="list-style-type: none"> 1. Duly filled in Form "A" in quadruplicate 2. Drawings showing the Layout of the lift, Plan, Section elevation, Arrangement of doors, Lift well enclosure, Size and position of the machine relating to the lift well, position of hoisting machine & Number of floors to be served and total travel height duly signed by the Applicant and Authorized Person of Lift Company, in quadruplicate. The specification of lift shall be as specified in schedule of KLR 1974 & relevant code of practice specified in BIS 3. Enclose quadruplicate copies of drawings duly signed by the Applicant and licensed Electrical Contractor, showing Wiring of lighting points switches control boards & other electrical apparatus indicating different circuits in colour code Scheme for the complete lift installation including earthing scheme showing size of earth leads, method of construction of earth electrode, laying of cables, etc. 4. Copy of the building plan / civil plan approved from competent authority showing location of lift/s 5. Khata certificate from respective competent authority (the title should in the name of owner or applicant should be |

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| | | holder of GPA) 6. Revenue Tax paid receipt of the building where lift is to be installed 7. Enclose original receipt or challon for Rs. 500/- towards drawing scrutiny charges(The amount shall be remitted at any Govt. Treasury or at Bank under head of account "0043" or DD drawn in favour of jurisdictional DCEI |
| 5. | On what basis Erection Permission is granted | On receipt of application the officers scrutinize the application, if found correct permission will be granted otherwise it will be informed to furnish required documents |
| 6. | When to seek for inspection of lifts/Escalators | After the completion of works related to lifts/Escalators one can apply for inspection with relevant documents. |
| 7. | What is the validity of Erection permission | The permission granted under the KLA is valid for one year. |
| 8. | What are the documents required to apply for inspection of Lifts/Escalators | An Applicant is required to furnish the following documents for inspection. 1. Duly filled in Form – 'B' – the notice of completion of erection of lifts/escalator 2. The work completion report of the Manufacturer of Lifts 3. The Work Completion report of the Electrical Contractor. 4. Copy of License of the electrical contractor and supervisor permit. 5. Original receipt/ challan for Rs. 2000/- towards inspection of each lift or ₹ 2500/- for each escalator (The amount shall be remitted at any Govt. Treasury or Bank under head of account "0043" or DD drawn in favour of jurisdictional DCEI.) 6. If the building is more than 15 mtrs in height, A copy of MS building approval issued by competent authority |
| 9. | Who will inspect the newly installed Lift/Escalator? | Designated jurisdictional Inspector of Lifts (DCEI) will Inspect the new Lift/Escalator on behalf of the State Inspector of Lifts. |
| 10. | Who are all to be present during inspection of Lifts/Escalators | Electrical Contractor, supervisor, Building Owner, Erection Engineer from lift company need to be present. |
| 11. | What is the next procedure after Inspection | Lift inspector inspect the lift as per check list (as per BIS) if found any discrepancy will be intimated to owner of building for rectification. If found in conformity with KLR, recommends for Licence to competent authority. |
| 12. | What is the procedure after attending all the observations | After attending all the observations through the lift agency / LEC, the owner has to send compliance report to Inspecting authority. |
| 13. | Where is the Chief Electrical Inspector office located? | The Chief Electrical Inspector to Govt., #32/1-2, 2 nd floor, Crescent Towers, Crescent Road, Bangalore-560001, Contact No:080-22341691, Fax:080-22341692 |
| 14. | Who will grant licence to commission /use lift/Escalator | On the basis of recommendation letter issued by the concerned DCEI, the Chief Electrical Inspector to Govt. (state Inspector of Lifts) will issue License to run Lifts/Escalators. |
| 15. | Whether an Operator is mandatory to operate a lift. | Yes, Every lift operator must have attained the age of eighteen years & shall be a person who has been trained in the correct operation of lift. |

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| 16. | What are all the safety precautions to be taken while travelling in lift? | <ol style="list-style-type: none"> 1. When you reach the elevator door, push the CALL button only once. Pushing the button repeatedly or pushing both buttons at once slows the service to your floor. When the elevator doors open, make sure you follow the following simple safety rules. <ul style="list-style-type: none"> • Watch your step. The car may not be perfectly aligned to the floor. • Exit immediately at your floor as soon as the door opens. Do not wait for those behind you. • The DOOR OPEN button can be held by someone within the car to keep the doors open until you alight. • Never stop closing elevator doors with your feet or hand. Wait for the next elevator. • In case of a fire in the building, it is wise to use the stairs. Do not use the elevator. • Hold pets, parcels and small children firmly while travelling in the elevator. 2. Do not overload the lift above its capacity 3. Should not allow kids to use lifts alone. Always elders must accompany them 4. Should not allow children's to play in lift 5. One should follow the instruction of lift operator 6. Do not try to open the door if the lift is not at the landing level. 7. Do not force to open the door under any circumstances 8. Do not switch off the cabin lights 9. Do not force your hand through the gates 10. Do not try to open the door when the lift is in motion 11. Do not use "STOP" button unnecessarily 12. Do not allow children to misuse the lift 13. Lift /Building owners should maintain enough lighting in the lift lobbies in the interest of safety of lift user. |
| 17. | How to survive in trapped elevator/lift? | <ol style="list-style-type: none"> 1. The key thing is not to panic if the lift is stranded in between, please press the alarm bell. Modern lifts have sophisticated safety mechanisms that prevent them from plummeting even in the case of a power cut. It is very likely that the worst thing that will happen is that one has to wait a short while until the lift is working again. If you're in a lift that suddenly stops, try pushing a floor button again, or the Open Door button. If the lift still doesn't respond it's time to summon assistance. 2. Most modern lifts have an intercom or telephone which will connect you with lift maintenance staff so you can call for help. If there is no telephone, then there will most likely be an alarm button to call for help. Alternatively, if you have a mobile phone, you could use it to call the emergency services or call a friend to ask them to call the local fire service. If none of these options are available to you, shout loudly or bang on the door to attract the attention of someone outside. Once you have alerted the outside world to your plight you might have to wait a while to be rescued, especially if the lift maintenance staff have a long way to travel to reach you. 3. Never try to exit the lift through the roof hatch. This is extremely dangerous if the lift suddenly starts moving again. |
| 18. | What to do in case of an elevator stopping between floors? | <ol style="list-style-type: none"> 1. In case of an elevator stopping between floors, DO NOT PANIC and follow the below guidelines: <ul style="list-style-type: none"> • Push the ALARM button to call for assistance. Alternately, you may use the car's telephone if provided. • Wait for help to arrive. Do not pry the doors open or try to crawl out through the roof of the car. It is dangerous. • Take deep breaths and keep your mind off PANIC. Remember that there is enough air circulating. • Sit down while you wait. The majority of injuries have occurred when the elevator suddenly begins to move. • If the elevator doors have opened between floors, never try to get out, even if somebody wants to assist you. |

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| | | <ul style="list-style-type: none"> • If there is a power failure, wait for the emergency lighting to take over. Extra carefulness is recommended <ol style="list-style-type: none"> 2. Don't try to come out manually by force opening the door. 3. Don't try to break or damage lift car 4. Authorized persons alone should use the emergency key to open the door in case of stranded elevator |
| 19. | What safety precautions to be taken while using escalators? | <p>Simple safety rules apply while using escalators as well. Most accidents occur as a result of FALLING.</p> <p>Before you get on</p> <ol style="list-style-type: none"> 1. Do not ride barefoot or with untied shoelaces. 2. Make sure you get on to the right escalator going in the direction you want. 3. If you are riding with small children, make sure they are held firmly. 4. If you are wearing loose or long clothing, hold it carefully. 5. If you have packages to hold, hold firmly with one hand as you grasp the hand rail with the other. 6. Step on and off promptly. <p>When riding the escalator</p> <ol style="list-style-type: none"> 1. Stand toward the centre of the step and face forward. 2. Do not rest your parcels or handbag on the handrail. 3. Keep loose/long clothing clear of the sides. 4. Be alert. <p>When alighting the escalator</p> <ol style="list-style-type: none"> 1. Walk off promptly without any hesitation. 2. Move away immediately so as to enable those behind you to alight as well. <p>In case of emergency Push one of the STOP buttons provided at the top or the bottom landings of the escalator (on the handrail or floor level)</p> |
| 20. | How to perform rescue operation? | <ul style="list-style-type: none"> • An authorized person should be Available while performing rescue operation manually • Switch off the elevator main power before hand cranking. • Identify the location of elevator where it is trapped. • Console the passengers who are Trapped inside the elevator and Request them to remain calm till the rescue operation is finished. • One has to release the device kept in The machine room & insert it to the brake in position. Another should hold firmly the fly Wheel of the motor. • Open the brake manually using the Brake releasing device. • Slowly rotate the fly wheel until elevator reaches the nearest landing floor level. • When the elevator is in level, remove The brake releasing device and hang It in position as it was in the machine room. • Go to the elevator landing floor, Open the landing & car doors using door open key to release the trapped passenger and close the car & landing doors firmly. • Go to the machine room and switch on the elevator main. • Check for the availability of 3 phase Power supply before lodging a breakdown complaint. • Register a breakdown complaint with the lift maintenance agency/company. |

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| 21. | To whom accidents to be reported/ Whom to inform in case of lift accidents | To Jurisdictional unit office of Electrical Inspectorate or Deputy Chief Electrical Inspector Office (listed in Q2) & SHO |
| 22. | Who will investigate occurrences of accident in lift/escalator? | Jurisdictional Deputy Chief Electrical Inspector |
| 23. | Whether Annual Maintenance Contract between Building owner & Lift Company is mandatory. | Yes, it is mandatory. Every owner of the lift shall enter into a contract with the makers of lift or their agencies for the satisfactory maintenance of the lift (see schedule 12 of the Karnataka lift rules 1976.) |
| 24. | What to do with unused lifts. | The owner shall either remove it or maintain it in a safe mechanical condition after disconnecting it entirely from the electric supply & shall restrict the public from entering lift well |
| 25. | Within how many days lift license will be given? | Erection permission : Within 10 days from date of application Inspection: within 30 days from date of application License to Run the lift: 10 days after receipt of recommendation |

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