



# **CITIZEN CHARTER**

**Central Electricity Authority  
Ministry of Power**

**Address:-** केंद्रीय विद्युत प्राधिकरण/Central Electricity Authority  
सेवा भवन/Sewa Bhavan, आर.के.पुरम/R.K. Puram  
नई दिल्ली /New Delhi - 110066  
वेबसाईट /Website : [www.cea.nic.in](http://www.cea.nic.in)  
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## **CITIZEN'S CHARTER**

### **1 Address of the Office with Title**

CHAIRPERSON  
CENTRAL ELECTRICITY AUTHORITY  
MINISTRY OF POWER  
SEWA BHAWAN, R.K. PURAM,  
NEW DELHI-110066.

Tel.: 26102583 (O),  
26109212 (O)  
Tele Fax.: 26109212

CEA's Web site Address:  
[www.cea.nic.in](http://www.cea.nic.in)

### **Organization of CEA**

The Central Electricity Authority (CEA) is a statutory organization originally constituted under section 3(1) of the repealed Electricity (Supply) Act, 1948 since substituted by section 70 of the Electricity Act, 2003. It was established as a part-time body in the year 1951 and made a full-time body in the year 1975.

As per section 70(3) of the Electricity Act, 2003, the Authority shall consist of not more than 14 Members (including its Chairperson) of whom not more than eight shall be full-time Members to be appointed by the Central Government.

CEA is headed by a Chairperson who is the Chief Executive of the Authority and who oversees the development of Power Sector in the country. A Secretary, appointed by the Authority with the approval of the Central Government under section 72 of Electricity Act 2003, assists him in the discharge of CEA's statutory functions. The Secretary also assists the Chairperson in all matters pertaining to administration and technical matters including human resource development and concurrence to hydro power projects. Presently, there are six (6) wings in CEA namely Planning, Hydro, Thermal, Grid Operation & Distribution, Economic & Commercial and Power System, each headed by a Member of the Authority. Under each Member, there are technical divisions each headed by an officer of the rank of Chief Engineer. At present, there are twenty-seven divisions in CEA headquarters at New Delhi. The Co-ordination Division reports directly to the Chairperson.

## **VISION AND MISSION**

### **2. VISION**

To continue as the apex technical organization for facilitating overall development of the Power Sector in the country to provide quality power for all at affordable price.

### **3. MISSION**

Central Electricity Authority seeks to achieve the vision by performing its statutory functions by providing technical support base in the form of Plan documents, technical standards & regulations, project monitoring mechanism power sector information and upgrading skills of human resources in the power sector of the country.

#### **Functions of CEA**

The functions and duties of the Authority are delineated under section 73 of the Electricity Act, 2003. Besides, CEA has to discharge various other functions as well under sections 3, 8, 53, 55 and 177 of the Act.

As per Section 73 of the Electricity Act, 2003, the Central Electricity Authority shall perform such functions and duties as the Central Government may prescribe or direct, and in particular to

- a) advise the Central Government on the matters relating to the national electricity policy, formulate short-term and perspective plans for development of the electricity system and coordinate the activities of the planning agencies for the optimal utilization of resources to subserve the interests of the national economy and to provide reliable and affordable electricity to all consumers;
- b) specify the technical standards for construction of electrical plants, electric lines and connectivity to the grid;
- c) specify the safety requirements for construction, operation and maintenance of electrical plants and electric lines;
- d) specify the Grid Standards for operation and maintenance of transmission lines;
- e) specify the conditions for installation of meters for transmission and supply of electricity;
- f) promote and assist in the timely completion of schemes and projects for improving and augmenting the electricity system;
- g) promote measures for advancing the skill of persons engaged in the electricity industry;

- h) advise the Central Government on any matter on which its advice is sought or make recommendation to that Government on any matter if, in the opinion of the Authority, the recommendation would help in improving the generation, transmission, trading, distribution and utilization of electricity;
- i) collect and record the data concerning the generation, transmission, trading, distribution and utilization of electricity and carry out studies relating to cost, efficiency, competitiveness and such like matters;
- j) make public from time to time the information secured under this Act, and provide for the publication of reports and investigations;
- k) promote research in matters affecting the generation, transmission, distribution and trading of electricity;
- l) carry out, or cause to be carried out, any investigation for the purpose of generating or transmitting or distributing electricity;
- m) advise any State Government, licensees or the generating companies on such matters which shall enable them to operate and maintain the electricity system under their ownership or control in an improved manner and where necessary, in coordination with any other Government, licensee or the generating company owning or having the control of another electricity system;
- n) advise the Appropriate Government and the Appropriate Commission on all technical matters relating to generation, transmission and distribution of electricity; and
- o) discharge such other functions as may be provided under this Act.

#### 4. SERVICE STANDARDS

S. No	Main Service	Standard
1	National Electricity Plan	National Electricity Plan prepared once in five years.
2	Electric Power Survey	Electric Power Survey is published once in five years.
3	Concurrence of Hydro Power Project	Concurrence to be accorded within a period of ninety (90) working days from the date of submission of DPR complete in all respects.

4	Broad Status of Projects under construction <ul style="list-style-type: none"> <li>• Thermal Power Projects</li> <li>• Hydro Power Projects</li> <li>• Power System Schemes</li> </ul>	Monthly Monthly Monthly
5	Enforcement of CEA Regulations with respect to measures relating to safety and electricity supply for electrical installations belonging to or under the control of the Central Government	(i) Inspection of electrical installations within <b>45 days</b> after receipt of the complete 'Application Form' from the clients (ii) Issue of Approval within <b>15 days</b> after receipt of the 'Compliance Report ' from the clients
6	All India Electricity Statistics-General Review	Published every year.
7	Review of Performance of Thermal Power Stations	Published every year.
8	Hydro Performance Review	Published every year
9	Tariff & Duty of electricity supply in India	Published every year

**Other services /work done which cannot be standardized or time frame defined are given at Annexure-I (Under Public Grievances)**

CEA stands firmly committed to providing the best of services to its clients and the tasks are done within reasonable time limit.

## **5. Grievance Redressal**

The Authority has very well qualified and dedicated personnel to look after various services. The clients can expect prompt response including the details of any formalities required to be fulfilled by them. A Grievance Redressal system headed by a Chief Engineer, designated as Director (Grievance) (In charge of every specific service), is functional in CEA. Staff grievance officers have also been appointed in all the subordinate/regional offices. Further, in case of non-fulfillment of commitment, they can approach Director (Grievance) and/or Secretary, CEA. The address of Secretary, CEA and Director (Grievance) are given as under:

**Shri M.S.PURI**  
Secretary  
Central Electricity Authority,  
2<sup>nd</sup> Floor, Sewa Bhawan, R.K. Puram,  
New Delhi – 110066.  
Tel. No. 26108476,26105619  
Email – [mspuri53@hotmail.com](mailto:mspur53@hotmail.com)

**Shri BHIM RAI**  
Chief Engineer and Director Grievances  
Central Electricity Authority,  
6<sup>th</sup> Floor, Sewa Bhawan R.K. Puram,  
New Delhi-110066.  
Telefax: 26109396  
E-mail – brai1955@yahoo.co.in

Director (Grievance) will acknowledge the grievance application within two weeks. He will try to settle the issue within three months, otherwise a suitable reply will be sent to the complainant, if the complaint is rejected.

## 6. STAKEHOLDERS/OUR CLIENTS

- Planning Commission
- Ministry of Power
- State Electricity Boards,
- Central/State & Private Sector Power utilities,
- Central /State Electricity Regulatory Commissions,
- Independent Power Producers (IPPs).

## 7. RESPONSIBILITY CENTRE

S. No	Responsibility Centre	Office Concern	Landline No/ Fax	Email
1	National Electricity Plan	IRP	26105886	<a href="mailto:ceirpcea@yahoo.com">ceirpcea@yahoo.com</a>
2	Electric Power Survey	DMLF	26105546	cedmlfcea@Indiatimes.com
3	Concurrence of Hydro Power Project	Secy Office	26108476	mspuri53@hotmail.com
4	Capacity Addition <ul style="list-style-type: none"> <li>• Thermal</li> <li>• Hydro</li> <li>• Power System Schemes</li> </ul>	TPM HPM PSPM	26105075 26108600 26103242	<a href="mailto:cea-tmd@nic.in">cea-tmd@nic.in</a> <a href="mailto:hpmdivision@yahoo.com">hpmdivision@yahoo.com</a> ceapspmcea@rediffmail.com
5.	Safety of Electrical installation	EI	26109396	brai1955@yahoo.co.in
6	All India Annual Statistics	DMLF	26105546	cedmlfcea@Indiatimes.com
7	Review of Performance of Thermal Power Stations	OPM	26105026	asinghal@cea.nic.in
8	Hydro Performance Review	OPM	26105026	asinghal@cea.nic.in
9	Tariff & Duty of electricity supply in India	FS&A	26105746	tbarai@cea.nic.in

## **8. INDICATIVE EXPECTATIONS OF CEA FROM SERVICE RECIPIENTS**

- To furnish the Feasibility Report/Detailed Project Report (DPR) for the proposed hydro power schemes complete in all respects as per the guidelines issued by CEA from time to time.
- The applicants /clients need to ensure that the 'Application Form' for inspection of electrical installations are complete in all respect and filled as per the instructions available on CEA website and all the enclosures are enclosed with the application form .
- Under Section 74 of the Electricity Act, 2003, it shall be the duty of every licensee, generating company or person generating electricity for its or his own use to furnish to the Authority such statistics, returns or other information relating to generation, transmission, distribution, trading and use of electricity as it may require and at such times and in such form and manner as may be specified by the Authority.
- To strictly comply with various regulations issued by the Authority under the Electricity Act, 2003.
- Upgrading and modernizing of the data collection and forwarding mechanism by the utilities/corporations/Independent Power Producers to reduce the time gap in bringing out various reports.
- To provide feed back on various services provided by CEA so as to improve quality of services.
- To provide free access to project sites of systems /documents pertaining to various on going schemes for effective monitoring

## **9. NEXT REVIEW**

The next review to be done after five years