



नागरिक चार्टर

CITIZEN CHARTER

केंद्रीय विद्युत प्राधिकरण
Central Electricity Authority

विद्युत मंत्रालय
Ministry of Power
भारत सरकार
Government of India

Sewa Bhawan, R.K. Puram
New Delhi - 110066
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June 2019

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1. PREFACE

Central Electricity Authority (CEA) is a statutory organization originally constituted under Section 3(1) of the repealed Electricity (Supply) Act, 1948 since substituted by Section 70 of the Electricity Act, 2003.

2. VISION

To provide 24x7 quality power supply to all consumers in the country at reasonable prices.

3. MISSION

Central Electricity Authority seeks to achieve the vision by providing support base to the Ministry of Power and other stakeholders in the form of National Electricity Plan, technical standards & regulations, techno-economic advice, project monitoring, data repository etc. for ensuring 24x7 quality power to all consumers.

4. FUNCTION

The functions and duties of CEA are delineated under section 73 of the Electricity Act, 2003. Besides, CEA has to discharge various other functions 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 sub serve 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.

5. SERVICE STANDARDS

Sl. No.	Main Service	Standard (Periodicity)
1.	Preparation of National Electricity Plan	Once in five years.
2.	Preparation of Electric Power Survey	Once in five years.
3.	Concurrence of Hydro Power Project	One hundred and fifty (150) working days from the date of submission of DPR complete in all respects as per extant guidelines
4.	Publishing report on Broad Status of Projects under construction <ul style="list-style-type: none"> • Thermal Power Projects • Hydro Power Projects • Power System Schemes 	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: <ol style="list-style-type: none"> i. Inspection of electrical installations ii. Issue of Approval 	15 days' after receipt of the 'Compliance Report ' from the clients 45 days after receipt of the complete 'Application Form' from the clients
6.	Publishing all India Electricity Statistics -General Review	Every year.
7.	Publishing Review of Performance of Thermal Power Stations	Every year.
8.	Publishing Hydro Performance Review	Every year.
9.	Publishing Tariff & Duty of electricity supply in India	Every year.

6. GRIEVANCE REDRESS MECHANISM

a) Grievance Related matter:

SI No	Grievance Officer	Contact details	website
1	Sh Narendra Singh, Chief Engineer	Tel: 011-26732910 Email: narendersingh.cea@gov.in	http://pgportal.gov.in/

b) Sexual Harassment matter:

SI No	Presiding Officer, Internal Complaint Committee	Contact details
1	Smt Vandana Singhal, Chief Engineer	Tel: 011-26732661 Email: s.vandana@gov.in

c) RTI related matter:

SI No	Nodal Officer, RTI	Contact details
1	Sh M M Dhakate, Chief Engineer, Coordination Division	Tel: 011-26732362 Email: mmdhakate@nic.in

d) Matters related to Policy issues:

SI No	Nodal Officer	Contact details
1	Sh P C Kureel, Secretary	Tel: 011-26732203 Email: prabhat.kureel@gov.in

7. STAKEHOLDERS/OUR CLIENTS

SL No	Stakeholders/Clients
1	Citizen of India
2	Ministry of Power
3	Ministry of New and Renewable Energy
4	Ministry of Coal
5	Ministry of Environment and Forest and Climate Change
6	Ministry of Water Resources, River Development and Ganga Rejuvenation
7	Ministry of External Affairs

8	NITI Aayog
9	Power CPSUs
10	Central Water Commission
11	State Power Utilities
12	Private Power Utilities

8. RESPONSIBILITY CENTRE:

Sl. No.	Responsibility Centre	Office Concern	Landline No/ Fax	Email
1.	National Electricity Plan	IRP, PSP&PA-I & II	26732220 26732325 26732305	ceirpcea@nic.in pjindal@nic.in goutamroy.cea@nic.in
2.	Electric Power Survey	PSLF	26732767	pslfcea@yahoo.com
3.	Concurrence of Hydro Power Project	PAC	26732384	goyal.rakesh@nic.in
4.	Capacity Addition <ul style="list-style-type: none"> • Thermal • Hydro • Power System Schemes 	TPM HPM PSPM	26732904 26732773 26732306	cea-tmd@nic.in pkshuklacea@ni.in skrmohapatra@nic.in
5.	Safety of Electrical installation	EI	26565183	ravindergupta_cea@nic.in cea.eidivision@gmail.com
6.	All India Annual Statistics	PDM	26732221	cepdm_cea@nic.in
7.	Review of Performance of Thermal Power Stations	OPM	26732633	ceopm_cea@nic.in
8.	Hydro Performance Review	HP&PI	26732762	cehpa-cea@gov.in
9.	Tariff & Duty of electricity supply in India	FS&A	26732629	skmondal@nic.in

9. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

- To strictly comply with various regulations issued by the Authority under the Electricity Act, 2003.
- To furnish the Feasibility Report/Detailed Project Report (DPR) for the proposed hydro power schemes completed in all respects as per the guidelines issued by CEA from time to time.
- To furnish statistics, returns or other information relating to generation, transmission, distribution, trading and use of electricity in line with Section 74 of the Electricity Act 2003
- 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
- To upgrade and modernize data collection and forwarding mechanism by the utilities/corporations/Independent Power Producers to reduce the time gap in bringing out various reports.
- To provide free access to project sites of systems /documents pertaining to various ongoing schemes for effective monitoring.
- To provide feedback on various services provided by CEA so as to improve quality of services.

10. NEXT REVIEW

The next review shall be done after two years.
