



नागरिक चार्टर CITIZEN CHARTER

केंद्रीय विद्युत प्राधिकरण
Central Electricity Authority

विद्युत मंत्रालय
Ministry of Power
भारत सरकार
Government of India

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Central Electricity Authority (CEA) is a statutory organization originally constituted under Section 3(1) of the repealed Electricity (Supply) Act, 1948 since substituted by Section 70 of the Electricity Act, 2003.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

Central Electricity Authority to be the lead Organisation to provide the best technical expertise in power sector to all stakeholders for ensuring 24x7 quality power supply to all consumers in the country.

3. **MISSION**

Central Electricity Authority seeks to achieve the vision by providing technical support in power sector to the Central Government, State Governments, Electricity Regulatory Commissions and other stakeholders in the form of development/ formulation of National Electricity Plan, technical standards & regulations, technical advise, project monitoring, data repository etc.

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.

Section 73 – Function of the Authority

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.

Section 3 - National Electricity Policy and Plan

- (1) The Central Government shall, from time to time, prepare the National Electricity Policy and Tariff Policy, in consultation with the State Governments and the Authority for development of the power system based on optimal utilization of resources such as coal, natural gas, nuclear substances or materials, hydro and renewable sources of energy.
- (2) The Central Government shall publish the National Electricity Policy and Tariff Policy from time to time.
- (3) The Central Government may, from time to time, in consultation with the State Governments and the Authority, review or revise the National Electricity Policy and Tariff Policy referred to in sub-section (1).
- (4) The Authority shall prepare a National Electricity Plan in accordance with the National Electricity Policy and notify such plan once in five years.

Provided that the Authority while preparing the National Electricity Plan shall publish the draft National Electricity Plan and invite suggestions and objections thereon from licensees, generating companies and the public within such time as may be prescribed;

Provided further that the Authority shall –

- (a) Notify the plan after obtaining the approval of the Central Government;
- (b) Revise the plan incorporating therein directions, if any, given by the Govt. while granting approval under clause (a).
- (5) The Authority may review or revise the National Electricity Plan in accordance with the National Electricity Policy.

Section 8 - Hydro-Electric Generation

(1) Notwithstanding anything contained in Section 7, any generating company intending to set up a hydro-generating station shall prepare and submit to the Authority for its concurrence, a scheme estimated to involve a capital expenditure exceeding such sum, as may be fixed by the Central Government, from time- to time, by notification.

(2) The Authority shall, before concurring in any scheme submitted to it under sub-section (1) have particular regard to, whether or not in its opinion:-

(a) the proposed river-works will prejudice the prospects for the best ultimate development of the river or its tributaries for power generation, consistent with the requirements of drinking water, irrigation, navigation, flood- control, or other public purposes, and for this purpose the Authority shall satisfy itself, after consultation with the State Government, the Central Government, or such other agencies as it may deem appropriate, that an adequate study has been made of the optimum location of dams and other river- works;

(b) The proposed scheme meets, the norms regarding dam design and safety.

(3) Where a multi-purpose scheme for the development of any river in any region is in operation, the State Government and the generating company shall co-ordinate their activities with the activities of the person responsible for such scheme insofar as they are inter-related.

As per the latest notification, all the hydroelectric generating stations with an estimated capital expenditure exceeding Rs. 3000 Crore will require the concurrence of the CEA. However, off-stream closed-loop PSPs are exempted from this requirement, regardless of the quantum of capital expenditure. Developers of these exempted project may seek technical guidance from the CEA, but this guidance is non-binding. The CEA has also made it mandatory for developers to comply with provisions of the National Dam Safety Act, 2021, ensuring safety as non-negotiable requirement in hydro and pumped storage projects.

Section 53- Provision relating to Safety and Electricity Supply: The Authority may, in consultation with the State Governments, specify suitable measures for-

- (a) Protecting the public (including the person engaged in the generation, transmission or distribution or trading) from dangers arising from the generation, transmission or distribution or trading of electricity, or use of electricity supplied or installation, maintenance or use of any electric line or electrical plant;
- (b) Eliminating or reducing the risks of personal injury to any person, or damage to property of any person or interference with use of such property;
- (c) Prohibiting the supply or transmission of electricity except by means of a system which conforms to the specification as may be specified;
- (d) Giving notice in the specified form to the Appropriate Commission and the Electrical Inspector, of accidents and failures of supplies or transmission of electricity;
- (e) Keeping by a generating company or licensee the maps, plans and sections relating to supply or transmission of electricity;
- (f) Inspection of maps, plans and sections by any person authorized by it or by Electrical Inspector or by any person on payment of specified fee;
- (g) Specifying action to be taken in relation to any electric line or electrical plant, or any electrical appliance under the control of a consumer for the purpose of eliminating or reducing the risk of personal injury or damage to property or interference with its use.

Section 55- Use, etc. of Meters

For proper accounting and audit in the generation, transmission and distribution or trading of electricity, the Authority may direct the installation of meters, by a generating company or licensee at such stages of generation, transmission or distribution or trading of electricity and at such locations of generation, transmission or distribution or trading, as it may deem necessary.

Section 177- Powers of Authority to make Regulations

- (1) The Authority may, by notification, make regulations consistent with this Act and the rules generally to carry out the provisions of this Act.
- (2) In particular and without prejudice to the generality of the power conferred in sub-section (1), such regulations may provide for all or any of the following matters, mainly:
 - (a) The Grid Standards under section 34;
 - (b) Suitable measures relating to safety and electricity supply under section 53;
 - (c) The installation and operation of meters under section 55;

(d) The rules of procedure for transaction of business under sub- section (9) of section 70;

(e) The technical standards for construction of electrical plants and electric lines and connectivity to the grid under clause (b) of section 73;

(f) The form and manner in which and the time at which the State Government and licensees shall furnish statistics, returns or other information under section 74;

(g) Any other matter which is to be, or may be, specified;

(3) All regulations made by the Authority under this Act shall be subject to the conditions of previous publication.

5. SERVICE STANDARDS

Sl. No.	Main Service	Standard (Periodicity)
1.	Preparation of National Electricity Plan	Once in five years.
2.	Review of National Electricity Plan	Every two years
3.	Preparation and Publication of LT-NRAP (Long –term National Resource Adequacy Plan)	Every year
4.	Vetting of LT-DRAP (Long-term Distribution Resource Adequacy Plan) prepared by Distribution Utilities	Every year
5.	Preparation of Electric Power Survey	Once in five years.
6.	Mid-term review of National Electric Power Survey (EPS)	After two years of the EPS publication
7.	Concurrence of Hydro Power Project	One hundred and twenty five (125) days from the date of submission of DPR complete in all respects as per extant guidelines for hydroelectric projects. Further, timeline for concurrence of Pumped storage projects have been reduced to fifty(50) days from the date of submission of DPR complete in all respects as per extant guidelines and simplified the concurrent process.
8.	Publishing report on Broad Status of Projects under construction • Thermal Power Projects • Hydro Power Projects • Power System Schemes	Monthly Monthly Monthly

9.	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 installation ii) Issue of inspection report iii) Issue of Approval	Within one (1) month after receipt of the complete application form from the stakeholders. Within three (03) working days of inspection. Within Five (05) working days after receipt of the compliance report from the stakeholders in all aspects.
10.	Publishing all India Electricity Statistics -General Review	Every year.
11.	Publishing Review of Performance of Thermal Power Stations	Every year.
12.	Publishing Hydro Performance Review	Every year.
13.	Publishing Tariff & Duty of electricity supply in India	Every year.

6. GRIEVANCE REDRESS MECHANISM

a) Grievance Related matter:

Sl No	Grievance Officer	Contact details	website
1	Sh Surata Ram, Chief Engineer, TPR&M	Tele: 011-26732847 Email: surata_ram@nic.in	http://pgportal.gov.in

b) Sexual Harassment matter:

Sl No	Presiding Officer, Internal Complaint Committee	Contact details
1	Ms Manjari Chaturvedi, Chief Engineer, CE&ET	Tele: 011-26732300 Email: manjari-chaturvedi@gov.in

c) RTI related matter:

SI No	Nodal Officer RTI	Contact details
1	Sh Sandeep Malik, Chief Engineer, IC&C	Tele: 01126732406 Email: sandeepmalik@nic.in

d) Matters related to Policy issues:

SI No	Nodal Officer	Contact details
1	Sh Rakesh Kumar, Secretary	Tele: 01126732203 Email: secretary.cea.gov.in

7. STAKEHOLDERS/OUR CLIENTS

SI No.	Stakeholders/Clients
a)	Citizen of India
b)	Ministry of Power
c)	Ministry of New and Renewable Energy
d)	Ministry of Coal
e)	Ministry of Environment and Forest and Climate Change
f)	Ministry of Jal Shakti
g)	Ministry of External Affairs
h)	Ministry of Petroleum and Natural Gas
i)	Ministry of Railway
j)	Ministry of Heavy Industry
k)	NITI Aayog
l)	Department for Promotion of Industry and Internal Trade
m)	Power CPSUs
n)	Central Water Commission
o)	State Power Utilities
p)	Private Power Utilities
q)	Electricity Regulatory Commissions
r)	Department of Atomic Energy

8. RESPONSIBILITY CENTRE:

S.I No.	Responsibility Centre	Office Concern	Landline No/Fax	Email
1.	National Electricity Plan	IRP PSP&PA -1	26732220 26732305	ceirpcea@nic.in cea_pspa1@gov.in
2.	Electric Power Survey	PDM& LF	26732221	cepdm-cea@nic.in pslf-div@gov.in
3.	Concurrence of Hydro Power Project	HPA	26732767	hpaone-cea@gov.in

4.	Capacity addition - Thermal - Hydro - Power System Schemes	TPM HPM PSPM	26732904 26732793 26732330	cea-tmd@nic.in sunil_jain@nic.in pspm-cea@gov.in
5.	Safety of Electrical Installation	CEI	26732773	cea-eidivision@gov.in
6.	All India Annual Statistics	PDM & LF	26732221	cepdm-cea@nic.in pslf-div@gov.in
7.	Review of Performance of Thermal Power Stations	OPM	26732655	ceopm_cea@nic.in
8.	Hydro Performance Review	HPP&I	26732111	cea-hppi@gov.in
9.	Tariff & Duty of electricity Supply in India	FS&A	26732629	mamam1408.cea@gov.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 including PSPs 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 power 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.
