

# Department of Electrical Inspectorate

## Kerala State e - Governance Award 2009



Shri. M.Vijayakumar, Honourable Minister for Public Works and Law presenting

### Kerala State e - Governance Award 2009

( Special Jury Award : The Electrical Inspectorate Department for the in-house development and maintenance of cost-effective touch screen information kiosks )

to Sri.K.K.Unni, Chief Electrical Inspector to Government of Kerala  
and R.K.Subramonian, Deputy Electrical Inspector on 4 th November 2010

in the presence of Dr.P. Prabhakaran, Chief Secretary, Government of Kerala, Sri.T.P.Sreenivasan, Former Diplomat and Sri. D. Ajay Kumar IAS, Principal Secretary, IT, Government of Kerala

### Page from e-governance Award 2010 brochure Kiosk at Electrical Inspectorate, a quiet hit with customers



Sometimes the best way to share information and serve the citizen may not be the most technologically advanced. The challenge is to serve a need in the most cost effective manner.

The Information Kiosk has been set up in the office of the Chief Electrical Inspectorate , in Thiruvananthapuram is a shining example of such "Appropriate" technology, created in-house, at a fraction of the cost of comparable commercial systems.

"Information @ Fingertips" as it is called provides detailed information such as the structure of the department, important telephone numbers, e-mail IDs of Chief Office, district office and Meter Testing and Standards Laboratory. The details of formalities and procedures for obtaining various licenses such as for wireman / supervisor / contractor licenses are also provided in the system.

The Information Kiosk provides the details of various fees like inspection fee for electrical installation, cinema operators examination fee and all other fee related to Kerala State Electricity Licensing Board and the respective heads of account for fee remittance. The details pertaining to all examinations conducted by Kerala State Electricity Licensing Board results are also provided in it.. "Electricity Safety tips " are displayed on the system during idle period.

The entire system was developed on simple PC hardware in house with skill sets of the Engineers in the department. The only device specially used was a TFT touch screen. The entire GUIs, information and menu structure and hyperlinks with all front ends were developed by R.K.Subramonian, Deputy Electrical Inspector. No special utility or software was purchased for the development and it was integrated in cost effective way. The entire structure is mounted on an independently designed ergonomic wooden stand. The system was integrated in house with intuitive ideas of the department staff without any proprietary hardware.

Since August 2009, the kiosk has filled a need for unmanned information dissemination, simply and cost- effectively, harnessing off the shelf computer tools and – the skills of the Electrical Inspectorate's own staff. Jai ho to that!

**Department of Electrical Inspectorate is awarded  
Service Quality Management System Certification as per IS 15700: 2005  
Sevottam Certificate  
( Bringing Excellence in public service delivery )**



**Department of Electrical inspectorate  
An IS 15700: 2005 Certified Department**

**Bringing Excellence in Public Service Delivery**



**Sri. R.C.Mathew , Head and Director, Bureau of Indian Standards, Thiruvananthapuram is formally handing over the Service Quality Management System Certification Licence as per IS 15700 : 2005 awarded to Department of Electrical Inspectorate, Kerala to Sri A.K .Balan, Honourable Minister for Electricity, Government of Kerala. at a function held on Kanakakuunu Palace, Trivandrum on 7 th May 2010. Sri.M.VijayaKumar, Honourable Minister for Law and Sports , Government of Kerala is also present.**

( L to R ) In the presence of Sri.Paul Antony, Principal Secretary, Power Department, Sri.E.R.Premachandra Bhas, Additional Chief Electrical Inspector and Nodal Officer (Apex Level), Sri.V.Sivankutty, M.L.A., Kerala Legislative Assembly, Sri.V.C.Anil Kumar, Deputy Chief Electrical Inspector, Sri.M.Vijayakumar, Honourable Minister for Law and Sports, Sri.Annavoor Nagappan, Trivandrum District Panchayath President and Sri.K.K.Unni, Chief Electrical Inspector to Government of Kerala.

Bureau of Indian Standards has awarded Service Quality Management System Certification Licence to Department of Electrical Inspectorate under Power Department, Government of Kerala. as per I.S 15700 : 2005. This certification for service quality is known as 'Sevottam Certificate'.

**The first State Government Office and Department to receive this certification is the State Electrical Inspectorate under Power Department. This is a joyous and proud achievement.**

It is the motto of the Department to provide customer satisfaction by efficient and disciplined working and to provide electrical safety by following rules and regulations. It is to be specially mentioned that this historic achievement was possible only due to the sincere, devoted and united effort of all the employees of the Department

The Department of Electrical Inspectorate  
received first e\_Governance Award 2008

Presented by Shri V.S.Achuthanandan, Honourable Chief Minister of Kerala

in the Category for Diligent and Speedy Implementation of SPARK solutions to enable their processes across Kerala



Shri.V.S.Achuthanandan, Honourable Chief Minister of Kerala presenting the First E- Governance Award 2008  
( in the Category for Diligent and Speedy Implementation of Spark solutions to enable their processes across Kerala )  
to Sri.K.K.Unni, Chief Electrical Inspector to Government of Kerala on 8 th December 2009



Government of Kerala

Department of Electrical Inspectorate

**Meter Testing and Standards Laboratory**

College of Engineering P.O., Thiruvananthapuram 695016, Phone : 0471 2591080

has been accredited to the

**National Accreditation Board for Testing and Calibration Laboratories**



in accordance with the standard

**ISO / IEC 17025 : 1999**

General Requirements for the Competence of Testing & Calibration Laboratories  
in the field of Electro Technical Calibration