



## CITIZEN CHARTER

### NATIONAL INSTITUTE OF WIND ENERGY (formerly C-WET)

(An Autonomous R&D Institution under the Ministry of  
New and Renewable Energy)

### GOVERNMENT OF INDIA



नीवे NIWE

(ISO 9001:2008)

**Velachery Tambaram Main Road, Pallikaranai,  
Chennai – 600 100**

**Phone: 044-2246 3982 / 83 / 84**

**Fax: 044-2246 3980 /2246 3985**

**WEBSITE: [niwe.res.in](http://niwe.res.in)**

### **PREAMBLE**

This charter is an instrument defining interface between the NATIONAL INSTITUTE OF WIND ENERGY (formerly CENTRE FOR WIND ENERGY TECHNOLOGY) and Citizens. Though non justifiable, it provides a moral binding on all functionaries of the Institute to provide efficient services to the people through R&D to promote and accelerate the pace of utilization of wind energy and help hand the growing wind power sector through resource assessment to project implementation in academic and practical level initiatives and interactions .

NIWE is committed to achieve customer satisfaction, loyalty and confidence by providing credible, prompt and complete solutions of international quality to all the stakeholders in the wind energy sector.

NIWE strives to be the technical focal point of excellence for the present and future. NIWE shall stay at the forefront of Wind Turbine Technology application by continuously improving its expertise.

We are committed to provide the sustainable, most economical and clean energy to every citizen of India.

#### **1. About Us**

**National Institute of Wind Energy** (NIWE) formerly C-WET has been established in Chennai in the year 1998, as an autonomous R&D institution by the Ministry of New and Renewable Energy (MNRE), Government of India. It is a knowledge-based institution of high quality and dedication, offers services and seeks to find complete solutions for the kinds of difficulties and improvements in the entire spectrum of the wind energy sector by carrying out further research. It has a Wind Turbine Test Station (WTTS) at Kayathar with the technical & partial financial support by DANIDA, Govt. of Denmark.

The National Institute of Wind Energy (NIWE) is functioning with the following structure:

- **Research & Development unit:** Its main focus towards novelty in developments of components as well as in sub-systems of wind turbines by collaborative works with other R&D institutions/industry.

- **Wind Resource Assessment Unit:** The unit identifies resource rich regions in the country by conducting wind resource micro survey and offers its services to the wind farm developers. To prepare wind map for the nation, it is assessing and analyzing wind resources.
- **Testing Unit:** To establish world class facilities in testing of complete Wind Turbine Generator Systems (WTGS) according to international standards (IEC) and Type Approval Provisional Scheme (TAPS-2000).
- **Standards and Certification Unit:** The unit carries out Provisional Type Certification of Wind Turbines as per the Indian Certification Scheme for Wind Turbines viz. Type Approval - Provisional Scheme - TAPS - 2000 (amended). Standards on Wind Energy are being developed by the unit.
- **Information, Training & Commercial Service Unit:** To establish and update the data bank and serve as finest information centre in wind energy by collecting, collating and analyzing the related information. National and International training workshops are being organised for the benefit of stakeholders by the unit regularly. The unit publishes a quarterly newsletter, PAVAN that carries topical information regarding the field and addresses the need for information, both for casual and serious interest.
- **Engineering Service Division (ESD) :** NIWE's infrastructure services starting with Civil, Electrical, Information Technology including cyber security, planning, maintenance and management. Management of IT infrastructure including Intranet and Internet facilities with focused attention on cyber security along with uninterrupted power supply.

National Institute of Wind Energy (NIWE) is meant only for wind energy technology, research organization in Asia and perhaps in countries of the South. It is a young organization peopled with highly experienced professionals with expertise in all fields that wind turbine technology. This unique combination makes it a forward looking and practical place that will take the next logical steps in taking wind energy applications in the right directions. With its open approach to all wind energy related science and technology, you can be sure to get all the assistance you may need from resource assessment to project implementation. It is sure that the Institute with its excellent infrastructure & resource, will support, sustain and achieve high quality in the wind energy domain. The Institute will also promote expert products and services to other countries too.

**2. Vision**

To act as a technical focal point and provide total solutions in the area of wind energy technologies to all stake-holders in the wind sector.

**3. Mission**

- To be knowledge based institution of high quality and dedication.
- Offer services and seek to find total solutions for the major stakeholders across the entire spectrum of the wind energy sector.
- Support the wind turbine industry in achieving and sustaining quality such that products of the highest quality and reliability are installed.
- Strongly support the wind turbine industry in developing the know-how and know-why and promoting export of products and services.

**Objectives**

- To serve as the technical focal point for wind power development in India, for promoting and accelerating the pace of utilization of wind energy and support the growing wind power sector in the country.
- To develop and strengthen the facilities and capabilities, evolve strategies, promote, conduct, co-ordinate and support research and development programmes to achieve and maintain reliable and cost effective technology in wind power systems.
- To establish world class facilities, conduct and coordinate testing of complete wind power systems, sub-systems and components according to internationally accepted test procedures and criteria, whereby the total performance that includes power performance, power quality, noise level, dynamics, operation and safety systems is tested according to agreed protocols.
- To accord type approval / type certification which verifies conformity with safety related requirements as per standards, guidelines and other rules for design, operation and maintenance, as well as adequate documentation of quality issues such as power performance, noise, life expectancy and reliability.

- To monitor the field performance of wind power systems, sub-systems and components, effectively utilize this feedback for fulfillment of the above objective and issue of certification, establish and update the data bank on a continuous basis and serve as information Institute for selective dissemination.
- To undertake human resource development programme for the personnel working in the wind energy sector.
- To promote commercial exploitation of know-how, know-why results and offer various consultancy services to the customers.
- To promote the development and commercialization of any other wind energy systems including stand-alone systems.

#### 4. Service Standards

S No.	MAIN SERVICES	STANDARD
1.	Wind Resource Assessment	ISO 9001 ó 2008
2.	Wind Turbine Testing	ISO 9001 ó 2008
3.	Wind Turbine Certification	ISO 9001 ó 2008
4.	R&D Program	Time Bound ó Mile Stones
5.	Training and Human Resource Development	Recorded with good customer feedback

**5. Details of Services are given below:**

**Technical Services**

NIWE extends the following services to its clients:

**A. Testing Services: (6 months to 2 years-variable)**

- Power Performance Measurements
- Safety and function testing
- Yaw efficiency testing
- Loads measurements
- Power Quality measurements
- Natural frequency measurement at standstill
- Any other user specific needs for measurements and verification as per internationally accepted procedures

**B. R&D Services: (as per the milestones approved-variable)**

- Research and advanced technology development focusing on blade design and development for low wind regimes, improved mechanical transmission systems, new concepts of generators, power evacuation / Grid integration studies.
- Testing of small wind turbines / aero generators.
- Demonstration of state-of-the-art technologies in renewable energy like wind-solar-diesel hybrid system with GPRS based remote monitoring.
- Improvement in performance of existing wind turbine installations.
- Research support for wind resource assessment both for on-shore and off-shore applications.
- Manpower training at various skill levels including design engineering, installation.
- Preparation of syllabi for post-graduate courses in Wind Energy in Universities and Engineering colleges.

**C. Certification Services: (3 months to 2 years depending on individual requirements of the customers-variable)**

- Type Certification of Wind Turbines as per "Type Approval - Provisional Scheme (TAPS - 2000)" amended.
- Spot Inspection of Wind Turbines.

**D. Wind Resource Assessment: (3 months to 2 years depending on the scope of service and wind season-variable)**

- Establishing Wind Monitoring Stations, Data collection & Analysis.
- Site selection for the wind measurements programme.
- Wind measurements at the identified sites (long term 1 to 3 years), analyze the data and submit the report
- Pre-feasibly study for wind farming projects (Micro survey).
- Wind Farm Planning.
- Assistance in all wind farming projects in (a) Site evaluation and (b) verifying generation estimates.
- Preparation of detailed project reports (DPR) for Wind Farm Project and it would contain the following Layout of wind farm, production, estimate, details of civil engineering and electrical work, project implementation plan and project cost analysis
- Preparation of Tender Document.
- Helping the evaluation of tender as one of the tender evaluation committee members.
- Large scale scanning using state-of-the-art tools.
- Design and implement comprehensive resource assessment programmes.
- Co-ordinate applied research related to wind resource.
- Provide Micro-siting services.
- Due diligence.
- Preparing & vetting of detailed project reports.
- Carry out analysis for maximizing wind farm outs.

**E. Training: (3 days to 21 days-variable)**

- Wind Resource Modeling Techniques
- Wind Speed Statistics and Energy Calculations
- Micrositing and layout of wind farms
- Wind resource measurement
- Wind turbine technology
- Design methodology
- Awareness on safety systems in wind turbines
- O & M practices

## 6. Grievances Redress Mechanism

C-WET is committed to redress grievances in a responsible and effective manner. The Salient measures taken in this regard are:-

- D. LAKSHMANAN, Director (F&A) is designated as Director (Public Grievances). The public can meet him every Wednesday at Room No.212 from 3.00 p.m. to 4.00 p.m. with their grievances. The Grievances may be sent by hand / post / email / fax to the Grievance Cell of NIWE at the following address:

Shri D. LAKSHMANAN, DIRECTOR (Public Grievances)  
National Institute of Wind Energy  
Velachery ó Tambaram Main Road,  
Pallikaranai, Chennai ó 600 100  
Telephone : 044-2246 3985,  
Fax No: 044- 2246 3980  
Email: [directorfa.niwe@gov.in](mailto:directorfa.niwe@gov.in)

- A Grievance Cell has been set up in the Office of Assistant Director (F&A) Room No.208. The public can meet him every Tuesday from 3.00 p.m. to 4.00 p.m. with their grievances.
- Dissemination of information in regard to our latest policies and procedures is made available on our dynamic website facilitating direct contact of Citizens with the respective Division Head.
- The complainant shall be informed the name and address of the concerned Group / Division Head to whom the complaint has been forwarded for redressal.
- The timely redressal of public grievances is and will continue to be monitored by the DIRECTOR (Grievances). In case the grievances cannot be disposed of within 15 days of its receipt, an acknowledgement will be given indicating a date by which a final reply would be made available. In case no final reply is made available, the matter may be taken up with the Director General, who monitors grievances. His address, E-mail and Telephone Number are given below:

Dr. S. Gomathinayagam, Director General  
National Institute of Wind Energy,  
Velachery ó Tambaram Main Road,  
Pallikaranai, Chennai ó 600 100  
Phone No.: 2246 3981, E-mail: [dg.niwe@gov.in](mailto:dg.niwe@gov.in)

Grievances can be lodged from any internet facility on [www.pgportal.nic.in](http://www.pgportal.nic.in)



		Particulars of Citizen / Client			Particulars of the Grievance			
Date of receipt	Name	Address	Landline / Mobile / Email	Whether acknowledgement given at the time of receipt.	Subject of the grievance	Office	Brief	Date of Acknowledgement Date of Redress

### 7. List of Stake holders

1	M/s.RRB Energy Limited
2	M/s.Suzlon Energy Limited
3	M/s.NEPC India Limited
4	M/s.Vestas Wind Technology India Private Limited
5	M/s.Enercon (India) Limited
6	M/s.Pioneer Wincon Private Limited
7	M/s.Chiranjeevi Wind Energy Limited
8	M/s.Southern Wind Farms Limited
9	All State Nodal Agencies
10	All Wind Turbine Manufacturers
11	M/s. THDC India Limited, Rishikesh
12	M/s. Integrated Coach Factory, Chennai
13	M/s. Narmada Hydroelectric Development Corporation Ltd, Bhopal
14	M/s. Bharat Petroleum Corporation Limited, Nodia
15	M/s. Neyveli Lignite Corporation Limited, Neyveli
16	M/s. Steel Authority of India Limited, Salem
17	M/s. Nuclear Power Corporation India Limited, Mumbai
18	M/s. Bharat Petroleum Corporation Limited, Kochi
19	M/s. Infopark, Kochi
20	M/s. The Tata Power Company Ltd., Mumbai
21	M/s. Consolidated Energy Consultants Limited, Bhopal
22	M/s. Acciona Wind Energy Pvt. Ltd., Bangalore
23	M/s. Hanamsagar Wind Power Project, Davangere

24	M/s. Mysore Mercantile Co. Ltd, Bangalore
25	M/s. Southern Railway, Chennai
26	M/s Axis Wind Energy Limited, Hyderabad
27	M/s. Nuziveedu Seeds Pvt. Ltd., Hyderabad
28	M/s. Surana Industries Limited, Chennai
29	Auroville Wind Systems, Auroville .
30	Machinocraft, Pune
31	Unitron Energy Systems Pvt. Ltd.,Pune
32	Vistar Electronics Pvt. Ltd.,Pune
33	Square Engineering Pvt. Ltd.,Pune
34	Supernova Technologies Pvt. Ltd., Mumbai
35	UD Energy Systems (P) Ltd.,Pune
36	Suvarna Urja Wind Power Pvt. Ltd., Ambarnath, Maharashtra
37	Viviann Electric Pvt. Ltd., Coimbatore
38	Spitzen Energy Solutions (India) Pvt. Ltd. Pune
39	Vinayaka Energy Tech, Bangalore
40	Altom Energy System Pune
41	Maruti Enterprise, RAJKOT
42	Leanway Energy Pvt., Ltd, Pune
43	Alpha Power wind energy, Coimbatore

#### **8. Indicative Expectations from Recipients**

- Adherence to international requirements while manufacturing of wind turbine components.
- Observance of proper license and collaboration agreements.
- Providing test sites with suitable amenities conducive to establishing test facilities.
- Request for wind resource assessment on acceptable data measurements of the region /area.
- Furnishing all the required documentation / information as per the requirements of the Type Certification scheme within the time schedule to carry out type certification projects.
- Keeping up time lines for delivery of other technical services

-----