

CITIZEN CHARTER (NIWE)



CITIZEN CHARTER

NATIONAL INSTITUTE OF WIND ENERGY
(An Autonomous R&D Institution under the Ministry of
New and Renewable Energy)

GOVERNMENT OF INDIA



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CITIZEN CHARTER (NIWE)

PREAMBLE

This charter is an instrument defining interface between the NATIONAL INSTITUTE OF WIND ENERGY - NIWE (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 stakeholder's through R&D to promote and accelerate the pace of utilization of wind energy and help in growing wind generation 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.

NIWE is committed to provide the clean energy development in the Country.

1. About Us

National Institute of Wind Energy (NIWE) 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 complex problems and seek to provide improvements in the entire spectrum of the wind energy sector by carrying out research and development. It has a Wind Turbine Test Station (WTTS) at Kayathar for proto-type testing of wind turbine.

The National Institute of Wind Energy is functioning with the following division.

- **Wind and Solar Resource Measurements & Offshore (WSOM) Division:** The Division identifies resource rich regions in the country by conducting wind and solar resource micro survey and offers its services to the wind farm & solar developers. To prepare wind map and solar map for the nation, it is assessing and analyzing wind resources.
- **Testing & Research Station (T&RS) Division:** To establish world class facilities in testing of complete Wind Turbine Generator Systems (WTGS) according to international standards (IEC). The Division offer service support Power performance measurement, Safety and function testing, Load measurements etc.

- **Wind Turbine Test/Research Station, Kayathar:**

The salient features of the Test Station are as follows:

- The station has currently two test beds with grid connection to test wind turbines up to 1250kW capacities. The number of test beds can be enhanced and higher capacity wind turbines can be tested when offered.
 - Each bed with its control room is equipped with sophisticated data acquisitions systems having validated software and state of art architecture.
 - Currently two met masts are available in front of each test bed.
 - The terrain features are gently sloping towards the western direction which is also the predominant wind direction and the wind season is from April to September during which testing will be conducted.
- **Certification & IT (C&IT) Division:** The Division 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). This division also takes care of IT needs of NIWE.
 - **Standards & Regulation (S&R) Division:** This division handles the standardization works in wind Energy Sector, Facilitation for Grid Synchronization of Prototype of wind turbines and advisory to MNRE for Revised list of Models and Manufactures of wind turbines and framing regulation & guidelines.
 - **Research & Development (R&D) and Resource Data Analytic & Forecasting (RDAF) Division:** 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. This division also handles the forecasting of wind and solar generation and has created centre for excellence in RE forecasting.
 - **Skill Development & Training Division:** This division takes care of skill development and handles both international and national training in wind energy sector. This division also takes care finest information centre in wind energy by collecting, collating and analysing the related information and data bank. National and International training workshops are being organized for the benefit of stakeholders by the division regularly. The division publishes a quarterly newsletter, PAVAN that carries topical information regarding the field and addresses the need for information, both for casual and serious interest.
 - **RE Projects / Solar Radiation Resource Assessment (SRRA) Division:** Ministry of New and Renewable Energy (MNRE) has initiated a major project on Solar Radiation Resource Assessment (SRRA) across the nation to assess and quantify the solar radiation availability along with weather parameters with a view to develop Solar Atlas.

National Institute of Wind Energy is the knowledge based institution in the wind energy sector and is one of its kind in Asia and also eastern part of the world. Its unique combination of pioneering the wind generation in India and experience in handling complex problems for the last two decades makes it a forward looking and practical place to seek next logical steps in taking wind energy applications in the right directions. With its open approach to all wind energy related science and technology, one can get all the assistance that may be needed right from resource assessment to project implementation support. With an excellent infrastructure & resource, it can support, sustain and achieve

high quality in the wind energy domain. The Centre can also cater to the needs all the developing world in wind related areas.

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

NIWE, a knowledge based institution of high quality and dedication, offer services and seeks to find total solutions for the major stakeholders across the entire spectrum of the wind energy sector. It will support the wind turbine industry in achieving and sustaining quality such that products of the highest quality and the reliability are installed, harnessing maximum energy available in wind. NIWE will strongly support the wind energy 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 programs to achieve and maintain reliable and cost effective technology in wind power systems.
- To analyze and assess wind resources based on the data available from various sources and prepare wind energy density maps/wind atlas/reference wind data.
- To prepare and establish standards including guidelines, procedures, protocols for design, testing and certification of wind power systems, sub-systems and components, taking into consideration the Indian conditions, and in line with internationally recommended practices and standards, and update the same based on the feedback.
- To establish world class facilities, conduct and/or co-ordinate testing of complete wind power systems, sub-systems and components according to internationally accepted test procedures and criteria, whereby the total performance such as the power performance, power quality, noise level, dynamics, operation and safety systems are 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 objectives and review of certification; establish and update the data bank on a continuous basis and serve as information Centre for selective dissemination.
- To undertake Human Resource Development programs for the personnel working in the wind energy sector in collaboration / tie-up with other academic institutions, Universities as a Centre of Excellence in India or abroad. Also, to conduct short term / long term courses in the field of Renewable Energy in collaboration / tie-up with other renewable energy related academic institutions, Universities as a Centre of Excellence.
- 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, hybrid systems or combination of Wind-Solar-Bio-mass and Hybrids.

4. Service Standards

S No.	MAIN SERVICES	STANDARD
1.	Wind and Solar Resource Measurements & Offshore (WSOM)	ISO 9001:2015
2.	Testing & Research Station (T&RS)	ISO 9001:2015 and ISO/IEC 17025:2017
3.	Certification & IT (C&IT)	ISO 9001:2015
4.	Research & Development (R&D) and Resource Data Analytic & Forecasting (RDAF)	Time Bound – Mile Stones
5.	Skill Development & Training Division	Recorded with good customer feedback
6.	Standards & Regulation (S&R)	
7.	RE Projects / Solar Radiation Resource Assessment (SRRA)	

5. Details of Services are given below:

Technical Services

NIWE extends the following services to its clients:

Wind and Solar Resource Measurements / Offshore (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-feasibility study for wind farming projects (Micro survey).
- Wind Farm Planning.
- Assist in all its 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.
- As an experienced Institute in the discipline of Wind Energy Turbine / Wind resource and Assessment, helping in the evaluation of tender document work.

Provide complete solutions for :-

- 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.
- Preparation & vetting of detailed project reports

Certification (3 months to 2 years depending on individual requirements of the customers – variable)

- Type certification of wind turbines based on IS/IEC 61400-22
- Project certification for Wind farms
- Safety & Performance Assessment
- Wind Turbine Failure Assessment

Testing & Research Station (6 months to 2 years –variable)

As per internationally accepted procedures and stipulations for:

- Power Performance Measurements
- Load measurements
- Power Quality measurements
- Safety and function test
- Yaw efficiency test
- User defined measurements
- The services are not limited by type or size of the Wind Turbines
- The services are certified as per the requirements of ISO 9001:2015 and accredited as per the requirements of ISO/IEC 17025:2005

Research & Development and RDAF (as per the milestones approved – variable)

- Support multi institutional research on wind energy
- Performance testing of Small Wind Turbines / Aero-generators
- Allied Wind / Solar resource Data analytics services viz., Data Cleaning, Pre / Post processing of data, Data Management System with customized dashboard as per customer's requirement.
- Exploratory Data analysis and report preparation as per customers' requirement

Training (3 days to 30 days – variable)

Capable of providing

- Wind Resource Modelling Techniques
- Wind Speed Statistics and Energy Calculations
- Micro-siting and layout of wind farms
- Wind Resource Measurement
- Wind Turbine Technology
- Design and Safety requirements as per standards
- O & M practices

6. Grievances Redressal Mechanism

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

- R. GIRIRAJAN, Additional Director & Division Head (Finance & Administration) is designated as Public Grievance Redressal Officer. 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 to the Grievance Cell of NIWE at the following address:

Shri R. GIRIRAJAN
Public Grievance Redressal Officer
National Institute of Wind Energy
Velachery – Tambaram Main Road
Pallikaranai, Chennai – 600 100
Telephone : 044-2246 3985,
Email: directorfa.niwe@nic.in

- A Grievance Cell has been set up in the Office of Admin. & Accounts Officer Room No.213. The public can meet A&AO 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 Public Grievance Redressal Officer. 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. K. BALARAMAN
DIRECTOR GENERAL
National Institute of Wind Energy,
Velachery – Tambaram Main Road,
Pallikaranai, Chennai – 600 100
Phone No.: 2246 3981, E-mail: dg.niwe@gov.in

Grievances can be lodged from any internet facility on <https://pgportal.gov.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, Noida
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. Adani Power Limited, Gujarat
25.	M/s. Hindustan Aeronautical Limited, Bangalore
26.	M/s. Inox Wind Infrastructure Services Limited (IWISL), Noida
27.	M/s. Indian Oil Petronas Private Limited, Chennai
28.	M/s. Atria Wind Power (Bijapur-1) Private Limited, Bangalore
29.	M/s. Siemens Gamesa Renewable Power Private Limited, Chennai
30.	M/s. Senvion India Private Limited, Mumbai.
31.	National Aluminum company Limited, Bhubaneswar
32.	M/s. MSPL limited, Karnataka
33.	M/s Saint Gobain India Pvt. Ltd., Sriperumbudur.
34.	M/s. ReGen Powertech Pvt. Ltd., Chennai
35.	M/s. Renew Power Ventures Pvt. Ltd., Gurgaon.
36.	M/s. PTC Energy Limited, New Delhi
37.	M/s.Global Metal and Energy Private Limited, Mumbai.

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

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