

CITIZEN'S CHARTER



NHPC Ltd.
(A Govt. of India Enterprise)
Corporate Office-NHPC Office
Complex, Sector-33, Faridabad-
121003 (Haryana)
Date of Issue 21.08.2009

BRIEF COMPANY PROFILE

NHPC Ltd. previously known as National Hydroelectric Power Corporation Limited was incorporated on November 07, 1975. NHPC is a MINI RATNA Category-I Enterprise of the Government of India with an authorised capital of Rs. 15,000 crores and an investment base of about Rs.31544 crores. NHPC is ranked as a premier organization in the country for development of hydro power.

Accredited with ISO 18001:2000 ,ISO-9001:2000 & ISO 14001:2004 & IMSP PAS-99:2006 certificates ,NHPC is a multi disciplinary organization and has acquired sufficient expertise and state –of the art technology for investigation, planning, designing and executing both large and small size hydro power projects. With an objective to plan, promote and organize an integrated and efficient development of hydroelectric power in all aspects. Later on NHPC expanded its objects to include other sources of energy like Geothermal, Tidal, and Wind etc.

Initially, on incorporation, NHPC took over the execution of Salal Stage-I, Baira Siul and Loktak Hydroelectric Projects from Central Hydroelectric Projects Control Board. Since then, it has executed 13 projects with an installed capacity of 5175 MW which includes 1000 MW Indra Sagar Project and 520 MW Omkareshwar Project through Narmada Hydroelectric Development Corporation Ltd. (NHDC) a joint venture of NHPC with Government of Madhya Pradesh. Besides this, NHPC has commissioned the 14.1 MW Devighat Project in NEPAL ,60 MW Kurichu project in Bhutan, 5.25 MW Kalpong Project in Andaman & Nicobar Islands, 4 MW Sippi and 6 MW Kambang Projects in Arunachal Pradesh as Deposit work .At present 11 projects with a total installed capacity of 4622MW are under execution.

CORPORATE VISION

A world class, diversified & transnational organization for sustainable development of hydro power and water resources with strong environment conscience.

CORPORATE MISSION:

- To achieve international standards of excellence in all aspects of hydro power and diversified business.
- To execute and operate projects in a cost effective, environment friendly and socio-economically responsive manner.
- To foster competent trained and multi-disciplinary human capital.
- To continually develop state-of-the-art technologies through innovative R&D and adopt best practices.
- To adopt the best practices of corporate governance and institutionalize value based management for a strong corporate identity.
- To maximize creation of wealth through generation of internal funds and effective management of resources.

OBJECTIVES

- To harness the vast hydro potential of the country along with wind and tidal power in all aspects to produce cheap, pollution free and inexhaustible power.
- To play a significant role in the integrated and efficient development of hydroelectric power in the central sector covering all aspects - investigation, planning, design, construction, operation and maintenance.
- To generate sufficient internal resources for short term and long term financing for expansion of existing and setting up of new projects.
- To formulate strategic long term corporate plans to achieve desired growth of activities of the corporation, commensurate with national objectives.
- To continue efforts to maximise output and generation at the least economic cost.
- To complete all on-going projects without any time and cost overruns.
- To achieve suitable organizational development through effective human resources development.

COMMITMENTS

- Promote excellence in generation of quality power
- Maintain international quality standard.
- Maintain international environmental management system.
- Promote optimum utilization of natural resources and sustainable development.
- Develop human resources through training.
- Ensure optimum gestation period for project development and maintaining harmony with nature.
- Socially responsible Corporate Citizen.
- Introduce latest technology in power sectors through R&D to improve productivity.
- Ensure transparency in quality policy and citizen's charter.
- Promote the need to meet customer requirements and regulatory / statutory requirements.
- Ensure that service quality objectives & complaints handling objectives are established.

CORPORATE SOCIAL RESPONSIBILITY

NHPC as a Good Corporate Citizen has outreached itself for the Social Good with a deep concern for the Social Milieu around which it exists and works. The Company has adopted a Scheme on Corporate Social Responsibility – Community Development (CSR-CD), Initiatives at Power Stations with the approval of the Board.

NHPC has undertaken a number of CSR-CD Initiatives in the areas of Health, Education, Peripheral Development, Promotion of Sports & Culture, development of Employment opportunities, Preservation of Nature etc. for the community living in and around the Power Stations and Construction Projects. Various other Initiatives have also been undertaken like Creation of Herbal Parks with Medicinal Value, large scale Afforestation, Catchment Area Treatment (CAT), Fisheries Management, Vocational Training Programmes, Medical Camps, Development of Infrastructural facilities etc.

More importantly NHPC has empowered millions of rural poor in the surrounding communities through Education, Vocational Training Programmes, Adult education Programmes, Health Care, promoting Sports & Culture etc. which have led to large scale socio-economic development in the vicinity of various NHPC Power stations/projects.

Under the R&R Policy, NHPC has also earmarked funds for various Community Development Initiatives to be taken up at the Construction Projects.

The NHPC's CSR Initiatives has become a matter of Folklore with reputed Awards / Recognitions like SCOPE Meritorious Award for Corporate Social Responsibility and Responsiveness, SCOPE Meritorious Award for Best Practices in Human Resource Management, TERI Environment Excellence award – 2009, Power HR Forum Award for Best Practices as a Corporate Citizen, AMITY Award for Best CSR Practices, Golden Peacock Award for Environmental Excellence, GreenTech Environmental Excellence Award, SRISHTI Awards for Good Green Governance etc. being bestowed on NHPC.

Stakeholders and Services provided to them:

<u>Sl. No.</u>	<u>Stakeholder</u>	<u>Service provided</u>
1	<p>BOND HOLDERS: In case of Dematerialized holding-(All the bonds issued by NHPC are in Demat forms)</p> <p>In case of physical holding-</p>	<ul style="list-style-type: none"> • Timely credit of letter of allotment to the demat account and refund advice if any. • Conversion of letter of allotment to bond when the final security is created. • Payment of periodic interest to the bond holders as per Beneficiary position of records dates obtained from depositories. • Payment of redemptions to bondholders as per the Beneficiary position of record date of redemption. • Timely issue of allotment letter/refund advices. • Payment of the interest periodically. • Action on the request of bondholder's viz.Change of address, Change/correction of name, Early Encashment of bonds, Transfers, Transmission of bonds in death case, etc. • Redemption (maturity) payment- on due date or within a reasonable period after surrender of bond certificates for maturity purposes.
2	Govt. of India (through MOP CEA, CWC, MOEF)	<ul style="list-style-type: none"> • Submission of Proposals for Clearances/Approval • FR, DPR • Investment approval • Forest Clearance • Environment Clearance • Allocation of share of power from generating stations • Dividend • Statutory Compliances • Submission of various types of reports / information from time to time.

3	State Governments / Central Govt.	<ul style="list-style-type: none"> • Signing of MOU • Release of drinking & irrigation water • Providing free power to home State / States as per policy of Govt .of India. • Supply of power from the Generating Stations to the State Governments through SEBs / Power Departments as per the allocation of Power fro MoP, Gol and in accordance with the guidelines & Tariffs as approved by CERC
4	International & Domestic Bankers (Financial Institutions)	Compliance of Loan Covenants and performance Indices.
5	PGCIL	Wheeling of electric energy through their transmission lines to the beneficiaries in accordance with CERC Guidelines and follow Statutory Rules and Regulations
6	Contractors / Vendors	Proper execution of contractual terms and conditions in implementation of Projects and Procurement.
7	Customers & Beneficiaries –State Govt.s/ Central Govt. and PSEB- Punjab,HPGCL- Haryana),UHBVNL- Uttar Haryana etc.)	Supply of Power from the Generating Stations to the beneficiaries as per the allocation of power from MoP,Gol and in accordance with the guidelines & Tariffs as approved by CERC .
8	Damodar Valley Corporation, Chhattisgarh State Electricity Board, Ministry of External Affairs, PGCIL, Uttarakhand Jal Vidyut Nigam Limited,West Bengal Power Development Corporation Limited etc.	Provide the consultancy services / expertise in Survey & Investigation, Planning, Design & Engineering, Construction, Operation & Maintenance, Renovation, Modernization & Uprating of hydro power projects and other associated works to other organizations/ departments in public and private sector engaged in development of hydro power projects
9	REC Limited	Implement rural electrification works under the Rajiv Grameen Vidyutikaran Yojna (RGGVY) in various states in India .

10	Ministry of Rural Development ,GOI	Construction of rural roads in various districts of Bihar under Pradhan Mantri Gram SadakYojna .
11	Project Affected Families (PAF's)	<ul style="list-style-type: none"> • Evolving R&R Policy and Packagein consultation with PAF's and State Administration. • Formulation of Environmental Management Plan keeping in mind the sustainable Development.
12	Shareholders	<ul style="list-style-type: none"> • Timely credit of dividend payment through ECS. • Timely dispatch of results along with financial statement. • Attending to the queries of the investors with immediate effect. • No communication from the investor should be kept pending beyond a period of 48 hrs.

EXPECTATIONS FROM STAKEHOLDERS

To provide efficient services to the stakeholders and satisfying their expectations , the Corporation expects the following from the Stakeholders:

- Timely clearances / approvals from controlling agencies / ministries/ Departments.
- Adherence to procedures and instructions notified by the Corporation and submission of complete and correct data required for taking decisions by the Corporation.
- Prompt payment of dues by beneficiaries.
- Adherence to the Rules, regulations and guidelines issued by CERC.
- Adherence to the statutory rules and regulations.
- Co-operation of State Governments in timely signing of MoU & PPA.

GRIEVANCE POLICY & PROCEDURE

Object

Essentially, the Grievance Procedure is a multi-level mechanism for settlement of Grievances at various levels. The attempt is to settle the Grievances at the lowest level of the organization in the interest of its expeditious disposal.

Scope

A. Grievance is and would mean a representation by an employee in respect of:

- Wage Payment,
- Increment,
- Recovery of dues,
- Working condition,
- Leave,
- Allotment of quarter,
- Medical facility,
- Seniority,
- Transfer,
- Promotion etc.

Matters relating to collective bargaining such as wages, allowances, bonus, hours of work and other benefits etc. and also cases of grievance arising out of discharge and dismissal will be outside the purview of the grievance procedure.

This Procedure will apply to all employees of the Corporation (including Projects /Units under its administrative control), who are covered under Industrial Employment (Standing Orders) Act, 1946.

B. This Grievance Authority will also function as Public Grievances Redressal Machinery.

GRIEVANCES REDRESSAL MECHANISM

Grievance authority comprises of following senior officers:-

- | | | | |
|----|------------------------------|--------------------|---------------|
| 1. | Shri Kamal Kapoor, ED (O&M) | - Chairman | 0129-2275271 |
| 2. | Shri A.B.Agrawal, ED (HR) | - Member Secretary | 0129- 2277165 |
| 3. | Shri R.K.Taneja ED (Finance) | - Member - | 0129-2271405 |

Every Wednesday of the week is observed as a meeting less day in corporate office. 2 1/2 hours (1430 hrs to 1700 hrs.) on this day is set apart for Grievance Redressal when all Divisional Heads of the level of General Manager / Chief Engineer remain in their offices and receive and hear public Grievances.

In case of SEVOTTAM, the public Grievance Officer shall be the Nodal Officer at the apex level and his details are as follows:

Sh. Nain Singh,
Executive Director (Design E&M and QA&I)
NHPC Complex , Sector -33,Fardidabad-121003
Contact No. 0129-2277523.

COMPLAINT HANDLING PROCEDURE:

The complaints shall be processed as per SQMS Procedure document No. NHPC-SQMSP, Section 2.11.

REVIEW OF CITIZEN CHARTER :

The charter shall be reviewed annually based on the experiences and feedback received from the stakeholders .Any revisions / changes taking place in the statutory requirements shall also be taken care of while revising the Charter as per the SQMS procedures document No. NHPC-SQMSP, Section 2.9.

NAME & TELEPHONE NOS. OF CMD & FUNCTIONAL DIRECTORS

NAME	DESIGNATION	TEL. NOS
S. K. GARG	CHAIRMAN & MANAGING DIRECTOR	0129-2275920
A.B.L.SRIVASTAVA	DIRECTOR (FINANCE)	0129-2278021
D.P.BHARGHAVA	DIRECTOR (TECHNICAL)	0129-2271259
J.K.SHARMA	DIRECTOR (PROJECTS)	0129-2278003
R.S.MINA	DIRECTOR (PERSONNEL)	0129-2278015
PRAVEEN SINGH	CHIEF VIGILANCE OFFICER	0129-2278019

NAME & TELEPHONE NOS. OF SENIOR EXECUTIVES OF NHPC.

KAMAL KAPOOR	ED (O&M)	0129-2275271
S.M.HUSSAIN	ED (CEP)	0129-2258331
S.C.GUPTA	ED (CPMG)	0129-2278005
V.K.JAIN	ED (R&D)	0129-2255805
M.K.RAINA	ED (T&RE)	0129-2255805
K.S.NAGARAJA	ED (DESIGN & ENGINEERING)	0129-2255704
NAIN SINGH	ED (DESIGN E&M) & (QA&I)	0129-2258218
SUBHASH ROY	ED (COST ENGINEERING)	0129-2278430
GOPAL DHAWAN	ED (ENG.GEOLOGY)	0129-2270594
A.K.SARKAR	ED (CONTRACTS (CIVIL)/E&M)	0129-2259922
A.B.AGARWAL	ED (HR)	0129-2277165
S.R ROY	ED (IT&C/ERP)	0129-2277894
M.S.BABU	ED (COMMERCIAL)	0129-2255706
B.R.SARAF	ED(CORPORATE PLANNING)& CBD	0129-2271425
DAYAL MATHUR	ED (HRD)	0129-2271297
T.N.GOPALAKRISHNA	ED (FINANCE)	0129-2258829
R.K.TANEJA	ED(FINANCE)	0129-2271405
VIJAY GUPTA	COMPANY SECRETARY	0129-2278018

NAMES AND TELEPHONE NOS. OF REGIONAL HEADS.

JATINDER SINGH	EXECUTIVE DIRECTOR, REGION -I, JAMMU	0191-2477782
S.K.AGRAWAL	EXECUTIVE DIRECTOR, R-II, BANIKET.	01899-254058
DIGVIJAY NATH	EXECUTIVE DIRECTOR REGION -III, KOLKATA	033-23673865
R.N.MISRA	EXECUTIVE DIRECTOR REGION-IV, CHANDIGARH	0172-2600287
SHART SHARMA	EXECUTIVE DIRECTOR (UTTARAKHAND)	0135-2762916
A.K.GUPTA	EXECUTIVE DIRECTOR (DIBANG,TAWANG,KAMBANG & SIPPI PROJECTS) ITANAGAR	0360-2292830
DHIMAN PARIJA	EXECUTIVE DIRECTOR SILIGURI	0353-2460014
RAJ KUMAR	ED (ROADS & RE)-PATNA	0162-2504411

Working group of citizen's charter in terms of clause 5.6.2 of IS:15700 : 2005:

Sl. No.	Representation	Representative	Signatures
1	Top Management	Sh.A.B.Agrawal, ED (HR)	
2	Middle Management	Chief (Finance) as nominated by ED (Finance)	
3	Staff Associations/ Unions		
a	NHPC Karamchari Sangh		
b	NHPC Employees Union		
c	Corporate Office NHPC Employees and Workers Union		
d	NHPC Officers Association		
e	NHPC SC/ ST Employees Welfare Association		
4	Customer	Sh. V. Venugopal, DGM (SO), Delhi Transco Limited	
5	Stakeholders	Sh.V.K.Kharbanda, General Manager , PFC	