

# CITIZEN'S CHARTER



**NHPC LIMITED**

(A Govt. of India Enterprise)

Corporate Office- NHPC Office Complex,  
Sector-33, Faridabad,  
Haryana-121003.

## **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 authorized share capital of Rs. 15,000 crores and an investment base of over Rs.70300 Crore (31.03.2022). NHPC is ranked as a premier organization in the country for development of hydro power. During the FY 2021-22, NHPC earned a Net Profit of Rs. 3538 Crore. The organization, since its inception has been a responsible corporate citizen and has facilitated long term social and economic development of the project localities through extensive CSR works.

Accredited with ISO-9001:2015, ISO-14001:2015 & ISO 45001:2018 certifications, 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 development of Power in all aspects through conventional and non-conventional sources in India and abroad.

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 24 projects with an installed capacity of 7071.2 MW which includes 50 MW Wind Power, Jaisalmer, 50 MW Solar Power, Tamilnadu & 1000 MW Indira 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.

Presently, NHPC and its subsidiaries are engaged in the construction of 13 projects aggregating to a total installed capacity of 7539 MW. These include 8 hydroelectric projects and 5 solar projects.

## **CORPORATE VISION**

- To be a global leading organization for sustainable development of clean power through competent, responsible and innovative values.

## **CORPORATE MISSION**

- To achieve excellence in development of clean power at international standards.
- To execute & operate projects through efficient and competent contract management and innovative R&D in environment friendly and socio-economically responsive manner.
- To develop, nurture and empower the human capital to leverage its full potential.
- To practice the best corporate governance and competent value based management for a strong corporate identity and showing concern for employees, customer, environment and society.
- To adopt & innovate state-of-the-art technologies and optimize use of natural resources through effective management.

## **OBJECTIVES**

- To harness the vast hydro potential of the country along with thermal, 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 maximize 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**

- Corporate Social Responsibility (CSR) has been an integral part of NHPC's business philosophy. NHPC Limited is conducting its business in a socially responsible way by maintaining high level of organizational integrity and ethical behavior, in conformity with expected standards of transparency in reporting and disclosing the performance in all spheres of its activities, demonstration of concern for social welfare, adoption of best management practices and effective operational methods to win the trust and confidence of all stakeholders. NHPC Limited is playing a significant role in the area of Corporate Social Responsibility (CSR) by addressing the social, economic and environmental concerns of its all stakeholders including those directly impacted by its operations & activities in a sustainable manner.
- CSR Policy of NHPC Limited aligns with the CSR provisions of Companies Act, 2013, the Companies (Corporate Social Responsibility Policy) Amendment Rules 2022, DPE guidelines, notifications and clarifications issued by Ministry of Corporate Affairs from time to time. CSR activities undertaken by NHPC Limited are in conformity with the list of items / activities specified in Schedule-VII of the Companies Act, 2013.
- NHPC Limited has undertaken a number of CSR initiatives for the community living in and around the Projects/ Power Stations / Units in the areas of Education, Health, Sanitation, Rural Development, Skill Development, Environment, Women Empowerment, Promotion of sports, arts and culture etc.
- NHPC has been assigned 03 Aspirational Districts namely Baramulla in UT of J&K, Chamba in Himachal Pradesh and West Sikkim in Sikkim for their focused development through CSR. NHPC is trying its best to augment the efforts of the Government in their development.
- NHPC Limited pledged its support to the nation and has contributed CSR funds of Rs.100 Crores in PM CARES Fund to combat COVID-19 pandemic.
- NHPC under its Corporate Social Responsibility & Sustainability initiative is committed for upgradation of health care infrastructural facilities in Govt. Hospitals/PHCs/CHCs etc. in and around its area of operation. It also strives hard to reach out to the poor and needy people so that it may pass on the benefits of its initiatives to the larger section of the underprivileged society.

- Our health centers are equipped with well-established dispensaries, doctors, para-medical staff and ambulance facilities at its projects/power station locations to cope-up with regular needs and any medical emergency in the near-by areas. Being a responsible corporate entity, the medical and other associated facilities available with NHPC are provided to the local people free of cost.
- Health check-up camps, eye-camps, medicine distribution, health awareness programs with special focus on women are certain activities which in co-ordination with District Authorities are taken up regularly across all its operational areas.
- NHPC is also committed to support District and State Govt. Authorities to mitigate any medical emergencies. The response time of medical services of NHPC during COVID has been appreciated by every corner of the society.
- Responding proactively in alleviation of medical oxygen supplies, NHPC Limited has set up six Oxygen Generation Plants in different parts of the country during COVID pandemic under its CSR initiatives. The plants are highly beneficial in fighting the Covid-19 crisis and also providing regular oxygen supply to the hospital and catering to the need of surrounding health care facilities.
- The CSR initiatives of NHPC Limited have been conferred with various awards like CSR Initiatives for Sustainable Development under PSU Category in 2017-18, 8<sup>th</sup> India Pride Award 2016-17 for “Excellence in CSR/ Environment Protection and Conservation”, etc. NHPC has been conferred commendation certificate from District Administration, Faridabad for its various CSR initiatives undertaken in surrounding areas.
- All the activities of NHPC under CSR have been uploaded on the NHPC website under the CSR Corner.

**STAKEHOLDERS AND SERVICES PROVIDED TO THEM:**

Sl. No	Stakeholder	Service provided
01.	BOND HOLDER:	Conducting following activities in timely manner: <ul style="list-style-type: none"><li>• Issue Letter of Allotment and Refund Advice, if any.</li><li>• Issue Bonds Certificate.</li><li>• Conversion of Letter of Allotment to bond when the final security is created in case of Bonds issued on Private Placement Basis.</li><li>• Change of address, change/correction of name, transfers, transmission of bonds in death case, Demat/remat etc. on request of beneficial owner.</li><li>• Payment of Interest on Application Money and periodic interest to the bond holders.</li><li>• Payment to bondholders on redemption of bonds as per the Beneficiary position of record dates of redemption and intimation thereof.</li></ul>
02.	Govt. of India (through MOP, CEA, CWC, MOEF)	<ul style="list-style-type: none"><li>• Submission of proposals for clearances/approval</li><li>• FR, DPR</li><li>• Investment approval</li><li>• Forest clearance</li><li>• Allocation of share of power from generating stations</li><li>• Dividend</li><li>• Statutory compliances</li><li>• Submission of various types of reports/information from time to time</li></ul>
03.	State Governments/Central Govt.	<ul style="list-style-type: none"><li>• Signing of MOU</li><li>• Release of drinking &amp; irrigation water</li><li>• Providing free power to home State/States as per policy of Govt. of India for hydro projects.</li><li>• Supply of power from the Generating Stations to the State Governments through SEBs/Power Departments as per the allocation of Power from MoP, Gol and in accordance with the guidelines &amp; Tariffs as approved by CERC.</li></ul>
04.	International & Domestic Bankers (Financial Institutions)	<ul style="list-style-type: none"><li>• Compliance of Loan Covenants and performance Indices.</li></ul>
05.	PGCIL	<ul style="list-style-type: none"><li>• Wheeling of electric energy through their transmission lines to the beneficiaries in accordance with CERC Guidelines and follow Statutory Rules and Regulations</li></ul>
06.	Contractors / Vendors	<ul style="list-style-type: none"><li>• Proper execution of contractual terms and conditions in implementation of Projects and Procurement.</li></ul>

07.	Customer/Beneficiaries include State Governments/State Distribution Companies	<ul style="list-style-type: none"> <li>Power from the Generating Stations is supplied to different beneficiaries as per the allocation of power by Ministry of Power (GoI), in accordance with the guidelines and Tariff as approved by CERC.</li> </ul>
08.	Damodar Valley Corporation, Chhattisgarh State Electricity Board, Ministry of External Affairs, PGCIL, Uttarakhand Jal Vidyut Nigam Limited, West Bengal Power Development Corporation Limited etc.	<ul style="list-style-type: none"> <li>Provide the consultancy services / expertise in Survey &amp; Investigation, Planning, Design &amp; Engineering, Construction, Operation &amp; Maintenance, Renovation, Modernization &amp; 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</li> </ul>
09.	REC Limited and Govt. of Bihar, Odisha, UT of J&K, UT of Ladakh, Chhattisgarh and West Bengal	<ul style="list-style-type: none"> <li>Implement rural electrification works under the Rajiv Gandhi Gramin Vidyutikaran Yojna (RGGVY) in 05 states namely Bihar, Odisha, UT of J&amp;K, UT of Ladakh, , Chhattisgarh and West Bengal.</li> </ul>
10.	Ministry of Rural Development, Govt of India and Govt. of Bihar	<ul style="list-style-type: none"> <li>Construction of rural roads under Pradhan Mantri Gram Sadak Yojna (PMGSY) in six districts of Bihar namely East Champaran, West Champaran, Vaishali, Sitamarhi, Muzaffarpur &amp; Sheohar.</li> </ul>
11.	Project Affected Families (PAFs)	<ul style="list-style-type: none"> <li>Evolving R&amp;R Policy and benefits in consultation with PAFs and State Administration and its implementation through the concerned State Govt.</li> </ul>
12.	Shareholders	<ul style="list-style-type: none"> <li>Timely payment of dividend through Electronic or Physical Mode.</li> <li>Timely dispatch of Annual Report of the company to the shareholders in physical form or via registered email address.</li> <li>Attending to the queries of the investors with immediate effect.</li> <li>No communication from the investor should be kept pending beyond a period of 48 working hrs.</li> </ul>
13.	Various Consultancy Clients-both within and outside India	<ul style="list-style-type: none"> <li>Providing consultancy services in the various fields of hydro power viz. river basin studies, survey works, design and engineering, geological studies, hydraulic transient studies, hydrological studies, contract management, equipment planning, underground construction,</li> </ul>



		testing commissioning etc. to leading organizations within the country and abroad.
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### **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 , acquisition of land, restoration of law & order disruption in Project area.

## **GRIEVANCE POLICY & PROCEDURE**

### **Objective**

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**

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.

### **GRIEVANCES REDRESSAL MECHANISM**

A. Grievance authority comprises of following senior officers:-

1.	Shri Himanshu Shekhar	ED (Commercial)	Chairman	0129-2259923
2.	Shri Ashok Kumar Nauriyal	ED (PMSG)	Member	0129-2250478
3.	Shri Sanjay Kumar Madan	ED (Finance)	Member Secretary	0129-2259926
4.	Shri Lokesh Kr.Agrawal	Manager (Finance)	Member (PWD)	-----

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

B. 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 Group General Manager / General Manager and above shall remain in their offices and receive and hear public Grievances.

C. Any Grievance received will be acknowledged within 3 days.

**MEMBERS OF INTERNAL COMPLAINTS COMMITTEE UNDER SEXUAL HARASSMENT OF WOMEN AT WORKPLACE (PREVENTION, PROHIBITION & REDRESSAL) ACT, 2013.**

- |  |                   |                  |              |
|--|-------------------|------------------|--------------|
| 1. Dr.(Mrs) Kamla Fartyal,<br>kfartyal@nhpc.nic.in       | GGM               | Chairperson      | 0129-2250385 |
| 2. Dr.(Mrs.) Vasanthi Raman,                             | CWDS(NGO)         | Member           | 011-23346930 |
| 3. Ms. Reshma Hemrajani,                                 | GM(Fin)           | Member           | 0129-2255803 |
| 4. Sh. R.T.Nathan,                                       | GM(HR)            | Member SC/ST     | 0129-2250383 |
| 5. Mrs.Shubhalakshmi Gupta,<br>shubhalakshmi@nhpc.nic.in | Group Sr.Mgr(E&C) | Member Secretary | 0129-2588811 |

**MEMBERS OF INTERNAL GRIEVANCE REDRESSAL COMMITTEE AT WORK PLACE FOR PERSONS BELONGING TO SCHEDULED CASTES COMMUNITY**

- |   |             |
|---|-------------|
| 1. Sh. Lucas Guria , Executive Director(HR) | Chairperson |
| 2. Dr. Kamla Fartyal, Group General Manager | Member      |
| 3. Sh. R. T. Nathan, GM(HR)                 | Member      |
| 4. Dr.Manju Mam, Principal Director (NPTI)  | Member      |

**Mail id: nhpcscstcell@gmail.com**

**REVIEW OF CITIZEN CHARTER:**

The charter shall be reviewed and updated half yearly 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.

**NAME & TELEPHONE NOS. OF CMD & FUNCTIONAL DIRECTORS/CVO**

NAME(S/Sh.)	DESIGNATION	TEL. NOS
RAJEEV KUMAR VISHNOI	CHAIRMAN & MANAGING DIRECTOR	0129-2277971 0129-2275920
YAMUNA KUMAR CHAUBEY	DIRECTOR (TECHNICAL) DIRECTOR(PERSONNEL)- Additional charge	0129-2271259
R P GOYAL	DIRECTOR (FINANCE)	0129-2278021
BISWAJIT BASU	DIRECTOR (PROJECTS)	0129-2278003
SANTOSH KUMAR	CVO	0129-2278019 / 2276231

**NAME & TELEPHONE NOS. OF SENIOR EXECUTIVES OF NHPC.**

<b>NAME (S/Sh.)</b>	<b>DESIGNATION</b>	<b>TEL. NOS</b>
SHYAM LAL KAPIL	ED-Incharge (R&D,Geo-Physics, Geo-Tech & RES)	0129-2255805
RAJESH SHARMA	ED(O&M), Safety	0129-2250846
HIMANSHU SHEKHAR	ED(COMMERCIAL)	0129-2259923
JANESH SAHNI	ED(DIBANG MPP)	9810938222
V. R. SHRIVASTAVA	ED(PLANNING)	0129-2278014
VIPIN GUPTA	ED(SUBANSIRI LOWER HEP)	9971493710
LALITENDU KUMAR TRIPATHI	ED(COST ENGINEERING)	8826511779
RAJAT GUPTA	ED, SBD & C	9958630059
MILIND GANESH GOKHALE	ED (DESIGN-E&M) & T&RE	9910995806
AJAY MITTAL	ED(DESIGN & ENGINEERING)	0129-2252983
UDAY SHANKER SAHI	ED (EMS, CSR- SD, CC,SECURITY & RECORD MGMT	0129-2254686
ASHOK KUMAR NAURIYAL	ED(PMSG) & CEP	0129-2250478
SANJAY KUMAR MADAN	ED(FINANCE)	0129-2259926
RAJ KUMAR CHAUDHARY	EXECUTIVE DIRECTOR (ENGG.GEOLOGY, PID)	9435749027
ASHOK KUMAR	ED(T&HRD)	0129-2259921
RAM SWAROOP	QA&I	0129-2278425
LUCAS GURIA	ED(HR, LAW, RAJBHASHA, MEDICAL & RTI)	0129-2256551
HARSH SINGH	ED,CMD SECTT.	0129-2278941
KAJAL SAHA	ED, CONTRACTS	0129-2278026
S.N.UPADHYAY	ED(FINANCE)	0129-2254685
BBN SUBUDHI	ED, ARBITRATION CELL	9958881613
DR KAMLA FARTYAL	GGM(MEDICAL SERVICES)	0129-2250385
RUPA DEB	GENERAL MANAGER(COMPANY SECRETARY)	0129-2278018

**NAMES AND TELEPHONE NOS. OF REGIONAL HEADS.**

<b>NAME</b>	<b>DESIGNATION / REGION</b>	<b>TEL NOS.</b>
ASHOK KUMAR GROVER	EXECUTIVE DIRECTOR, REGION OFFICE, CHANDIGARH	0172-2652701 2651771/702
DEEPAK SAIGAL	EXECUTIVE DIRECTOR REGION OFFICE, JAMMU	0191-2490964
RAJENDRA KUMAR AGRAWAL	EXECUTIVE DIRECTOR REGION OFFICE, BANIKHET	01899-254058
SHYAMA PRASAD MUKHERJEE	EXECUTIVE DIRECTOR REGION OFFICE, TEESTA-VI	03592-247357
TAPAS SINHA	EXECUTIVE DIRECTOR REGION OFFICE, ITANAGAR	0360-2292830