

# 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.74715 Crore (31.03.2023). NHPC is ranked as a premier organization in the country for development of hydro power. During the FY 2022-23, NHPC earned a Net Profit of Rs.3834 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 25 projects with an installed capacity of 7097.20 MW which includes 50 MW Wind Power, Jaisalmer, 50 MW Solar Power, Tamilnadu and 1000 MW Indira Sagar Project & 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 15 projects aggregating to a total installed capacity of 10449 MW including JVs/ Subsidiaries. These include 9 hydroelectric projects and 6 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 behaviour, 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 by addressing the social, economic and environmental concerns of its stakeholders.
- NHPC has strengthened its commitment to CSR in line with Statutory Provisions. The CSR Policy of NHPC has been revised in accordance with Section 135 of the Companies Act, 2013, the Companies (CSR Policy) Rules, and the Companies (CSR Policy) Amendment Rules. NHPC also adheres to the Department of Public Enterprises (DPE) guidelines on CSR. The CSR activities undertaken by NHPC Limited align with the list of items/ activities specified in Schedule VII of the Companies Act, 2013. NHPC is committed to making significant contributions to the community, environment, and society through well-planned CSR interventions.
- 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, Protection of art and culture etc. NHPC is making concerted efforts to reach out to the poor and needy, aiming to extend the benefits of its CSR initiatives to a broader segment of underprivileged society.
- NHPC has been assigned three Aspirational Districts, namely Baramulla in the UT of J&K, Chamba in Himachal Pradesh, and West Sikkim (now renamed as Gyalshing) in Sikkim, for focused development through CSR. NHPC is endeavouring to enhance the government's development efforts to the best of its ability.
- As part of its CSR initiative, NHPC is committed to upgrading healthcare infrastructural facilities in government hospitals, primary health centres (PHCs), community health centres (CHCs), etc., in and around its area of operation.
- NHPC's health centres are equipped with well-established dispensaries, doctors, para-medical staff, and ambulance facilities at project/power station, situated at remote locations to address regular needs and any medical emergencies in the nearby areas. As a responsible corporate entity, NHPC provides medical and other associated facilities to the local people free of cost. Health check-up camps, eye camps, medicine distribution etc. are some of the activities regularly undertaken in coordination with District Authorities across all operational areas. From FY 2019-20 onwards up to FY 2022-23, NHPC has spent approximately Rs. 20.14 Crores through project dispensaries at its 24 locations to offer free healthcare facilities to the local population with the objective to promote healthcare including preventive healthcare.

- NHPC entered into four MoUs with the Artificial Limbs Manufacturing Corporation Limited (ALIMCO) at an estimated value of Rs. 2.85 Crores to assess the special needs of Divyangjans and provide them with customized aids and assistive devices up to F.Y. 2021-22. Up to F.Y. 2021-22, about 5000 aids and assistive devices have been provided to the Divyangjans which include Joy Sticks, Tricycles, Wheel-chairs, CP Wheel Chairs, Hearing Aids, MSIED Kits, Smart Canes, Crutches, Walking Sticks, Rollator, Cervical Collar, Artificial limbs and Calipers. During FY 2023-24, NHPC has signed an MoU with Artificial Limbs Manufacturing Corporation Limited (ALIMCO) for the distribution of aids and assistive devices to around 1000 Divyangjans in the North & North Eastern states, with a financial implication of Rs. 1.50 Crore. On 13.10.2023, aids and assistive devices such as Motorized Tricycle, Joystick, Wheelchair, Artificial limb, Caliper, Hearing Aid, Braille kits, etc., were distributed among 147 Divyangjans in Udampur. On 3rd and 4th January 2024, aids and assistive devices such as Motorized Tricycle, Joystick, Wheelchair, Artificial limb, Caliper, Hearing Aid, Braille kits, etc., were distributed among 130 Divyangjans in Jaisalmer, Rajasthan.
- NHPC is also committed to supporting District and State Government Authorities in mitigating any medical emergencies. The response time of NHPC's medical services during COVID has been highly appreciated by every segment of society. Responding proactively to address the shortage of medical oxygen supplies, NHPC Limited has established six Oxygen Generation Plants in various parts of the country during the COVID pandemic as part of its CSR initiatives.
- NHPC Limited has pledged its support to the nation and contributed CSR funds of Rs. 100 crores to the PM CARES Fund.
- As a part of its CSR initiative, NHPC has been providing quality education to children in rural communities through Kendriya Vidyalayas and other school situated in NHPC Project Townships since FY 2019-20. NHPC has spent a sum of Rs. 132.26 Crore in 13 Kendriya Vidyalayas and other school located in NHPC Project Townships during the period from FY 2019-20 to FY 2022-23.
- NHPC also assists schools in its vicinity by addressing infrastructure gaps, providing furnishings, modern training aids, computer peripherals, etc. In the pursuit of promoting accessible and high-quality technical education, NHPC has also extended financial support for the establishment of a Hydro Engineering College in Bilaspur, Himachal Pradesh. Additionally, NHPC has been contributing financial support for the establishment of an Engineering College in the Darjeeling District, West Bengal.
- As part of its CSR initiative, NHPC has supported the up-gradation and developmental activities of several Industrial Training Institutes located near its Power Stations/units. From FY 2014-15 to 2022-23, NHPC has spent a total of Rs. 3.16 Crore for various up-gradation and developmental initiatives in ITIs. Additionally, as part of its CSR commitment, NHPC has contributed Rs. 5.00 Crore for building infrastructure to establish an Industrial Training Institute in Chandey, North Sikkim (now renamed as Mangan District).

- To equip unemployed youth with the skills, knowledge, and abilities necessary for specific tasks and functions in various industries, NHPC arranged Employment Oriented Vocational training for 1630 unemployed youth during FY 2021-22 and 2337 unemployed youth during FY 2022-23 in various employable skills as part of its CSR initiative.
- NHPC has played a crucial role in bringing about a significant change in the areas surrounding its operations. NHPC has undertaken various initiatives aimed at rural development, including the construction of pathways, community hall construction and renovation, drainage system development, shelters and waiting sheds construction, provision of potable drinking water, installation of drinking water supply lines, establishment of community RO plants, and sanitation complex setup at public places, among other efforts, for the benefit of the local communities near its Projects/ Power Stations/ Units.
- Various programmes aimed at improving environmental sustainability have been implemented in nearby areas of NHPC's Projects and Power Stations as part of CSR initiative.
- Women empowerment programs have been implemented by many of NHPC's projects/power stations. Training assistance has been extended to women in various courses to promote self-employment. Activities such as promoting "Pig Farming" among rural women for the enhancement of their livelihood, providing Livelihood Enhancement Training on Operation of Automatic Handloom to downtrodden Women are being implemented.
- As part of its CSR initiative in the sports sector, NHPC has been facilitating sports training for people with intellectual and developmental disabilities through dedicated and trained coaches. This initiative provides a platform for special athletes to continuously practice and upgrade their sporting skills, strengthening their chances of participating at local, district, state, national, or international levels.
- 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 CSR activities of NHPC 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, testing commissioning etc. to leading organizations within the country and abroad.</li> </ul>

## **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 Deepak Saigal	ED (PMSG)	Chairperson	0129-2277429
2) Shri Ram Swaroop	ED (QA&I)	Member	0129-2278425
3) Shri Anuj Kapoor	ED (Finance)	Member	0129-2259926
4) Shri Sanjeev Kumar	DGM(HR)	Member(PwD)& Member(Secretary)	0129-2258830 (I.com-603)

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. Deepak Kumar Gautam                               | GM(HR)            | Member           | 0129-2277187 |
| 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. Himangshu Saha, General Manager(Electrical) | Member      |
| 4. Sh. N.R.Halder, Director(Training),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**

<b>NAME(S/Sh.)</b>	<b>DESIGNATION</b>	<b>TEL. NOS</b>
RAJENDRA PRASAD GOYAL	CHAIRMAN & MANAGING DIRECTOR –Additional charge	0129-2277971 0129-2275920
RAJENDRA PRASAD GOYAL	DIRECTOR (FINANCE)	0129-2255363
RAJ KUMAR CHAUDHARY	DIRECTOR (TECHNICAL)  DIRECTOR(PROJECTS) -Additional charge	0129-2271259
UTTAM LAL	DIRECTOR (PERSONNEL)	0129-2278015
SANTOSH KUMAR	CVO	0129-2278019 / 2276231

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

NAME	DESIGNATION	DEPARTMENT	PHONE NO.
MILIND GANESH GOKHALE	EXECUTIVE DIRECTOR	DESIGN(E&M), C.O.	9910995806
VIVEK RANJAN SHRIVASTAVA	EXECUTIVE DIRECTOR	RE&GH DIVISION, AHMEDABAD	9958381010
VIJAY KUMAR SINHA	EXECUTIVE DIRECTOR	NHDC-BHOPAL	9811737111
LALITENDU KUMAR TRIPATHI	EXECUTIVE DIRECTOR	DIBANG MPP	8826511779
ASHOK KUMAR NAURIYAL	EXECUTIVE DIRECTOR	RATLE HPCL	9958722600
DEEPAK SAIGAL	EXECUTIVE DIRECTOR	PMSG, C.O.	9810575616
UDAY SHANKER SAHI	EXECUTIVE DIRECTOR	DIR(PROJECT) SECTT., C.O.	9797793516
RAJAT GUPTA	EXECUTIVE DIRECTOR	SBD & C, C.O.	9958630059
SANJEEV KUMAR YADAV	EXECUTIVE DIRECTOR	PUNATSANGCHHU- I&II HEP BHUTAN	9805409302
RAM SWAROOP	EXECUTIVE DIRECTOR	Q A & I, C.O.	9800003621
LUCAS GURIA	EXECUTIVE DIRECTOR(HR)	HR DIVISION, C.O	0129-2256551
KAJAL SAHA	EXECUTIVE DIRECTOR	RO,BANIKHET	9871089665
HASAN NADEEM	EXECUTIVE DIRECTOR	COST ENGG., C.O.	9816644467
RAKESH PRASAD SHARMA	EXECUTIVE DIRECTOR	ESTATE MANAGEMENT SERVICES, C.O.	9871729605
PRASHANT ATREY	EXECUTIVE DIRECTOR	I T & C, C.O.	9910663332
SANDEEP KUMAR	EXECUTIVE DIRECTOR	CMD SECTT., C.O.	8130512239
ANIL KUMAR DASH	EXECUTIVE DIRECTOR	TEESTA-VI HEP	9717084446
SANJAY DARBARI	EXECUTIVE DIRECTOR	PLANNING, C.O.	8800610777
VISHAL KUMAR SAINI	EXECUTIVE DIRECTOR	DESIGN(CIVIL), C.O.	0129-2252983
H N SATYANARAYANA	EXECUTIVE DIRECTOR	VIJAYAVADA, AP	7086071890
SUPRAKASH ADHIKARI	EXECUTIVE DIRECTOR	RO,JAMMU	9419219452
NIRMAL SINGH	EXECUTIVE DIRECTOR	PARBATI-II HEP	9816633505
RAMESH MUKHIYA	EXECUTIVE DIRECTOR	CHENAB VALLEY PPP LTD	9800042355
SUDHIR KUMAR YADAV	EXECUTIVE DIRECTOR	SIANG BASIN	9810571533
RAJENDRA PRASAD	EXECUTIVE DIRECTOR	SUBANSIRI LOWER HEP	9810740388
ANUJ KAPOOR	EXECUTIVED DIRECTOR	FINANCE DIVISION, C.O.	9816605945
DR KAMLA FARTYAL	GROUP GEN.MANAGER	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>
SUPRAKASH ADHIKARI	EXECUTIVE DIRECTOR REGION OFFICE, JAMMU	0191-2490964
KAJAL SAHA	EXECUTIVE DIRECTOR REGION OFFICE, BANIKHET	01899-254058
NIRMAL SINGH	EXECUTIVE DIRECTOR, REGION OFFICE, CHANDIGARH	0172-2652701 2651771/702
ANIL KUMAR DASH	EXECUTIVE DIRECTOR REGION OFFICE, SILIGURI	9717084446
SUDHIR KUMAR YADAV	EXECUTIVE DIRECTOR REGION OFFICE, ITANAGAR	0360-2292830