



CITIZEN'S CHARTER

**Brookland Compound,
Lower New Colony,
Shillong-793 003, Meghalaya, India.**

**NEEPCO website: www.neepco.gov.in
Phone No: 0364-2222936 / 0364-2224582 (Reception)
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1. ABOUT THE ORGANISATION

North Eastern Electric Power Corporation Limited (NEEPCO), a Miniratna Category-I, Schedule "A" Government of India Enterprise under the Ministry of Power was set up on the 2nd of April, 1976 to plan, investigate, design, construct, generate, operate and maintain power stations in the North Eastern Region of the country. NEEPCO has an installed capacity of 1287 MW which is 36.25% of the total installed capacity of the N.E Region. NEEPCO's authorised share capital is Rs 3426.12 Crores at present and its net worth as on 31st March 2014 is Rs 5534.47 Crores.

NEEPCO is the first PSU under the Ministry of Power, Government of India with its Corporate Office having been accredited with the following certifications:

- a) ISO : 9001 for Quality Management System
- b) ISO: 14001 for Environment Management System.
- c) OHSAS: 18001 for Occupational health and safety Assessment Series.

Similar Certification has also been received by the Corporation for its all five O&M Plants including the Design & Engineering Office at Guwahati.

With its headquarters in the charming town of Shillong, the capital of Meghalaya, NEEPCO is a power sector enterprise with projects located in the various states of the North East.

2. VISION

To be a leading integrated Electric Power Company of the country with a strong environmental conscience.

3. MISSION

To harness the huge power potential of the country, from conventional and non-conventional sources, with minimal impact on the environment, through a planned development of power generation projects by an integrated approach covering all aspects of investigation, planning, design, construction, operation and maintenance of power projects, which in turn would effectively promote the development of the nation as a whole.

4. CORPORATE OBJECTIVES

- To responsibly exploit the vast hydro & thermal power potential for sustainable development of N.E. Region.
- To be competitive in liberalised global environment.
- To promote industrial growth in N.E. Region thereby improving quality of life and prosperity.
- To provide infrastructure, medical, schooling and create productive environmental opportunities.
- To fulfil the electricity need of N.E. Region and India.
- To improve socio-economic condition of neighbourhood.
- To develop human resources to world standard.

5. OUR ACTIVITIES

- Generation of electric power for supply to beneficiaries /utilities.
- Survey, Investigation, Planning, Design, Construction, Operation & Maintenance of Power Plants.
- Fulfilling social obligations under Corporate Social Responsibility (CSR).
- Sustainable development with minimal ecological disturbances, minimal environmental degradation and minimal social disturbances.
- Adherence to best practices of corporate governance.
- Unequivocal accountability to stakeholders.

6. Our Policy Framework:

NEEPCO Limited is responsible for complying with following statutory and regulatory rules in order to execute its activities:

- Electricity Act, 2003
- National Policy on Resettlement and Rehabilitation (NPRR) - 2003
- Central Electricity Regulatory Commission (CERC) Regulations including Indian Electricity Grid Code (IEGC)
- Guidelines issued by North Eastern Regional Load Distribution Centre (NERLDC)
- National Resettlement & Rehabilitation Policy 2007
- National Rehabilitation Policy 2008

- Land Acquisition, Rehabilitation and Resettlement (LARR) Act 2013
- Resettlement & Rehabilitation Policy of the State Govt. concerned.
- Guidelines issued by Department of Public Enterprises and Central Vigilance Commission etc.
- Other applicable policy circulars of Ministry of Power, Government of India

7. HUMAN RESOURCE

- An integral part of NEEPCO's employee centred policy lay thrust on knowledge upgradation and development through seminars, workshops and training programmes both in-house and external.
- Manpower strength of the Corporation is 2405 (as on 30th April, 2016).

8. 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.

9. OBJECTIVES OF NEEPCO'S CITIZEN'S CHARTER

The significant objectives of the Citizens Charter are summarised as given below:

- Ensuring Citizen-centric focus across all its domain by adopting Excellence enabler on improving processes and services.
- Ensuring effective Citizen Communications Channels
- Demonstrating Transparency and Openness of its business operations by hosting the Citizen's Charter on the NEEPCO's web site i.e. www.neepco.gov.in
- Working towards delight of Citizens by fail-safe processes and in case of exigencies leveraging its Service Recovery Processes like Grievance Redressal, Handling Complaints etc.

10. CORPORATE SOCIAL RESPONSIBILITY:

NEEPCO CSR Policy : Committed Sustainable Responsible

NEEPCO firmly believe that communities located in the vicinity of our projects / offices are important partners / stakeholders in growth story of the region. As good neighbors and considering the cultural diversity of the region, the Corporation undertakes all its initiatives sensitively and efforts to rationalize our CSR intervention to areas of high impact, both in terms of quality and scale.

- **NEEPCO's CSR MISSION**

To be a responsible corporate entity for nurturing human values with concern for society and environment.

- **NEEPCO's CSR VISION**




To make sustainable impact on the planet and the communities we serve.

AIMS AND THRUST AREAS FOR CSR & SUSTAINABILITY ACTIVITES in line with schedule VII of Companies Act 2013:

- **Eradicating hunger, poverty and malnutrition, promoting preventive health care and sanitation and making available safe drinking water.**
- **Promoting education, including special education and employment enhancing vocational skills especially among children, women, elderly, and the differently abled and livelihood enhancement projects.**

- Promoting gender equality, empowering women, setting up homes and hostels for women and orphans; setting up old age homes, day care centers and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups.
 - Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agro forestry, conservation of natural resources and maintaining quality of soil, air and water.
 - Protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art; setting up public libraries; promotion and development of traditional arts and handicrafts.
 - Measures for the benefit of armed forces veterans, war widows and their dependents.
 - Training to promote rural sports, nationally recognized sports, Paralympics sports and Olympic sports.
 - Contribution to the Prime Minister's National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women
 - Contributions or funds provided to technology incubators located within academic institutions which are approved by the Central Government.
- **Rural Development projects.**
 - **Slum Area development:** Slum area means any area declared as such by the central Government or any State Govt. or any competent authority any law for the time being in force.

Administrative Setup	Stakeholders considered for intervention
	<ul style="list-style-type: none"> • Gaon Bura • ASM/ZPM • Land Owners Associations • Administrative Authority • NGO’s/Civil Society • Academia
	<p>Criteria for Selection:</p> <ul style="list-style-type: none"> • Priority for CSR activities in the local area • Activities that benefit only the employees of the company and their families shall not be considered as CSR activities. • The focus will be on long gestation, high impact projects. • Activities which are ad-hoc, philanthropic one-time event such as marathons/awards/charitable contribution /advertisement / sponsorships of TV programme etc. would not be counted as part of CSR expenditure. • Contribution to any amount directly or

	<p>indirectly to any political party shall not be considered as CSR activity.</p> <ul style="list-style-type: none"> • The decision regarding selection of activity, site, budget and other resources shall be the sole discretion of the Board of Directors
<p>Monitoring and Evaluation:</p>  	<p>REPORT :</p>  <ul style="list-style-type: none"> ▪ Project wise annual report of CSR and Sustainability activities. ▪ Comprehensive annual report of the Corporation ▪ Report at NEEPCO website, hoarding display /press release at print/electronic media. ▪ CSR & Sustainable activities in the Annual Report of NEEPCO <ul style="list-style-type: none"> • Head of project • Nodal Officer • Directors and CMD • Board of Directors • External Agency- OKDISCD, Guwahati including impact assessment

11. GRIEVANCE POLICY & PROCEDURE:

Objective:

The Grievance redressal machinery is of three levels. The attempt is to settle grievance expeditiously and nearer to its point of its origin in the interest of the Corporation.

11.1 GRIEVANCES REDRESSAL MECHANISM:

11.1 a Grievance Redressal for External Stakeholders/ Beneficiaries

In the event of non-fulfillment of a commitment or service, the stakeholders have the right to submit their related grievances in writing to the Head of the concerned Office as mentioned in **Table - II**. The Head of the concerned Office will respond within one month of the receipt of the grievance from stakeholder. It is expected from stakeholders that they submit their petition in writing along with all supporting documents that are necessary for detailed examination of grievance.

Grievance can also be submitted online through Centralized Public Grievance Redress & Monitoring System (CPGRAMS) portal, a link of which is also made available in NEEPCO's website.

11.1 b Employee's Grievance Redressal

Scope and Coverage

Grievance would mean a representation by an employee in writing or verbatim but recorded if an employee is not in position to do so in regard to the Rules/ procedure already framed by the Corporation on Compensation (Wage, payment, Increment, recovery of dues); Working condition (Safety, hazards); Leave, Leave Travel concession; Amenities (allotment of quarter, Medical facility, Entitlements); Nature of job (Job allocation); Promotion(Super cession , Acting promotion, pay fixation, Seniority)and Service matters (transfer, continuity of service , superannuation, Date of Birth, Age).

11.1 c EMPLOYEES GRIEVANCE REDRESSAL PROCEDURE

STAGE-I				
	Grievance medium	Authority	Reply (within Days)	Remarks
Aggrieved Employee	Verbally(will also be recorded and signed)	Controlling officer	7 days	Presentation of grievance
If the employee is not satisfied with the reply	Grievance may be submitted in Form -I	HoD of the respective Department	15 days	FORM -I to be submitted within 10 days of the date on which the actual grievance took place
			Extended to 7 more days	If reply cannot be made within 15 days, the reason of delay should be recorded and the HoD may extend it to 7 more days
				Grievances will be registered and grievance number will be issued to the employee

STAGE-II				
	Grievance medium	Authority	Reply (within Days)	Remarks
If the employee is not satisfied with the reply of HoD	Grievance may be submitted in Form -II	Grievance Redressal Committee	3 weeks from the date of receipt of Form- II	The Grievance Redressal Committee will process the case & submit recommendation to the Management
		(Representatives of HoP not below the rank of Sr. Manager, Controlling officer/ HoD, Sr. Manager(HR)/ Manager(HR) as member convener and 1 representative from F&A.	Extended to 15 more days	Chairman of the Committee may extend the time to reply to the employee by another 15 days.

STAGE-III				
	Grievance medium	Authority	Reply (within Days)	Remarks
If the employee is not satisfied with the reply of Grievance Redressal Committee	Grievance may be submitted in Form - III	Apex Grievance Redressal Committee(one of the Functional directors as chairman, ED (HR) or HOD/Controlling Officer not below the rank of Sr. Manager and the HOD of Corporate	2 months from the date of receipt of the grievance.	Apex Grievance Redressal Committee shall submit it's recommendations to the Management within 2 months from the date of receipt of Form -III
		IR&A will be the Convenor and shall be notified after approval of the CMD. The Apex Grievance		
		Redressal committee may co-opt for any member in order to have his/her expert view/opinion	20 Days	Management after analysing the recommendations will convey it's decision within 20 days

APPEAL				
	Authority	Reply (within Days)	Remarks	
If the employee is not satisfied with the reply of Appex Grievance Redressal Committee	CMD	30 Days	If the aggrieved employee is not satisfied with the decision of the Appex Grievance Redressal Committee, he/she shall have the right of appeal to the CMD.	
			The CMD shall communicate his final decision within 30 (thirty) days of the employees appeal	

12. LIST OF STAKEHOLDERS AND BENEFICIARIES

12.1 Stakeholders:

- (i) Ministry of Power, Government of India (MoP)
- (ii) Department of Public Enterprises (DPE), Ministry of Heavy Industries, Government of India.
- (iii) Ministry of Environment & Forest, Government of India (MoEF)
- (iv) Central Electricity Authority (CEA)
- (v) Central Water Commission (CWC)
- (vi) Government of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland and Tripura.
- (vii) Ministry of External affairs, Government of India.
- (viii) North Eastern Regional Load Despatch Centre (NERLDC)
- (ix) Northern Eastern Regional Power Committee (NERPC)
- (x) Power Grid Corporation of India Ltd.
- (xi) Contractors, Vendors/Suppliers
- (xii) Financial Institutions such as World Bank, Power Finance Corporation, Rural Electrification Corporation, other Nationalized and scheduled Banks etc.
- (xiii) Project Affected Families (PAFs)
- (xiv) Employees of NEEPCO.

12.2 Beneficiaries:

NEEPCO Limited supplies electricity to the states of the North-eastern Region.

Following are its clients:

- (i) Assam State Electricity Board.
- (ii) Department of Power, Govt. of Arunachal Pradesh.
- (iii) Department of Power, Govt. of Nagaland.
- (iv) Electricity Department, Govt. of Manipur.
- (v) Meghalaya Energy Corporation Ltd.
- (vi) Power & Electricity Department, Govt. of Mizoram.
- (vii) Tripura State Electricity Corporation Ltd.

13. SERVICES OFFERED TO STAKEHOLDERS & BENEFICIARIES

TABLE-I

Sl. No.	SERVICE	STAKEHOLDER	Officials Responsible for the services	Standards/ Norms
1.	Sale of Electricity as per allocation from MoP, GoI at the tariff approved by CERC	Beneficiary States	ED(Commercial), NEEPCO Corporate Office, Shillong, Contact No. 0364 -2505879 Fax: 0364 -2225035 Email id: neepcocommercial@gmail.com	Based on the schedule decided by NERLDC, allocation of the beneficiaries and as per PPAs signed and availability of gas.
2.	Providing free power to home State /States from hydro power stations.	State Governments	ED(Commercial), NEEPCO Corporate Office, Shillong, Contact No. 0364- 2505879 Fax: 0364 -2225035 Email id: neepcocommercial@gmail.com	As per Govt. of India policy.
3.	Submission of Declared Capacity (MW) along with anticipated energy, 24 hrs in advance for power generating stations (AGBP, AGTP, DHEP, KHEP, KhandongHEP, KopiliHEP Stage-II, RHEP).	NERLDC	ED(O&M), NEEPCO Corporate Office, Shillong, Contact No. 0364- 2226707 Fax: 0364- 2221789 Email id: neepco.edonm@gmail.com	As per the reservoir level and availability of machines.
4.	Billing the concerned beneficiary about the dues on account of sales of energy.	Beneficiary States, NERLDC, NERPC	ED(Commercial), NEEPCO Corporate Office, Shillong, Contact No. 0364 -2505879 Fax: 0364 -2225035 Email id: neepcocommercial@gmail.com	Bills are raised on beneficiaries within 2 Working Days of downloading of REA (Regional Energy Account) from NERPC and on receipt of fuel gas supply bill from OIL India Ltd., Assam Gas Co. Ltd. & GAIL.
5.	Timely submission of progress report of Projects to the concerned ministries.	MoP	ED(CPM), NEEPCO Corporate Office, Shillong, Contact No. 0364 - 2224911 Fax: 0364 -2224911 Email id: malcolmdroy@yahoo.co.in	On Quarterly basis
6.	To take utmost care to the extent possible to ensure that our activities do not threaten survival and quality of life of project affected persons (PAPs).	Project Affected Families	GM(Environment & RR Wing), NEEPCO Corporate Office, Shillong, Contact No. 0364-2504317/ 2308398 Email id: neepcoplanning@yahoo.co.in	As per the National R&R Policy 2007, NPRR Policy 2003, LARR Act 2013 and R&R Policy of the State Govt. concerned.

7.	Compliance of Loan Covenants and Performance Indices.	International, Nationalised Banks & Financial Institutions	ED (Finance) , NEEPCO Corporate Office, Shillong, Contact No. 0364-2228779 Fax: 0364-2228542 Email id: mazumdarm@ymail.com	As per terms & conditions of loan
8.	Wheeling of electric energy through their transmission lines to the beneficiaries in accordance with CERC Guidelines and follow Statutory Rules and Regulations	Powergrid	ED(O&M), NEEPCO Corporate Office, Shillong, Contact No. 0364- 2226707 Fax: 0364- 2221789 Email id: neepco.edonm@gmail.com	As per CERC Guidelines
9.	<ul style="list-style-type: none"> • For providing work front to them free of encumbrances • Technical Inputs in terms of geological, meteorological data, construction drawing and technical specifications • Information on availability of the construction material • Timely payment against executed works • Prompt time to time decision in the event of occurrence of deviation from expected conditions 	Contractors / Vendors	ED(C&P), NEEPCO Corporate Office, Shillong, Contact No. 0364-2225547 Email id: contract_neepco@yahoo.co.in	Contract agreement as per terms & conditions of Contract Manual

14. 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 as per terms & conditions of PPA.
- 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 & Power Purchase Agreement (PPA).
- Adherence to terms & conditions of contractual agreement.
- Adherence to rules & regulations of the corporation for it's employees.

15. REVIEW OF CITIZEN'S CHARTER:

The charter shall be reviewed once in a year based on the experience and feedback received from stakeholders in the previous years.

Note: This charter is a summary of the services NEEPCO Ltd. is committed to provide to the stakeholders and is not a part of the policy condition or service condition of our employees. The Charter also does not cover the aspect of the responsibilities of its stakeholders, which are generally described in the related documents available in the NEEPCO Ltd. offices.

16. LIST OF SENIOR EXECUTIVES

TABLE - II

DEPARTMENT	Head of the Department	Contact No.	Email id
Corporate Project Monitoring(CPM)	Sri Malcolm David Roy, Executive Director(CPM) NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364 -2224911 Fax: 0364 -2224911	malcolmdroy@yahoo.co.in
Commercial	Sri Pradip Kr. Singha, Executive Director(Commercial) NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364-2505879 Fax: 0364-2225035	neepcocommercial@gmail.com
Operation & Maintenance (O&M)	Sri Mlen Sing Jyrwa, Executive Director(O&M) NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364- 2226707 Fax: 0364- 2221789	neepco.edonm@gmail.com
Project (Hydro)	Sri Mukti Kr. Sarmah, Executive Director, Project(Hydro) NEEPCO Bhawan, R. G. Baruah Road, Guwahati-5	0361- 2202729 Fax: 0361- 2201608	mukti.k.sharma@gmail.com ,
Contract & Procurement(C&P)	Sri Saral Sarkar General Manager (Civil) I/c C&P NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364- 2227784	contract_neepco@yahoo.com
Renewable Energy	Sri Rajat Chandra Sarma, Executive Director(Renewable Energy), NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364-2222934 Fax: 0364-2221467	rajatchandrasarmah@gmail.com
Finance	Sri B. Maharana General Manager (Finance) NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364 -2228159 0364 -2228779 Fax: 0364- 2228542	bmaharana@yahoo.co.in
Corporate Planning(CP)	Sri Subrata Saha General Manager (CP) NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364 – 2227485 Fax: 0364 - 2222126	neepcoplanning@yahoo.co.in
Design & Engineering(D&E)	Sri Sanjib K Baruah, General Manager (C) (D&E) NEEPCO Bhawan, R. G. Baruah Road, Guwahati-5	0361- 2207284/ 2201613 Fax: 0361- 2203187	skb_roni@yahoo.co.in
Survey & Investigation(S&I)	Sri Tulsi Baruah, Executive Director,(S&I) NEEPCO Bhawan, R. G. Baruah Road, Guwahati-5	0361-2202974 Fax: 0361- 2203699/ 2203559	baruah_tulsi@rediffmail.com
Human resource	Sri Giridhar Patowary Executive Director(HR) & Nodal Officer for Citizen's Charter, NEEPCO Corporate Office, Brookland Compound, Lower New Colony, Shillong- 793003	0364- 2224442 Fax: 2223790	giridharproject@yahoo.co.in

17. LIST OF FUNCTIONAL DIRECTORS**TABLE- III**

NAME	DESIGNATION	CONTACT No.	Email id
Sri P.C. Pankaj	Chairman & Managing Director(CMD)	0364-2224487/ 2226453 Fax: 0364-2226417	prempankaj@neepco.gov.in
Sri A. G. West Kharkongor	Director(Finance)	0364-2223176 Fax: 0364-2505776	agwest@neepco.gov.in
Sri V.K. Singh	Director(Technical)	0364-2227792 Fax: 0364-2228520	vksnhpc@yahoo.co.in
Sri S. Borgohain	Director(Personnel)	0364-2226630 Fax: 0364-2226225	satyabrati1@yahoo.in

18. APPELLATE AUTHORITY, CPIO, PIO AND APIO IN NEEPCO UNDER RTI ACT**TABLE- IV**

NAME	DESIGNATION	ADDRESS	CONTACT NO. / EMAIL ID
Sri Malcolm David Roy	Executive Director, Corporate Project Monitoring (CPM) /First Appellate Authority		0364 - 2224911 (Office) 0364 - 2224911 (Fax) malcolmdroy@yahoo.co.in
Sri Subrata Saha	General Manager Corporate Planning, CPIO	North Eastern Electric Power Corporation Ltd., Brookland Compound, Lower New Colony,	0364 - 2227485 (Office) 0364 - 2222126 (Fax) neepcoplanning@yahoo.co.in
Sri Bharat Chandra Deka	Sr. Manager (E/M) Corporate Planning PIO	Shillong-793003, Meghalaya.	0364 - 2308556 (Office) 0364 - 2222126 deka.bharat@rediffmail.com
Sri Achyut Goswami	Manager(C), Corporate Planning, APIO		0364 - 2308404 (Office) 0364 - 2222126 (Fax) achyut.goswami@ymail.com