



## **CITIZEN'S CHARTER**

**NORTH EASTERN ELECTRIC POWER CORPORATION LTD.  
(A GOVT. OF INDIA ENTERPRISE)  
&  
(A Wholly Owned Subsidiary of NTPC Limited)**

**Brookland Compound,  
Lower New Colony  
Shillong – 793003, Meghalaya**

**website: [www.neepco.co.in](http://www.neepco.co.in)**

## 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 and a Wholly Owned Subsidiary of NTPC Ltd., (w.e.f. March 2020) was set up on the 2<sup>nd</sup> 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 2057 MW which is 39% of the total installed capacity of the N E Region. NEEPCO's authorized share capital is Rs.5,000.00 Crore and its net worth as on **31<sup>st</sup> March 2024** is Rs. **6867.89 Crore.**

NEEPCO Corporate Office, headquartered in Shillong, Meghalaya has been accredited with the following certifications:

- a) ISO:9001: 2015 (Quality Management System)
- b) ISO:14001: 2015 (Environment Management System)
- c) ISO: 45001: 2018 (Occupational Health & Safety Management System)
- d) ISO 27001: 2013 (Information Security Management System (ISMS))

The same Certification has also been received for 15 (fifteen) Operation & Maintenance Plants/Offices. Upgradation of Information Security Management System (ISMS) as per the latest standard of ISO 27001:2022 is under process.

## 2. VISION:

To be a leading integrated Electric Power Corporation of the country with a strong environment 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 whole.

The main business of the Corporation is trading of generated electric power from its power stations within the country so far, with its doors open to trade abroad with the necessary support of the Ministry of Power (GoI).

#### **4. CORPORATE OBJECTIVES:**

- Development of Power Projects / Power Stations.
- Manufacturing, trading and other Business.
- Research & Development and Consultancy Services.
- Promotion, Co-ordination and Control of Subsidiaries / Joint Ventures.

#### **5. OUR ACTIVITIES:**

- Generation of Electricity.
- Survey, Investigation, Planning, Design, Construction, Operation & Maintenance of Power Stations.
- Fulfilling its responsibility towards Community & Environment under Corporate Social Responsibility (CSR).
- Sustainable development with commitment to aligning all our hydropower projects with global best practices for environmental, social, and governance (ESG) performance.
- Adherence to be 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, 2023.
- Hydro Power Policy, 2008 of Ministry of Power (GoI)
- Companies Act, 2013
- 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 Government concerned.
- Energy Conservation Act.
- 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 RESOURCES:

- . An integral part of NEEPCO's employees centered policy lay thrust on knowledge upgradation and development through seminars, workshops and training programmes both in-house and external.
- . The regular manpower strength of the Corporation is **1341** and that of work charged is **240 (as on 1<sup>st</sup> April' 2025)**.

## 8. COMMITMENTS:

- Promote excellence in generation of quality power.
- Maintain quality standard.
- Maintain 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 and innovate 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:

Significant objectives of the Citizens Charter are summarised as given below:

- Ensuring Citizen-centric focus across all its domain functions by adopting mechanisms to enable improved processes and services.
- Ensuring effective Citizen Communication Channels.

- Demonstrating Transparency and Openness of its business operations by hosting the Citizen's Charter on the NEEPCO's website i.e. [www.neepco.co.in](http://www.neepco.co.in) .
- Working towards delight of Citizens by feel-safe processes and in case of exigencies leveraging its Service Recovery Process 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 its projects/offices are important partners/stakeholders in growth story of the region. As good neighbours and considering the cultural diversity of the region, the Corporation undertakes all its initiatives sensitively and make efforts to rationalize its CSR intervention in 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 AREA FOR CSR & SUSTAINABILITY ACTIVITIES:**

Keeping the aim of working towards the activities identified in Schedule VII of the Companies Act, 2013, the following are the thrust areas of CSR & Sustainability activities of NEEPCO:

- (i) Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation and making available safe drinking water.

### **Under the above provision, the key initiatives shall include:**

- Agro based Livelihood, Entrepreneurship Development Programme.
- Medical Awareness Camp & Campaign.
- Ensuring maternal health and child mortality.
- Sanitation & Safe Drinking Water, etc.

- (ii) Promoting education, including special education and employment enhancing vocational skills especially among children, women, elderly, the differently abled and livelihood enhancement projects.

**Under the above provision, key initiatives include:**

- Measures to arrest dropout rates – distribution of books/dresses/scholarships to students.
- Construction of school toilets preferably girl's toilets.
- Infrastructure up gradation of schools/educational institution.
- ITI training / Special Diploma training such as Nursing, Medical Technician, beautician etc.
- Capacity Building for unemployed youths, etc.

- (iii) 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.

**Under the above provision, key initiatives include:**

- Women centric training activity
- Women centric Livelihood/EDP training
- Setting up homes and hostels, old age homes, day care Centre for senior citizens.
- Night shelters, Medical Screening camps

- (iv) Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agroforestry, conservation of natural resources and maintaining quality of soil, air and water.

**Under the above provision, key initiatives include:**

- Waste Management.
- Water Management.
- Bio Diversity conservation.
- Carbon management.

- (v) 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.

**Under the above provision, the key initiatives shall include:**

- Protection of National Heritage sites.
- Restoration of historical sites.
- Promotion & Development of traditional arts & handicrafts.

- (vi) Measures for the benefit of armed forces veterans, war widows and their dependents.

**Under the above provision the key initiatives include:**

- Education and Medical facilities for the family members of the deceased, etc.

- (vii) Training to promote rural sports, Nationally recognized sports, Paralympic sports and Olympic sports.

**Under the above provision the key initiatives include:**

- Promotion of Sports.
- Training/coaching for sports etc.

- (viii) 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.

- (ix) Contribution to incubators funded by Central Government or State Government or any agency or Public Sector Undertaking of Central Government or State Government, and contributions to public funded Universities, Indian Institute of Technology (IITs), National Laboratories and Autonomous Bodies (established under the auspices of Indian Council of Agricultural Research (ICAR), Indian Council of Medical Research (ICMR), Council of Scientific and Industrial Research (CSIR), Department of Atomic Energy (DEA), Defence Research and Development Organisation (DRDO), Department of Biotechnology (DBT), Ministry of Electronic and Information Technology) engaged in conducting research in science, technology, engineering and medicine aimed at promoting Sustainable Development Goals (SDGs).

**Under the above provision the key initiatives include:**

- Allocation of Funds for technology incubators and R&D etc.

(x) Rural Development projects.

**Under the above provision the key initiatives include:**

- Promotion of Self-Help Group (SHGs)
- Electrification i.e. supply and installation of electrical items etc.

(xi) Slum Area development: Slum area means any area declared as such by the Central Government or any State Govt. or any Competent Authority or any law for the time being in force.

(xii) Disaster management, including relief, rehabilitation and reconstruction activities.

## **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. Grievances Redressal for External Stakeholders/ Beneficiaries:**

In the event of non-fulfilment of a commitment of 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 on 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).

**Grievance Redressal Officer & Appellate Authority:**

Sl. No.	Grievance Redressal Officer designation / Address	Name & Designation	E-mail ID	Mobile No.
1	CPGRAMS-Appellate Authority, Brookland Compound, Lower New Colony, Shillong	Shri Basanta Kumar Tigga I/c Executive Director (HR)	basantkrtigga@neepco.co.in basant.tigga1969@gmail.com	88370 00819
2	CPGRAMS-Grievance Redressal Officer (GRO) Brookland Compound, Lower New Colony, Shillong	Shri Ajay Kumar, Dy. General Manager (HR), IRD&W	ajaykum@neepco.co.in	94025 84663

**Right of Persons with Disabilities (RPwD): Grievance Redressal Officer:**

Sl. No.	Right of Persons with Disabilities (RPwD): Grievance Redressal Officer/Address	Name & Designation	E-mail ID	Mobile No.
1	Right of Persons with Disabilities (RPwD): Grievance Redressal Officer Brookland Compound, Lower New Colony, Shillong	Shri Ajay Kumar, Dy. General Manager (HR), IRD&W	ajaykum@neepco.co.in	9402584663

### 11.1 c Employees Grievances Redressal Procedure: Table-II.

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	<b>FORM – I</b> 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 <b>Form-II</b>	Grievance Redressal Committee	3 weeks from the date of receipt of <b>Form-II</b>	The Grievance Redressal Committee will process the case & submit recommendation to the Management.
		The Committee shall be headed by GM / DGM and comprising the Controlling Officer/ HoD, HR Executive as member convenor, and one 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	The Apex Grievance Committee shall comprise one of the Functional directors as chairman, ED (HR) or HoD/Controlling officer not below the rank of DGM and the HoD of Corporate 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.	2 months from the date of receipt of the grievance.	Apex Grievance Redressal Committee shall submit its recommendations to the Management within 2 months from the date of receipt of <b>Form-III</b> .
			20 days	Management after analysing the recommendations will convey its decision within 20 days.
APPEAL				
	Authority	Reply (within Days)	Remarks	
If the employee is not satisfied with the reply of Apex Grievance Redressal Committee	CMD	30 days	If the aggrieved employee is not satisfied with the decision of the Apex 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 employee's 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 and Climate Change, Government of India (MoEF&CC)
- (iv) Central Electricity Authority (CEA)
- (v) Central Water Commission (CWC)

- (vi) Government of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Chhattisgarh, Haryana and Uttar Pradesh.
- (vii) Ministry of External Affairs, Government of India.
- (viii) North Eastern Regional Load Despatch Centre (NERLDC).
- (ix) North 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.
- (xv) National Thermal Power Corporation (NTPC) Limited.
- (xvi) NTPC Vidyut Vyapar Nigam Limited (NVVN).

#### **12.2. Beneficiaries:**

Power from the power stations of NEEPCO as per Power Allocation by the Ministry of Power, Government of India is supplied to the following beneficiaries.

- (i) Assam Power Distribution Company Limited.
- (ii) Department of Power, Government of Arunachal Pradesh.
- (iii) Department of Power, Government of Nagaland.
- (iv) Manipur State Power Distribution Corporation Limited.
- (v) Meghalaya Power Distribution Corporation Limited.
- (vi) Power & Electricity Department, Government of Mizoram.
- (vii) Tripura State Electricity Corporation Limited.
- (viii) Chhattisgarh State Power Distribution Company Limited.
- (ix) Uttar Pradesh Power Company Limited.
- (x) Haryana Power Purchase Centre.

**13. SERVICES OFFERED TO STAKEHOLDERS & BENEFICIARIES:**

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	CGM (Tech) / HoD Commercial Department, NEEPCO Ltd., Shillong, <u>Contact No.</u> 9435339749 <u>E-mail ID:</u> commercial@neepco.co.in	Power is scheduled to the beneficiaries by the Grid Manager viz. NERLDC in accordance with regulations laid down in the Indian Electricity Grid Code issued by the Central Electricity Regulatory Commission.
2	Providing free power to home State/States from hydro power stations.	Home states of the hydro power stations	CGM (Tech) / HoD Commercial Department, NEEPCO Ltd., Shillong. <u>Contact No.</u> 9435339749 <u>E-mail ID:</u> commercial@neepco.co.in	AS per Govt. of India policy.
3	Submission of Declared Capacity (MW) along with anticipated energy, 24hrs in advance for power generating stations (AGBPS, AgGBPS, TGBPS, KHPS, KhPS, KhPS-II, DHPS, PLHPS, THPS, PHPS & KaHPS).	NERLDC / SLDC, Tripura / SLDC, Mizoram	ED (Tech) / HoD, O&M, NEEPCO Ltd., Guwahati. <u>Contact No.</u> 9436110244 <u>E-mail ID:</u> edonm@neepco.co.in	As per fuel availability, reservoir water level / River inflow and availability of machines.

Sl. No.	Service	Stakeholder	Officials Responsible for the services	Standards/Norms
4.	Billing the concerned beneficiary about the dues on account of sales of energy.	Beneficiary States, NERLDC, NERPC	CGM (Tech) / HoD, Commercial Department, NEEPCO Ltd., Shillong <u>Contact No.</u> 9435339749 <u>E-mail ID:</u> commercial@neepco.co.in	Bills are raised on beneficiaries within 2 Working Days of issue of REA (Regional Energy Account) from NERPC and on receipt of fuel gas supply bill from Oil India Limited, Assam Gas Company Limited, GAIL (India) Limited and ONGC.
5.	Timely submission of progress report of Projects to the concerned Ministries.	MoP / CEA	CGM (Tech) / HoD, CPMG, NEEPCO Ltd., Guwahati <u>Contact No.</u> 9435733822 <u>E-mail ID:</u> cpmdept@neepco.co.in	On Quarterly / Monthly basis and as per requirement.
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.	CGM (Tech), Environment & RR Wing, NEEPCO Ltd., Shillong. <u>Contact No.</u> 9435339742 <u>Email ID:</u> environment@neepco.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) / HoD, NEEPCO Ltd., Shillong <u>Contact No.</u> 9435305245 <u>E-mail ID:</u> dwijenkumar@neepco.co.in	As per terms & conditions of loan.

Sl. No.	Service	Stakeholder	Officials Responsible for the services	Standards/Norms
8.	Evacuation of power through transmission line to the beneficiaries in accordance with CERC Guidelines and Statutory Rules and Regulations.	Powergrid	ED (Tech) / HoD, O&M, NEEPCO Ltd., Guwahati, <u>Contact No.</u> 9436110244 <u>Email id:</u> edonm@neepco.co.in	As per CERC Guidelines.
9.	<ul style="list-style-type: none"> <li>• For providing work front to them free of encumbrance.</li> <li>• Technical inputs in terms of geological, Hydro-meteorological data, construction drawing and technical specifications</li> <li>• Information on availability of the construction material.</li> <li>• Timely payment against executed works.</li> <li>• Prompt time to time decision in the event of occurrence of deviation from expected conditions.</li> </ul>	Contractors / Vendors	ED (Tech), HoD, C&P, NEEPCO Ltd., Shillong <u>Contact No.</u> 9435339683 <u>E-mail ID:</u> contract@neepco.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 its 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:** The charter is a document which entails 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 's Offices.



## 16. LIST OF KEY OFFICIALS:

NORTH EASTERN ELECTRIC POWER CORPORATION LIMITED Brook land Compound, Lower New Colony, Shillong-793003, Meghalaya (India) STD: 0364, Web: www.neepco.co.in						
GURDEEP SINGH	CMD	2224487 2226453				cmdneepco@neepco.co.in
BAIDYANATH MAHARANA	Director (Fin.)	2223176				director.finance@neepco.co.in
RANENDRA SARMA	Director (Tech)	2227792				dtoffice@neepco.co.in
MAJ. GENERAL RAJESH KUMAR JHA, AVSM** (Retd.)	Director (Pers)	2226630				directorper@neepco.co.in
<b>CHIEF VIGILANCE OFFICER: Lower New Colony, Shillong-793003, Meghalaya (India) STD: 0364</b>						
KHWAIRAKPAM PRATAP SINGH	CVO	2503652				vigilance@neepco.co.in
<b>COMPANY SECRETARIAT: Lower New Colony, Shillong-793003, Meghalaya (India) STD: 0364</b>						
ABINOAM P. RONG	Company Secy.	2228652	7308161900			company-secy@neepco.co.in
<b>CMD SECRETARIAT: Lower New Colony, Shillong-793003, Meghalaya (India) STD: 0364</b>						
ANGELICA POHSHNA	GM (Tech)		6009249201			angelicap@neepco.co.in
<b>DIRECTOR (PERSONNEL) Secretariat: Lower New Colony, Shillong-793003, Meghalaya (India)</b>						
ANUPAM BURAGOHAIN	Dy. Mgr. (HR)		8876044154			anupamburagohain@gmail.com
<b>DIRECTOR (TECHNICAL) Secretariat: Lower New Colony, Shillong-793003, Meghalaya (India) STD: 0364</b>						
DIGANTA GOSWAMI	CGM (Tech)		9957244779			digantag@neepco.co.in
<b>CORPORATE AFFAIRS, CORPORATE COMMUNICATIONS &amp; RENEWABLE ENERGY: 15 NBCC Tower, Bhikaji Cama Place, New Delhi- 110066,</b>						
VIJAY KUMAR	CGM (HR)		9436581367			corpaffairs@neepco.co.in vj कुमार.neepco@gmail.com
<b>CORPORATE PLANNING: NEEPCO Bhawan, R.G Baruah Road, Guwahati-05, STD: 0361</b>						
JAYANTA KUMAR SARMAH	ED (Tech)		9435577623			planning@neepco.co.in jsharma@neepco.co.in
<b>CORPORATE PROJECT MONITORING: NEEPCO Bhawan, R.G Baruah Road, Guwahati-05, STD: 0361</b>						
PRANAB MEDHI	CGM (Tech)		94357338222			cpmdept@neepco.co.in medhip@neepco.co.in
<b>COMMERCIAL: Lower New Colony, Shillong-793003, Meghalaya (India), STD: 0364</b>						
RIPUNJOY BHUYAN	CGM (Tech)		9435339749			commercial@neepco.co.in ripunjoybhuyan@neepco.co.in
<b>PROJECT HYDRO &amp; TATO &amp; HEO: NEEPCO Bhawan, R.G Baruah Road, Guwahati-05, STD: 0361</b>						
SAMIRAN GOSWAMI	ED (Tech)		9436700546			edp.hydro@neepco.co.in sgoswami@neepco.co.in
<b>CONTRACT AND PROCUREMENT: Lower New Colony, Shillong-793003, Meghalaya (India) STD: 0364</b>						
NANDA BASUMATARY	ED (Tech)		9435339683			contract@neepco.co.in nbasumatary@neepco.co.in
DIPANKAR BARUAH	CGM (Tech)		9485175793			dbaruah@neepco.co.in
<b>DESIGN &amp; ENGINEERING: NEEPCO Bhawan, R.G Baruah Road, Guwahati-05, STD: 0361</b>						

SIDDHARTHA ADHIKARI	SANKAR	ED (Tech)		9436129666		neepco.dne@neepco.co.in ssadhikari@neepco.co.in
<b>MATERIAL MANAGEMENT: NEEPCO Bhawan, R.G. Baruah Road, Guwahati 5 (STD: 0361)</b>						
ARUP SAIKIA		CGM (Tech)		9864028617		mmwing@neepco.co.in arupsaikia@neepco.co.in
<b>ENVIRONMENT &amp; RR: Lower New Colony, Shillong-793003, Meghalaya (India), STD: 0364</b>						
MOHAN CH. DIHINGIA		CGM (Tech)		9435339742		environment@neepco.co.in dihingia.mohan@rediffmail.com
<b>PROJECT ACQUISITION &amp; BUSINESS DEVELOPMENT: NEEPCO Bhawan, R.G Baruah Road, Guwahati-05 (STD: 0361)</b>						
SIDDHARTHA ADHIKARI	SANKAR	ED (Tech)		9436129666		pabd-ghy@neepco.co.in ssadhikari@neepco.co.in
<b>OPERATION &amp; MAINTENANCE: NEEPCO Bhawan, R.G Baruah Road, Guwahati-05 (STD: 0361)</b>						
BIJIT KUMAR GOSWAMI		ED (Tech)		9436110244		edonm@neepco.co.in bijitgoswami@neepco.co.in
JOYPAL ROY		CGM (Tech)		8837200069		joypalroy@neepco.co.in
<b>VIGILANCE: Lower New Colony, Shillong-793003, Meghalaya (India), STD: 0364</b>						
KHANINDRA MOHAN SARMA		GM (Tech)		9435339685		khanin@neepco.co.in
<b>MEDICAL &amp; HEALTH SERVICES: Lower New Colony, Shillong-793003, Meghalaya (India), STD: 0364</b>						
DR. B. R. DAS		GM (M&HS)		9435732846		neepcomedicalhs@gmail.com dr_brdas12@yahoo.com
<b>FINANCE AND ACCOUNTS: Lower New Colony, Shillong-793003, Meghalaya (India) STD: 0364</b>						
DWIJEN KUMAR		ED (Finance)		9435305245		dwijenkumar@neepco.co.in
<b>HUMAN RESOURCE: Lower New Colony, Shillong-793003, Meghalaya (India), STD: 0364</b>						
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<b>KOPILI HYDRO POWER STATION: Umrangso, District: Dima Hasao, Assam. STD: 03670</b>						

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<b>DOYANG HYDRO POWER STATION: Doyang, District: Wokha, Nagaland. STD: 03860</b>						
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<b>ASSAM GAS BASED POWER STATION: Bokuloni Village, District: Dibrugarh, Assam</b>						
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<b>AGARTALA GAS BASED POWER STATION: Ramchandra Nagar, District: Tripura (West), Tripura (STD: 0381)</b>						
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PANKAJ DUTTA CHOUDHURY	DGM (Tech)		9862585337			pankajdatta@neepco.co.in
<b>TRIPURA GAS BASED POWER STATION: Monarchak, District: Sepahijala, Tripura (STD: 0381)</b>						
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<b>PANYOR LOWER HYDRO POWER STATION: Yazali, District: Lower Subansari, Arunachal Pradesh (STD: 03809)</b>						
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<b>TUIRIAL HYDRO POWER STATION: District: Kolasib, Mizoram (STD: 03837)</b>						
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PETER LALTHLAMUANA	GM (Tech)		9485175722			petermuana@neepco.co.in
<b>PARE HYDRO POWER STATION: Doimukh, District: Papumpare, Arunachal Pradesh</b>						
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<b>KAMENG HYDRO POWER STATION: Kimi, District: West Kameng, Arunachal Pradesh (STD: 03787)</b>						
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DHRUBAJYOTI MUSHAHARY	CGM (Tech)		9435564962			dhruba6475@rediffmail.com
<b>WAH UMIUM STAGE-III HYDRO ELECTRIC PROJECT (85 MW): Mawsynram, District: East Khasi Hills, Meghalaya</b>						
KANCHAN BHUSAN PAUL	CGM (Tech)		9436119297			wah-umiamiii@neepco.co.in kanchanp@neepco.co.in
<b>NAYING, HIRONG &amp; HEO HEP, Arunachal Pradesh</b>						

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<b>CMD &amp; DIRECTORS CAMP OFFICE, DELHI: 15 NBCC Tower, UG Floor, Bhikaji Cama Place, New Delhi - 110066 (STD: 011)</b>						
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BAIDYANATH MAHARANA	Director (Finance)	26193670				director.finance@neepco.co.in
RANENDRA SARMA	Director (Technical)	26104629				dtooffice@neepco.co.in
MAJ GENERAL RAJESH KUMAR JHA, AVSM** (Retd.)	Director (Personnel)	26197009				directorper@neepco.co.in

#### 17. APPELLATE AUTHORITY, CPIO, PIO AND APIO IN NEEPCO UNDER RTI ACT.

Sl. No.	RTI Designation / Address	Name & Designation	E-mail ID	Mobile No.
1	FAA. RTI, NEEPCO Ltd., Brookland Compound, Lower New Colony, Shillong-793003	Shri Dipankar Baruah, Chief General Manager (Tech) Contract & Procurement Department	dbaruah@neepco.co.in	94851 75793
2	CPIO, RTI, Shillong, New Delhi & Kolkata, NEEPCO Ltd., Brookland Compound, Lower New Colony, Shillong-793003	Mrs. Angelica Pohshna, General Manager (Tech), Wah Umiam PSP and CMD Secretariat	cpio-neepco@neepco.co.in	60092 49201
3	Nodal Officer Cum PIO, RTI, NEEPCO Ltd., Brookland Compound, Lower New Colony Shillong-793003	Shri Bipul Das, Sr. Manager (C), O/o Chief General Manager (Tech), QA&I	bipuldas3769@yahoo.com	94362 64875
4	APIO. RTI. NEEPCO Ltd., Brookland Compound, Lower New Colony, Shillong-793003	Shri Vijay Prakash, Sr. Manager (E/M), Contract & Procurement Department	vijayprakash@neepco.co.in	91017 19763

**Current CPIOs for different Power Stations/Projects/ Offices of NEEPCO**

Sl. No.	RTI Designation / Address	Name & Designation	E-mail ID	Mobile No.
1	CPIO, Assam Gas Based Power Station (291 MW), Vill. Bokuloni, P.O. Bokuloni, Pin Code: 786191, Dist. Dibrugarh (Assam)	Shri Opang Ering, CGM (Tech) / HoP, AGBPS, NEEPCO Ltd.	hopagbps@neepco.co.in opangering@neepco.co.in	94353 39694
2	CPIO, Tripura Gas Based Power Station (101 MW), Monarchak, Sonamura, P.O. Sonamura, Pin Code: 799131, Dist. Sepahijala (Tripura)	Shri Gautam Kumar Gogoi GM (Tech) / HoP, TGBPS, NEEPCO Ltd.	hoptgbpp@neepco.co.in gautamgogoi@neepco.co.in	94353 39748
3	CPIO, Agartala Gas Based Power Station (135 MW), Ranchandra Nagar, Khayerpur, P.O. Ranchandra Nagar, Pin Code: 799008 Dist. West Tripura (Tripura)	Shri Jeetendra Lal Das, CGM (Tech) / HoP, TGBPS, NEEPCO Ltd.	hopofficeagtp@neepco.co.in jeetendradas@neepco.co.in	98628 11152
4	CPIO, Kopili Hydro Power Station (275 MW), Umrangso, Pin Code: 788931, Dist. Dima Hasao (Assam)	Shri Ashim Jyoti Bordoloi, CGM (Tech) / HoP, KHPS, NEEPCO Ltd.	hopkhep@neepco.co.in ashimjyoti@neepco.co.in	8876647034
5	CPIO, Doyang Hydro Power Station (75 MW), Wokha, Pin Code: 797111, Dist. Wokha (Nagaland)	Ch. R. John Zeliang, Ex. Director (Tech) / HoP, DHPS, NEEPCO Ltd.	hopdhps@neepco.co.in johnzeliang@neepco.co.in	98719 55966
6	CPIO, Panyor Lower Hydro Power Station (405 MW), Yazali (43 KM), Dist. Lower Subansiri, (Arunachal Pradesh)	Shri Partha Pratim Das, CGM (Tech) / HoP, PLHPS, NEEPCO Ltd.	hop.plhps@neepco.co.in ppdas@neepco.co.in	94355 59842
7	CPIO, Kameng Hydro Power Station (600 MW), Vill. Kimi, Pin Code: 790114, Dist. West Kameng	Shri Bhaskar Goswami, CGM (Tech) / HoP, KaHPS, NEEPCO Ltd.	hop.kahps@neepco.co.in bhaskargoswami@neepco.co.in	94361 63983
8	CPIO, Pare Hydro Power Station (110 MW), Doimukh, Pin Code: 791112, Dist. Papumpare (Arunachal Pradesh)	Shri Sania Ngurang, CGM (Tech) / HoP, PHPS, NEEPCO Ltd.	hoppare@neepco.co.in sanian@neepco.co.in	94360 40585
9	CPIO, Tuirial Hydro Power Station (60 MW), P.O. Tuirial - 796091 Dist. Kolasib (Mizoram)	Shri Rubumoni Das, GM (Tech) / HoP, THPS, NEEPCO Ltd.	hop.trhep@neepco.co.in rubudas@neepco.co.in	94353 95167

Sl. No.	RTI Designation / Address	Name & Designation	E-mail ID	Mobile No.
10	CPIO, Guwahati, NEEPCO Bhawan, R. G. Baruah Road, Sundarpur, Guwahati, Pin Code: 781005, Dist. Kamrup (Metro), Assam	Shri Abhishek Kumar, DGM (HR), NEEPCO Ltd.	abhivns1976@yahoo.co.in	94367 69040
11	CPIO, Wah Umiam Stage-III Hydro Electric Project (85 MW), Mawsynram, Pin Code: 793113, Dist. East Khasi Hills, (Meghalaya)	Shri Kanchan Bhushan Paul, CGM (Tech) / HoP, Wah Umiam Stage-III HEP NEEPCO Ltd.	wah-umiamiii@neepco.co.in kanchanp@neepco.co.in	94361 19297