



CITIZEN'S CHARTER

THDC INDIA LIMITED

(A Joint Venture of Govt. of India & Govt. of U.P.)

Ganga Bhawan, Pragatipuram, By-pass Road,

Rishikesh-249 201 (Uttarakhand)

Website: <http://www.thdc.co.in/>

ABOUT THE ORGANISATION

THDC India Limited (formerly known as Tehri Hydro Development Corporation Ltd.), is a Joint Venture of Govt. of India and Govt. of Uttar Pradesh. The Equity is shared in the ratio of 75:25 between Gol and GoUP for the Power Component. The Company was incorporated in July' 88 to develop, operate & maintain the 2400 MW Tehri Hydro Power Complex and other hydro projects. The Company has an authorized share capital of ₹ 4000 cr. THDCIL is a Mini Ratna Category-I and Schedule 'A' CPSE.

The initial mandate of THDCIL was to develop, operate and maintain the 2,400 MW Tehri Hydro Power Complex (comprising of 1000 MW Tehri Dam & HPP, 1000 MW Tehri Pumped Storage Plant & 400 MW Koteshwar HEP).

The Memorandum and Articles of Association of the Company has been modified to reflect the current business reality of projects outside Bhagirathi valley. The object clause has been amended to incorporate development of Conventional/ Non-conventional/ Renewable sources of Energy and River Valley Projects.

The Corporation has grown into a multi-Project Organisation, with Projects spread over various States as well as neighbouring Country, Bhutan.

THDCIL presently has 15 projects totaling to an installed capacity of 6211 MW under various stages of implementation / development.

The commissioning of the 1,000 MW Tehri Power Station by THDCIL in 2006-07 was a landmark for the Country's Power Sector. The Tehri Project is a multipurpose Project providing power benefits to the Northern Region, Irrigation benefits to Uttar Pradesh, and Drinking Water benefits to NCT Delhi and U.P. Due to regulated releases from the Tehri storage reservoir, the existing downstream hydro projects of the State are also benefiting by way of augmentation in generation at no additional cost to them. The 400 MW Koteshwar HEP, downstream of Tehri was commissioned in 2011-12. With the commercial operation of 50 MW (25x2 MW) wind turbines at Patan, Gujarat, in June 2016 THDCIL have contributed 50 MW of renewable power to the national Grid, THDC India Limited has added another feather to its crown. Presently, total installed capacity of THDCIL is 1,450 MW.

The 1,000 MW Tehri Pumped Storage Plant, which would utilize the Tehri and Koteshwar reservoirs as the pre-requisite upstream and downstream reservoirs, is presently under implementation. The 1,000 MW Tehri PSP is the first Pumped Storage Scheme to be taken up

in the Central Sector, and is expected to set a model for the development of the untapped Pumped Storage potential in the Country, which stands at over 90,000 MW.

In addition to the 2,400 MW Tehri Hydro Complex, THDCIL is implementing the 444 MW Vishnugad Pipalkoti Hydro Electric Project (VPHEP) on river Alaknanda in Uttarakhand. THDCIL is also implementing 24 MW Dhukwan Small Hydro Project on Betwa river in Uttar Pradesh. In addition, there are various hydro projects of THDCIL under different stages of implementation i.e. Survey & Investigation and DPR preparation. In the renewable sector, THDCIL has added one more feather in its cap by awarding Wind power Project of 63 MW (30x2.1 MW) capacity at Kandorna & Bhanwad wind Farm sites at distt. Dwarika, Gujarat.

Government of UP has allotted Khurja Super Thermal Power Plant (2X660 MW) in Bulandshahar Distt to THDCIL for implementation. Ministry of Coal, Govt. of India on 29th August 2016 has allotted Amelia Coal Mine under Rule 11(10) of the Coal Mines (Special Provisions) Rules, 2014 in public interest to THDCIL in order to meet the requirement of its Khurja STPP(2X660 MW).

A tripartite agreement amongst SECI, Kerala State Electricity Board and THDCIL was signed on 31.03.2015 for development of 50 MW Solar project in Distt. Kasaragod, Kerala. Bids for the same has been received and same is under technical evaluation.

Under India-Bhutan Co-operation in hydro Sector development, THDCIL is implementing Bunakha HEP (180 MW) in Bhutan. Bunakha HEP is posed for implementation through Joint Venture of THDCIL and Bhutanese PSU. Signing of implementation agreement is under progress.

THDCIL has also been progressing in the field of Consultancy and Business development. It has been providing it consultancy services to the Odisha Hydro Power Corporation Ltd. (OHPCL), National Water Development Agency (NWDA) and Chattisgarh State Power Generation Company Limited (CSPGCL), an undertaking of Govt. of Chhattisgarh, for various power potential studies and feasibility reports.

MoU has also been signed with Shri Mata Vaishno Devi ji Shrine Board for the consultancy of "Design and Engineering measures for stabilization of vulnerable zones between Katra and Shri Mata Vaishno Devi ji Shrine". MoU with UKPWD for providing technical services as a consultant in designing and engineering measures for stabilization of vulnerable chronic slide zones on the various roads of Uttarakhand under PWD and underground parking at Mussoorie and Nainital & landslide zone of Raj Bhawan, Nainital has been signed by THDCIL. MoU for Further, MoU for providing consultancy services to Shri Amarnath Ji Shrine Board for stabilizing slide prone area has been signed.

Tehri Dam has been conferred the Prestigious award of “**International Milestone Project**” of **International Commission of Large Dam (ICOLD)** in Oct.'09 at China, considering the Uniqueness of its design and construction features. Koteshwar HEP has been conferred the **PMI India Best Project Award** of the year in long term duration (More than 3 years) category in 2011-12. THDCIL has been conferred the **Power Line Award** in the category of '**Best Performing Generation Company (in Hydro Sector)**' in May 2012. THDCIL has been conferred **SCOPE Meritorious Award for Corporate Social Responsibility and Responsiveness** in April'12.

THDC India Limited (THDCIL) has been conferred with the Gold Trophy, under prestigious “**SCOPE Award for Excellence**” for outstanding contribution to the Public Sector Management for the year 2013-14 in the Institutional Category II (Mini Ratna I & II PSEs)". In addition to this THDCIL has been awarded a Commendation Certificate for the year 2011-12 under the aegis of SCOPE Excellence Awards. Tehri Hydro Power Plant (THPP-1000MW) of THDC India Limited has been awarded with “**Award of Best Maintained Project category**” by Central Board of Irrigation and Power (CBIP) Dec 2016.

THDCIL has obtained ISO 9001:2008 Certificate of Quality Management System, ISO 14001-2004 Certification (Environment Management System) and OHSAS 18001:2007 (Occupational Health and Safety Management System) for Corporate Office, Rishikesh, Tehri HPP, Tehri PSP, Koteshwar HEP and Vishnugad Pipalkoti HEP.

VISION

A world class energy entity with commitment to environment and social values.

MISSION

- To plan, develop and operate energy resources efficiently.
- To adopt state of the art technologies.
- To achieve performance excellence by fostering work ethos of learning and innovation.
- To build sustainable value based relationship with stakeholders through mutual trust.
- To undertake rehabilitation and resettlement of project affected persons with human face.

OUR ACTIVITIES

- Generation of electric power for supply to beneficiaries /utilities.
- Survey, Investigation, Planning, Design, Construction, Operation & Maintenance of Hydro Power Projects.
- Consultancy services.
- 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.

Our Policy Framework:

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

- Electricity Act, 2003
- CERC Regulations including Indian Electricity Grid Code (IEGC)
- Guidelines issued by NRPC/NRLDC
- Long Term Power Purchase Agreements
- National Rehabilitation Policy 2007
- Guidelines issued by Department of Public Enterprises and Central Vigilance Commission etc.
- Other applicable policy circulars of Government of India.

LIST OF STAKEHOLDERS AND BENEFICIARIES

1. Stakeholders:

- 1.1 Ministry of Power, Government of India (MoP)
- 1.2 Department of Public Enterprises (DPE), Ministry of Heavy Industries, Government of India
- 1.3 Ministry of Environment & Forest, Government of India(MoEF)
- 1.4 Central Electricity Authority (CEA)
- 1.5 Central Water Commission (CWC)
- 1.6 Government of Uttar Pradesh- Irrigation Department
- 1.7 Government of Uttar Pradesh- Department of Power
- 1.8 Government of Delhi
- 1.9 Government of Uttarakhand
- 1.10 Nuclear Power Corporation of India Limited (NPCIL)
- 1.11 Government of Maharashtra
- 1.12 Government of J&K
- 1.13 Royal Government of Bhutan
- 1.14 Ministry of External affairs, Government of India
- 1.15 Northern Regional Load Despatch Centre (NRLDC)
- 1.16 Northern Regional Power Committee (NRPC)
- 1.17 Power Grid Corporation of India Ltd. (PGCIL)
- 1.18 Contractors, Vendors/Suppliers
- 1.19 Financial Institutions such as World Bank, Power Finance Corporation, Rural Electrification Corporation, Punjab National Bank, other Nationalized and scheduled Banks etc.
- 1.20 Project Affected Families (PAFs)
- 1.21 National Water Development Agency (NWDA)
- 1.22 Government of Gujarat
- 1.23 Odisha Hydro Power Corporation Ltd. (OHPCL),
- 1.24 Chattisgarh State Power Generation Company Limited (CSPGCL)
- 1.25 Shri Mata Vaishno Devi ji Shrine Board
- 1.26 Shri Amarnath Ji Shrine Board
- 1.27 Employees of THDC India Limited

2. Beneficiaries:

THDC India Limited supplies electricity to states and UT situated in the Northern Region. Following are its clients:

- 2.1** Uttar Pradesh Power Corporation Limited (UPPCL), Lucknow
- 2.2** Uttarakhand Power Corporation Limited (UPCL), Dehradun
- 2.3** Engineering Department, Chandigarh Administration, Chandigarh
- 2.4** Jaipur Vidyut Vitran Nigam Limited, Jaipur
- 2.5** Jodhpur Vidyut Vitran Nigam Limited, Jaipur
- 2.6** Ajmer Vidyut Vitran Nigam Limited, Jaipur
- 2.7** HPSEB Ltd., Shimla
- 2.8** Power Development Department, Jammu & Kashmir
- 2.9** Punjab State Power Corporation Limited, Patiala.
- 2.10** Haryana Power Purchase Centre, Panchkula.
- 2.11** Tata Power Delhi Distribution Ltd., Delhi
- 2.12** BSES Rajdhani Power Limited, Delhi
- 2.13** BSES Yamuna Power Limited, Delhi
- 2.14** Gujarat Urja Vikas Nigam Ltd. (GUVNL), Gujarat

SERVICES OFFERED TO STAKEHOLDERS

SI. No	Service	Stakeholder	Officials responsible for the services	Standards/Norms
1.	Sale of Electricity as per allocation from MoP, Gol at the tariff approved by CERC	<i>Beneficiary States/UTs,</i>	GM (Commercial) THDC India Ltd. Alaknanda Bhawan, Pragatipuram, Rishikesh PhoneNo:0135-2431945 Fax No.: 0135-2439401 Mail: thdc_commercial@yahoo.com	Based on the schedule decided by NRLDC, allocation of the beneficiaries and as per PPAs signed. PPA details are available at www.thdc.gov.in
2(a)	Submission of Declared Capacity(MW) along with anticipated energy, 24 hrs ahead for Tehri HPP	NRLDC	DGM (O&M),Tehri HPP THDC India Ltd., Administrative Building, Bhagirathipuram, Tehri Phone No.:01376-236176 Fax No: 01376-236305	As per the reservoir level and availability of machines.
(b)	Submission of Declared Capacity(MW) along with anticipated energy, 24 hrs ahead for Koteshwar HEP	NRLDC	AGM (O&M),Koteshwar HEP THDC India Ltd., Administrative Building, Koteshwarpuram, Koteshwar Phone No.:01378-231340 Fax No: 01378-231550	As per the reservoir level and availability of machines.
3.	Release of Water for Drinking & Irrigation	GoUP	ED (OMS,QA & Safety), THDC India Ltd. Bhagirathi Bhawan, Pragatipuram, Rishikesh PhoneNo:0135-2430575 Fax No.: 0135-2438235 Mail: omsthdc@yahoo.co.in	As per agreement, water stored in the dam is to be released as per requirement of water for irrigation and drinking purposes at downstream during non-monsoon period. For details, visit www.thdc.gov.in
4.	Engineering Consultancy <ul style="list-style-type: none"> Stabilization of Varunavat Parvat in Uttarkashi 	Govt. of Uttarakand	ED(Design), THDC India Ltd. Alaknanda Bhawan, Pragatipuram, Rishikesh PhoneNo:0135-2437839 Fax No.: 0135-2439457 Mail: rkvishnoi2001@gmail.com	As per latest relevant IS Code, and prevalent international practices for slope stabilization.
	<ul style="list-style-type: none"> Stabilization of slope of Mata Vaishnodevi Shri Amarnath Ji Shrine Board Slope stability analysis for 20 nos chronic slides identified after the Uttarakhand disaster Consultancy work for the underground parking at Mussoorie and Nainital 	Govt. of J&K Govt. of Uttarakand Govt. of Uttarakand		<p>As per technical expertise of THDCIL, prevalent practices and relevant norms for slope stabilization</p> <p>As per technical expertise of THDCIL, prevalent practices and relevant norms for slope stabilization</p> <p>As per technical expertise of THDCIL, prevalent practices and relevant norms for under ground works</p>

	<ul style="list-style-type: none"> Consultancy work for carrying out the Power Potential and E&M Studies in respect of six Hydel projects proposed under Par-Tapi-Narmada link project 	National Water Development Agency (NWDA)	AGM(R&D/Consultancy), THDC India Ltd. Saraswati Bhawan, Pragatipuram, Rishikesh PhoneNo:0135-2439426 Mail: shailenderthdc@yahoo.com	As per CEA/CWC guidelines
5.	Billing the concerned beneficiary about the dues on account of sales of energy	Beneficiary States/UT, NRLDC, NRPC.	GM (Commercial) THDC India Ltd. Alaknanda Bhawan, Pragatipuram, Rishikesh PhoneNo:0135-2431945 Fax No.: 0135-2431623 Mail: thdc_commercial@yahoo.com	Within 3 Days of downloading of REA (Regional Energy Account) from NRPC website, bills reach the beneficiary.
6.	Timely submission of progress report of Projects to the concerned ministries.	GoUP & Gol	GM (M&PS/CP), THDC India Ltd. Ganga Bhawan, Pragatipuram, Rishikesh Phone No.:0135-2439435 Fax No.: 0135- 2437853	On Monthly Basis
7.	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	<p>i) For Tehri Complex: Sh. P.P.S. Mann, ED (Tehri Complex) / PGRO * Public Grievance Redressal Officer</p> <p>ii) For Koteshwar Project: Sh. P.K. Agarwal, GM (Project) / PGRO *</p> <p>iii) For Vishnugad Pipalkoti project: Sh. U.K.Saxena, GM (Project) / PGRO *</p> <p>iv) For Dhukwan Project: Sh. R.K. Bhatt, AGM(Project) Dhukwan</p> <p>v) For New Projects: Sh. P.P.S. Mann, ED (Tehri Complex) / PGRO *</p> <p>vi) Khurja STPP Sh. S.P. Singh, GM(Khurja STPP) / PGRO*</p> <p>The above project heads, in association with GM (Social & Environment), THDC India Limited, Rishikesh, ensure that our activities at the particular project do not threaten survival and quality of life of project affected persons (PAPs).</p>	As per R&R policy of the organization. R&R Policy is available at www.thdc.gov.in

			<p>Contact details of GM (Social & Environment), THDCIL, Rishikesh are: Sh. S.R. Mishra, GM (Social & Environment), THDC India Ltd., Bhagirathi Bhawan, Pragatipuram, Rishikesh Phone No.:0135-2439430 Fax No.: 0135-2439404 E Mail: s.ethdc@yahoo.com *Contact details of these project heads are given at page no.14 of Citizen's Charter.</p>	
8.	Submission of LGBR, examination and resolving the issues raised in OCC Meetings	NRPC	ED (OMS,QA & Safety), THDC India Ltd. Bhagirathi Bhawan, Pragatipuram, Rishikesh, PhoneNo:0135-2430575 Fax No.: 0135-2438235 Mail: omsthdc@yahoo.co.in	By due date
9.	Submission of Performance data(tripping details, actual energy data and plant availability factor)	CEA	ED(OMS,QA & Safety),THDC India Ltd. Bhagirathi Bhawan, Pragatipuram, Rishikesh, PhoneNo:0135-2430575 Fax No.: 0135-2438235 Mail: omsthdc@yahoo.co.in	As per actual data available from power plant.

EXPECTATIONS FROM 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 rules, regulations and guidelines issued by statutory and regulatory authorities.

Power Sharing among different beneficiaries (Project under Operation):

1. Tehri HPP (1000 MW):

S. No.	Beneficiary	Power Allocation
1	Uttar Pradesh	374 MW
2	Uttarakand	147MW
3	Chandigarh	06 MW
4	Rajasthan	75 MW
5	Himanchal Pradesh	28 MW
6	J&K	48 MW
7	Punjab	77MW
8	Haryana	43 MW
9	Delhi	103 MW
10	Unallocated	99 MW
Total		1000 MW

2. Koteshwar Hydroelectric Project (400 MW):

S. No.	Beneficiary	Power Allocation
1	Uttar Pradesh	155 MW
2	Uttarakand	60.6 MW
3	Chandigarh	1.5 MW
4	Rajasthan	33.4 MW
5	Himanchal Pradesh	10.1 MW
6	J&K	18.1 MW
7	Punjab	25.5 MW
8	Haryana	16.8 MW
9	Delhi	39.4 MW
10	Unallocated	39.6 MW
Total		400 MW

3. Wind project ,Patan Gujarat(50 MW)

S. No.	Beneficiary	Power Allocation
1	Gujarat	50 MW

(A)PUBLIC GRIEVANCE REDRESSAL AUTHORITIES IN CASE THE SERVICE STANDARDS ARE NOT MET WITH

Jurisdiction	Grievance Redrassal Authority	Phone No.	E Mail
THDCIL as a whole	Sh. R N Singh, AGM(SP) Director (Public Grievances),THDCIL Plot no.-20,Sector -14, Kaushambi, Gaziabad- 201010, Uttar Pradesh	0120-22776490 Mob: 9899280905 Fax No. 0120- 2776433	rnsingh@thdc.gov.in
Rishikesh Unit	Sh. Vijay Goel, General Manager (P&A)/PGRO, THDCIL, Bhagirathi Bhawan, By Pass Road, Pragatipuram Rishikesh– 249201 Uttarakhand	0135-2430753 Mob: 9411103794 Fax no. : 0135- 2439408	vijaygoel@thdc.gov.in
Tehri Project	Sh. P.P.S. Mann, ED (Tehri Complex) /PGRO THDCIL, Bhagirathipuram, Tehri Garhwal-249001 (Uttarakhand)	01376-236312 Mob: 9411101352 Fax No. 01376- 235282	thdcph2000@yahoo.co.in
Koteshwar Project	Sh. P.K. Agarwal, General Manager (Project) / PGRO THDCIL, Koteshwar (Distt.Tehri Garhwal)-249001, Uttarakhand	01378-231300 Mob: 9411108741 Fax No. 01378-231337	pkagg2004@yahoo.co.in
Vishnugad- Pipalkoti Project	Sh. U.K.Saxena GM (Project)/PGRO, THDCIL,Alaknanda Puram, Siyasain Pipalkoti, Distt. Chamoli, Uttarakhand	01372-256200 Mob: 9997999003 Fax No. 01372-256203	uks_rss@yahoo.com
Khurja STPP	Sh. S.P. Singh, GM(Khurja STPP), THDC India Limited, Khurja	Mob: 9219696377	spinghthdc@gmail.com
Lucknow Unit	Sh. A.K. Porwal, AGM/ PGRO, THDC India Limited, Liaison Office, Lucknow	0522-2204112 Mob: 9412057804 Fax No. 0522-2204112	atulporwal@yahoo.co.in
New Projects	Sh. P.P.S. Mann, ED (Tehri Complex) /PGRO THDCIL, Bhagirathipuram, Tehri Garhwal-249001 (Uttarakhand)	01376-236312 Mob: 9411101352 Fax No. 01376- 235282	thdcph2000@yahoo.co.in

PGRO: Public Grievance Redressal Officer

(B) Appellate Authority, CPIO, PIO AND APIO IN THDCIL under RTI Act

Sl. No	Name	Designation	Address	Phone No./Email
1	Sh. Vijay Goel	GM(P&A)/ APPELLATE AUTHORITY	THDC India Limited , Bhagirathi Bhawan, Pragatipuram Bye Pass Road, Rishikesh, Uttarkhand-249201.	Telephone No.:0135-2430753 Mob:9411103794 Fax no: 0135-2439408, Email: vijaygoel@thdc.gov.in
2	Sh. N.K. Prasad	DGM (P&A)/CPIO	THDC India Limited , Ganga Bhavan Pragatipuram, By-pass Road, Rishikesh-249201 (Uttarakhand)	Tel.No.0135-2473459, Mob: 9411110860, Email: nkprasad@thdc.gov.in
3	Sh. C. Minz	Addl. General Manager (P&A)/PIO	Bhagirathipuram, Tehri Garhwal- 249001(Uttarakhand)	01376-236322 Fax No: 01376-236363 Mob .No.: 9758626232 Email: cminz@thdc.gov.in
4	Sh. K.K. Ghosh	Addl. General Manager (New Projects)/PIO	G-Block, New Tehri Town, Tehri Garhwal- 249001 (Uttarakhand)	01376-234158 Mob .No.: 9412050426 Fax No: 01376-234177 kalyanghose18@gmail.com
5	Sh. Seemant Pant	DGM (P&A)/PIO	Koteshwarpuram Distt. :Tehri Garhwal- 249001, (Uttarakhand)	01378-231341 Fax No: 01378-231282 Mob .No.:9411112445 see_pant@hotmail.com
6	Sh. B.K. Singh	DGM (P&A)/PIO	Alaknanada Puram, Siyasain, Pipalkoti, Distt -Chamoli, (Uttarakhand)	01372-256238 Fax No: 01372-256203 Mob .No.: 9411110853 bksinghthdc@gmail.com
7	Sh. S.M. Siddiqui	DGM(Commercial) / Astd. PIO	THDC India Limited, Plot no.-20 Sector -14, Kaushambi, Gaziabad-201010,Uttar Pradesh	Telephone No.: 0120-2776494. Mob:9910204217 Fax: 0120-2776499, Email: smsiddiqui@thdc.gov.in

CPIO: Central Public Information Officer

PIO: Public Information Officer

APIO: Assistant Public Information Officer

FUNCTIONAL DIRECTORS

Sl. No.	Name	Designation	Office Phone No.	E Mail ID
1.	Sh. D.V. Singh	CMD	0135-2431464 (Rishikesh)	dvsingh01@yahoo.com
3.	Sh. S.K. Biswas	Director (Personnel)	0135-2432688 (Rishikesh)	Skbiswas1958@yahoo.com
4.	Sh. Sridhar Patra	Director (Finance)	0135-2430118 (Rishikesh)	df@thdc.gov.in

Anti corruption reporting and other such grievances shall be dealt by:

Chief Vigilance Officer

THDC India Limited

Ganga Bhawan, Pragatipuram, By-pass Road,

Rishikesh-249 201 (Uttarakhand)

Phone no: 0135-2432840

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