

# 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: <a href="http://www.thdc.co.in/">http://www.thdc.co.in/</a>

#### ABOUT THE ORGANISATION

THDC India Limited is a leading Power Sector and Profit-making Public sector Enterprise and registered as a Public Limited Company in July-1988 under the Companies Act,1956. THDCIL was conferred 'Mini Ratna' Category-I Status in Oct-2009 and up-graded to Schedule 'A' PSU in July-2010 by the Govt. of India.

The Equity of Company was earlier shared between Govt. of India and GoUP in the ratio of 75:25. Pursuant to Strategic Sale, the Share Purchase Agreement was executed between NTPC Limited and President of India on 25th March, 2020, for acquisition of legal and beneficial ownership of equity held by the President of India in THDC India Limited. After Strategic Sale, Equity in THDC India Limited is shared between NTPC Limited and Government of Uttar Pradesh in a ratio of 74.496 and 25.504.

The Authorized Share Capital of the Company is ₹ 4000 Cr. and paid up capital as on 30th Sep'2021 is ₹3665.88 Cr. THDCIL started earning profits from first year (2006-07) of commercial operation of its maiden project i.e. Tehri HPP (1000 MW) and THDCIL is a consistently profit-making company since then. THDCIL was constituted with the sole objective to develop, operate & maintain the 2400 MW Tehri Hydro Power Complex (Tehri HPP-1000 MW, Tehri PSP-1000 MW and Koteshwar HEP-400 MW), and other Hydro projects. The Corporation has grown into a Multi-Project Organization, with Projects spread over various States as well as neighboring country, Bhutan. it has also forayed into generation of electricity from renewable energy sources and thermal power plants. Presently, THDCIL has a portfolio of 11 projects (Hydro, Thermal, Wind & Solar), with a total capacity of 4696 MW. This, includes 1587 MW operational Projects (Tehri HPP-1000 MW, Koteshwar HEP-400 MW, Dhukwan SHP-24 MW, Patan Wind Farm-50 MW, Devbhumi Dwarka Wind Farm-63 MW and Kasaragod Solar Power Plant -50 MW) and 2764 MW under Construction Projects (Tehri PSP-1000 MW, VPHEP 444 MW and Khurja 1320 MW). The other projects are under various stages of development / implementation. Further, THDCIL is also developing 2000 MW UMREPPs ( 600 MW capacity of Solar Park, each at Jhansi and Lalitpur District and 800 MW at Chittarkoot District of UP) through SPV (a Joint Venture of 'THDCIL' and 'UPNEDA' named 'TUSCO') in the state of UP.

In addition, a number of Projects are in the business development stage.

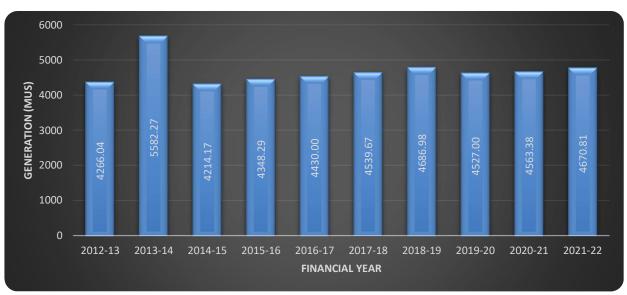


Fig: THDCIL Generation in Million Units(MUs) over the years

#### Awards:

- Tehri Dam has been conferred the Prestigious award of "International Milestone Project" of International Commission of Large Dam (ICOLD) in Oct.'2009 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.
- Koteshwar HEP has won the prestigious "5th CIDC Vishwakarma Award-2013".
- 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,2012.
- THDCIL has been conferred with the Gold Trophy Citation 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).
- Tehri HPP (1000 MW) has been awarded with Award of "Best Maintained Project" by Central Board of Irrigation and Power (CBIP) on 29<sup>th</sup> Dec., 2016.
- THDCIL has been conferred with prestigious "HR Gold Award for Training Excellencein 2018-19" from EkKaamDeshKeNaam, a renowned NGO.
- THDCIL has received "CSR Innovation and Leadership Award 2019" by PHD Chamber of Commerce, New Delhi.
- "CBIP Award 2019" was also presented to THDCIL for "Best Performing Utility in Hydro Power Sector".
- CBIP has selected Tehri Dam & HPP as "Best Maintained Hydro Power Project" and award shall be presented soon.
- For implementation of Telemedicine Initiative in remote locations of Tehri District, THDCIL and DM(Tehri) has been conferred with "E-Governance Award" by GoI in 2019.
- THDCIL has also been conferred with "Award for Social Media for PR & Branding" byPublic Relations Society of India (PRSI) at its 43<sup>rd</sup> All India Public Relations Conference held at Dehradun
- THDC India Limited (THDCIL) has been conferred with "Rajbhasha Kirti Award (Second)" for its outstanding contribution in the field of promotion of official language (Hindi) in the financial year 2018-19.

#### **ISO Certification:**

THDCIL has obtained following Certifications for Corporate Office, Rishikesh, Tehri HPP, TehriPSP, Koteshwar HEP, Vishnugad Pipalkoti HEP and Dhukwan SHP:–

- ISO 9001:2015 Certification (Quality Management System).
- ISO 14001-2015 Certification (Environment Management System).
- OHSAS 18001:2017 Certification (Occupational Health and Safety ManagementSystem.

#### **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 mutualtrust.
- To undertake rehabilitation and resettlement of project affected persons withhuman face.

#### **VALUES**

- Zeal to excel and zest for change.
- Integrity and fairness in all matters.
- Respect for dignity and potential of individuals.
- Ensure speed of response.
- Strict adherence to commitments.
- Foster learning, creativity and team work.
- Loyalty & pride in CPSE.

### **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 inorder 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 VigilanceCommission 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** Government of Kerala
- **1.14** Royal Government of Bhutan
- **1.15** Ministry of External affairs, Government of India
- **1.16** Northern Regional Load Dispatch Centre (NRLDC)
- **1.17** Northern Regional Power Committee (NRPC)
- **1.18** Power Grid Corporation of India Ltd. (PGCIL)
- **1.19** Contractors, Vendors/Suppliers
- **1.20** Financial Institutions such as World Bank, Power Finance Corporation, Rural Electrification Corporation, Punjab National Bank, other Nationalized and scheduled Banks etc.
- **1.21** Project Affected Families (PAFs)
- **1.22** National Water Development Agency (NWDA)
- **1.23** Government of Gujarat
- 1.24 Odisha Hydro Power Corporation Ltd. (OHPCL),
- **1.25** Chattisgarh State Power Generation Company Limited (CSPGCL)
- 1.26 Shri Mata Vaishno Devi ji Shrine Board
- 1.27 Shri Amarnath Ji Shrine Board
- 1.28 Employees of THDC India Limited

#### 2. Beneficiaries:

THDC India Limited supplies electricity to states and UT situated in the NorthernRegion. 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.
- **2.15** Kerala State Electricity Board (KSEB), Kerala.

### SERVICES OFFERED TO STAKEHOLDERS

Sl.	Service	Stakeholder	Officials responsible for the	Standards/Norms
No			services	
1.	Sale of Electricity as per allocation from MoP, GoI atthe tariff approved by CERC	Beneficiary States/UTs,	GM (Commercial) THDC India Ltd. Saraswati Bhawan, Pragatipuram, RishikeshPhoneNo:0135- 2431945Fax 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 atwww.thdc.gov.in
2(a)	Submission of Declared Capacity(MW) along with anticipated energy, 24 hrsahead 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 hrsahead for Koteshwar HEP	NRLDC	GM (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	GM (OMS-EM, HM & 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 nonmonsoon period. For details, visit www.thdc.gov.in
4.	• Stabilization of Varunavat Parvat in Uttarkashi	Govt. of Uttarakand	ED (Technical),	As per latest relevant IS Code, and prevalent international practices for slope stabilization.
	<ul> <li>Stabilization of slopeof Mata Vaishnodevi</li> <li>Shri Amarnath JiShrine Board</li> <li>Slope stability analysis for 20 nos chronic slides identified after the Uttarakhand disaster</li> <li>Consultancy work for the underground parking at Mussoorie and Nainital</li> </ul>	Govt. of J&K  Govt. of  Uttarakand  Govt. of  Uttarakand	THDC India Ltd. Alaknanda Bhawan, Pragatipuram, Rishikesh Phone No:0135-2473227 Mail: atuljain@thdc.co.in	As per technical expertise of THDCIL, prevalent practices and relevant norms for slopestabilization  As per technical expertise of THDCIL, prevalent practices and relevant norms for slope stabilization  As per technical expertise of THDCIL, prevalent practices and relevant norms for under ground works

	Consultancy work for carrying out the Power Potential and E&M Studies inrespect 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: tsroutela@thdc.co.in	As per CEA/CWC guidelines
5.	Billing the concernedbeneficiary about the dues on account of sales of energy	Beneficiary States/UT, NRLDC, NRPC.	GM (Commercial )THDC India Ltd. Alaknanda Bhawan, Pragatipuram,Rishikesh PhoneNo:0135-2431945Fax 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 & GoI	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	i) For THDCIL as a whole:  Sh. Sandeep Singhal, CGM (In-charge, NCR)/ Director-Public Grievances,  ii) For Tehri Unit, New Projects, NTT:  Sh.L.P.Joshi, Executive Director (Tehri Complex) /PGRO,  Public Grievance Redressal Officer  iii)For Rishiksh Unit, For Liaison Office, Lucknow:  Sh. Rai Singh, AGM (OMS)/PGRO*  iv)For Koteshwar Project:  Sh. A K Ghildiyal, GM (Project) / PGRO *  v) For Vishnugad Pipalkoti project:  Sh. Anirudh Bishnoi, ED (Project) / PGRO *  vi) For Dhukwan Project:  Sh. S K Arya, DGM(Electrical) Dhukwan  vii) For Khurja STPP  Sh. Kumar Sharad, CGM(Khurja-STPP) / PGRO*  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).	As per R&R policy of the organization. R&R Policy is available at www.thdc.gov.in

			Contact details of GM(Social & Environment), THDCIL, Rishikesh is: Sh. P K Naithani, GM (Social & Env.), 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.	
8.	Submission of LGBR, And energy planning related matter.	NRPC	GM (OMS-EM, HM & 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 plantavailability factor)	CEA	GM(OMS-EM, HM & 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 regulatoryauthorities.

### <u>Power Sharing among different beneficiaries (Project under Operation):</u>

### 1. <u>Tehri HPP (1000 MW):</u>

S. No.	Beneficiary	Power Allocation
1	Uttar Pradesh	374 MW
2	Uttarakand	147MW
3	Chandigarh	46 MW
4	Rajasthan	75 MW
5	Himanchal Pradesh	0.0 MW
6	J&K	48 MW
7	Punjab	77MW
8	Haryana	71 MW
9	Delhi	63 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	70.7 MW
3	Chandigarh	1.5 MW
4	Rajasthan	33.4 MW
5	Himanchal Pradesh	0.0 MW
6	J&K	18.1 MW
7	Punjab	25.5 MW
8	Haryana	16.8 MW
9	Delhi	39.4 MW
10	Unallocated	49.7 MW
	Total	400 MW

### 3. Wind project ,Patan & Dev Bhoomi Dwarka Gujarat(113 MW)

S. No.	Beneficiary	Power Allocation
1	Gujarat	113 MW

### 4. Dhukwan SHEP (24 MW)

S. No.	Beneficiary	Power Allocation
1	Uttar Pradesh	24 MW

#### 5. Kasargod (50 MW)

Sl. No.	Beneficiary	Power Allocation
1	Kerala	50 MW

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

Jurisdiction	Grievance Redressal Authority	Phone No.	E Mail
THDCIL as a whole		0120-2776438 9411110613 0120-2816800-6900	ssinghal@thdc.co.in
	Sh. Rai Singh, AGM(OMS) /PGRO, THDC India Limited, Pragati Bhawan, By Pass Road, Pragatipuram, Rishikesh- 249201(Uttarakhand)	0135-2473428 9411108621	raisingh@thdc.co.in
Tehri, New Projects, NTT	Sh. L.P. Joshi, Executive Director (Tehri Complex) /PGRO, THDC India Limited, Bhagirathipuram, Tehri Garhwal- 249001 (Uttarakhand)	01376-235011 9411109427	lpjoshi@thdc.co.in
Koteshwar Project	Sh. A K Ghildiyal, GM(Project) /PGRO, THDC India Limited, Koteshwarpuram, Tehri Garhwal - 249001, Uttarakhand	01378-231300 01378-231337	akghildiyal@thdc.co.in
Vishnugad- Pipalkoti Project	Sh. Anirudh Bishnoi, CGM/PGRO, THDCIL, Alaknanda Puram, Siyasain Pipalkoti, Distt.	9411103532	anirudhbishnoi@thdc.co.in
Khurja STPP	Chamoli, Uttarakhand Sh. Kumar Sharad, CGM (Khurja STPP), THDC India Limited, Khurja		kumarsharad@thdc.co.in
Dhukwan Project	·	8810496659	satishkarya@thdc.co.in
Grievance Redressal OfficerUnder RPwD Act'2016	Sh. M.C. Ramola AGM (Services)/ GRO under RPWD Act THDC India Limited, Gangotri Bhawan, By Pass Road, Pragatipuram, Rishikesh- 249201(Uttarakhand)	0135-2473435 9411103111	mcramola@thdc.co.in

**PGRO**: Public Grievance Redressal Officer

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

Sl. No	Office/Power Plant/Project	Name, Designation, Address
1	APPELLATE AUTHORITY	Sh. Veer Singh CGM(HR-A)/Appellate Authority Corporate Office, Bhagirathi Bhawan, Bye Pass Road, Pragatipuram Rishikesh— 249201(Uttarakhand) Tel. No. 0135-2473201 Mob. No.: 9319001417 E-Mail: veersingh@thdc.co.in(link sends e-mail)
2	CENTRAL PUBLIC INFORMATION OFFICERS	Sh. B.K. Singh  AGM/Central Public Information Officer(CPIO)  CRO Office, Corporate Office,  Rishikesh– 249201(Uttarakhand)  Mob No.: 9411110853  E-Mail: singhbk@thdc.co.in(link sends e-mail)
3	Tehri Hydro Electric Project, New Projects, Koteshwar Hydro Electric Project	Dr. A.N. Tripathy, AGM(HR&A)/PIO, THDC India Limited Bhagirathi Puram, Tehri Garhwal, Uttarakhand-249001, Tel. No.: 01376-236363, Mob. No.: 9412962882, Email: antripathy@thdc.co.in
4	Vishnugad Pipalkoti Hydro Electric Project	Sh. S.B. Prasad, DGM(HR&A)/PIO, THDC India Ltd Alaknanda Puram,Siyasain, Pipalkoti, Dsitt. Chamoli (Uttarakhand) Mob. No.: 9411549133, Email: sbprasad@thdc.co.in(link sends e-mail)

5	Dhukwan S.H.P.	Sh. S.K. Arya, DGM (Elec)/PIO,Dhukwan S.H.P. Near Sukwan, Dhukwan Dam, P.O.: Naya Kheda, Babeena Kent, Jhansi-284401(U.P.) Mob. No.: 9411188813 Email: satishkarya@thdc.co.in
6	Khurja STPP	Sh. Amrendra Kumar Vishwakarma, Sr.Manager(HR&A)/PIO, Khurja Super Thermal Power Project, Village and Post – Dashera Kherli, Tehsil – Khurja, Distt. – Bulandshahar(U.P.) Mob. No.: 9456592271 Email: akvishwakarma@thdc.co.in
7	ASSISTANT PUBLIC INFORMATION OFFICER	Sh. Sandeep Checker  AGM(Admn.)/ APIO THDC  India Limited  NCR Office, Kaushambi, Ghaziabad- 201010, (Uttar Pradesh)Mob. No.:  9868849832  Email: schecker@thdc.co.in

**CPIO:** Central Public Information Officer

PIO: Public Information Officer

APIO: Assistant Public Information Officer

### **FUNCTIONAL DIRECTORS**

Sl.	Name	Designation	Office Phone No.	E Mail ID
No.				
1.	Sh. R K Vishnoi	CMD, Additional Charge- D(T)	0135-2431464 (Rishikesh)	cmd@thdc.co.in
2.	Sh. J. Behera	Director (Finance) Additional Charge- D(P)	0135-2430118 (Rishikesh)	df@thdc.co.in

Anticorruption 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 Fax no: 0135-2436330 Email: <u>thdcvig@gmail.com</u>