

# **CITIZEN CHARTER**



# **पावरग्रिड**

**POWER GRID CORPORATION OF INDIA LIMITED**

**(A Govt of India Undertaking)**

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## **PREAMBLE**

POWERGRID's Citizen Charter comprises of parameters covering the scope of Citizen Charter, Business of POWERGRID - its Vision, Mission, Objectives, Management commitment to citizens among other details.

Citizen's Charter is a medium to convey to the citizens the role and responsibility that a company has towards its citizens and all stakeholders.

## **SCOPE OF CITIZEN CHARTER**

- The Citizen Charter reflects the ability and endeavour of POWERGRID to continuously serve the citizens and stakeholders with utmost sincerity, commitment and dedication.
- The Charter demonstrates the approach of POWERGRID towards providing Quality services in the field of Power Transmission and its other business segments while fulfilling the statutory regulatory requirements.
- The Charter aims to meet citizens satisfaction by way of making continual improvement in our systems and procedures, thereby aiming for new benchmarks in our services.

## **OBJECTIVE OF CITIZEN CHARTER**

The significant objectives of the Citizen's Charter of POWERGRID are summarised as below:

- Ensuring Citizen-centric focus across all its processes for improvement of services.
- Ensuring effective Citizen Communication Channels
- Demonstrating Transparency and Openness of its business operations by hosting the Citizen's Charter on the POWERGRID's web site i.e. [www.powergridindia.com](http://www.powergridindia.com).
- Working towards Citizens satisfaction by efficient redressal of Grievances, Complaints etc.
- In case of exigencies or disasters, serving the citizens and nation in recovery process to the extent possible.

## **VISION**

“World Class, Integrated, Global Transmission Company With Dominant Leadership in Emerging Power Markets, Ensuring Reliability, Safety and Economy”.

## **MISSION:**

“To become a Global Transmission Company with Dominant Leadership in Emerging Power Markets with World Class Capabilities by:

- Setting superior standards in capital project management and operations for the industry and ourselves;
- Leveraging capabilities to consistently generate maximum value for all stakeholders in India and in emerging and growing economies;
- Inspiring, nurturing and empowering the next generation of professionals;
- Achieving continuous improvements through innovation and state of the art technology; and
- Committing to highest standards in health, safety, security and environment.”

## **OBJECTIVES**

The Corporation has set following objectives in line with its Mission and its status as “**Central Transmission Utility**” to:

- Undertake transmission of electric power through Inter-State transmission system.
- Discharge all functions of planning and coordination relating to Inter-State transmission system with -
  1. State Transmission Utilities;
  2. Central Government;
  3. State Governments;
  4. Generating companies;
  5. Regional Power Committees;
  6. Authority;
  7. Licensees;
  8. Any other person notified by the Central Government in this behalf.

- To ensure development of an efficient, co-ordinated and economical system of inter-State transmission lines for smooth flow of electricity from generating stations to the load centres.
- Efficient Operation and Maintenance of Transmission systems.
- Restoring power in quickest possible time in the event of any natural disasters like super cyclone, flood etc. through deployment of Emergency Restoration Systems.
- Provide consultancy services at national and international level in transmission sector based on the in-house expertise developed by the organisation.
- Participate in long distance telecommunication business ventures.
- Ensure principles of Reliability, Security and Economy matched with the rising/desirable expectation of a cleaner, safer, healthier Environment of people, both affected and benefited by its activities.

### **COMMITMENTS**

The Management of POWERGRID is committed to excellence in public service delivery through its system of good governance and laid down process. For achieving this, we endeavour towards the following Commitments:

- Development and maintenance of National Power Grid for optimal utilisation of resources.
- Creation of power evacuation facilities as per Government directions
- Strengthening and coordinating Inter State transmission network
- Operation and maintenance of POWERGRID Assets for reliable and efficient operations.
- Establishment of communication network for Power System Operation and Telecom business
- Providing Emergency Restoration System and support to beneficiaries on their request subject to availability.
- Build work force by Training, motivating and encouraging human resources at all levels
- Strive to become globally competitive through sustained technological development efforts
- Remain sensitive to environment and safety
- To meet statutory/regulatory requirements related to our services, safety, security, finance and human resource
- Make sincere efforts in meeting all our social obligations and strive towards

corporate social responsibility

- Redressal of citizen's grievance in a prompt manner

### **EXPECTATIONS FROM CITIZENS**

To provide efficient services to the Citizens and satisfying their expectations, POWERGRID perceives the following expectations from various categories of Citizens:-

#### **Customers**

- Be acquainted with the policies, systems, technologies & maintenance procedures and product performance criteria.
- Indicate realistic & reasonable schedule and make prompt payment.
- Comply with service instructions & timely maintenance.

#### **Government**

- Timely clearances/approvals from controlling agencies/ministries/ Departments

#### **Vendors/Project Contractors**

- Adherence to time and delivery schedules as per contract
- Adherence to the statutory safety guidelines
- Achievement of economy on products/services without compromising the quality standards.
- Maintenance of reasonable and competitive rates through continuous improvement, reengineering and restructuring.
- Elimination of wasteful practices, to reduce rejection and work towards zero defects.
- Up-gradation & expansion of employee knowledge and skills and create an ambience for nurturing & growing talents.

#### **Alliance/JV Partners**

- Compliance with terms of agreement/memorandum of understanding
- Adherence to time and delivery schedules
- Strive to achieve best in class quality standards in terms of products, services and employee skills.

#### **Society**

- Feedback of services delivered under the corporate social responsibility and environment policies
- Use of the feedback mechanism under the Citizen's charter in order to assist the company to incorporate better service standards
- Extending co-operation to the company in all its business activities

### **INTEGRATED MANAGEMENT POLICY**

POWERGRID IS COMMITTED TO:

- Establish and maintain an efficient and effective "National Grid" with due regard to time, cost, technology and value additions
- Sustainable development through conservation of natural resources

and adopting environment friendly technology on principle of Avoidance, Minimisation and Mitigation

- Ensure safe, occupational hazards free and healthy work environment, to the satisfaction of stakeholders in all areas of its management systems and practices in conformity to legal and regulatory provisions

### **SERVICES OFFERED BY POWERGRID**

- Implementation of various inter-State Transmission systems including High Capacity Power Transmission Corridors, Inter-regional Links for reliable power exchanges, System strengthening schemes, Green Energy Corridors. POWERGRID constructs and commissions Extra High Voltage transmission lines and related sub stations.
- Operation and Maintenance of Transmission System
- Management of transmission system and Telecom network.
- Infrastructure and managed services are also offered on case to case basis.

#### **Development of indigenous high technology / critical electrical equipment**

- Domestic and International Consultancy assignments
- For improving rural sector, making significant contribution in power distribution and telecommunication work under various government schemes.
- Support to citizens, customers and stakeholders during natural calamities, for restoration of affected infrastructure, as a part of disaster management by immediately mobilizing materials, machinery and manpower, including deployment of Emergency Restoration System in an expeditious manner. POWERGRID has also extended restoration services to neighbouring countries during natural calamities.
- Conducting programmes on Skill Development at Employee Development Centres located at various substations and Contractors' work stations for imparting knowledge to un-skilled persons for gainful deployment in transmission line construction works, industry employment/self employment.
- Developing Smart Grid leading towards Smart City for bringing efficiency encompassing entire power supply value chain. As well as developing smart products like smart meter, data concentrator unit, home energy management system, micro grid controller, active power filter etc. for varied applications.
- Integration of Renewable Energy (RE) sources into the grid is a service towards energy security and environmental sustainability. Green Energy Corridors comprising of intra state and inter state transmission infrastructure to facilitate integration of envisaged renewable capacity addition are being evolved.
- Identification of energy saving opportunities through carrying out energy audits of various industries including Integrated Steel Plant at Bokaro &

Bhilai, SAIL, institutions and other commercial establishments.

## **VALUES AND STANDARDS OF SERVICES**

POWERGRID believes in:

- Excellence
- Performance and Responsiveness
- Fairness and Transparency
- Innovation and Improvement
- Collaboration with other Service Providers to deliver improved service to the users
- Effective use of resources
- Concern for Environment
- Standard of services
- Rewards and Recognition
- Consultation and Involvement
- Discharging Corporate Social Responsibility

## **ACCESS TO INFORMATION**

Information about schemes, policies, project plans of the Corporation and issues of general interest to stakeholders is available in POWERGRID offices. Also, the contact details of the [Board of Directors](#) are available in the POWERGRID website. Information on POWERGRID can be obtained through press releases and electronic & print media. POWERGRID website at <http://www.powergridindia.com> contains updated information.

POWERGRID publishes details of financial and operational performances in leading newspapers and on its website quarterly/yearly as per statutory requirement.

## **GRIEVANCE REDRESSAL**

In the event of non-fulfillment of a commitment or service the citizens have the right to submit their related grievances in writing to the Head of the concerned office. The citizens can also submit their grievance in the Public Grievance portal of the Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances and Pensions. The Head of the concerned office will respond within sixty days from the receipt of the grievance. The grievance from the citizen should be in writing duly supported with documents wherever required giving complete information.



## **REVIEW OF THE CHARTER**

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

**Note:** - this charter is a summary of the services POWERGRID is committed to provide to the stakeholders and is not a part of the policy condition or service condition of our employees. The charter is also not covering the aspect of the responsibilities of its stakeholders, which are generally described in the related documents available in the POWERGRID offices.