



## CITIZENS' CHARTER

**NTPC Limited**

NTPC Bhawan, Scope Complex, Lodi Road, New Delhi

Email: [ntpecc@ntpc.co.in](mailto:ntpecc@ntpc.co.in), website: [www.ntpc.co.in](http://www.ntpc.co.in)

CIN: L40101DL1975GOI007966

### Brief Overview

NTPC is India's largest energy conglomerate with roots planted way back in 1975 to accelerate power development in India. Since then it has established itself as the dominant power major with a presence in the entire value chain of the power generation business. From fossil fuels, it has forayed into generating electricity via hydro and renewable energy sources. This foray will play a major role in lowering its carbon footprint by reducing greenhouse gas emissions. To strengthen its core business, the corporation has diversified into the fields of consultancy, power trading, e-mobility, training of power professionals, rural electrification, ash utilisation, and coal mining as well.

NTPC became a Maharatna company in May 2010. NTPC ranked 497<sup>th</sup> in the '2020, Forbes Global 2000' ranking of the World's biggest companies.

NTPC is not only the foremost power generator; it is also among the great places to work. The company is guided by the "People before Plant Load Factor" mantra which is the template for all its human resource related policies. In 2019, NTPC is recognized as "Laureate" for consistently ranking among "Top 50 Best Companies to Work for in India" for the last 11 years in the Great Place to Work and Economic Times survey. Besides, NTPC was also recognized as the best among PSUs and in Manufacturing.

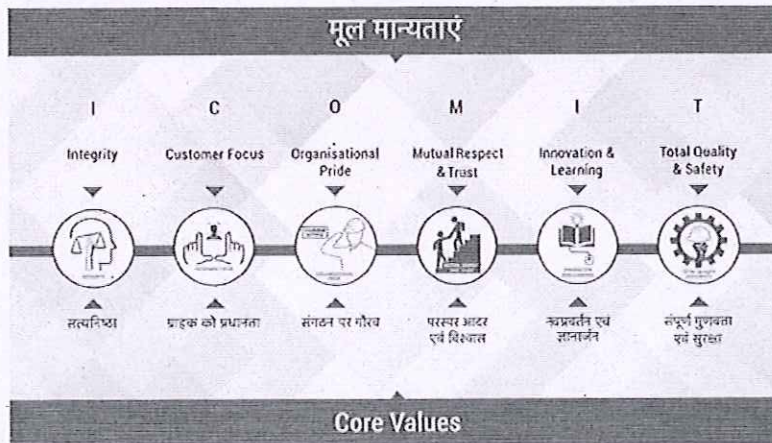
### Corporate Vision

- ✓ To be the world's leading Power Company, energizing India's growth.

### Corporate Mission

- ✓ Provide reliable power and related solutions in an economical, efficient, and environment friendly manner, driven by innovation and agility.

### Core Values: ICOMIT



### Clients and Customers

NTPC supplies power in bulk to Discoms as contracted through Power Purchase Agreements and not to customers directly. As a result of which, NTPC does not have direct interaction with the public at large. However, to finance new and ongoing projects of the Company, it regularly

raises funds with public/private issues of bonds/debentures and is also involved in catering to a large investor base for its equity shares. The Company is concerned with well being of all its Stakeholders.

**Services Provided to Stakeholders.**

<b>Stakeholder</b>	<b>Service Provided</b>
<b>Government of India</b>	<ul style="list-style-type: none"> <li>➤ Submission of proposals for clearances/approval.</li> <li>➤ Compliances with various statutory requirements.</li> <li>➤ Submission of various types of reports/information from time to time.</li> </ul>
<b>Shareholders/ Investors</b>	<ul style="list-style-type: none"> <li>➤ Payment of Dividend/ interest and related activities.</li> <li>➤ Dispatching of Annual Report to shareholders and holding Annual General Meeting of members.</li> <li>➤ Attending to queries of the investors.</li> <li>➤ Timely resolution of request for transmission/ split or consolidation of share certificates/ remat and other requests.</li> </ul>
<b>Banks And Financial Institutions</b>	<ul style="list-style-type: none"> <li>➤ Loan and interest servicing.</li> <li>➤ Compliances with Loan Covenants and Performance Indices.</li> </ul>
<b>Contractor and Vendors</b>	<ul style="list-style-type: none"> <li>➤ Execution of contractual terms and conditions in the implementation of Projects and Procurement.</li> <li>➤ Compliances with various statutory requirements.</li> </ul>
<b>Customer/Beneficiaries including State Government and State beneficiaries.</b>	<ul style="list-style-type: none"> <li>➤ Supply of power to beneficiaries as per the allocation of power by Ministry of Power (GoI), in accordance with the guidelines and Tariff as approved by CERC.</li> </ul>

**Expectation from Stakeholder**

To provide efficient services to all its Stakeholders and meet their expectations, the company expects following from its Stakeholders.

<b>Stakeholder</b>	<b>Expectations from Stakeholder</b>
<b>Government of India</b>	<ul style="list-style-type: none"> <li>A) Timely clearances/approvals from controlling agencies/ministries/ departments.</li> <li>B) Co-operation from the Government in the timely signing of MoU &amp; PPAs.</li> </ul>

<b>Contractors/Vendor</b>	<ul style="list-style-type: none"> <li>A) Adherence to timely delivery as defined in the contract.</li> <li>B) Adherence to Safety Guidelines.</li> <li>C) Reduction of waste and optimum utilisation of resources.</li> <li>D) Providing best quality of goods/services at reasonable costs.</li> </ul>
<b>Alliance/Joint Venture Partner</b>	<ul style="list-style-type: none"> <li>A) Compliance with terms and conditions of agreement/memorandum of understanding.</li> <li>B) Strive to achieve best in class quality standards in terms of products, services, and employee skills.</li> <li>C) Communication/Sharing of information in a timely manner.</li> </ul>
<b>Society</b>	<ul style="list-style-type: none"> <li>A) Appreciation of services offered under the Corporate Social Responsibility Scheme of the Company.</li> <li>B) Co-operation with company in all its business endeavours.</li> </ul>

**Grievance Redressal Mechanism**

In the event of non-fulfilment of a commitment or service, the Stakeholders have the right to submit their related grievances in writing to the Head of the concerned office or post on the website of the Company. The Company has designated Executive Director (Human Resources) as Director (Grievance).

The Stakeholders 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 CITIZEN CHARTER:**

The charter shall be reviewed and updated every year based on the experiences and feedback received from the stakeholders. Any revisions/changes taking place in the statutory requirements shall also be taken care of while revising the Charter.

\*\*\*\*