



Citizen's / Client's Charter
for
Government of India
(Ministry of Power)
(2018-2019)

Address
Website

Shram Shakti Bhawan, Rafi Marg, New Delhi
www.powermin.nic.in

Vision

Reliable, adequate and quality power for all at reasonable prices.

Mission

Ministry of Power seeks to achieve its vision by providing necessary support and enabling policy framework for integrated development of power infrastructure in the country to meet the requirements of the growing economy and to meet the requirements and aspirations of the people for quality power particularly of poor households in rural areas.

Main Services / Transactions

S. No	Services	Weight (%)	Person Responsible	Contact Info.	Process	Document Required	Fees
1.	Timely processing/decision on proposals for grant of final mega power status to thermal power projects which are already granted provisional mega power certificates.	10	Sh. Aniruddha Kumar (Joint Secretary)	Tel. No. – 23714842 E-mail – aniruddha.k@gov.in	Receiving application from developers.	i) For 15 projects which are located in the State having mandatory host State power tie up policy of PPAs under regulated tariff, documents required in support of PPA tied up for at least 65% of installed capacity/net capacity through competitive bidding and up to 35% of installed capacity/net capacity under regulated tariff as per specific Host State Policy, as the case may be, approved by the respective Regulators under long term PPA with Discoms/State designated Agency. ii) Other provisional mega projects not affected by Host State Policy of having mandatory PPA tie up under regulated tariff, are required to tie up long term PPAs as per National Electricity Policy 2005 and Tariff Policy 2006, as amended from time to time.	NA
					Sending the applications to CEA for examination.	NA	
					Scrutiny of application along with CEA's comments/ recommendation on the application and obtaining of required documents, if any, from the developer by IP Cell.	NA	
					Take approval of Competent Authority	NA	
					Issue of the Certificate	NA	
2.	Approval of the Central Government under Section 68 of the Electricity Act, 2003 for inter-state transmission lines	5	Shri D K Srivastava (Director)	Tel. No. – 23716674 E-mail – d-bose80@gov.in	Obtaining advice from CEA and approval of the JS(Trans)	Approval of the scheme by the Standing Committee LTOA by PGCIL	NA
3.	Approval of the Central Government under Section 164 of the Electricity Act, 2003 for inter-state transmission line	5	Shri D K Srivastava (Director)	Tel. No. – 23716674 E-mail – d-bose80@gov.in	The applicant is required to submit the documents to CEA with a copy to US(PG), MoP is obtained through proper channel and a Gazette Notification is issued through Government of India Press.	Copies of the Gazette Notification and Press Publications issued by applicant inviting objection from the public, if any, within 60 days on the proposed transmission line. Applicant is also required to submit route alignment with justification and a certificate that he had not received any objection from the public or he has taken into account the objection of the public.	NA
4.	Processing of completed proposals of projects under IPDS forwarded by PFC to be put up to Monitoring Committee of Integrated Power Development Scheme (IPDS) for sanction.	10	Shri Vishal Kapoor (Director)	Tel. No. – 23714000 E-mail – vishal.kapoor@gov.in	Monitoring Committee in Ministry sanctions the DPRs	Detailed Project Reports (DPRs) for IPDS are prepared by States/ Utilities as per Standard Format. PFC, the Nodal Agency scrutinizes these DPRs based on benchmarked cost approved and then submits to the IPDS Monitoring Committee for approval. Monitoring Committee headed by Secretary (Power) approves the DPRs.	Nil

S. No	Services	Weight (%)	Person Responsible	Contact Info.	Process	Document Required	Fees
5.	Timely release of financial assistance (with the approval of Internal Finance Division) to PFC for onward transmission to state Governments/ UT Admn.	8	Shri Vishal Kapoor (Director)	Tel. No. – 23714000 E-mail – vishal.kapoor@gov.in	After approval Ministry releases the grant to PFC which in turn releases to respective State Govt./ UTs.	Proposals/ Claims are submitted by PFC for releasing of grants for implementation of IPDS.	Nil
6.	Timely approval of electricity generation target of Power Utilities for the next financial year.	5	Shri Ghanshyam Prasad (Chief Engineer)	Tel. No. – 23710389 E-mail – g.prasad67@nic.in	Examination of recommendations of CEA	Recommendations from CEA	NA
7.	Timely approval of coal requirement of power requirement for the next financial year.	5	Shri Ghanshyam Prasad (Chief Engineer)	Tel. No. – 23710389 E-mail – g.prasad67@nic.in	Examination of recommendations of CEA	Recommendations from CEA	NA
8.	Release of fund to REC under DDUGVY.	5	Shri Kamlesh Kumar Mishra (Director)	Tel. No. – 23353320 E-mail – kk.mishra@gov.in	Examined and put up by RE wing with approval of JS (RE) for approval of IFD	NA	NA
					On receipt of concurred draft from IFD, the sanction letter is issued	NA	NA
					Receipt of the fully completed claim proposal from Rural Electrification Corporation	Receipt of the completed claim from REC with reply to requisite queries, if any	NA
9.	Sanction of DPR under DDG component of DDUGVY.	4	Shri Kamlesh Kumar Mishra (Director)	Tel. No. – 23353320 E-mail – kk.mishra@gov.in	Approval of Monitoring Committee	NA	NA
					Implementing agencies submit the DPRs to rural Electrification Corporation(REC), nodal agency for implementation of RGGVY. The proposal is scrutinized and submitted by REC before Implementation Support Group(ISG).	Receipt of the proposal from REC	NA
					ISG review the DPRs and recommend its sanction to Monitoring Committee.	NA	NA
10.	Release of Funds to REC under Saubhagya	5	Shri Kamlesh Kumar Mishra (Director)	Tel. No. – 23353320 E-mail – kk.mishra@gov.in	Examined and put up by RE wing with approval of JS (RE) for approval of IFD	NA	NA
					On receipt of concurred draft from IFD, the sanction letter is issued	NA	NA
					Receipt of the fully completed claim proposal from Rural Electrification Corporation	Receipt of the completed claim from REC with reply to requisite queries, if any	NA
11.	Sanction of DPR under Saubhagya	4	Shri Kamlesh Kumar Mishra (Director)	Tel. No. – 23353320 E-mail – kk.mishra@gov.in	Approval of Monitoring Committee	NA	NA
					Implementing agencies submit the DPRs to rural Electrification Corporation(REC), nodal agency for implementation of RGGVY. The proposal is scrutinized and submitted by REC before Implementation Support Group(ISG).	Receipt of the proposal from REC	NA
					ISG review the DPRs and recommend its sanction to Monitoring Committee.	NA	NA

S. No	Services	Weight (%)	Person Responsible	Contact Info.	Process	Document Required	Fees
12.	Action on Public Grievances received online.	5	Ms Meera Shekhar (Deputy Secretary)	Tel. No. – 23062439 E-mail – shekhar.meera@gov.in	Forwarding the grievance to the Concerned Nil Section/Division in MoP and Attached Office/Organization/PSU under its administrative control online.	NIL	NA
13.	Action on public grievances received through post.	6	Ms Meera Shekhar (Deputy Secretary)	Tel. No. – 23062439 E-mail – shekhar.meera@gov.in	Acknowledgement by post. Forwarding of the grievance to the Concerned Section/Division and Attached Office/Organization/PSU under its administrative control.	NIL NIL	NA NA
14.	Review Meetings for monitoring pendency of public grievances	5	Smt. Raj Pal (Economic Adviser)	Tel. No. – 23715595 E-mail – raj.pal@nic.in	Issuing of the circulars to the Concerned Section/ Division in MoP and Attached Office/ Organization/PSU under its administrative control for attending the meeting.	Information regarding pending grievances as available on CPGRAMS	NA
15.	Processing of completed proposals of projects under NEF (National Electricity Fund meant for interest subsidy to various power utilities) scheme forwarded by REC, to be put up to Steering Committee of NEF for sanction.	5	Shri Vishal Kapoor (Director)	Tel. No. – 23714000 E-mail – vishal.kapoor@gov.in	a) Receipt of proposals by REC from various power utilities (public/private) b) Evaluation of the proposals done by Independent evaluators c) Recommendations of REC, Nodal agency for implementation of the scheme, on the proposal. d) Placing the proposals before the Screening Committee chaired by Secretary (Power) for sanction.	Proposals/Detailed Project Reports (DPRs) for interest subsidy under NEF scheme are prepared by Utilities as per Standard Format. REC, the Nodal Agency scrutinizes these proposals/DPRs based on initial evaluation done by Independent evaluators and then submits to the NEF Steering Committee for approval.	Nil
16.	Timely release of interest subsidy under NEF scheme (with the approval of Internal Finance Division) to REC for onward transmission to various power utilities including private sector.	4	Shri Vishal Kapoor (Director)	Tel. No. – 23714000 E-mail – vishal.kapoor@gov.in	After approval, Ministry releases the interest subsidy to REC which in turn releases to respective utilities	Proposals/ Claims are submitted by REC for releasing interest subsidy to Utilities.	Nil
17.	Recognition of training institutes for Power Sector under the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010.	4	Shri Raj Pal, EA	Tel. No. – 23715595 E-mail – raj.pal@nic.in	Institutes are inspected by CEA Officers. On the basis of the recommendation of CEA, the Ministry of Power considers the Institutes for their recognition.	i. Proposal of institutes. ii. Recommendation of CEA.	NA
18.	Timely Processing of RTI Applications/Appeals (Online/Manually Received)	5	Sh. Suman Chatterjee, Deputy Secretary	Tel. No. – 23738817 E-mail – suman.chaterjee63@nic.in	a) Scanning and Registration of manually received RTI Applications/Appeals in DoPT's RTI MIS online portal. b) Examination and forwarding of all RTI Applications/Appeals (Online and Manually received) to the concerned CPIOs and Appellate Authorities in the Ministry of Power as well as transfer to other concerned Public Authorities of Govt. of India, if required, at the first instance by the RTI Cell of Ministry of Power. c) Sending of replies to applicants by CPIOs of Ministry of Power including timely transfer, if required, to other Public Authorities of Ministry of Power.	NIL	As per the provisions of RTI Act, 2005

Service Standards

S. No	Services/Transaction	Weight (%)	Success Indicators	Service Standards (in days)	Data Source
1.	Timely processing/decision on proposals for grant of in-principle/ final mega power status to thermal power projects.	<u>10.0</u>	Average time taken from the date of receipt of the fully completed proposal in all respects	60	Ministry's Records
2.	Approval of the Central Government under Section 68 of the Electricity Act, 2003 for inter-state transmission lines.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects	45	Ministry's Records
3.	Approval of the Central Government under Section 164 of the Electricity Act, 2003 for inter-state transmission line.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects	90	Ministry's Records
4.	Processing of completed proposals of projects under IPDS forwarded by PFC to be put up to Monitoring Committee of Integrated Power Development Scheme (IPDS) for sanction.	10.0	Average time taken from the date of receipt of the fully completed proposal in all respects	30	Ministry's Records
5.	Timely release of financial assistance (with the approval of Internal Finance Division) to PFC for onward transmission to state Governments/ UT Admn.	8.0	Average time taken to issue the approval to PFC after clearance from the Monitoring Committee	30	Ministry's Records
6.	Timely approval of electricity generation target of Power Utilities for the next financial year.	5.0	Average time taken from the date of receipt of the fully completed proposal in all respects	15	Ministry/CEA Records
7.	Timely approval of coal requirement of power requirement for the next financial year.	5.0	Average time taken from the date of receipt of reference from NITI Aayog	21	Ministry/CEA Records
8.	Release of fund to REC under DDUGVY	5.0	Average time taken from the date of receipt of the claim	25	Ministry's Records
9.	Sanction of DPR under DDG component of DDUGVY	4.0	Average time taken from the date of receipt of the claim	30	Ministry's Records
10.	Release of Funds to REC under Saubhagya	5.0	Average time taken from the date of receipt of the claim		
11.	Sanction of DPR under Saubhagya	4.0	Average time taken from the date of receipt of the claim		
12.	Action on Public Grievances received online	5.0	Average time taken	10	CPGRAMS/Ministry's Records
13.	Action on public grievances received through post.	6.0	Average time taken for acknowledgement	3	CPGRAMS/Ministry's Records
			Average time taken for digitizing and sending online	15	CPGRAMS/Ministry's Records
14.	Review Meetings for monitoring pendency of public grievances.	5.0	Number of review meetings	10	Ministry's Records
15.	Timely approval on proposals for release of interest subsidy to various power utilities under NEF scheme	5.0	Average time taken for approval of competent authority from the date of receipt of the fully completed proposal in all respects	30	Ministry's Records
16.	Release of fund/ interest subsidy to REC under NEF scheme	4.0	Average time taken for release of fund from the date of receipt of the claim from REC	25	Ministry's Records
17.	Recognition of training institutes for Power Sector under the CEA (Measures relating to Safety and Electric Supply) Regulations, 2010.	4.0	Average time taken from the date of receipt of the fully completed proposal in all respects.	30	Ministry/CEA Records
18.	Timely processing of RTI Applications/Appeals (Online/Manually Received)	5.0	Average time taken by RTI Cell, CPIOs and Appellate Authorities of the Ministry	As per the timelines Stipulated in the RTI Act, 2005.	DoPT's online RTI MIS Portal/ Records with CPIOs/ Appellate Authorities of the Ministry

Grievance Redressal

S.No.	Public Grievances Officer	Contact Info.	Website
1.	Ms Meera Shekhar (Deputy Secretary)	Tel. No. – 23062439 E-mail –shekhar.meera@gov.in	http://pgportal.gov.in/

List of Stakeholders/Clients

S.No. Stakeholders / Clients	
1	State Utilities
2	Power CPSUs
3	Private Developers in power projects
4	Citizens of India
5	Ministry of Coal
6	Ministry of Environment & Forest
7	NITI Aayog
8	Ministry of Finance

Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers & Subordinate Organizations	Contact No.	Email	Address
1	NTPC Ltd.	24360100	info@ntpc.co.in	Scope Complex, New Delhi-110003
2	NHPC Ltd.	1292277971	webmaster@nic.in	Sector-33, Faridabad (Haryana)
3	Power Grid Corporation India Ltd.	1242571800	sgupta@powergridindia.com	Plot No. 02, Sector-29, Gurgaon(Haryana)-122001
4	REC Ltd.	24361562	reccorp@recl.nic.in	Core-4, Scope Complex, NewDelhi-110003
5	PFC Ltd.	23456941	js_amitabh@pfcindia.com	UrjaNidhi, 1 Barakhamba Lane, New Delhi-110001
6	SJVN Ltd.	1722670804	ak.mukherjee@sjvn.nic.in	IRCON, Building GF, C-4, Distt. Centre, Saket, New Delhi
7	NPTI	0129227475	npti_hq@yahoo.co.in	NPTI Complex, Sector-33, Faridabad (Haryana)
8	CPRI	8023602457	dgcpri@cpri.in	C.V. Raman Road, Banglore-560080
9	THDC India Ltd.	1352431517	it@thdc.gov.in	Ganga Bhawan, PragatiPuram, Rishikesh, Uttarakhand-249201
10	NEEPCO	0364-2308437	info@neepco.gov.in	Brookland Compound, Lower New Colony, Shillong-793003,Meghalaya,India
11	Central Electricity Authority (CEA) (Statutory Body)	26102583	chair@nic.in	SewaBhawan, R.K. Puram, New Delhi
12	Damodar Valley Corporation (Statutory Body)	3323557935	chairman@dvc.gov.in	DVC Tower, VIP Road, Kolkata – 700054
13	Bureau of Energy Efficiency (BEE) (Statutory Body)	26178316	dg-bee@nic.in	4th Floor, SewaBhawan, R.K.Puram, New Delhi
14	BBMB (Statutory Body)	1725011750	cman@bbmb.chd.nic.in	Madhya Marg, Sector-19B, Chandigarh
15	APTEL (Statutory Body)	24368484	registrar-aptel@nic.in	Core-4, 7th Floor, Scope Complex, New Delhi
16	CERC (Statutory Body)	23753911	info@cercindia.gov.in	Chanderlok Building, Janpath, New Delhi

Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	State Governments/UT Administrations should properly use the central financial assistance released to them for the tourism projects and make efforts for the timely completion of these projects
3	Please show courtesy to Minister's officer
4	To keep proper records of your letters and communications with Ministry
5	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment
6	To give a written notice via fax or email at least two days in advance for cancellation of fixed appointment
7	Send reports in the prescribed format as per prescribed timelines
8	To check the website regularly for updates on policies, programmes and procedures
9	Give suggestions/Inputs on drafts placed on Ministry's website/those circulated to them
10	State representatives should attend the conference with complete information