CITIZEN CHARTER

POWER GRID CORPORATION OF INDIA LIMITED
(A Govt of India Undertaking)

Dated: 06/04/2017
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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.

- 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.
POWERGRID INFORMATION

VISION


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.

PROFILE OF POWERGRID

Power Grid Corporation of India Limited (POWERGRID), the ‘Central Transmission Utility (CTU)’ of the country is a Schedule-‘A’ ‘Navratna’ Company, engaged in bulk power transmission business with the responsibility of planning, coordination, implementation, operation and maintenance of inter-State transmission system.

POWERGRID is a listed Company with authorized Share Capital of Rs.10,000 crore and paid up share capital of about Rs. 5232 crore. The present shareholding of Govt. of India is 57.90 %. Whereas, the balance 42.10% is being held by Institutional Investors & Public.

POWERGRID, one of the Largest Power Transmission Utilities in the World, is playing a strategic role in the development of Indian Power Sector and has proved its capabilities time and again to execute the large transmission projects on schedule. POWERGRID’s transmission system as of now wheels about 45-50% of country’s total power generation.

As on 30th June, 2017, the Company owns & operate transmission network of about 140723 ckm of Extra High Voltage (EHV) AC & HVDC transmission lines and 222 nos. of substations having transformation capacity of more than 293673 MVA. The average availability of its transmission system is being consistently maintained at more than 99% at par with international utilities, by deploying best operation and maintenance practices. POWERGRID enjoys International Credit Rating at par with Government of India Sovereign rating of ‘BBB’- (Outlook Stable) by Fitch and S&P and Domestic credit rating at ‘AAA’- (Stable/Highest safety) by CARE, CRISIL & ICRA. The company has been profit making CPSE of Govt. of India since its inception and has gross fixed assets of about 1,50,000 crore at the end of May, 2017.
The Company’s registered office is at New Delhi and Corporate office is at Gurugram, Haryana and it operates through its 10 Regional Headquarters and various site offices located across the length and breadth of the country. As on 31st March 2017, the company has 11 Nos. Wholly owned Subsidiary companies (WOS) and is part of 13 Nos. Joint Venture Companies (JV) engaged in implementation of Transmission system, providing Energy Efficiency services and Technological collaboration (Test Lab) etc. POWERGRID has also diversified into Telecom and Consultancy business and is providing services to Domestic and International clients with Global footprints in 19 countries.

TELECOM Network and Areas of Operation

POWERGRID with its brand name ‘POWERTEL’ provides Telecom Services over a robust optical fibre network in India. It is the only utility in the Country having overhead optic fibre network using Optical Ground Wire (OPGW) on power transmission lines especially in the difficult terrain of North East Region and Jammu & Kashmir. POWERGRID has acquired NLD, ISP-A and IP-I licenses. POWERGRID has an all India Total Backbone Network of 39,662 km. The network also includes underground optic fibre cables to connect Points of Presence (PoPs) / access links within cities from POWERGRID sub-stations. POWERGRID has also tied up with State Electricity Board / Corporations for extending their reach to new locations / cities. High capacity DWDM / SDH links have been deployed throughout country to provide services to various customers within the country.

Telecom Services Offered

POWERGRID offers Point-to-Point bandwidth, MPLS based Virtual Private Network (VPN) and Internet Services to its customers based on their capacity and location requirement on pan India basis. Infrastructure and Managed Services are also offered on case-to-case basis.

CONSULTANCY

POWERGRID has emerged into a unique role of “Utility-turned-Consultant” which has enabled it to undertake Consultancy Assignments in countries of Asia and Africa including India, in the area of Power System Planning, Techno-economic Feasibility Studies, Environment Impact Assessment and Preparation of Resettlement Action Plan, Design, Engineering, Tendering & Procurement Services, Project Management, Construction Supervision, Operation & Maintenance, Load Despatch & Communication, capacity building and electrification of un-electrified railway tracks covering 761 rkms. POWERGRID has undertaken several assignments as Owner’s Engineer or Lender’s Engineer in various Countries.
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 co-ordinating 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, names, address and telephone numbers of the Senior officers is mentioned in Exhibit III. 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 AND PERFORMANCE AUDIT

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.

LIST OF EXHIBITS

1. Present transmission network of POWERGRID
2. Telecom Backbone network
3. Names, address, telephone numbers of senior executives in the offices of POWERGRID
<table>
<thead>
<tr>
<th>SL No.</th>
<th>Name (S/Shri)</th>
<th>Designation</th>
<th>ADDRESS</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I. S. Jha</td>
<td>Chairman and Managing Director</td>
<td></td>
<td>0124-2822710</td>
</tr>
<tr>
<td>2</td>
<td>Ravi P. Singh</td>
<td>Director (Personnel)</td>
<td></td>
<td>0124-2571901</td>
</tr>
<tr>
<td>3</td>
<td>R. P. Sasmal</td>
<td>Director (Operations)</td>
<td>Saudamini, Plot No.2, Sector-29, Gurguram-122001. (Haryana)</td>
<td>0124-2571801</td>
</tr>
<tr>
<td>4</td>
<td>K. Sreekant</td>
<td>Director (Finance)</td>
<td></td>
<td>0124-2571890</td>
</tr>
<tr>
<td>5</td>
<td>Prabhakar Singh</td>
<td>Director (Projects)</td>
<td></td>
<td>0124-2571930</td>
</tr>
<tr>
<td>6</td>
<td>Dr. Pradeep Kumar</td>
<td>Govt. Nominee Director, JS &amp; FA to the GoI, MoP</td>
<td>Ministry of Power, Shram shakti Bhawan, Rafi Marg, New Delhi - 1</td>
<td>011-23710171</td>
</tr>
<tr>
<td>7</td>
<td>Tse Ten Dorji</td>
<td>Independent Director</td>
<td>Saudamini, Plot No.2, Sector-29, Gurguram-122001. (Haryana)</td>
<td>0124-2571968</td>
</tr>
<tr>
<td>8</td>
<td>Jagdish Ishwar Bhai Patel</td>
<td>Independent Director</td>
<td></td>
<td>0124-2571968</td>
</tr>
<tr>
<td>9</td>
<td>V. K. Saksena</td>
<td>Chief Vigilance Officer</td>
<td>Saudamini, Plot No.2, Sector-29, Gurguram-122001. (Haryana)</td>
<td>0124-2571970</td>
</tr>
<tr>
<td>SL No.</td>
<td>Name (S/Shri/Ms.)</td>
<td>Designation</td>
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<tr>
<td>1</td>
<td>D.K. Valecha</td>
<td>Executive Director- (Engg.-TI, S/s and Civil)</td>
<td>Saudamini, Plot No.2, Sector-29, Gurgaon-122001. (Haryana)</td>
<td>0124-2571920</td>
</tr>
<tr>
<td>2</td>
<td>Sanjeev Singh</td>
<td>Executive Director, CMG</td>
<td></td>
<td>0124-2571945</td>
</tr>
<tr>
<td>3</td>
<td>Pankaj Kumar</td>
<td>Executive Director (ERP Cell) and IT</td>
<td></td>
<td>0124-2571816</td>
</tr>
<tr>
<td>4</td>
<td>S. Sen</td>
<td>Chief Operating Officer (NTAMC)</td>
<td>PAL, Manesar (Haryana).</td>
<td>0124-2863301</td>
</tr>
<tr>
<td>5</td>
<td>Anil Jain</td>
<td>Executive Director (Corporate Planning, Cost Engineering, NR-II)</td>
<td></td>
<td>0124-2571960</td>
</tr>
<tr>
<td>6</td>
<td>A.K. Sinha</td>
<td>Executive Director (ESMD, CSR)</td>
<td></td>
<td>0124-2571980</td>
</tr>
<tr>
<td>7</td>
<td>D.C. Joshi</td>
<td>Executive Director (Contract Services)</td>
<td></td>
<td>0124-2571830</td>
</tr>
<tr>
<td>8</td>
<td>R. K. Chahuan</td>
<td>Executive Director (Engineering HVDC)</td>
<td></td>
<td>0124-2571820</td>
</tr>
<tr>
<td>9</td>
<td>S. Vaithilingam</td>
<td>Executive Director (Finance)</td>
<td></td>
<td>0124-2571896</td>
</tr>
<tr>
<td>10</td>
<td>P.N. Dixit</td>
<td>Executive Director (Asset Management)</td>
<td>Saudamini, Plot No.2, Sector-29, Gurgaon-122001. (Haryana)</td>
<td>0124-2571984</td>
</tr>
<tr>
<td>11</td>
<td>Anil Mehra</td>
<td>Chief Operating Officer (International Business)</td>
<td></td>
<td>0124-2571863</td>
</tr>
<tr>
<td>12</td>
<td>Meenakshi Datar</td>
<td>Executive Director (Human Resources)</td>
<td></td>
<td>0124-2571895</td>
</tr>
<tr>
<td>13</td>
<td>R.K. Srivastava</td>
<td>Executive Director (Finance)</td>
<td></td>
<td>0124-2822483</td>
</tr>
<tr>
<td>14</td>
<td>Dr. Subir Sen</td>
<td>Chief Operating Officer (CTU &amp; Smart Grid)</td>
<td></td>
<td>0124-2571797</td>
</tr>
<tr>
<td>15</td>
<td>S.K. Mishra</td>
<td>Executive Director (CMD Cell) and QA &amp; I</td>
<td></td>
<td>0124-2571817</td>
</tr>
<tr>
<td>16</td>
<td>T.C. Sarmah</td>
<td>Chief Operating Officer (BDD, JV, Pl &amp; EE)</td>
<td></td>
<td>0124-2571955</td>
</tr>
<tr>
<td>17</td>
<td>Sunil Agrawal</td>
<td>Executive Director (LD&amp;C)</td>
<td>Engineers India Limited Building, Chander Nagar, Sector 16, Gurugram, Haryana 122007</td>
<td>0124-2571965</td>
</tr>
<tr>
<td>18</td>
<td>A.K. Arora</td>
<td>Chief Operating Officer (Telecom)</td>
<td>B-9, Qutab Institutional Area, Katwaria Sarai, New Delhi.</td>
<td>011-26564826</td>
</tr>
<tr>
<td>19</td>
<td>Chetan Verma</td>
<td>Executive Director, Corporate Communications</td>
<td></td>
<td>0124-2571845</td>
</tr>
<tr>
<td>20</td>
<td>Upendra Pande</td>
<td>Executive Director, CP</td>
<td>Saudamini, Plot No. 2, Sector-29, Gurgaon-122001. (Haryana)</td>
<td>0124-2571987</td>
</tr>
<tr>
<td>21</td>
<td>O. S. Randhawa</td>
<td>Executive Director (Vigilance)</td>
<td></td>
<td>0124-2571998</td>
</tr>
<tr>
<td>22</td>
<td>H. K. Mallick</td>
<td>Executive Director (Commercial &amp; RC)</td>
<td></td>
<td>0124-2571806</td>
</tr>
<tr>
<td>23</td>
<td>Pankaj Kumar</td>
<td>General Manager I/C, MM</td>
<td>Saudamini, Plot No. 2, Sector-29, Gurgaon-122001. (Haryana)</td>
<td>0124-2571833</td>
</tr>
<tr>
<td>24</td>
<td>Rajesh Kumar</td>
<td>General Manager I/C, DMS</td>
<td></td>
<td>0124-2571945</td>
</tr>
<tr>
<td>25</td>
<td>Anil Saberwal</td>
<td>General Manager I/C, HRD</td>
<td>PAL, Manesar (Haryana).</td>
<td>0124-2571921</td>
</tr>
<tr>
<td>26</td>
<td>A. K. Singhal</td>
<td>General Manager, TBCB</td>
<td>Saudamini, Plot No. 2, Sector-29, Gurgaon-122001. (Haryana)</td>
<td>0124-2571964</td>
</tr>
<tr>
<td>27</td>
<td>B. N. De. Bhowmick</td>
<td>General Manager (Technology Deptt.)</td>
<td></td>
<td>0124-2823110</td>
</tr>
<tr>
<td>SL No.</td>
<td>Name (S/Shri)</td>
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<tr>
<td>1</td>
<td>Seema Gupta</td>
<td>Executive Director (Head of Northern Region-1)</td>
<td>B-9, Qutab Institutional Area, Katwaria Sarai, New Delhi.</td>
<td>011-26560203</td>
</tr>
<tr>
<td>2</td>
<td>Anil Jain</td>
<td>Executive Director (Head of Northern Region-II)</td>
<td>Grid Bhawan, near Bahu Plaza, Rail Head Complex, Jammu-180012.</td>
<td>0191-2470723</td>
</tr>
<tr>
<td>3</td>
<td>Atul Trivedi</td>
<td>Executive Director (Head of Northern Region-III)</td>
<td>12, Rana Pratap Marg, Lucknow-226001, Uttar Pradesh</td>
<td>0522-2205100</td>
</tr>
<tr>
<td>4</td>
<td>Abhay Choudhary</td>
<td>Executive Director (Head of North-Eastern Region)</td>
<td>Dongtigh, Lower Nongrah, Lapalang, Shillong - 793006, Meghalaya</td>
<td>0364-2536371</td>
</tr>
<tr>
<td>5</td>
<td>S. N. Sahay</td>
<td>Executive Director (Head of Eastern Region-I)</td>
<td>Board Colony, Near Transformer Repair Works, Shastri Nagar, Patna - 800023, Bihar.</td>
<td>0612-2283440</td>
</tr>
<tr>
<td>6</td>
<td>Bharat Bhushan</td>
<td>Executive Director (Head of Eastern Region-II)</td>
<td>CF-17, Action Area C, New Town, Rajarhat, Kolkata - 700156, West Bengal</td>
<td>033-23242841</td>
</tr>
<tr>
<td>7</td>
<td>V. Sekhar</td>
<td>Executive Director (Head of Southern Region-I)</td>
<td>No. 6-6-32 &amp; 395/E, Kavadiguda Main Road, Secunderabad-500080, Telangana.</td>
<td>040-27546641</td>
</tr>
<tr>
<td>8</td>
<td>R.K. Singh</td>
<td>Executive Director (Head of Southern Region-II)</td>
<td>Near R.T.O. Driving Test Track, Singnayakanahalli Yelahanka, Hobi, Bengaluru - 560064, Karnataka.</td>
<td>080-23093701</td>
</tr>
<tr>
<td>9</td>
<td>S.K. Gupta</td>
<td>Executive Director (Head of Western Region-I)</td>
<td>Sampriti Nagar, Nari Ring Road, P.O. Uppalwadi, Nagpur - 440026, Maharashtra</td>
<td>0712-2641470</td>
</tr>
<tr>
<td>10</td>
<td>D.K. Singh</td>
<td>Executive Director (Head of Western Region-II)</td>
<td>Plot No.54, Adjacent to Riya Revati Resort Opp. Ambe Vidyalya, Sama-Savli Road, Vadodara-390008, Gujarat</td>
<td>0265-2712631</td>
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</tbody>
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<tr>
<td>1</td>
<td>Bhoj Paul</td>
<td>Executive Director, NE-N/W IC - I Project</td>
<td>Saudamini, Plot No.2, Sector-29, Gurguram-122001, Haryana.</td>
<td>0124-2571904</td>
</tr>
<tr>
<td>2</td>
<td>R. K. Chauhan</td>
<td>Executive Director - W/N Region IC Project</td>
<td>House No. 561, HUDA Sector-2, Near Jindal Chowk, Kurukshetra - 136118, Haryana</td>
<td>01744-230155</td>
</tr>
<tr>
<td>3</td>
<td>R.N. Singh</td>
<td>Executive Director SR-II, Raigarh Puglur HVDC</td>
<td>Samanvitha Complex, 3rd Floor, 12, 13, 14 Maurya Street, Outer Ring Road, Hebbal, Bengaluru-560094, Karnataka.</td>
<td>080-23093864</td>
</tr>
<tr>
<td>4</td>
<td>Sanjai Gupta</td>
<td>Executive Director - Odisha Project</td>
<td>Plot No. 4, Unit-41, Niladri Vihar, Chandrasekharpur, Bhubaneswar-751021, Odisha</td>
<td>0674-27020765</td>
</tr>
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