



CODE OF ETHICS

- 1.0 **Objectives**
- 1.1 To prescribe standards of integrity and conduct that are to apply to all the employees of the Company.
- 1.2 The principles stated below underlie and supplement the rules and laws regulating to the public ad private conduct of employees of the Company.
- 2.0 **Obligation to the Company**
- 2.1 The role of the employees will be to assist the organisation to achieve its objectives as spelt out in the Memorandum of Understanding of the Company.
- 2.2 It is the obligation of every employee to uphold the Rule of Law and respect for human rights solely in the public interest while making recommendations or exercising administrative authority. The employee must maintain the highest standards of probity and integrity.
- 2.3 In relation to the general public, the employees should conduct themselves taken on the recommendations made by them are objective and transparent, and are not calculated to promote improper gains for the political party in power or for themselves or for any third party.
- 2.4 The employee should not seek to frustrate or undermine the policies, decisions and actions taken in the public interest by the management by declining or abstaining from action which flows from the management decision. Where following the instructions of the superior authority would appear to conflict with the exercise of impartial professional judgement or affect the efficient working of the company, the employee should set out points of disagreement clearly in writing to the superior authority or seek explicit written instructions.
- 2.5 Where an employee has reasonable grounds to believe that he/she is being required by the superior authority to act in a manner which is illegal or against the prescribed rules and regulations, or if any legal infringement comes to his or her notice, he or she should decline to implement the instructions and would also have a right to bring the facts to the notice of the CMD, POWERGRID or Secretary (Power)/MOP.
- 3.0 **Conflict of interest and peer pressure**
- 3.1 The employees should refrain from decisions in respect of which they have reason to believe that it is calculated to benefit any particular person or party at the expense of the public interest.
- 3.2 Every employee shall disclose any clash of interest when there is conflict between public and private interest, or the employee is likely to be benefit



from any act of omission or commission while discharging his/her functions.

3.3 Employees should be alert to any actual or potential conflict of interest, financial or otherwise, and should disclose this to their superiors, whether the conflict covers them or their family members.

3.4 Employees should maintain their independence, dignity and impartiality by not approaching politicians and outsiders in respect of service matters or private benefit, and exercise peer pressure to dissuade those who do so within the organisation and to set in motion disciplinary proceedings against such persons.

4.0 **Accountability and responsiveness to the public**

4.1 The employees should practice accountability to the people in terms of quality of service, timeliness, courtesy, people orientation and readiness to encourage participation of, and form partnership with citizen groups for responsive management consistent with accountability to the superior officers and the ministers in accordance with the provisions governing the Company.

4.2 The employees should be consistent, equitable and honest in their treatment of the members of the public, with particular care for the weaker sections of the society and should not even be or appear to be unfair or discriminatory. Decision in pursuit of discretionary powers should be justifiable on the basis of non arbitrary and objective criteria.

4.3 Employees should accept the obligation to recognise and enforce customer rights for speedy redressal of the grievances and commit themselves to provide service of declared quality and standard to customers.

4.4 Employees should respect the right of public to information on all activities and transactions of the organisations except where they are debarred in the public interest from releasing information by provisions of law or by valid instruction.

5.0 **Concern for value of public assets and funds**

The employees should avoid wastages and extravagance and ensure effective and efficient use of the public money within their control.

6.0 **Non abuse of official position**

Employees have a responsibility to make decisions on merits. They are in a position to trust. They must not use their official position to influence any person to enter into financial or other arrangements with them or with any one else. They must not abuse their official position to obtain a benefit for themselves or for someone else, in financial or some other forms.



7.0

Continuous improvement through professionalism and team work

Every employee shall strive for creativity & innovation and nurture the value of team spirit. The employee should promote and exhibit public and private conduct in keeping with the appropriate behaviour and standards of excellence and integrity. He/She should support the juniors in the latter's efforts to resist wrong or illegal directives and in abiding by the Code of Ethics. At the same time, the employee should reward good work and punish any dereliction of duty and obligations based on objectives and transparent criteria.