

CITIZEN'S CHARTER



SJVN LTD.

(A joint venture of Govt. of India & Govt. of HP)

SJVN Corporate Head Quarters, Shakti Sadan,

Shanan, Shimla (HP),

PIN-171006

CITIZEN CHARTER

1. GENERAL INFORMATION

1.1 SJVN's Profile

SJVN Limited, a Navratna, Category-I and Schedule –‘A’ CPSE under administrative control of Ministry of Power, Govt. of India, was incorporated on May 24, 1988 as a joint venture of the Government of India (GOI) and the Government of Himachal Pradesh (GOHP). SJVN is a listed Company having shareholders pattern of 55% with Govt. of India, 26.85% with Govt. of Himachal Pradesh and rest of 18.15 % with Public. The present paid up capital and authorized capital of SJVN is Rs. 3,929.80 Crore and Rs. 7,000 Crore respectively. The Net Worth as on 31.03.2023 is Rs.13821.97 Crore.

Beginning with a single project and single State operation (i.e. India's largest 1500 MW Nathpa Jhakri Hydro Power Station in Himachal Pradesh), the Company has commissioned thirteen projects totaling 2377 MW of installed capacity and 123 km Transmission Line. SJVN is presently implementing or operating power projects in Himachal Pradesh, Uttarakhand, Bihar, Maharashtra, Uttar Pradesh, Punjab, Gujarat, Arunachal Pradesh, Rajasthan, Assam, Odisha, Mizoram and Madhya Pradesh in India besides neighboring country of Nepal.

SJVN has four fully owned subsidiaries viz. (i) SJVN Green Energy Limited (SGEL), (ii) SJVN Thermal Private Limited (STPL), (iii) SJVN Arun -3 Power Development Company Pvt. Ltd. (SAPDC), (iv) SJVN Lower Arun Power Development Company Private Limited (SLPDC) and a Joint Venture namely Cross Border Power Transmission Company Limited (CPTC). SJVN's subsidiary SGEL has further incorporated a Joint Venture Company namely "SGEL Assam Renewable Energy Limited."

SJVN aims to be a 25000 MW company by 2030 and 50000 MW company by 2040. Total portfolio of SJVN is 56662 MW, out of which 2377 MW is under operation, 4858 MW is under construction, 9335 MW is under pre-construction and survey and investigation stage, while 40092 MW capacity projects are under allotment.

1.2 SJVN's Vision

To be best-in-class Indian Power Company globally admired for developing affordable clean power and sustainable value to all stake holders.

1.3 SJVN's Mission

- To drive socio-economic growth and optimize shareholders and stakeholders interest by:
- Developing and operating projects in cost effective and socio-environment friendly manner.
- Nurturing human resources talent with care.
- Adopting innovative practices for technological excellence.
- Focusing on continuous growth and diversification

1.4 SJVN's Objectives

In the pursuit of above mission, the company had set for itself the following corporate objectives:

- Operating and maintaining power stations with maximum performance efficiency.
- Establishing and following sound business, financial and regulatory policies.
- Taking up of other hydro power projects.
- Completion of the new projects allocated to SJVN in an efficient and cost effective manner.
- Use of the best project management practices for the project implementation by applying latest universally accepted Project Management Techniques, and by enabling its Engineers, to become certified Project managers through further trainings.
- Dissemination of available in-house technical and managerial expertise to other utilities / projects.
- Creating work culture and work environment conducive to the growth and development of both the organization and the individuals through introduction of participative management philosophy.
- Fulfilling social commitments to the society. Achieving constructive cooperation and building personal relations with stakeholders, peers, and other related organization.
- Striving clean and green project environment with minimal ecological and social disturbances.
- To strive for acquiring Maharatna Status.

1.5 Projects Portfolio

I. Wholly owned by SJVN:

Hydro and Pumped Storage Projects

- **Nathpa Jhakri Hydro Power Station (1500 MW- 6 x 250 MW)-** Nathpa Jhakri Hydro Power Station (NJHPS) is run –of –the –river hydroelectric power station with pondage located on the river Sutlej in Himachal Pradesh. 1500 MW Nathpa Jhakri Hydro Electric Power (the largest single stage Hydroelectric Power Station in the country) was the first project undertaken by SJVN for execution and was commissioned progressively by May 2004. The project is designed to generate 6612 Million units of power in a 90% dependable year. The power station has consistently performed excellently, surpassing both design energy and MOU targets fixed by Gol. The power station has achieved consistently high Plant Availability Factor (PAF), which is the best in the industry, by adopting technologies to combat silt erosion of underwater turbine components, optimizing shutdown periods adopting upgradation of technology in Generating unit component etc. The plant has generated more than 135 Billion units till 31.03.24.
- **Rampur Hydro Power Station (412 MW- 6 x 68.67 MW)-** Rampur Hydro Power Station (RHPS) is located on river Satluj in Himachal Pradesh and is a tail race development of NJHPS and was commissioned during 2014-15. The power station is unique and is operating in tandem with NJHPS. The plant has generated around 19 Billion units till 31.03.24.
- **Naitwar Mori Hydro Power Station (60 MW) -** Naitwar Mori HPS on river Tons (a tributary of river Yamuna) is located in Uttarkashi district of Uttarakhand state. The project is designed as run-of-the-river project with a potential to generate 265.5 MU of energy annually. The project has been commissioned on 04.12.23 and is under operation. The plant has generated 43 MU till 31.03.24.
- **Luhri Stage-I Hydro Electric Project (210 MW) –** Luhri Stage-I HEP is run of river project on Satluj river near Nirath Village, in Shimla and Kullu Districts of Himachal Pradesh. The project is estimated to generate 758.20 MU of electricity in a 90% dependable year. MoU signed with GoHP on 25.09.2019 on the BOOM basis. Construction of the project is in progress. The scheduled date of commissioning of the project is January, 2026.
- **Sunni Dam HEP (382 MW)** is a run of the river project. The project is situated on Satluj river near Khaira village spread over Shimla and Mandi districts of Himachal Pradesh. The project is estimated to generate 1382 MU of electric

energy in a 90% dependable year. Construction of the project is in progress. The scheduled date of commissioning of the project is April, 2028.

- **Dhulasidh Hydro Electric Project (66 MW)** - Dhulasidh HEP on river Beas is located in Hamirpur district of Himachal Pradesh. The Project is designed as run of river project with a small live storage that would be utilized for peaking power during the lean season. The project will generate 304 MU in 90% dependable year. Construction of the project is in progress and physical progress as on 30.04.23 is 57%.
- **Luhri Stage-II HEP (228 MW)**- Luhri HEP Stage-II is a run of river project on Satluj river near Nanj village, spread over Shimla, Kullu & Mandi districts of Himachal Pradesh. The project is estimated to generate 632 MU of electricity in a 90% dependable year. Investment approval for pre-construction activities of Rs 72.478 Crore was received from GOI on 16.03.18. MoU signed with GoHP on 25.09.2019. CWC has raised observations on change in the allotted domain for which matter has been taken up with GoHP. Approval from GoHP is awaited.
- **Devsari Hydro Electric Project (194 MW)** - Devsari HEP is located on river Pindar, a tributary of river Alaknanda on Ganga basin, in Chamoli district of Uttarakhand. A Memorandum of Understanding for execution of project was signed with the Government of Uttarakhand on November 21, 2005. DPR is being revised consequent to MoJS notification on revised e-flows. MoP on 06.07.21 has directed to put on hold all S&I activities till any favourable order by Hon'ble Supreme Court of India. MoJS conveyed that only 7 projects are to be taken up. Devsari HEP is not in the list. Matter is being followed up with Gol.
- **Jakhol Sankri Hydro Electric Project (44 MW)** – Jakhol Sankri HEP on river Supin, located in district Uttarkashi of Uttarakhand state is designed as run-of-the-river project and has potential to generate 166.19 MU of electricity annually. Gol accorded investment approval for pre-construction activities of project at an estimated cost of Rs. 84.50 Crore on 15.09.2017. DPR approval accorded by Urja Cell, Govt. of Uttarakhand on 03.06.2019. Concessions to make the hydro power projects viable have been granted by GoUK vide notification dated 17.02.2023. Consultant hired on 25.04.2023 for optimization studies of the project to make it commercially viable.
- **Reoli Dugli HEP (456 MW)** – Reoli Dugli HEP is located in Lahaul & Spiti and Chamba district of Himachal Pradesh. Investment approval for pre-construction activities accorded on 20.12.2022. Six preliminary chapters were submitted to CEA on 17.07.2020. DPR with a revised capacity of 456 MW submitted to

CEA on 28.12.2021. The general layout with a twin tunnel alternative was submitted to CWC on 27.10.2023 and cleared by CWC on 02.02.2024. Govt of Himachal Pradesh vide letter dated 21.12.23 asked SJVN to sign PIA in respect of SJVN projects in Chenab valley on revised terms of free power@ 20% for first 12 years, 30% for next 18 years and 40% for the balance 10 years and BOOT period of 40 years within 15 days. SJVN has taken up the matter with GoHP vide letter dated 03.01.24 for the signing of mutually agreed PIA.

- **Badrang HEP (138 MW)** – Bardang HEP is located in Lahaul & Spiti and Chamba district of Himachal Pradesh. Investment proposal amounting to Rs. 88.34 crore submitted to MoP on 27.06.2023, proposal has been vetted by CEA on 20.10.23. Additional information sought by MoP furnished on 05.12.2023. Six preliminary chapters submitted to CEA and 1st consultation meeting held on 06.11.2020. Five pre-DPR chapters have been approved by CEA. Drift work completed on 09.02.23. Drilling is in progress.
- **Purthi HEP (234 MW)** – Purthi HEP is located in Lahaul & Spiti and Chamba district of Himachal Pradesh. The project was allotted on 15.10.19 and MoU was signed on 25.09.19. Investment approval for pre-construction activities was accorded on 14.12.2022. Project capacity enhanced to 234 MW and six preliminary chapters submitted to CEA on 02.09.2020. 1st Consultation meeting held in CEA on 20.10.2020. Four pre-DPR chapters have been approved by CEA. Drilling & drift works stopped by the local of Shour Panchayat since 04.09.2022. To persuade the locals, benefits to the local people including Socio-Economic development of the project area etc. are being communicated.
- **Sach Khas Hydro Electric Project (287 MW)**- Sach Khas HEP located in Lahaul & Spiti and Chamba district was allotted by Govt of HP on 05.01.21. Investment proposal for pre-construction activities was submitted to MoP on 30.06.2023 and vetted by CEA. Five pre-DPR chapters have been approved by CEA. Geotechnical investigations in progress. EIA/ EMP report and CAT Plan are under preparation.
- **Tandi- Rashil Hydro Electric Project (268 MW)**- After preliminary investigations, the composite single proposal of 268 MW was submitted to DoE, GoHP for approval on 06.05.2022. Approval by GoHP for combined scheme granted on 02.07.2022. Project registered by CEA on 25.07.2022. Seven pre-DPR chapters were submitted to CEA. As per the observations of CEA, optimization studies to make the project viable are to be carried out; however topographical survey and geological mapping required for the optimization studies could not be carried out at the site due to resistance by locals. Proposal

for S&I and DPR preparation returned by CEA on 11.09.2023.

- **Tindi Small Hydro Electric Project (4.4 MW)**- The project was allotted by GoHP on 19.01.22. DPR submitted to HIMURJA on 31.08.2022. Two additional hard copies were submitted to HIMURJA on 11.05.2023.
- **Etalin HEP (3097 MW)**- Etalin HEP with a proposed capacity of 3097 MW located in the Dibang basin of Arunachal Pradesh was allocated on 22.12.2021 by the Ministry of Power, Govt. of India. Project allotted by GoAP on 21.07.2023. Memorandum of Agreement for project development signed with GoAP on 12.08.2023. Transfer of concurrence and extension of validity of DPR upto 31.12.2024 in favour of SJVN accorded by CEA on 09.11.2023. Proposal for Investment approval of the project submitted to MoP on 01.03.2024.
- **Attunli HEP (680 MW)**- Attunli HEP with a proposed capacity of 680 MW located in the Dibang basin of Arunachal Pradesh allocated on 22.12.2021 by the Ministry of Power, Govt. of India. Project allotted by GoAP on 21.07.2023. Memorandum of Agreement for project development signed with GoAP on 12.08.2023. Transfer of concurrence and extension of validity of DPR upto 31.12.2025 in favour of SJVN accorded by CEA on 09.11.2023.
- **Mihumdon HEP (400 MW)** - Memorandum of Agreement for development of Mihumdon HEP with a proposed capacity of 400 MW located in the Dibang basin of Arunachal Pradesh project was signed with GoAP on 12.08.2023. Work of preparation of ToR and EIA/ EMP reports is in progress.
- **Emini HEP (500 MW)** - Memorandum of Agreement for development of Emini HEP with a proposed capacity of 500 MW located in the Dibang basin of Arunachal Pradesh project was signed with GoAP on 12.08.2023. Work of preparation of ToR and EIA/ EMP reports is in progress.
- **Amulin HEP (420 MW)**- Memorandum of Agreement for development of Amulin HEP with a proposed capacity of 420 MW located in the Dibang basin of Arunachal Pradesh project was signed with GoAP on 12.08.2023. Work of preparation of ToR and EIA/ EMP reports is in progress.
- **Darzo Lui PSP (2400 MW)** -Darzo Lui PSP is a closed loop PSP with installed capacity of 2400 MW. The project is located near South Vanlaiphai Village in Hnhthail district of Mizoram. Government of Mizoram has issued NoC to SJVN for preparation of DPR on 26.04.24.

Further, 9 projects in Arunachal Pradesh namely 235 MW Agoline HEP, 275 MW Emra-I HEP, 390 MW Emra-II HEP, 180 MW Elango HEP, 165 MW Etabue HEP, 100 MW Sissiri HEP, 84 MW Ithun-I HEP, 48 MW Ithun-II HEP and 30 MW Ashupani HEP are under allotment. MoU was signed with GRIDCO, Odisha for 1000 MW Hydro projects. In addition, 2220 MW Jalvara PSP, 180 MW Dhaulasidh HEP, 800 MW Kolmondapada PSP, 1500 MW Sidgarh PSP, 2000 MW Chornai PSP, 1800 MW Baitarni PSP, 180 MW Sadda PSP, 645 MW Sunni PSP, 400 MW Dhurmu PSP and 190 MW Purthi & Sach Khas PSP are also under allotment.

Transmission Projects:

220 kV Double Circuit 37 km long Transmission Line for evacuation of power from 60 MW Naitwar Mori Hydro Electric Project is under operation.

Wind Power Projects

- **Khirvire Wind Power Project (47.6 MW)**-Khirvire Wind Power Project is located in Khirvire/Kombhalane villages, Taluka- Akole, District - Ahmednagar, Maharashtra. The project comprises of 56 Wind Electric Generators (WEGs) of 850kW capacity each and was commissioned in the year 2014-15. The plant has generated 497 MU.
- **Sadla Wind Power Project** with an installed capacity of 50 MW is situated in village Sadla, Taluka Muli, District Surendranagar in the state of Gujarat. The project comprises of 25 Wind Electric Generators. Erection of all 25 WEGs has been completed and all units are under commercial operation after certification from GEDA. The plant has generated 473 MU.

Solar Power Project

- **Charanka Solar Energy Project**- SJVN commissioned its first Solar Plant i.e. 5.6 MW Charanka Solar Power Project on 31.03.2017. The project has been conceived and developed under REC Mechanism. The PPA for brown power has been signed with GUVNL for a period of 25 years w.e.f. 31.03.2017. The green component of power (i.e. RECs) are being traded at power exchange. The plant has generated 54 MU.
- **1 MW Grid connected Solar Power Plant** at Wadhal (HP) in the project area of NJHPS has been commissioned on 04.07.20. The plant has generated 4.83 MU till 31.03.24.
- **310 KW Grid connected Solar Power Plant** at Surge shaft area of NJHPS was commissioned on 02.07.18. The plant has generated 2.94 MU till 31.03.24.

II. Subsidiaries

A. SJVN Arun-3 Power Development Company Pvt. Ltd. - –A subsidiary incorporated in Nepal for implementation of 900 MW Arun-3 Hydro Electric Project in Nepal, construction of 217 km transmission line upto India Nepal border and S&I works of Arun-4 HEP.

1. **Arun-3 HEP- 900 MW-** The project is a run-of-river scheme located on Arun river in Sankhuwasabha District of Nepal. The project is estimated to generate 4018.87 Gwh of electricity in a 90% dependable year. CEA has accorded Techno-Economic Appraisal to DPR on 30.04.14. Investment approval was accorded by Govt. of India on 22.02.17. Major works were awarded in four packages from September 2017 to April, 2018. All the works are in progress. Financial closure was achieved on 06.02.20. Physical progress of the project is 58%.
2. **Arun-3 Transmission Line:** The project has a transmission component to evacuate power from the project pot head yard up to Bathnaha in Nepal on Indo-Nepal border. The transmission system -217km long 400 kV DC line was accorded investment approval of Rs.1236.13 Cr. on 08.03.19 by Government of India. Transmission License was issued by Government of Nepal on 12.02.19. Physical progress of the project is 37%.
3. **Arun-4 HEP:** Arun-4 Hydro Electric Project (490 MW) is an R-O-R scheme proposed to harness the hydel potential of river Arun in Nepal with the generation of 2758 MU in a 90% dependable year. For the development of the project in a Joint Venture, a Memorandum of Understanding was signed between SJVN and Nepal Electricity Authority (NEA), in the esteemed presence of the Honorable Prime Ministers of India & Nepal at Lumbini, Nepal on 16.05.2022.

B. SJVN Lower Arun Power Development Company Pvt. Ltd. - A subsidiary incorporated in Nepal for construction of 669 MW Lower Arun Hydro Electric Project.

Lower Arun HEP- 669 MW Govt. of Nepal allotted 679 MW Lower Arun Hydro Electric Project in Nepal through competitive bidding on 29.01.2021. The project is situated in the Sankhuwasabha and Bhojpur districts of Eastern Nepal on river Arun downstream of the existing Arun-3 HEP. MoU for the Project was signed with IBN, Govt. of Nepal on 11.07.2021. The project is envisaged to be operated in tandem operation with Arun-3 HEP. The capacity of the project has been revised to 669 MW with an annual generation of 2901 MU in a 90%

dependable year. Project Development Agreement signed with GoN in the presence of the Hon'ble Prime Minister of India and Hon'ble Prime Minister of Nepal on 01.06.2023. Investment approval for pre-construction activities issued by MoP on 02.03.2022. PIB meeting for investment approval of the project held on 18.05.23. Draft CCEA Note submitted to MoP on 23.06.23.

C. SJVN Thermal Pvt. Ltd. - SJVN has ventured into 1320 MW Thermal Power Project at Chausa Distt. Buxar in Bihar. SJVN acquired the Project Executing Company i.e. Buxar Bijlee Company Private Limited and the name was changed to SJVN Thermal Private Limited which is now a wholly owned subsidiary of SJVN Limited.

1. 1320 MW Buxar Thermal Power Project: Investment approval (for 2 X 660 MW= 1320 MW) was received on 08.03.19. Main plant works have been awarded to M/s L&T as a single EPC package on 22.06.19. NTPC has been appointed as Project Management Consultant (PMC) for the Main Plant works on 30.05.19. RITES Ltd. has been appointed as PMC for the Railway Siding works on 13.06.19. Various works are in progress at site. Physical progress of the project is 79.2%.

2. 800 MW Buxar Thermal PP - 3rd Unit is under Survey and Investigation stage. Final DPR has been prepared. Draft PIB Memo is under preparation.

D. SJVN Green Energy Limited (SGEL) – SJVN formed a new vertical for Solar and Wind energy projects. SJVN is aggressively pursuing expansion of its solar power portfolio and 50% of installed capacity would be from solar power by 2030. Current installed capacity of SJVN's solar and wind projects is 179.5 MW. 1500 MW of projects are under construction and another 24198 MW of solar & wind power projects are under pre-construction/ development / allotment. The entire solar wind portfolio of future expansion plans would be with SGEL, the 100% subsidiary of SJVN.

- **75 MW Parasan Solar Power Plant** is located in District Jalaun, Uttar Pradesh. The plant was commissioned on 22.11.22. The plant has generated 203 MU till 31.03.24.

- **75 MW Gurhah Solar Power Plant** is located in District Jalaun, Uttar Pradesh. The plant was commissioned on 29.12.23. The plant has generated 35 MU till 31.03.24.

- **50 MW Gujrai Solar Power Plant** is located in District Kanpur Dehat, Uttar Pradesh. The plant was commissioned on 23.02.24. The plant has generated 10 MU till 31.03.24.
- **100 MW Raghanseda Solar Power Plant** is located in Village Raghanseda, District Banaskantha, Gujarat. The plant was commissioned on 27.02.24.
- **1000 MW Bikaner SPP- CPSE Scheme:** 1000 MW IREDA CPSU Solar Power Project is located in Bikaner District of Rajasthan. The project was bagged by SJVN through tariff based competitive bidding and Lol was issued by IREDA for CPSU Scheme, Phase-II on 04.10.21. The work of the project has been awarded on 04.05.22. Works are in progress and project is expected to be commissioned by December, 2024.
- **70 MW Bagodra SPP:** The project is located in Shiyal, Taluka - Bavla, District Ahmedabad, Gujarat. Works are in progress and project is scheduled to be commissioned by September, 2024.
- **90 MW Omkareshwar Floating SPP:** The project is a located in District Khandwa, Madhya Pradesh. Works are in progress and project is scheduled to be commissioned by July, 2024.
- **100 MW PSPCL SPP:** The project is located in two locations- (i)50 MW VPO Pojewal (ii) 50 MW VPO Chandpur, Rurki, Tehsil Garhshankar, Dist-Nawashahar. Works are in progress and project is scheduled to be commissioned by September, 2024.
- **15 MW BBMB Floating SPP at Nagal Dam:** The project is located in District Bilaspur, Himachal Pradesh. The works of the project are in progress and it is expected to commission by December, 2024.
- **18 MW BBMB Ground mounted solar power project:** The project is located in 4 different location of BBMB. Land acquisition is under progress. Works are in progress and project is scheduled to be commissioned by September, 2024.
- **100 MW GUVNL Phase-XIII SPP:** The project is located in District Katch, Gujarat. Works are in progress and project is scheduled to be commissioned by March, 2025.

- **260 MW GUVNL Phase XIV SPP:** The project is located in District Kutch, Gujarat. Works are in progress and project is scheduled to be commissioned by March, 2025.
- **200 MW GUVNL Phase XVII Khavda SPP:** The project is located in District Kutch, Gujarat. Works are in progress and project is scheduled to be commissioned by March, 2025.
- **75 MW Jamui SPP BREDA:** The project is located in Laxmipur Anchal Jamui Bihar. Works are in progress and project is scheduled to be commissioned by Aug, 2024.
- **70 MW Solar Project in Assam (APDCL):** The project is located in Chudigaon, Pt-II, Bilasipara, Dhubri, Assam. Works are in progress and project is scheduled to be commissioned by Mar, 25.
- **50 MW Solar Project in Assam (APDCL):** The project is located in Sitalmari, Dhekiajuli, Sonitpur, Assam. Works are in progress and project is scheduled to be commissioned by Mar, 25.

Besides these 125 MW Banka SPP, 200 MW MSEDCL SPP (Phase-VII), 200 MW MSEDCL SPP (Phase-IX), 100 MW GUVNL Phase-V WPP, 100 MW Wind Power Project from SECI (Tranche-XIII), 200 MW Wind Power Project from SECI (Tranche-XIV), 200 MW PSPCL SPP in Punjab, 1000 MW PSPCL SPP Anywhere in India, 200 MW APDCL SPP, 100 MW RUVNL Solar Power Project, 200 MW GUVNL Phase-XXII SPP, 500 MW GUVNL Phase-XXI SPP, 200 MW Khavda Solar Park, 200 MW GUVNL Phase-XXIII SPP, Khavda Solar Park, 1352 MW SPP under Mukhya Mantri Saur Krushi Vahini Yojana 2.0 and 100 MW Dholera SPP are under pre-construction stage.

In addition, MoU with Govt. of Rajasthan for development of 10000 MW, with Govt. of Assam for 1000 MW, with GRIDCO, Odisha for 2000 MW Solar project, with Govt. of UP for 3000 MW Solar Projects and with Maharashtra State Power Generation Company for 5000 MW has been signed.

Joint Venture of SGEL

SGEL Assam Renewable Energy Limited- SJVN Green Energy Limited has incorporated a Joint Venture Company with Assam Power Distribution Company Limited named "SGEL Assam Renewable Energy Limited" on 18th April 2024 for development of 1000 MW RE projects in the state of Assam.

Joint Venture of SJVN

Cross Border Power Transmission Company Limited (CPTC) -Constructed and maintaining 86 km long, 400 kV D/C transmission line from Muzaffarpur to Sursand on Indo-Nepal Border. SJVN has 26% equity participation in the JV, rest being Powergrid -26%, NEA-10%, IEDCL – 38%.

COMMITMENTS

2.1 Introduction:

The main objective of Citizen Charter of an organization is to improve the quality of Public Services in its operating domain in a continuous manner. The Citizen charter of SJVN indicates our continuous effort to contribute maximum in country's total power generation in environment friendly manner. It also aims at generation of power by maximum utilization of renewable sources of energy to fulfill the energy requirements of the nation with minimum impact on environment. By this, the organization has tried to tune its policies and planning to meet the needs and concern of citizens, shareholders, beneficiaries/vendors and business partners.

2.2 Objectives of Citizen Charter

- Focusing on development and upliftment of our society as our citizens have always been a major concern of our organization.
- Ensuring transparent communication to our citizen, which is consistent, both in content and process.
- Working on safety of citizens and environment by adopting business operations which are ecologically sound.
- Adopting latest and environmentally sound technology to improve productivity and efficiency.
- Contributing in social and economic development of the citizens by integrating CSR activities into values and culture of the organization.
- Focus on continuous improvement in processes and procedures and setting Benchmark for excellence.

2.3 Commitment to Standards

The management of SJVN is consistently committed to achieving excellence through its services and laid down practices which help in setting new benchmarks in generation and maintenance of its power projects. SJVN is operating the Country's largest hydro power project and the electricity generated through its various projects is supplied to states of Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Chandigarh, Delhi, Gujarat and Maharashtra. On time availability of machines, talented pool of employees with

technical excellence and adapting to changing environment and embracing new techniques has helped achieve new targets in power generation with reduction in overall cost. For achieving this, SJVN endeavors towards following commitments:

- Build Quality workforce by continuous training, motivating and developing employees at different levels.
- Reduction in cost of generation by carrying out in-built maintenance of machinery and equipment.
- Sensitization towards environment and commitment towards development of society.
- Concern for safety of employees and citizens.
- Generation of power in line with the statutory/ regulatory requirements.
- Setting international benchmarks in all the activities adopted for developing clean affordable power.
- To simplify/standardize internal documentation and procedures.
- Timely Redressal of Citizen's/ Client's complaints.

2.4 Stakeholders and Beneficiaries

Stakeholders

- Our stakeholders include Government (State & Central), Society (Shareholders, PAF's), Financial Institutions, Contractors/Vendors and Employees.

Beneficiaries

- The organization does not have any direct customers and the electricity generated is supplied to 11 beneficiary states i.e. Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Chandigarh, Delhi, Gujarat and Maharashtra.

3. SERVICES PROVIDED TO STAKEHOLDERS BY SJVN

3.1 Shareholders

- Enhancing Shareholder's wealth through efficient, economic and growth oriented business operations.
- Timely credit of dividend through ECS or dispatch of Dividend Warrant within the statutory time frame.

- Responding to the queries of investors within minimum possible time period.
- To consistently adopt best practices and policies related to financial and other matters having an impact on the shareholders.

3.2 Government

- Constant sources of income through Dividend payouts.
- Distribution of free power to Home state(s) as per the policy of Govt. of India.
Supply of power from projects/generating stations to different state governments as per the allocation schedule decided by Government of India.
- Submission of various reports/information for Forest, Environment and other clearances from time to time.

3.3 Project Affected Families

- Resettlement and Rehabilitation grants to houseless and landless families.
- Sponsoring vocational education courses under Technical education scheme for local youth of projected affected area.
- Providing employment to eligible project affected families, in accordance with approved R&R Plan of the Project.

3.4 Society

- Continuous development through CSR activities.
- Enhancing the quality of life of people on the whole.
- Maintaining environmental sustainability by adopting green technology in the best possible manner.
- Sponsoring/ executing awareness programmes.

3.5 Vendors/Contractors

- Timely credit of payments to vendors/ contractors through ECS mode.
Selection of vendor/contractor through transparent pre-specified qualifying criteria as well as award criteria.
Complaints of bidders in respect of tenders above a certain estimated value as fixed by SJVN are taken care of by following transparent process specified in Integrity Pact. For the purpose of overseeing implementation of Integrity Pact, Independent External monitors are appointed by CVC.

- Tenders having estimated cost of Rs. 5 lakhs and above are done following online e-tenders.
- Vendor development exercise on a continuous basis with an aim to increase competition.
Thorough and timely execution of contractual terms and conditions for smooth implementation of contracts.
- Providing support system for successful implementation.
- Dispute redressal mechanism put in place through contractual provisions.

4. EXPECTATIONS FROM STAKEHOLDERS

For continuous utilization of various resources to their full potential in generation of power, the organization needs positive commitment and support from its various stakeholders:

4.1 Society

- Appreciation of participation in various initiatives and practices followed for development of people in various areas through its activities under Corporate Social Responsibility.

4.2 Government

- Environment, Forest and other Clearances from various governmental agencies within the stipulated time period.
- Intervention of Government for timely realization of outstanding dues from the beneficiaries.
- Interaction, review and feedback from Ministry of Power.

Guidelines from Department of Public Enterprises which provide basis for adoption of various policies and their implementation.

Consistent support for developing new projects and diversifying into new sectors of renewable energy.

4.3 Shareholder

- Timely, Clear and correct information
- To adopt consistent and uniform policies and procedures related to financial matters.

4.4 Vendors/Contractors

- Timely delivery of equipment/ material/ works/ services according to the predefined standards and within specified terms and conditions.
- Adherence to safety guidelines.
- To provide true and correct information in tenders submitted and strictly adhere to terms of contract.
- To conduct themselves in fair and transparent manner within the framework of the law.

4.5 JV Partners

- Strict adherence to the terms and conditions of Memorandum of Understanding or Contracts/Agreements as applicable.
- Going hand in hand in improving and strengthening business processes by obtaining quality products, services and pool of talented employees.
- Setting goals and targets which are not only realistic and achievable but also keeps the employees motivated.
- Allowing first option to partner in utilization of available strengths.

5. HUMAN RESOURCE DEVELOPMENT

Human Resource is valued as “Greatest Asset” of an organization. The present day economy has been titled as “Knowledge Economy” and so talent occupies the centre stage in Indian work place. In view of this, managing and retaining talent figures on the critical path en-route to organizational sustainability and success. Powered by about 1750 brain heads, we have immense faith in the capabilities of our human resource and believe in unleashing their potential in all possible ways.

SJVN attaches tremendous importance to the management and development of its people. There is increasing recognition that the individual in an organization is a key resource and should not be simply looked upon as a cost. SJVN has moved to a strategic human resource management system, which looks at an individual as a vital resource to be valued, motivated, developed and enabled to achieve the vision, mission and objectives of the corporation. SJVN today practices a multi-pronged strategy to meet the aspirations of the ageing work force and “Gen Ys” who have stormed the work place. Leadership development, building competencies, multitasking and skill up gradation are meriting attention of the management.

SJVN focuses on adequately training its employees and providing professional and need based training in frontier areas of engineering and management fields so as to ensure availability of latest management techniques, knowhow and expertise to prepare the employees for their career growth aspiration commensurate with opportunities likely to be generated for the growth of SJVN as per the corporate plan.

Our endeavor to achieve a performance driven culture is evident by the introduction of 'Robust Performance Management System', to ensure holistic development of employees in addition to its inherent role as an assessment tool. Employee's performance, so assessed, is duly recognized by payment of variable pay. Multi rater feedback or 360 degree feedback has also been put in place to identify competency gaps and draw development plans accordingly.

Rewards like Employee of the year Award, CMD Award, Best Suggestion Award and Special Recognition /Incentive for Shram Awardees have been introduced to recognize good performance of the employees.

At SJVN Employee Welfare initiatives focus on inclusive welfare of employees and addresses concerns like House Building, Children Higher Education, Health Care, Insurance and Routine Health Checkup etc. We are committed to take care of our valuable 'Human Capital' not only while in service but also after the separation and have introduced many ambitious policies viz Scheme for Rehabilitation of Family of Deceased Employee and Benevolent Fund Scheme, Medical Benefits and pension etc. SJVN is proud to announce that it is certified as Great Place to Work.

6. QUALITY POLICY

SJVN has established a Quality Policy which is as under:

SJVN is committed to continuously strive for quality and fully satisfying customer needs and applicable requirements by means of state of the art technology, excellence in engineering and continual improvement in quality management for generating reliable and eco-friendly power.

6.1 Quality Objectives:

- To keep the organization abreast of the latest technology in power generation for its adoption in a phased manner.
- To monitor and control the quality of work in designing of power projects & procurement of equipment.
- To monitor and improve the quality of power to make it more reliable.
- To fulfill all statutory & regulatory requirements and act as a socially responsible organization in taking care of the community & the environment.

7. CORPORATE SOCIAL RESPONSIBILITY & REHABILITATION AND RESETTLEMENT

i. CORPORATE SOCIAL RESPONSIBILITY

SJVN, as a responsible corporate citizen, has assimilated Corporate Social Responsibility (CSR) as an integral part of its business and is pledged to fulfill its social and environmental commitments for organizational growth and meaningful contribution towards the stakeholders. Accordingly, SJVN has evolved and adopted a well-defined “CSR and Sustainability Policy” based on CSR guidelines of Ministry of Heavy Industries and Public Enterprises and the Companies (Corporate Social Responsibility) Rules, 2014 notified by Ministry of Corporate Affairs in pursuance to the Companies Act, 2013 and various amendments and clarifications notified time to time.

SJVN’s commitment towards society is embedded in its CSR policy statement which states that SJVN is committed to the concerns of its stakeholders and strives to maintain high standards of corporate social responsibility (CSR) and sustainability in its business activities. The CSR vision and mission statement of SJVN stands testimony to the organization’s commitment towards the holistic development of society.

CSR Vision: To make people and earth, partners in our growth.

CSR Mission: SJVN is pledged to fulfil its social and environment commitment; because we know that our growth is meaningful when we share it with society.

The CSR Annual Budget Plan of at least two per cent of the average net profits during the three immediately preceding financial years is recommended for implementation and supervised by a sub-committee of the Board of Directors. Further the CSR Activities are selected, executed, and monitored through a dedicated Trust in SJVN called “SJVN Foundation” which is e-registered with MCA, GoI.

The CSR programs undertaken by SJVN are selected as per the activities enumerated under Schedule VII of Companies Act, 2013 like education, skill development, health, hygiene, cleanliness, sanitation, sustainable development, empowerment of vulnerable sections of society, infrastructural development, community development, preservation and promotion of culture, sports, assistance during natural disasters etc. However, the impetus is given on National Annual CSR theme-based activities giving preference to the aspirational district as notified by DPE.

The Social Impact Assessment studies of CSR initiatives are conducted through external agencies and the reports are provided to various statutory bodies and also published on the public domain. The SIA study reports reveals that initiatives particularly in the areas of health and nutrition, education etc. have supported and uplifted the lives of local communities in substantial ways.

ii. Rehabilitation and Resettlement

SJVN, being conscious of its responsibilities towards society, is committed to execute and operate power projects in a socially responsible manner by adopting generous Resettlement & Rehabilitation measures for the benefits of project affected families (PAFs) and by investing in the socio-economic development of communities to continually minimize potential negative impacts as well as to establish the sustainable positive impact of projects on them. Such commitment is reflected in SJVN's R&R policy statement which is **“SJVN, being conscious of its responsibilities towards society, is committed to execute and operate Hydro Electric Projects in a socially responsible manner by adopting generous Resettlement & Rehabilitation measures for project affected people and by investing in Socio- economic development of communities so as to continually minimize potential negative impacts and to establish sustainable impact of projects on the well-being of the community”**.

Before any project is taken up for execution, Social Impact Assessment (SIA) study is carried out well in advance to ensure that the potential socio-economic benefits accrued from the project outweigh the likely social costs and adverse social impact. Public consultation meetings with the stakeholders are held by the project authorities to make the local communities aware that besides statutory land compensation, other R&R monetary R&R benefits like rehabilitation grant, subsistence allowance etc. and various developmental facilities will also be created in the fields of health, education, sanitation, drinking water, approach roads, bridges and other community assets. Subsequently, the R&R plan is devised based on conclusive findings derived from the socio-economic survey carried out by an independent expert agency. The R&R plan thus devised and approved essentially prescribes various philanthropic measures for reconstruction and regeneration of economies of the PAFs which are as per the prevalent R&R Policies like NPRR 2007, RTFCTLARR Act 2013 and State Govt rules etc. During the implementation stage of the R&R plan, regular monitoring of R&R activities is conducted through an external independent agency to ensure the timely extension of R&R benefits to the PAFs. Subsequently on completion and implementation of the R&R plan, social impact evaluation is carried out by an independent external agency to assess various tangible and intangible benefits accrued in the area of socio-economic development. To have constant interaction with local people and to assess their various needs, a Project Information Centre is also set up at project level.

The World Bank Mission has monitored the R&R activities carried out in NJHPS and RHPS. The World Bank has lauded the R&R implementation of NJHPS which is highlighted as under:

“The success of the resettlement activity undertaken in this project is quite rare for India, and can be considered as one of the best examples of resettlement implementation in bank assisted projects in India. It should be considered as an example for other projects”

Further, various Social Impact Assessment studies conducted after the R&R implementation have revealed that not only there is a significant improvement in the socio-economic life of the PAFs and Local Communities but also a substantial rise in almost all the facets of their lives.

8. GRIEVANCE REDRESSAL MECHANISM

SJVN attempts to redress the complaints and grievances of its employees through well framed Grievance Redressal Machinery which ensures expeditious settlement of grievances within the stipulated time frame.

We try our best to:

- Keep our Grievance Redressal Machinery Open and interactive.
- Grievance/ Complaints are acknowledged and efforts are made to redress within mentioned timeline.

The individual grievances of the employee are dealt through a three stage process:

Stage –I

The aggrieved employee to take up his grievance orally with his immediate superior, who shall try to resolve the grievance within a period of 7 days. In case the employee is not satisfied with the reply, can submit his grievance in writing to Head of Department or Head of Personnel department within 15 days who shall record his comments within 7 days which shall be communicated to the aggrieved employee.

Stage-II

In case Head of Department/ Head of Personnel department is not able to arrive at any satisfactory decision or the employee is not satisfied with the decision communicated to him in stage-I or if the employee fails to receive the reply within stipulated time period, the grievance may be submitted to the Grievance Settlement Committee within a period of 15 days.

The Committee shall give its reply within 30 days from the date of receipt of grievance, however if felt necessary, committee may make a recommendation for final decision by Director (Personnel), who will convey his decision within 30 days

from the date of receipt of grievance from the committee and decision of Director (Personnel) shall be final subject to provisions mentioned below.

Stage-III

In exceptional cases and with the concurrence of the Director concerned, the aggrieved employee who is not satisfied with the decision of Grievance Settlement Committee/ Director (personnel) will have an option to appeal to Chairman & Managing Director. The Chairman & Managing Director will take a decision and communicate the same within 30 days from the receipt of the appeal and his decision will be final and binding.

For fair and timely Redressal of the complaints Corporate IR & Welfare section at corporate level and respective HR at Project level is designated department for processing of Grievances.

Grievance settlement committee has been formulated at project as well as corporate Office as under:

At Project:

- Head of the Project/General Manager
- Concerned Head of Department of the aggrieved employee
- Head of Finance Department
- Head of Personnel Department (Member Secretary)

At Corporate Office:

- The concerned Head of Department of the aggrieved employee
- Head of Finance Department/CFM
- Head of Personnel Department/CPM (Member Secretary)

9. PUBLIC GRIEVANCE REDRESSAL MECHANISM

SJVN has an effective system in place whereby the public have accessibility to appropriate authorities for redressal of their grievances.

The centralized Public Grievance Redress and Monitoring system (CPGRAMS) has been effectively developed and monitored in SJVN for redressal of public grievances. The public information cells have been established at SJVN projects enabling access to general public for putting forth their concerns/grievances.

Nodal Officer (Public Grievances)

Sh. Chandra Shekhar Yadav

Executive Director (Human Resources)

Corporate Head Quarters,

Shakti Sadan, Shanan, Shimla (HP).

Ph. No.: 8802916971

SJVN takes continuous efforts to redress the grievances from members of Civil Society by means of bipartite meetings between SJVN representatives and aggrieved individual /members of Gram Panchayats, bipartite meetings between SJVN, Civil Society and Local administrations whereby their grievances are amicably settled.

10. WHISTLE BLOWER POLICY

SJVN is committed to fostering a culture of Professionalism, Honesty, Openness, Integrity and Ethical Behavior. The Company has moved in this direction by signing an Integrity Pact with Transparency International India. To further strengthen & reinforce our commitment to transparency and Ethical Practices, SJVN in another move forward gives the reins of ethical governance in the hands of every employee by means of this Whistle Blower Policy. This policy empowers them to be a legitimate watchdog in the interest of organization and the public at large.

The Protected Disclosure/Complaint should be attached to a letter bearing the identity of the Whistle blower/complaint i.e. his/her name, Employee No. Designation and Address, and should be inserted in an envelope which should be closed/secured/sealed.

The envelope thus secured/sealed should be addressed to the Competent Authority and should be super scribed "Protected Disclosure". The contact details of the competent Authority for addressing and sending the protected Disclosure is as follows:

The Chairman-cum-Managing Director
Competent Authority
Whistle Blower Mechanism
SJVN Head Quarters, Shakti
Sadan, Shanan, Shimla (HP), PIN-
171006.

11. RIGHT TO INFORMATION

Right to Information Act 2005 mandates timely response to citizen requests for government information. It is an initiative taken by Department of Personnel and

Training, Ministry of Personnel, Public Grievances and Pensions to provide a– RTI Portal Gateway to the citizens for quick search of information on the details of first Appellate Authorities, PIOs etc. amongst others, besides access to RTI related information / disclosures published on the web by various Public Authorities under the government of India as well as the State Governments

SJVN has taken concrete actions to provide transparent and timely information to its citizens in accordance with Right to Information Act 2005 and in support of the same Public Information Centers have been established at Projects where all documents such as socio-economic survey reports, R&R Plans/ReAPs specific to the project, policy and other relevant documents are available for public view.

Appellate Authority/ Public Information Officers/ Assistant Public Information Officers:

Sr. No.	Name Sh./Smt.	Designation	Address
Appellate Authority			
1	Chander Shekhar Yadav	ED/HoD (HR)	SJVN CHQ, Shakti Sadan, Shanan, P.O. Sanjauli, Shimla, Himachal Pradesh-171006
PIOs			
1.	H.M. Sinha	HOP	Sadla WPS, House No.-03, M.I. Park Society, Opposite M.P. Shah Commerce College Vikash Path Road, Wadhwan City, Surendranagar, Gujarat-363035
2.	H.M. Sinha	HOP	Charanka SPS, House No.-03, M.I. Park Society, Opposite M.P. Shah Commerce College Vikash Path Road, Wadhwan City, Surendranagar, Gujarat-363035
3.	H.M. Sinha	HOP	KHIRVIRE WIND POWER STATION, SJVN Limited, Shivaji Nagar, Sinnar, Maharashtra-422103
4.	Baljeet Singh	CGM (HR)	SJVN Thermal Pvt. Ltd, 169, Patliputra Colony, Near Axis Bank, Patna, Bihar - 800013
5.	Jaswant Kapoor	GM (Civil)	SJVN Chenab Projects Office, Opposite to Post Office, Udaipur, Distt. Lahaul & Spiti, HP-175142
6.	Vipal Thakur	SM (HR)	Sunni Dam Hydro Electric Project & Luhri Hydro Electric Project Stage-II Sunni, Kol Dam Colony, Tehsil Sunni, District Shimla, HP-171301

7	Kuldeep Raj	GM (HR)	Arunachal Projects, Project Site Office Complex, Etalin Dibang Valley District, (A.P.) - 792101
8.	Rajesh Kumar	DGM	SJVN Green Energy Ltd., SJVN CHQ, Shakti Sadan, Shanan, P.O. Sanjauli, Shimla, Himachal Pradesh-171006
9.	Shailesh Dutt	DGM (HR)	Rampur Hydro Power Station, Bayal, P.O. Koyal, Nirmand, District Kullu, HP-172023
10.	Chander Mohan Thakur	DGM (Law)	NJHPS, SJVN Limited, Shimla, Himachal Pradesh-172201
11.	Manish Sharma	DGM (HR)	SJVN CHQ, Shakti Sadan, Shanan, P.O. Sanjauli, Shimla, Himachal Pradesh-171006 Email: rti.sjvn@gmail.com
12.	Amit Kumar Sharma	Sr. Manager (HR)	Naitwar Mori HEP, Vidyut Bhawan, Yamuna Parisar, Bainol, Tehshil- Mori, District- Uttarkashi, Uttarakhand – 249128
13.	Amit Kumar Sharma	Sr. Manager (HR)	Jakhol Sankhri, Vidyut Bhawan, Yamuna Parisar, Bainol, Tehshil- Mori, District- Uttarkashi, Uttarakhand – 249128
14.	Rajinder Singh	Sr. Manager (HR)	Luhri HEP-I, Village Bithal, PO Shamathala, Tehsil Kumarsain, Distt. Shimla HP-172030
15.	Kranti Swaroop	Manager (HR)	Dhaura Sidh HEP, H. No. 113, Ward No.1, Krishna Nagar, Hamirpur, HP-177044
APIO			
1.	Sharda Negi	Dy. Manager (PR)	SJVN CHQ, Shakti Sadan, Shanan, P.O. Sanjauli, Shimla, Himachal Pradesh-171006

12. INTEGRITY PACT

Integrity pact has been signed in SJVN in cooperation with CVC and Transparency International India to prevent corruption on Public Contracting and results in the following benefits:

- Greater transparency and integrity between buyer and seller.
- Improved sense of ethics in Organization and bidders.
- Reduction in complaints by Bidders.
- Expeditious process for Tender and Procurement.
- Reduction in external interventions like political, diplomatic and administrative interference.

13. REVIEW OF CITIZEN CHARTER

The Charter shall be reviewed annually with changing requirement taking into consideration the feedback received from Citizens to ensure its efficiency and effectiveness. Any revision/ modification in the statutory or regulatory conditions shall be taken in account while revision of the charter.

1. Contact details of CMD & Functional Directors:

Name	Designation	Contact No.
Sh. Sushil Sharma	Chairman & Managing Director	0177-2660010
Sh. Sushil Sharma	Director (Personnel)	0177-2660040
Sh. A.K. Singh	Director (Finance)	0177-2660030
Sh. Sushil Sharma	Director (Projects)	0177-2660050
Sh. Prem Prakash	CVO	0177-2660060

2. Contact details of Corporate, Regional & Project Offices:

Office Locations	Address
Corporate Head Quarter, Shimla	Shakti Sadan, Shanan, Shimla-171006 Fax no 0177-2660001
Liaison Office, New Delhi	Office Block, tower-1, 6 th Floor, NBCC Complex, East Kidwai Nagar, New Delhi-110023 Tel- 011- 61901919, 61901800
Nathpa Jhakri Hydro Power Station	NJHPS Jhakri, Post Office Jhakri, District- Shimla (HP) PIN - 172201 Tel- 01782-275201 Fax- 01782-275454 hop.njhps@sjvn.nic.in
Rampur Hydro Power Station	Rampur HPS, Bayal, Post Office- Koyal, Tehsil - Nirmand Distt. Kullu (HP) Pin Code - 172023 Tel: 01904- 265201, 265202 Fax: 01904- 265203
Luhri Hydro Electric Project Stage - 1	Bithal Office-Bithal, PO- Shamathla, Tehsil- Kumarsain Distt.Shimla (HP) PIN-172030 Tel.: 01782- 222615
Dhulasidh Hydro Electric Project	Village-Salasi, Post Office- Jeehan, Tehsil- Nadaun Distt. Hamirpur (H.P.) -177044 TEL.01972-223237 hop.dshep@sjvn.nic.in

SJVN Thermal Pvt. Limited	Buxar Thermal Power Project- 1320 MW Mohanpurwa, Akhouripur Gola, Chausa, Distt. Buxar (Bihar) Pin-802114 Tel.: 06183-295105
Khirvire Wind Power Project	Flat No. 1 & 2, Suresh Apartment, Shivaji Nagar, Near Sony Gas Agency, Sinnar, Nashik, Maharashtra -422103 Tel. Number: 02551-295017
Charanka Solar Power Station	House No-03, MI Park Society, Vikash Path Road, Wadhwan City, Near MP Shah Commerce College, Surendranagar, Gujarat-363035
Sadla Wind Power Plant	House No-03, MI Park Society, Vikash Path Road, Wadhwan City, Near MP Shah Commerce College, Surendranagar, Gujarat-363035 Tel. 02752-234440
SJVN Arun-3 Power Development Company Pvt. Ltd. (SAPDC)	Regd. Office/ Project Office : Arun Sadan, SAPDC Complex, Ward No.9, Tumlingtar Khandbari Municipality, Sankhuwasabha, Nepal Tel: (+977-29) 575141 Coordination & Liaison Office : 3 rd Floor, CIT Building, New Baneshwor Ward No.-31, Kathmandu, Nepal Tel: (+977-1) 5912960, 5912961
SJVN Lower Arun Power Development Company (SLPDC)	Project Office : Arun Sadan, Ward No.9, Tumlingtar Khandbari Municipality, Sankhuwasabha, Nepal Tel: (+977-29) 575141 Coordination & Liaison Office : 3 rd Floor, CIT Building, New Baneshwor Ward No.-31, Kathmandu, Nepal Tel: (+977-1) 5912960, 5912961
Sunni Dam HEP & Luhri – II HEP	SUNNI DAM HYDRO ELECTRIC PROJECT Luhri Hydro Electric Project Stage-II Sunni, Kol Dam Colony, Tehsil Sunni, District Shimla, HP- 171301 (hr.sdhep.sunni@sjvn.nic.in)

SGEL	SJVN GREEN ENERGY LIMITED, Shakti Sadan, Shanan, P.O. Sanjauli Shimla, HP-171006 business.expansion@sjvn.nic.in
JSHEP	JAKHOL SANKARI HYDRO ELECTRIC PROJECT Vidyut Bhawan, Yamuna Parisar, Bainol Tehshil Mori, District Uttarkashi, Uttarakhand – 249128 jshepmori@gmail.com
NMHPS	NAITWAR MORI HYDRO POWER STATION Vidyut Bhawan, Yamuna Parisar, Bainol Tehshil- Mori, District- Uttarkashi, Uttarakhand – 249128 hop.nmhps@sjvn.nic.in
DHEP	DEVSARI HYDRO ELECTRIC PROJECT Village Kulsari, Tehsil Tharali District Chamoli, Uttarakhand-246481 dhepsjvn19@gmail.com
Chenab Projects	CHENAB PROJECTS, UDAIPUR SJVN Chenab Projects Office, Opposite to Post Office Udaipur, Distt. Lahaul & Spiti, HP – 175142 chenab.projects@sjvn.nic.in
Etalin Hydro Electric Project	ETALIN HYDRO ELECTRIC PROJECT SJVN Limited Project Site Office cum Residential Complex Village Azuli, 10 Kilo, Etalin, PO & PS Anini, Distt. Dibang Valley, Arunachal Pradesh-792101 etalin.sjvn@sjvn.nic.in
Attunli HEP	ATTUNLI HEP SJVN Limited Project Site Office cum Residential Complex Azuli, 10 Kilo, Etalin, Distt. Dibang Valley, Arunachal Pradesh - 792101 attunlihep.sjvn@sjvn.nic.in
Emini, Amulin & Mihumdon HEP	EMINI, AMULIN & MIHUMDON HEP SJVN Limited Project Site Office cum Residential Complex Azuli, 10 Kilo, Etalin, Distt. Dibang Valley, Arunachal Pradesh - 792101 hop.eamhps@sjvn.nic.in
Liaison Office, Arunachal Pradesh	Liaison Office, SJVN Limited Arunachal Pradesh The Mai House, Model Village, Naharlagun, Distt. Papum Pare, Arunachal Pradesh – 791110 aphepsjvn@gmail.com
