



# Citizen's Charter

September 2015

## PREFACE

The ability bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

IREDA, in its continued and committed endeavor to provide prompt and quality services to its valued clients, has introduced this Citizen's Charter. The Citizen's Charter is intended to provide information in respect of IREDA's various activities to clients (along with the redressal methods), for their benefit. This Citizen's Charter not only explains IREDA's commitment and responsibilities but also specifies the obligations on the part of clients for a healthy and mutually satisfactory business relationship.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair business practices and to give information in respect of various activities relating to customer service.

We maintain constant consultations with our customers and seek their feedback to evaluate, improve and widen the range of services provided by us. All our customers are requested to share their experiences about the various services rendered by us and feel free to comment on this charter.

## NOTE

Information given in this document is as of September, 2015 and is subject to change/revision.

This document should not be considered as a legal document creating rights and obligations. It is for promoting better understanding with Customer.

Only key information on various services/ facilities is given in this booklet. Each service has its own detailed terms and conditions, which are displayed on the IREDA website or can be made available on request.

For further details/ information, please visit the IREDA website [www.ireda.in](http://www.ireda.in)



## **CITIZEN'S CHARTER**

### **1. Vision**

Energy for Ever...

### **2. Mission**

Be a pioneering participant friendly and competitive institution for financing and promoting self-sustaining investment in energy generation from renewable sources, energy efficiency and environment technologies for sustainable development.

### **3. Financial services offered by IREDA**

Following are the financial services offered by IREDA:

- Term Loan for Renewable Energy and Energy Efficiency / Conservation projects
- Term Loans for Manufacturing of Renewable Energy and Energy Efficiency / Conservation products and components
- Take-out financing from Banks/FIs
- Bridge Loan for SDF, Solar VGF, GBI etc.
- Securitization of Project Receivables
- Short term loan to RE Developers/ Suppliers
- Non-fund services
  - Performance Guarantee to RE Suppliers/ Promoters
  - Underwriting/ Syndication
- Refinance to Banks/ FIs under NCEF Scheme
- Program Administrator for Wind & Solar GBI

IREDA is implementing the Generation Based Incentive (GBI) Scheme of MNRE for Wind and Solar Power Projects. Besides this, IREDA was the Program Administrator for the Rooftop Solar Power Program (<33 kV) under the Jawaharlal Nehru National Solar Mission IREDA is also handling the subsidy program of MNRE for the Solar Water Heating Systems.

### **4. IREDA's Financing Norms**

- The interest rates of IREDA ranges from 11.00% - 13.50% depending upon the Grading of the Borrower.
- The quantum of assistance is upto 75% of the project cost
- The repayment period is upto 15 years with grace period upto 12 months.
- The above interest rates are variable and automatically reset upon expiry of every two years from the date of first disbursement. The first reset is applicable on the date of commissioning.

## **5. Special Concessions / Developmental Role**

IREDA provides concessions to projects located in Jammu & Kashmir, North-Eastern States (including Sikkim), Tribal / Hilly Areas, Islands and Deserts. It encourages entrepreneurs hailing from certain segments of the society viz., SC/ST, Ex-servicemen, Physically Handicapped and Women, for setting up projects.

Projects financed by IREDA by virtue of their location in rural / remote areas, lead to development of rural infrastructure and helps in generation of employment at the local level.

IREDA has a comprehensive policy on Corporate Social Responsibility and Sustainable Development which aims to enhance value creation in society through community development, education, healthcare, disaster management etc. With a view to have intensive approach to the CSR, IREDA has a dedicated CSR Unit to undertake various CSR programs and has a Committee of Directors to oversee the CSR activities.

## **6. Access to information**

- Further details and Information on the activities of the corporation as well as services offered is available in the various publications brought out by the corporation from time to time. These may be obtained from Officers detailed at Annexure `A` under public interface.
- Information regarding operations of the corporation, financial highlights and other important activities are also available at IREDA's Website at <http://www.ireda.in>
- IREDA publishes details of its operational results in leading newspapers every quarter/year as required under company law.

## **7. Grievance Redressal**

- Citizens/ Consumer have a right to approach concerned officers as per Annexure `A` to settle grievances if any.
- A senior officer is designated as Director (Public Grievances).

The Grievances received shall be properly recorded, registered and acknowledged by the Director (Grievance), IREDA immediately/ within 3 working days from the date of receipt of the grievance and a grievance reference/ register number and date will be provided. The Director (Grievance) shall inform the aggrieved party of the progress within a period of 15 working days. The Director (Grievance) will give a personal hearing to every client who wishes to be heard personally and try to resolve the grievance within 30 working days from the date of receipt of the grievance.

If the aggrieved party does not receive any response within a period of 15 days from the date of lodging of the grievance; he/she may write to: Chairman & Managing Director (CMD) as per Annexure-B.

**Sh. K S Popli**

Chairman & Managing  
Director IREDA Ltd, 3<sup>rd</sup> Floor,  
August Kranti Bhawan,  
Bhikaji Cama Place, New  
Delhi-110066  
Phone: 011-26717414-15 / Fax:  
91-11-26717416 [E-mail: cmd@ireda.in](mailto:cmd@ireda.in)

## **8. Time Schedule**

- To govern its operations IREDA formulates operation guidelines outlining the operational philosophy of the corporation and guidelines for financial assistance. The operation guidelines is reviewed from time to time to respond to the changing requirements and emerging needs of the RE Sector:-
- While seeking financial assistance from IREDA, the borrowers are expected to fill up standard loan application formats (available on IREDA's Website at <http://www.ireda.gov.in>) for respective sector (s) of loans. The loan application intra-alia contains a brief preface and instructions to the applicant (Part-I) for filling up the forms for early processing of loan application in IREDA, it is necessary to indicate details as sought in the standard loan application format.
- IREDA shall issue written acknowledgement for each application after receipt of the complete information as per standard application format.
- Application complete in all respects would be processed within a reasonable time frame.

## **9. Service Standards**

IREDA's "Renewable Energy - Energy Efficiency Financing Guidelines" is easily available and accessible to the general public and potential clients of IREDA. The guidelines covers details of schemes, type of projects financed under different sectors and terms and conditions for financing the projects of New and Renewable Sources of Energy. IREDA reviews the financing guidelines from time to time to respond to the changing business environment and emerging needs of the renewable energy sector. The sectors financed and the financing guidelines are also available on IREDA's website at [www.ireda.gov.in](http://www.ireda.gov.in) (Sector Financed → Financing Norms)

<b>SERVICE STANDARDS</b>		
<b>S. No.</b>	<b>Main Services</b>	<b>Standard (No. of working days)</b>
1.	Conveying the Application Registration Number (ARN) to applicant and intimation w.r.t. getting External Credit Rating if not already done	Within 1-3 days from the receipt of application
2.	Screening of documents and seeking essential additional details	Within 14 days from the date of ARN
3.	Internal Rating by CRRS Cell	Within 7-14 days of putting up to Rating Cell (Parallel activity)
4.	Receipt of External Rating from Rating Agencies	Within 4-8 weeks
5.	Technical & Financial Appraisal	Within 30 days from the date of receipt of external rating
6.	KYC Categorization by Committee and approval by CMD	Within 14 days of appraisal (Parallel activity)
7.	Review by Credit Committee	Within 7-14 days of putting up to the Committee (Agenda to be put up 7 days in advance)
8.	Sanction by competent authority	Within 90 days from date of ARN if external rating already done. 130-140 days if external rating is done after submission of application.
9.	Issue of Sanction Letter	Within 7 days from the date of sanction
10.	Signing of Loan Agreement	Within 7 days from the receipt of pre- execution documents
11.	Creation of Security	Within 7 days from the acceptance of documents including title report
12.	1 <sup>st</sup> Disbursement	Within 7 days of submission of requisite documents
13.	Subsequent and final Disbursement	Within 7 days of submission of requisite documents

The standards mentioned above are subject to receipt of all relevant information/ documents as required for the relevant stage of financing. The list of documents required under each stage along with their formats, are available on IREDA website [www.ireda.in](http://www.ireda.in) under “downloadable forms” in “Sector Financed”. These timelines are on best effort basis and not binding on IREDA.

The above standards are fixed as per the ISO norms as modified from time to time.

In addition, IREDA provides services to MNRE in managing specific programmes, including Solar Water Heating Systems, Generation based incentives for Solar Power projects, Wind Energy projects, etc. The information in regard to the same can be had from IREDA website at [www.ireda.in](http://www.ireda.in) under “Sector Financed”.

## **10. Obligation & Responsibilities of clients**

- To supply complete & correct data/information required for taking decision by IREDA.
- Providing additional information on priority as and when required for early sanction of the project
- Early communication of the acceptance of sanction
- Fulfilment of all commitment conditions
- Loan documentation at the earliest as prescribed including security creation.
- Execution of work as per schedule
- To complete the project within time, cost schedule and adhered to conditions as sanctioned by IREDA. Timely payment of dues including principal + interest.
- Submission of progress reports regularly as prescribed.
- Cooperation with all agencies involved in sanction, monitoring & evaluation of project at all stage.
- Shall not adopt any “corrupt practice” as well as “fraudulent practices.
- Share knowledge, information and experience in order to encourage penetration of New and Renewable Energy System / Devices

## **11. Review of the Charter & Performance Audit**

- The performance of the Charter shall be reviewed once in a year based on the experience gained in the previous year.



**Annexure-A**

**INDIAN RENEWABLE ENERGY DEVELOPMENT AGENCY (IREDA)**  
**(A Govt. of India Enterprise)**

**To be submitted to the Director (grievance) (In Duplicate)**

1.	Name of the Client	
2.	Complete Postal Address of the client	
3.	Telephone number and Mobile number of the client	
4.	E-mail address of the client	
5.	Brief description of the grievance	

Signature of the client  
Name:  
Date:  
Place:

(Kindly note that no action will be taken on a grievance which is incomplete/unsigned/lacks the necessary supporting documents.)

**Annexure-B**

**INDIAN RENEWABLE ENERGY DEVELOPMENT AGENCY (IREDA)**  
**(A Govt. of India Enterprise)**

**To be submitted to the Chairman & Managing Director (CMD) (In Duplicate)**

1.	Name of the Client	
2.	Complete Postal Address of the client	
3.	Telephone number and Mobile number of the client	
4.	E-mail address of the client	
5.	Brief description of the grievance	
6.	Reasons for dissatisfaction with the decision of Director (Grievance) and making appeal to CMD	

Signature of the client  
Name:  
Date: Place:

**Annexure-C**

**ADDRESSES OF IREDA OFFICES**

Registered Office	Core 4-'A', East Court, 1 <sup>st</sup> Floor, India Habitat Centre, Lodhi Road, New Delhi-110 003 EPBAX Tel: 24682206-19 Fax: 91-11-24682202
Corporate Office	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi-110 066 Tel: : 26717400-12 Fax : 91-11-26717416
BRANCH OFFICE - Chennai	Shri. M. Showkat Ali Manager (TS) & In-Charge Branch Office C/o. M/s. ITCOT Consultancy & Services Limited 50- A, Greams Road, Chennai – 600006, Tamil Nadu Mobile : 09840140113 Ph.: (044) - 28290324 / 28294365 Fax : (044) – 28293512 Email : mshowkatali@ireda.in
BRANCH OFFICE - Hyderabad	Shri N S Gopala Chakravarthi Sr. Manager (Sec.) & In-charge Branch Office # 5-9-21, Ground Floor, Jeevan rakash, (LIC Building) Opp. Secretariat , Saifabad, Hyderabad -500063, Telangana Telephone +91 (040) 23232346, 23232347 Mobile:09840099098Email :nsgchakravarthy@ireda.in
CAMP OFFICE - Ahmedabad	Shri. Pranay Khobragade Assistant Technical Officer& In-Charge Camp Office 603, Atlanta Towers, Near Panchvati Circle, Gulbai Tekra, (Off C G Road), Ahmedabad, Gujarat-380 006 Mobile :08802845823 Email: pranay@ireda.in

**Annexure-D****PUBLIC INTERFACE**

<i>Designation</i>	<i>Official Appointed</i>	<i>Office Address</i>
Appellate Authority Director (Financel)	S. K. Bhargava Director (Finance)	3rd Floor, August Kranti Bhawan, Bhikajji Cama Place New Delhi-110 066 Ph: 011-26717425 Enailid: skbhargava@ireda.gov.in
Central Public Information Officer	A. B. Kiran Asst. General Manager (Law))	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikajji Cama Place New Delhi-110 066 Ph: 011-26717425 Enailid: abkiran@ireda.gov.in
Assistant Central Public Information Officer	All Branch In-charges are APIOs	Respective branch office/camp addresses given in Annexure-C
Transparency Officer	Abhilakh Singh General Manager (TS)	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikajji Cama Place New Delhi-110 066 Ph: 011-26717428 Emailid: abhilakh@ireda.gov.in
Director (Grievance)	P. Sreenivasan General Manager (HR)	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikajji Cama Place New Delhi-110 066 Ph: 011-26717419 Emailid: psreenivasan@ireda.gov.in
Nodal officer for Citizen Charter	P. Sreenivasan General Manager (HR)	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikajji Cama Place New Delhi-110 066 Ph: 011-26717419 Emailid: psreenivasan@ireda.gov.in

## PUBLIC INTERFACE

S.No.	Activity	Dealing Officer	Contact No.	Email id
1.	Solar	Khekiho Yeptho	011-26717400-12	kyeptho@ireda.gov.in
2.	Wind	Rajendra Singh	011-24682349	rajendra@ireda.gov.in
3.	Small Hydro	Som Pal	011-24682206-19	sompal@ireda.gov.in
4.	Co-generation	Sushant Kumar Dey	011-24682206-19	skdey@ireda.gov.in
5.	Finance	Dr. R. C. Sharma	011-26717431	rcsharma@ireda.gov.in
6.	External Resources	Ishwar N. Madiwal	011-26717400-12	ishwar@ireda.gov.in
7.	Legal	Aluru Bhanu Kiran	011-26717400-12	abkiran@ireda.gov.in
8.	Public Relations	A. K. Verma	011-26717400-12	akverma@ireda.gov.in
9.	Company Secretariat	Surender Suyal,	011-26717430	ssuyal@ireda.gov.in
9.	Vigilance	Sanjay Goel	011-26717436	cvo@ireda.gov.in