



ग्रिड-इंडिया
GRID-INDIA

Citizen's Charter



GRID CONTROLLER OF INDIA LIMITED

(A Government of India Enterprise) CIN: U40105DL2009GOI188682

(formerly Power System Operation Corporation Limited)*

*Name of the Company was changed from "Power System Operation Corporation Limited" to "Grid Controller of India Limited" vide Special Resolution passed at the Annual General Meeting of the Company held on 28th September 2022

Table of Contents

<u>Profile of Grid-India</u>	01
<u>Vision, Mission & Values</u>	02
<u>Preamble, Scope & Objectives</u>	03
<u>Charter Commitments</u>	04
<u>Expectations from Citizens</u>	05
<u>Integrated Management Policy</u>	06
<u>Functions discharged by Grid-India</u>	06-08
<u>Values and Standards of Service</u>	09
<u>Access to Information</u>	09
<u>Grievance Redressal for Stakeholders</u>	10
<u>Review of the Charter</u>	10
<u>List of Annexures</u>	11

Profile of Grid-India

Grid Controller of India Limited (Grid-India) (formerly Power System Operation Corporation Limited) is a Govt. of India Enterprise with authorized Share Capital of ₹200,00,00,000. The entire shareholding of the company is with Ministry of Power, Govt. of India. It has been set up to ensure independent system operation in an environment that promotes competition by giving equal level playing field to all stakeholders while ensuring grid security, reliability, integrity & economy in supply of electricity to all.

Grid-India operates the power System (electricity grids) of the country through National Load Despatch Centre (NLDC) located at New Delhi and Regional Load Despatch Centre (RLDCs) located at New Delhi, Kolkata, Mumbai, Bengaluru and Shillong. The NLDC / RLDCs are statutory bodies as per section 26 to 29 of the Electricity Act 2003 and discharge their function in a fair and non-discriminatory manner in line with the Regulations notified by the Central Electricity Regulatory Commission (CERC) and the Central Electricity Authority (CEA).

Grid-India ensures its primary responsibility of maintaining reliable operation of India's electricity grid through various actions in Operational Planning and Real Time Operation horizon. These involve various simulation studies and deployment of the necessary tools for real time visualization and Situational Awareness at its RLDCs/NLDC. Grid-India has been playing a leading role in facilitating sectoral reforms, including growth of Renewables, with focus on the need to enhance security and resilience of the Electricity Grid.

We also constantly & relentlessly strive in the evolution of electricity markets with flagship initiatives like introduction of Real Time Market (RTM) and Ancillary Services to facilitate integration of Renewable Energy and economy in operations and valuing various resources, including the Human Resources.

NLDC, Grid-India inter - alia is the Implementing/Nodal Agency for many responsibilities, like sharing of inter - state transmission charges and losses, Power System Development Fund (PSDF), implementation of the Renewable Energy Certificate (REC) Mechanism and Registry of Energy Saving Certificates (ESCerts) under Perform, Achieve & Trade (PAT) Scheme for energy efficiency, capacity building of stakeholders through handholding, training & dissemination of knowledge . NLDC has also been designated as Control Room for disaster management in the Power Sector.

Grid-India aspires to be a catalyst for a successful energy transition and consequently to achieve a reliable, sustainable and affordable energy eco-system. By persistent policy advocacy and participation in the regulatory reform process, Grid-India promotes both the grid integration of renewables and further expansion of the Indian energy market appropriately designed to accommodate distributed generation and new technologies such as Electric Vehicles and Storage.

Vision, Mission & Values



Vision

“To be a global institution of excellence for reliable & resilient power systems, fostering efficient electricity markets, promoting economy and sustainability.”



Mission

- Ensure Integrated Operation of the Indian Power System to facilitate transfer of electric power within and across the regions and trans-national exchange of power with Reliability, Economy and Sustainability.
- Facilitate competitive and efficient wholesale electricity markets and administer settlement systems.
- Promote innovation and adoption of latest technology with cyber security.
- Nurturing human & intellectual capital.



Values

- Zeal to excel and zest for change
- Integrity and fairness in all matters
- Respect for dignity and potential of individuals
- Strict adherence to commitments
- Ensure speed of response
- Foster learning, creativity and team-work
- Loyalty and pride in Grid-India

Preamble

The Citizen's Charter of Grid Controller of India Limited (also referred to as Grid-India) covers the scope of Citizen Charter, Business of Grid-India – its Vision, Mission and Values, Management's commitment to citizens among other details.

Citizen's Charter is a medium to convey to the citizens the role and responsibility that Grid-India has towards its citizens and all stakeholders.

Scope of Citizen's Charter

- The Citizen's Charter reflects the ability and endeavour of Grid-India to continuously serve the citizens and stakeholders with transparency as per applicable legal, statutory and regulatory requirements.
- The Charter demonstrates the approach of Grid-India towards providing quality services in the field of Operation of Indian Power System to facilitate transfer of electric power within and across the regions and trans-national exchange of power with Reliability, Economy and Sustainability.
- The Charter aims to meet citizen's satisfaction by way of making continual improvement in our systems and procedures, thereby aiming for new benchmarks in our services.

Objectives of Citizen's Charter

- The objectives of the Citizen's Charter of Grid-India are summarised as below:
- Ensuring Citizen-centric focus across all its processes
- Ensuring effective Citizen Communication Channels.
- Demonstrating Fairness, Transparency, responsiveness and Openness of its business operations by hosting the Citizen's Charter on the Grid-India's web site i.e. <https://grid-india.in/>.
- Working towards Citizens satisfaction by efficient redressal of Grievances, Complaints etc.
- In case of exigencies or disasters having impact on nation and its citizen in general & electricity grid in particular, serving the citizens and nation in recovery process to the best of our capabilities.

Charter Commitments

The Management of Grid-India is committed to excellence in discharging statutory functions through its system of good governance and laid down process. For achieving this, we endeavour towards the following commitments:

- Development and maintenance of National Load Despatch Centre (NLDC) & various Regional Load Despatch Centres (RLDCs) for grid security, reliability and ensuring integrated operation of Indian Power System.
- Operation and maintenance of Grid-India's Assets for reliable and efficient operations.
- Facilitating sectoral reforms, including growth of Renewables
- Innovations like introduction of Real Time Market (RTM) and Ancillary Services to facilitate integration of Renewable Energy and economy in operations and valuing various resources in line with the Regulations.
- Implementing/Nodal Agency for many responsibilities, like sharing of inter-state transmission charges and losses, Power System Development Fund (PSDF), implementation of the Renewable Energy Certificate (REC) Mechanism and Registry of Energy Saving Certificates (ESCerts) under Perform, Achieve & Trade (PAT) Scheme for energy efficiency, Designated Control Room for disaster management in the Power Sector
- Build work force by Training, motivating and encouraging human resources at all levels including Capacity building of State Load Despatch Centres (SLDCs)
- Strive to become globally competitive through sustained technological development efforts and adopting global best practices.
- Remain sensitive to environment and safety
- Ensuring cyber security in all the process & maintain data security.
- 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, time bound manner

Expectations from Citizens

Customers / Users

- Be acquainted with the relevant laws, policies, systems, technologies and maintenance procedures and product performance criteria
- Indicate realistic and reasonable schedule and make prompt payment
- Comply with regulatory instructions

Government

Timely clearances / approvals from controlling agencies / ministries / Departments

Vendors/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, re-engineering and restructuring.
- Elimination of wasteful practices, to reduce rejection and work towards zero defects.
- Upgradation & expansion of employee knowledge and skills and create an ambience for nurturing & growing talents.

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

Grid-India is committed to:

- Ensure reliable and integrated power system operation in an efficient and effective manner, with safety, security and optimal utilization of national resources, in conformity to legal and regulatory provisions deploying the latest technologies.
- Facilitate & promote environment friendly technologies.
- Ensure safe, occupational hazard free and healthy work environment.
- Continually improve our IMS to enhance the quality of our services, security of information assets and control of pollution, reduce environmental impact of our activities & services and improve in our OH&S performance.*
- Compliance of all applicable legal and regulatory requirements relating to all four standards

*IMS – Integrated Management System

*OH&S – Occupational Health & Safety

Functions Discharged by Grid-India

The role of Grid-India is defined in the Electricity Act, and set out by the Ministry of Power, CERC, other Regulatory/Statutory Bodies, etc. from time to time. The functions discharged by National Load Despatch Centre (NLDC) & various Regional Load Despatch Centres (RLDCs) of Grid-India inter – alia include:

A. Functions of NLDC

1. Supervision over the RLDCs
2. Performing the following functions in coordination with RLDCs:
 - Scheduling and dispatch of electricity over the inter-regional links in accordance with grid standards specified by the Authority (CEA) and grid code specified by Central Commission (CERC);
 - Achieving maximum economy and efficiency in the operation of National Grid;
 - Monitoring of operations and grid security of the National Grid;
 - Supervision and control over the inter-regional links as may be required for ensuring stability of the power system under its control;

- Coordination with Regional Power Committees for regional outage schedule in the national perspective to ensure optimal utilization of power resources;
- Energy accounting of inter-regional exchange of power;
- Restoration of synchronous operation of national grid’;
- Ensuring seamless trans-national exchange of power;
- Providing Operational feedback for national grid planning to the Authority and Central Transmission Utility (CTU);
- Dissemination of information relating to operations of transmission system in accordance with directions or regulations issued by Central Government from time to time

B. Role of RLDCs

1. To comply with such principles, guidelines and methodologies in respect of wheeling and optimum scheduling and despatch of electricity as specified by the Central Commission in the Grid Code.
2. The RLDCs shall:
 - Be responsible for optimum scheduling and despatch of electricity within the region in accordance with the contracts entered into with the licensees or the generating companies operating in the region.
 - Monitor grid operations.
 - Keep accounts of quantity of electricity transmitted through the regional grid.
 - Exercise supervision and control over the inter-State transmission system.
 - Be responsible for carrying out real time operation for grid control and despatch of electricity within the region through secure and economic operation of the regional grid in accordance with the Grid standards and Grid code.
3. The RLDCs may give such directions and exercise such supervision and control as may be required for ensuring stability of the grid operations and for achieving the maximum economy and efficiency in the operation of the power system in the region under its control.
4. Coordinating and issuing drawal schedules of State Power Utilities from all Central Generating Stations and dispatch schedules of Central Generating Stations.
5. Facilitating transactions of power under short-term and long term open access for inter/intra regional exchanges following regulations and procedures issued by the Central/State Electricity Regulatory Commission and Central Transmission Utilities.
6. The RLDCs of the Region, where point of drawal of electricity is situated, shall be the Nodal Agency for the short-term transmission access in case of open access in inter-State transmission.

7. Collecting the interface meter data, computing actual net injection / drawal of concerned regional entities, 15 minute-wise, based on the Interface meter reading and Operation of regional Deviation pool account, regional reactive energy account and Congestion Charge Account, and other regulatory pool accounts.

8. Issuing clearance for outage of grid elements for maintenance work.

C. Other Functions

Implementing/Nodal Agency for many responsibilities, like for sharing of inter - state transmission charges and losses, Power System Development Fund (PSDF), implementation of the Renewable Energy Certificate (REC) Mechanism and Registry of Energy Saving Certificates (ESCerts) under Perform, Achieve & Trade (PAT) Scheme for energy efficiency.

Values & Standards of Grid-India



Grid-India believes in:

- Excellence
- Knowledge sharing and dissemination of information
- Performance and Responsiveness
- Fairness, Transparency and Accountability
- Innovation and Improvement
- 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 Grid-India offices. Also, names, address and telephone numbers of the Senior officers is mentioned in **Annexure I**. Information on Grid-India can be obtained through press releases, electronic, print media and Social Media, etc. Grid-India's website at <https://grid-india.in/> as well as the RLDC websites contains updated information.

Grid-India publishes details of financial and operational performances on its website regularly as per statutory requirement. Further details are accessible at <https://grid-india.in/useful-links/rtil/>.

Grievance Redressal



In the event of non-fulfilment 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



The Charter shall be reviewed once in a five years with changing requirement to ensure its suitability, adequacy, efficiency, and effectiveness based on the experience and feedback received from citizens in the previous years.

Note: – This charter is a summary of the services Grid-India 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 Grid-India offices.

The Citizen's Charter is not legally enforceable. However, it is a tool for facilitating the discharge of statutory functions to citizens with specified standards, quality and time frame etc. with commitments from the organization and its users.

List of Annexures

Names, addresses, telephone numbers of senior executives in the offices of Grid-India

Annexure – I

NAMES, ADDRESSES AND TELEPHONE NUMBERS OF KEY MANAGERIAL PERSONNEL				
Sl. No.	Name (Shri/ Smt.)	Designation	ADDRESS	Telephone
1	S.R. Narasimhan	Chairman and Managing Director	1 st floor, B-9, Qutab Institutional Area, Katwaria Sarai, New Delhi-110016	011-40234651
2	S.S Barpanda	Director (Market Operation)		011-40234675
3	Vacant	Director (System Operation)		-
4	Vacant	Director (Human Resources)	61, IFCI Tower, 8 th / 9 th floor, Nehru Place, Delhi-110019	011-40234670
5	Vacant	Director (Finance)		011-402334629
6	Priti Chaturvedi	Company Secretary		011-40234653
7	Shyam Sunder Gupta	Chief Financial officer		011-47049650

NAMES, ADDRESSES AND TELEPHONE NUMBERS OF SENIOR EXECUTIVES IN CORPORATE OFFICE				
Sl. No.	Name (Shri/Smt.)	Designation	Address	Telephone
1	Ajay Philipp	Sr. GM (HR)	61, IFCI Tower, 8 th & 9 th floor, Nehru Place, Delhi-110019	011-40234649
2	Shyam Sunder Gupta	Chief Financial Officer		011-47049650
3	Manoj Kumar Agarwal Agrawal	ED (C&M, SP&M & REC)		011-40234667
4	K. Muralikrishna	ED (Corp. Engg.)		011-26561379
5	Anurag Gangwar	Dy. CVO		011-40234639
6	Priti Chaturvedi	Company Secretary		011-40234653

NAMES, ADDRESSES AND TELEPHONE NUMBERS OF REGIONAL HEADS				
Sl. No.	Name (Shri/ Smt.)	Designation	Address	Telephone
1	S.C. Saxena	ED, NLDC	B-9, Qutab Institutional Area, Katwaria Sarai, New Delhi-110016	011-49096854
2	R.K. Porwal	ED, NRLDC	18-A, Shaheed Jeet Singh Sansanwal Marg, Katwaria Sarai, New Delhi-110016	011-26537351
3	V. Balaji	ED, WRLDC	F-3, M.I.D.C. Area, Marol, Andheri (East), Mumbai -400093	022-28202690
4	R. Sutradhar	ED, ERLDC	14, Golf Club Road, Tollygunge, Kolkata-700033	033-23890010
5	Nabarun Roy	ED, NERLDC	Dongtiah, Lower Nongrah, Lapalang, Shillong-793006	0364-2536710
6	S.P. Kumar	ED, SRLDC	29, Race Course Cross Road, Bengaluru-560009	080-22250047



ग्रिड-इंडिया
GRID-INDIA

ग्रिड कंट्रोलर ऑफ इंडिया लिमिटेड

(भारत सरकार का उद्यम) **CIN: U40105DL2009GOI188682**

GRID CONTROLLER OF INDIA LIMITED

(A Government of India Enterprise) **CIN: U40105DL2009GOI188682**

formerly Power System Operation Corporation Limited

पंजीकृत कार्यालय: बी-9 (प्रथम तल), कुतुब इंस्टीट्यूशनल एरिया, कटवारिया सराय, नई दिल्ली -110016

Registered Office: B-9 (1st Floor), Qutab Institutional Area, Katwaria Sarai, New Delhi -110016

केन्द्रीय कार्यालय: 61, आई.एफ.सी.आई. टावर, 8वां और 9वां तल, नई दिल्ली-110019

Corporate Office: 61, IFCI Tower, 8 & 9 Floor, New Delhi-110019

Tel: 011-26536832, 26524522 Fax: 011-26524525, 26536901

E-mail: gridindiacc@grid-india.in Website: www.grid-india.in