



## **CITIZEN'S / CLIENT'S CHARTER**

**INDIAN RENEWABLE ENERGY DEVELOPMENT AGENCY (IREDA)  
(Ministry of New and Renewable Energy)**

**3rd Floor, August Kranti Bhawan,  
Bhikaji Cama Place, New Delhi – 110 066.  
Phone : 011-26717400-12, Fax: 91-11-26717416,  
Website: [www.ireda.in](http://www.ireda.in)**

**JANUARY 2011**

## CITIZEN'S CHARTER

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. It is not a legal document creating rights and obligations.

## VISION

**ENERGY FOR EVER...**

## 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.

## 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) (About IREDA → Financing Guidelines or [http://www.ireda.gov.in/homepage1.asp?parent\\_category=1&category=49](http://www.ireda.gov.in/homepage1.asp?parent_category=1&category=49))

<b>SERVICE STANDARDS</b>		
<b>S. No.</b>	<b>Main Services</b>	<b>Time Standard</b>
1.	<b>FINANCING</b>	No. of working days
1.1	Application Receipt Number (ARN)	Within 3 days from the receipt of application
1.2	Registration	Within 7 days from the issue of application receipt number
1.3	Appraisal & Sanction	Within 90 days from the date of Registration and submission of requisite documents

1.4	Issue of Sanction Letter	Within 7 days from the date of sanction
1.5	Signing of Loan Agreement	Within 7 days from the receipt of pre-execution documents
1.6	Creation of Security	Within 15 days from the acceptance of documents including title report
1.7	1 <sup>st</sup> Disbursement	Within 15 days of submission of a formal request for disbursement & the promoters having brought in their contribution along with item-wise physical progress of the project.

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.gov.in](http://www.ireda.gov.in) under “downloadable forms” in “Sector Financed”.

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.gov.in](http://www.ireda.gov.in) under “Sector Financed”.

## **GRIEVANCE REDRESS MECHANISM**

### **a. Name and Contact Details of Public Grievance Officer**

IREDA shall make endeavors to achieve and maintain a fair and cordial relationship with its clients and is committed to redress grievances in a responsible and effective manner. In this context, Shri A A Khatana, Chief General Manager(TS) is designated as Director(Grievances) and the Contact/E-mail address, Telephone/Fax nos. are given below:

**Sh. A.A. KHATANA**

Chief General Manager (TS)

Director (Grievances)

IREDA Limited

3<sup>rd</sup> Floor, August Kranti Bhawan

Bhikaiji Cama Place, New Delhi 110 066

Tel : 011-26717421 / Fax : 011-26717416 / Mob : 9810563299

Email : [a.a.khatana@ireda.in](mailto:a.a.khatana@ireda.in)

### **b. Method to lodge grievance**

The Grievances may be lodged in the prescribed format by filling Annexure-A and sending it by hand / post / e-mail / fax to Shri. A A Khatana, CGM(TS)/ Director (Grievances) at the above mentioned address.

The clients approaching us to have their grievances redressed shall take the following steps:

- State their identity and postal address, e-mail address and telephone number. Put their signature or thumb impression on the letter.
- Provide details of the grievance with copies of supporting document
- Visitors to give prior intimation about his / her visit, giving the contents of grievance

### **c. Response to the Grievance**

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.

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) with a copy of the grievance at the following address:

**Sh. Debashish Majumdar**

Chairman & Managing Director

IREDA Ltd

3rd Floor, August Kranti Bhawan,

Bhikaji Cama Place, New Delhi-110066

Phone: 011-26717414-15 / Fax: 91-11-26717416

E-mail: cmd@ireda.in

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 is not satisfied with the decision of the Director (Grievance), he/she will have option to appeal in writing to the Chairman & Managing Director (CMD), IREDA by filling Annexure-B.

In case of such appeal, a decision will be taken within 60 working days from the date of receipt of the grievance and the same shall be final and binding.

### **d. Timelines for redress**

The grievances shall be redressed within a maximum period of 2 months from the date of their receipt. In case a decision on a particular grievance is anticipated to take longer than two months, an interim reply will be sent to the aggrieved party by Director (Grievance). In case it is not feasible to accede to the request made by the aggrieved

party, a reasoned reply will be sent to him/her for every grievance rejected within the stipulated time limit.

## **CLIENTS**

1. Lenders
2. Borrowers
3. Consultants
4. Service Providers

## **INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS (CLIENTS / CITIZENS)**

S. No.	Indicative Expectations
1	To furnish complete and correct information/ documents required for taking decision by the organization.
2	To complete the project within time, cost schedule and adhere to conditions as sanctioned by the organization and timely payment of dues including principal and interest.
3	To follow terms and conditions of Agreements/ Contracts entered with the organization..
4	IREDA expects highest standard of ethics from the clients/ borrowers while submitting the project for the registration, sanction and disbursement/s in the project. They are further expected to observe the highest standards of ethics during execution of legal documents
5	Clients/borrowers shall not adopt any "corrupt practice" as well as "fraudulent practice".
6	To share knowledge, information and experience in order to encourage penetration of New and Renewable Energy System / Devices
7	Send Reports in the prescribed format as per prescribed time lines
8	To check IREDA website regularly for updates and policy programmes and procedures

## **MONTH & YEAR FOR NEXT REVIEW OF THE CHARTER**

The review of the Charter shall be taken up on an annual basis or as and when required.

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**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:

**Copy of the following documents shall be enclosed with this form:**

- a. Grievance originally filed with IREDA
- b. Decision of Director (Grievance) as communicated to the client