



Citizen's Charter

26th March 2024

PREFACE

The ability to attract new customers into our fold and to retain the existing customers will ultimately depend on the satisfaction of the customers. We believe 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 26th March 2024 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

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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

- Term Loan for Renewable Energy and Energy Efficiency / Conservation Projects
- Term Loans for Manufacturing of Renewable Energy and Energy Efficiency / Conservation Products and Components / Transmission Projects.
- Take-out Financing from Banks/FIs
- Term Loan to Govt. Bodies/Discoms/Transcos/State owned trading companies
- Term Loan for RE Expansion
- Term loan for e-mobility/EV etc.
- Refinancing of Loan
- Guaranteed Emergency Credit Line (GECL)
- Bridge Loan for SDF, Solar VGF, GBI etc.
- Securitization of Project/GBI Receivables
- Short Term Loan to RE Developers/ Suppliers/ Manufacturers/ Contractors
- Short to medium term loan to Govt Bodies/Discoms/Transcos/State owned trading companies
- Line of Credit to NBFCs for on-lending to RE/EEC Projects
- Guarantee Assistance to RE Suppliers/Manufacturers/EPC Contractors
- Issuance of POI/LOC/LOU
- Underwriting/ Syndication
- Top up Loan
- Credit Enhancement Guarantee for raising Bonds towards Renewable Energy Projects
- Schemes for Biomass Fuel Supply Chains/ Biofuels /CBG/ Heating Applications/Power generation through Biomass Gasifiers etc.
- Factoring for Purchasing Receivables of Solar Power Developers Payable by Eligible Entities
- Program Administrator for Wind & Solar GBI

- Implementing Agency for Production Linked Incentive (PLI) scheme for manufacturing of solar modules
- Handling CPSU Scheme for Solar Power
- Term Loans for EV manufacturing
- Term loans for Smart Meters/Other Emerging Technologies

4. IREDA's Financing Norms

- Headline interest rates of IREDA ranges from 8.30% - 12.1 % p.a. based on the Sector and Risk Grading. Further changes in Interest rate depending on applicable scheme/guidelines and changes in the market interest rate, exchange rate fluctuations considering cost of borrowings.
- The quantum of assistance is upto 95% of the Project Cost, based on Technology and Loan Scheme.
- The repayment period is upto 25 years with grace period upto 1.5 years after CoD, based on technology and remaining useful life of project
- Interest rate is subjected to reset on commissioning of the project or 1 year from the date of first disbursement, whichever is earlier and thereafter every 1 year.

5. Special Concessions / Developmental Role

IREDA provides concessions to projects located in Jammu & Kashmir and Ladakh, 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 www.ireda.in
- IREDA publishes details of its operational results in leading newspapers and submit to stock exchanges every quarter/year as required under SEBI Regulations/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 (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. Director (Grievance) shall inform the aggrieved party of the progress within a period of 15 working days. 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. Pradip Kumar Das

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

8. Time Schedule

- To govern its operations IREDA formulates Operation Guidelines outlining the operational philosophy of the Corporation and guidelines for financial assistance. The Operational Guidelines are 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 required to submit Online Loan Application through our Website www.ireda.in
- IREDA shall issue email acknowledgement for each application.
- 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 available and accessible to the general public and potential clients of IREDA. The guidelines cover 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 Sectoral Information and the Financing Norms are also available on IREDA's website at www.ireda.in under Business Operations.

SERVICE STANDARDS		
S.No.	Main Services	Standard (No. of Working Days)
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.	Sanction by competent authority	Within 90 days from date of ARN, subject to submission of complete details/ documents by the applicant and the project is found eligible from technical, financial, and legal point of view.
4.	Issue of Sanction Letter	Within 7 days from the date of receipt applicable amount of Front-end Fee.
5.	Signing of Loan Agreement	Within 6 months from the date of Sanction
6.	Creation of Mortgage	Within 7 days from the acceptance of Title Report
7.	Disbursement	Within 15 days from the date of receipt of Disbursement Request and compliance of pre-disbursement conditions.
8.	Issue of NoCs in respect of :-	Subject to receipt of all necessary documents and applicable fee:-
i.	Amalgamation/Merger/Demerger	Within 30 days from the date of receipt of request
ii.	Change of Management	Within 30 days from the date of receipt of request
iii.	Stock-listing/IPO/Bonds	Within 30 days from the date of receipt of request
iv.	Working Capital	Within 15 days from the date of receipt of request
v.	Ceding 2 nd Charge	Within 15 days from the date of receipt of request
vi.	Appraisal Sharing	Within 15 days from the date of receipt of request

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 under "Business Operations" in "Forms". 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, Implementing PLI Scheme of GoI for Solar Module manufacturing, Handling VGF based bidding under CPSU scheme (Government Producer Scheme) for Solar Power etc. The information in this regard are available on IREDA website at www.ireda.in under “Govt. Schemes”.

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 and 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 Charter shall be reviewed once in a year based on the experience gained in the previous year.

Annexure-A

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

To be submitted to the Director (Public 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 LIMITED (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 st Floor, India Habitat Centre, Lodhi Road, New Delhi-110 003 Tel: 24682206-19 // Fax: 24682202 // Website : www.ireda.in
CORPORATE OFFICE	3 rd Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi-110 066 Tel: : 26717400-12 // Fax: 26717416 // Website : www.ireda.in
IREDA BUSINESS CENTRE	NBCC Office Complex, Office Block No. II, Plate B, 7th Floor, East Kidwai Nagar, New Delhi-110023// Website : www.ireda.in Tel: : 24347729-99 // Website : www.ireda.in
BRANCH OFFICE – Chennai, Tamil Nadu	Shri M Showkat Ali Chief Manager / In-Charge Branch Office Block No.1, Module No. 31, 3 rd Floor, SIDCO Electronic Complex, Thiru Vi Ka Industrial Estate, Guindy, Chennai. Tamil Nadu – 600032 Mobile : 09840140113// Tel.: 044 22501193 / Email : mshowkatali@ireda.in
BRANCH OFFICE – Hyderabad, Telangana	Shri K P Philip Addl. General Manager (TS) / In-charge Branch Office 5-9-21, Ground Floor, Jeevan Prakash, (LIC Building) Opp. Secretariat, Saifabad, Hyderabad -500063, Telangana Tel. : (040) 23232346, 23232347 // Mobile: 09810165918 / Email : kpphilip@ireda.in
BRANCH OFFICE – Mumbai, Maharashtra	Mrs. Kanchan Bhalla Addl. General Manager (TS) / In-Charge Branch Office Office no.830, 8 th Floor, The Summit Business Bay (Omkar Group Bldg.) Andheri East, Mumbai Mobile : 9818354321 Email : kanchan@ireda.in
BRANCH OFFICE – Bhubaneswar, Odisha	Shri Braja Nandan Sahoo Manager (TS) / In-Charge Branch Office Office No-03, Hotel Kalinga Ashok, Gautamnagar, Kalpana Square, Bhubaneswar- 751014 (Odisha), Mobile: 9910103294/ Email : brajanandan@ireda.in
BRANCH OFFICE – Bengaluru, Karnataka	Shri S M Siddesh Deputy General Manager (TS) / In-Charge Branch Office Mobile: 9871692929/ Email : smsiddesh@ireda.in
BRANCH OFFICE – Guwahati, Assam	Shri Abhik Deb Barma Senior Manager (TS) / In-Charge Branch Office Mobile: 9650595663 / Email : abhik@ireda.in
SUBSIDIARY OFFICE – Gift City, Gandhi Nagar, Gujarat	Mrs. Punnu Grover Addl. General Manager (F&A) GA#37, Pragma Accelerator 1, Gift City, Gandhinagar, Gujarat Mobile: 9871692928 / Email : punnugrover@ireda.in

PUBLIC INTERFACE		<u>Annexure -D</u>
Designation	Official Appointed	Office Address
Appellate Authority for RTI	Mrs. Mala Ghosh Choudhury, General Manager (HR)	IREDA Registered Office: 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9650993040/Email: malachoudhury@ireda.in
Central Public Information Officer (CPIO)	Dr. Ashok Dash Chief Manager (HR)	IREDA Registered Office : 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9910577088/ Email: ashokdash@ireda.in
Assistant Central Public Information Officer (APIO)	All Branch In-charges are APIOs	Respective Branch Office/Camp addresses given in Annexure-C
Transparency Officer	Mrs. Mala Ghosh Choudhury, General Manager (HR)	IREDA Registered Office: 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9650993040/Email: malachoudhury@ireda.in
Director (Grievance)	Mrs. Mala Ghosh Choudhury, General Manager (HR)	IREDA Registered Office: 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9650993040/Email: malachoudhury@ireda.in
Nodal officer for Citizen Charter	Ms. Durre Shahwar. Additional General Manager (HR)	IREDA Registered Office: 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9999338386/ Email: durre@ireda.in
Chief Risk Officer (CRO)	Shri Pallav Kapoor Deputy General Manager (Risk Mgmt)	IREDA Business Centre: NBCC Office Complex, Office Block No. II, Plate B, 7th Floor, East Kidwai Nagar, New Delhi Mobile: 8860555555/ Email: pallav@ireda.in
Nodal Officer for e-Samiksha Portal	Mrs. Mala Ghosh Choudhury, General Manager (HR)	IREDA Registered Office: 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9650993040/Email: malachoudhury@ireda.in
Nodal Officer for Sambandh Portal	Ms. Durre Shahwar. Additional General Manager (HR)	IREDA Registered Office: 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9999338386/ Email: durre@ireda.in
Chief Information Security Officer (CISO)	Shri Sanjay Kumar Deputy General Manager (IT)	IREDA Business Centre: NBCC Office Complex, Office Block No. II, Plate B, 7th Floor, East Kidwai Nagar, New Delhi Mobile:9999405778 /Email: sanjaykumar@ireda.in
Principal Officer (under Prevention of Money Laundering Act -PMLA)	Mrs. Sweta Gupta, Deputy General Manager (TS)	IREDA Business Centre: NBCC Office Complex, Office Block No. II, Plate B, 7th Floor, East Kidwai Nagar, New Delhi Mobile: 9958410041/ Email: swetagupta@ireda.in
Chief Technology Officer (CTO)	Shri N Balaji Deputy General Manager (IT)	IREDA Corporate Office: August Kranti Bhawan, 3 rd floor Bhikaiji Cama Place, New Delhi-110 066 Mobile: 9871692950/ Email: nbalaji@ireda.in
Quality Head, (Related to 'ISO 9001:2015Certification')	Mrs. Mala Ghosh Choudhury, General Manager (HR)	IREDA Registered Office: 1 st Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Mobile: 9650993040/Email: malachoudhury@ireda.in
Officer-in-Charge #	Regional Director Deptt. of Non-Banking Supervision (DNBS)-RBI	Regional Office of DNBS- RBI 6, Sansad Marg, New Delhi-110001 Phone: 91-11-23711333 / Fax : 91-11-23711250

Note : # To be approached by the aggrieved person, if grievance is not resolved in IREDA in hierarchy by Director (Grievance) and other Senior Authorities in stipulated time limit / one month, whichever is earlier.

PUBLIC INTERFACE			
Activity	Dealing Officer	Contact No.	Email ID
Finance & Accounts	Shri Bijay Kumar Mohanty, Director (Finance) & CFO	9433080306	bkmohanty@ireda.in
	Dr. R.C. Sharma General Manager (F&A)	9810745221	rcsharma@ireda.in
	Sh. Dhiraj Mehta General Manager (F&A)	9310913535	dhirajmehta@ireda.in
	Sh. S. K. Sharma General Manager (F&A)	9871011527	sksharma@ireda.in
	Sh. Amit Goel Additional General Manager (F&A)	9818791523	amitgoel@ireda.in
Vigilance	Shri Ajay Kumar Sahani, IRSME (2008) Chief Vigilance Officer	24682221	cvo@ireda.in
HR, CSR, Corporate Communication, Strategic Policy and Official Language, ISO	Mrs. Mala Ghosh Choudhury, General Manager (HR)	9650993040	malachoudhury@ireda.in
Internal Audit	Shri A Chandrashekar Additional General Manager (TS)	9866245202	chandra@ireda.in
Chief Compliance Officer (CCO)	Shri Piyush Kumar Deputy General Manager (Law)	9871692925	piyushkumar@ireda.in
Company Secretariat	Mrs. Ekta Madan Senior Manager (CA&CS)	9958283355	ektamadan@ireda.in
Legal	Mrs. Kranti Kalekar Deputy General Manager (Law)	9867920789	krantikalekar@ireda.in
Risk Management	Shri Pallav Kapoor Deputy General Manager (Risk Mgmt) & CRO	8860555555	pallav@ireda.in
Review, Monitoring, Recovery, Corporate Services	Shri Rajendra Singh Additional General Manager (TS)	9871692921	rajendra@ireda.in
Technical Services (including Waste to Energy, CBG, Emerging Business viz E- Mobility, Smart Meters, Manufacturing)	Shri Bharat Singh Rajput General Manager (TS)	9650990632	bsrajput@ireda.in
Technical Services (including Wind, Solar, Hydro, GBI, Retail Department, CPSU, PLI Evolving Business viz Green Hydrogen, BESS, PSP, Adaptation, Energy Efficiency, Branch Offices), IT, Digitization & Document Management Services, ESG and National Bio-Energy Scheme	Shri S K Dey, General Manager (TS) & CIO	9871692920	skdey@ireda.in
IT, Digitization & Document Management Services	Shri N Balaji Deputy General Manager (IT)	9871692950	nbalaji@ireda.in

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 this regard are available on IREDA website at www.ireda.in under “Govt. Schemes”.