



# Citizen's Charter

JANUARY, 2021

## 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 January, 2021 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)

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## **CITIZEN'S CHARTER**

### **5. 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
- 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
- Lines of Credit to NBFCs for on-lending to RE/EEC Projects
- Financing of Transmission Projects
- Performance Guarantee to RE Suppliers/ Promoters
- Underwriting/ Syndication
- Refinance to Banks/ Fis under NCEF Scheme
- Program Administrator for Wind & Solar GBI

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

- The interest rates of IREDA ranges from 9.50% - 11.25% depending upon the Grading of the Borrower.
- The quantum of assistance is upto 75% of the Project Cost
- The repayment period is upto 20 years with grace period upto 1 year after CoD.
- 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 [www.ireda.in](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 (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,

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 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](http://www.ireda.in)
- 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 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](http://www.ireda.in) under Business Operations.

<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.	Sanction by competent authority	Within 90 days from date of ARN
4.	Issue of Sanction Letter	Within 7 days from the date of approval
5.	Signing of Loan Agreement	Within 60 days from the date of Sanction Acceptance
6.	Creation of Mortgage	Within 7 days from the acceptance of Title Report
7.	1 <sup>st</sup> Disbursement	Within 15 days from the date of receipt of Disbursement Request
8.	Subsequent and final Disbursement	Within 15 days from the date of receipt of Disbursement Request
9.	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 <sup>nd</sup> 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](http://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 etc. The information in this regard are available on IREDA website at [www.ireda.in](http://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 <sup>st</sup> Floor, India Habitat Centre, Lodhi Road, New Delhi-110 003 Tel: 24682206-19 // Fax: 24682202 // Website : <a href="http://www.ireda.in">www.ireda.in</a>
CORPORATE OFFICE	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi-110 066 Tel: : 26717400-12 // Fax : 26717416 // Website : <a href="http://www.ireda.in">www.ireda.in</a>
BRANCH OFFICE – Chennai	Shri N S Gopala Chakravarthi Chief Manager & In-Charge Branch Office Block No.1, Module No. 31, SIDCO Electronic Complex, Thiru Vi Ka Industrial Estate, Guindy, Chennai. Tamil Nadu – 600032 Mobile : 09840140113 // Tel.: 044 22501193 Email : <a href="mailto:nsgchakravarthi@ireda.in">nsgchakravarthi@ireda.in</a>
BRANCH OFFICE – Hyderabad	Shri A. Chandra Shekhar DGM (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:09840099098 Email : <a href="mailto:chandra@ireda.in">chandra@ireda.in</a>
BRANCH OFFICE - Mumbai	Ms. Bhagyashree Katdare Deputy Manager (Technical) Office no.830, 8 <sup>th</sup> Floor, The Summit Business Bay (Omkar Group Bldg.) Andheri East, Mumbai Mobile : 7016649904 Email : <a href="mailto:bhagyashree@ireda.in">bhagyashree@ireda.in</a>

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

<b>Designation</b>	<b>Official Appointed</b>	<b>Office Address</b>
Appellate Authority	Director (Technical)	IREDA Corporate Office : August Kranti Bhawan, 3 <sup>rd</sup> floor Bhikaiji Cama Place, New Delhi-110066 Ph: 011-26717436 Email: <a href="mailto:cnshah@ireda.in">cnshah@ireda.in</a>
Central Public Information Officer	A. B. Kiran Additional General Manager (Law)	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi-110 066 Ph: 011-26717427 / Email: <a href="mailto:abkiran@ireda.in">abkiran@ireda.in</a>
Assistant Central Public Information Officer	All Branch In-charges are APIOs	Respective Branch Office/Camp addresses given in Annexure-C
Transparency Officer	Chintan Shah Director (Technical)	IREDA Corporate Office : August Kranti Bhawan, 3 <sup>rd</sup> floor Bhikaiji Cama Place, New Delhi-110066 Ph: 011-26717436 Email: <a href="mailto:cnshah@ireda.in">cnshah@ireda.in</a>
Director (Grievance)	Dr. P. Sreenivasan General Manager (HR &CSR)	IREDA Registered Office : 1 <sup>st</sup> Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Ph: 011-24682346 Email: <a href="mailto:psreenivasan@ireda.in">psreenivasan@ireda.in</a>
Nodal officer for Citizen Charter	Dr. P. Sreenivasan General Manager (HR &CSR)	IREDA Registered Office : 1 <sup>st</sup> Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Ph: 011-24682346 Email: <a href="mailto:psreenivasan@ireda.in">psreenivasan@ireda.in</a>
Chief Financial Officer (CFO)	Dr R C Sharma General Manager (F&A)	3 <sup>rd</sup> Floor, August Kranti Bhawan, Bhikaiji Cama Place, New Delhi-110 066 Ph:011-26717431 / Email: <a href="mailto:rcsharma@ireda.in">rcsharma@ireda.in</a>
Chief Risk Officer (CRO)	Shri Som Pal General Manager (TS)	IREDA Registered Office : 1 <sup>st</sup> Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Ph: 011-24654585 / Email: <a href="mailto:sompal@ireda.in">sompal@ireda.in</a>
Nodal Officer for e-Samiksha	Shri S M Siddesh Deputy General Manager(TS)	IREDA Corporate Office : August Kranti Bhawan, 3 <sup>rd</sup> floor Bhikaiji Cama Place, New Delhi-110066 Ph: 011-26717401-12 (Extn. 361) Email: <a href="mailto:smsiddesh@ireda.in">smsiddesh@ireda.in</a>
Chief Information Security Officer (CISCO)	Shri Sanjay Kumar Chief Manager(IT) & CISO	IREDA Registered Office : 1 <sup>st</sup> Floor, East Court, Core-4A, India Habitat Centre, Lodhi Road, New Delhi-110 003 Ph: 011-24682206-19 (Extn.211) Email : <a href="mailto:Sanjaykumar@ireda.in">Sanjaykumar@ireda.in</a>
Officer-in-Charge #	Regional Director Department of Non-Banking Supervision (DNBS) Reserve Bank of India	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**

<b>Activity</b>	<b>Dealing Officer</b>	<b>Contact No.</b>	<b>Email ID</b>
Vigilance	Mrs Manisha Saxena Chief Vigilance Officer	24682221	cvo@ireda.in
HR, Admn, CSR and Public Relations	Dr. P Sreenivasan General Manager (HR/CSR)	24682346	psreenivasan@ireda.in
Finance & Accounts	Dr. R.C. Sharma General Manager (F&A) & CFO	26717431	rcsharma@ireda.in
	Surender Suyal Addl. General Manager(F&A) & CS	26717430	ssuyal@ireda.in
	Mrs Punnu Grover Deputy General Manager	26717401-12 (Extn.334)	punnugrover@ireda.in
Company Secretariat	Surender Suyal Addl. General Manager(F&A) & CS	26717430	ssuyal@ireda.in
Legal	Aluru Bhanu Kiran Addl. General Manager	26717427	abkiran@ireda.in
Risk Management	Som Pal General Manager (TS) & CRO	24654585	sompal@ireda.in
Generation Based Incentive(GBI), Corporate Services, Environmental & Social Safeguard Unit(ESSU) and IT Services	S M Siddesh Deputy. General Manager(TS)	26717401-12 (Extn. 361)	smsiddesh@ireda.in
Recovery & Project Monitoring, Strategy Policy & Panning	Rajendra Singh Deputy General Manager(TS)	26712717	rajendra@ireda.in
Process Improvement	Khekiho Yeptho Addl. General Manager(TS)	24682347	kyeptho@ireda.in
Business Development, Branch offices, Alternative Financial Instrument (AIF, ABS..) TA for Line of Credit, Short-Term Loan for Government Entity	Debjani Bhatia Addl. General Manager(TS)	26712718	debjani@ireda.in
Group-A (North) Wind, Offshore, solar, WS-Hybrid (including storage), Roof-top solar	Kanchan Bhalla Deputy General Manager(TS)	26717432	kanchan@ireda.in
Group-B (South) Wind, Offshore, solar, WS-Hybrid, Manufacturing, Roof-top Solar	Pradipta Kumar Roy Chief Manager (TS)	26717401-12 (Extn.190)	pradiptakumar@ireda.in
Hydro & floating Solar, Transmission	S K Dey, Addl. General Manager(TS)	26717432	skdey@ireda.in
Access to Energy/ Waste to Energy/Bio Energy(RDF, Bio-CNG) Bio-Fuel, Briquetting etc.) Scheme for Biomass, Cogen and Energy Efficiency & conservation	K P Philip Deputy General Manager(TS)	26711147	kpphilip@ireda.in