

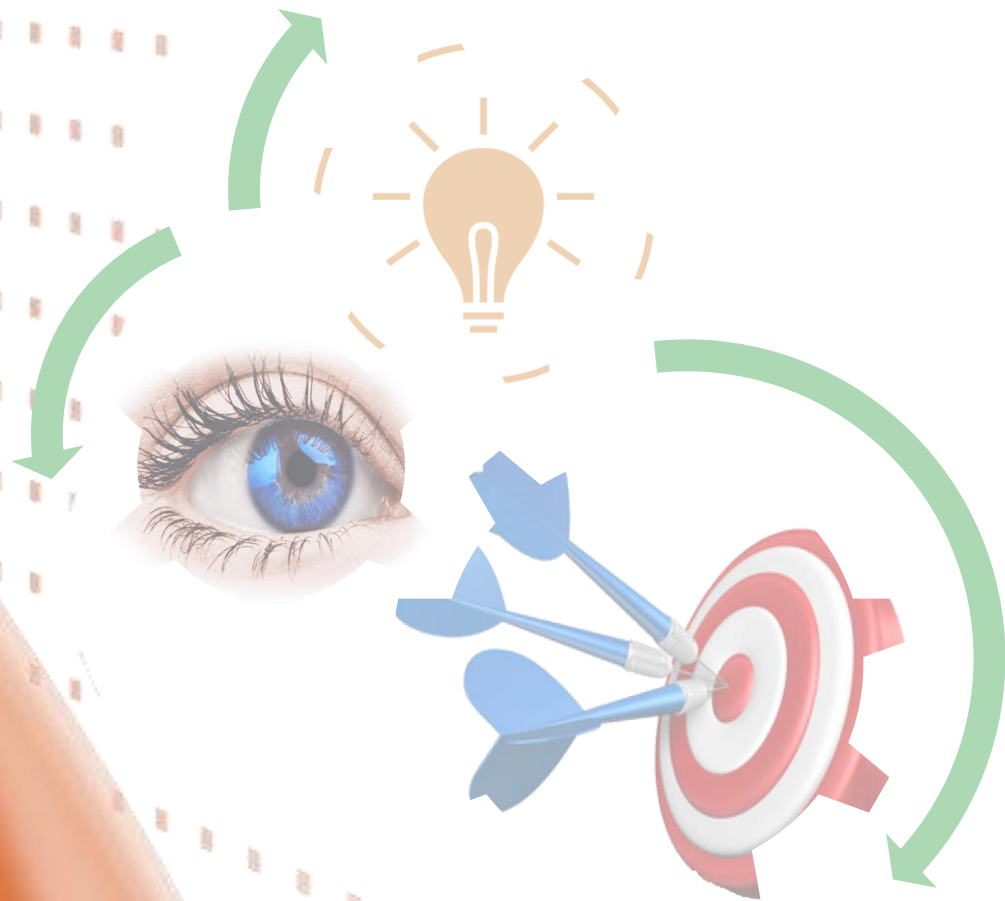


CITIZEN'S CHARTER

DAMODAR

VALLEY

CORPORATION





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❑ PREAMBLE

The Citizen Charter of Damodar Valley Corporation is a commitment towards providing reliable, affordable, and accessible Power to one & all across the length & breadth of the Nation.

Citizen's Charter is Damodar Valley Corporation's clairvoyant to channel the Mission, Vision, Role & Responsibility it shoulders towards the citizens & its stakeholders.

❑ SCOPE

This charter outlines our duties, standards of business processes, commitment towards gender equality, pronged strategy for safety & environmental standards, and mechanisms for grievance redressal, aiming to enhance transparency, accountability, and customer satisfaction along with dedication towards Corporate Social Responsibility.

❑ OBJECTIVE

The Corporation has set following objectives in line with its Mission and its status as a Statutory Power Sector Utility under Ministry of Power:

- Flood control
- Irrigation and water supply for industrial and domestic use,
- Generation, Transmission and Distribution of electrical energy,
- Promotion of afforestation and control of soil erosion in the Damodar valley and
- Promotion of industrial, economic and general well-being of the people in the Damodar Valley and its areas of operation.

❑ BRIEF PROFILE:

On 7th July 1948 India's first multipurpose river valley project – Damodar Valley Corporation (DVC) came into existence by an Act of the Central Legislature. The emergence of DVC culminated to harness the rampaging flood water of Damodar river which every year brought untold miseries to the population residing in Damodar River Valley spread across the states of West Bengal and Jharkhand.

❑ VISION

“To be an integrated, diversified and sustainable power major ensuring socio-economic development of the people and creating value for the stakeholders”

❑ MISSION

- ✗ Focus on sustainable growth with optimization of resources & monetization of assets ensuring safety, quality, and greener environment.
- ✗ Transition towards clean energy by adopting innovative and advanced technologies.
- ✗ Deliver quality, reliable and affordable services to all consumer segments with an unwavering commitment.
- ✗ Maintain a culture of value, ethics, trust and integrity in the organization.
- ✗ Emphasis on human resource development and nurturing organizational pride.



❑ CORE VALUES

- ☛ Integrity, Honesty, Transparency & Accountability define our Teams' Attitude & drive our Behaviour.
- ☛ We are committed as a Team to provide best Service to our Customers.
- ☛ Safety of our Employees, Customers and People of India is paramount to us.

❑ FIRSTS

DVC has remained steadfast in its effort to develop the Damodar Valley region and in the process has notched up many firsts to its credit:

- ① First multipurpose river valley project taken up by the Govt. of India.
- ① First and only Gov organization generating power through three sources—coal, water and liquid fuel.
- ① First underground hydel station of India set up at Maithon.
- ① First to burn untapped low-grade coal in pulverized fuel furnaces through BTPS boilers.
- ① First re-heat unit in India, utilizing high steam parameter at Chandrapur at TPS.
- ① First to introduce in Eastern India, Direct Ignition of Pulverized Coal (DIPC) system for reducing oil consumption in boiler at Mejia TPS.

❑ FINANCIALS

DVC recorded Revenue of ₹ 25,576 Crore in FY 2023-24. Profit before Tax stands at ₹811Crore.

❑ GENERATION OF POWER & CAPACITY ADDITION PROGRAMME

After receipt of clearance from MoP, DVC is already working for brownfield thermal capacity addition of 3.72 GW in its valley command area by 2028-29 by installing its 2X660 MW Supercritical units at Raghunathpur TPS and 1X800 MW ultra-supercritical unit at Durgapur TPS in the state of West Bengal and 2X800 MW ultra-supercritical unit at Koderma TPS in Jharkhand for grid balance on hour-to-hour basis as DVC is in coal rich area of West Bengal and Jharkhand, offering proximity to source of fossil fuel enabling generation of power at comparatively lower rate.

DVC has charted ambitious Renewable Energy based capacity addition plans to align with the national commitments on 500GW RE capacity by 2030. Some of the major Energy Transition and De-Carbonization plans of DVC, ongoing & upcoming during next 08(Eight) years, (including JV projects) are as below:

- Cumulative RE capacity addition target of above 6000MW by 2032 [3500MW Solar and 2500MW Pumped Storage Hydro capacity].
- Solar PV Projects (Floating & Ground mounted) of 2.8 GW cumulative capacity are planned at different DVC field formations by 2028-29. At present, Solar PV Plants of cumulative capacity 13.9 MW are operational in DVC and 38 MW(AC) Solar PV Projects are under implementation stage.
- Large reservoirs of DVC dams at Maithon, Panchet, Tilaiya and Konar have been identified for Floating Solar PV installation of approx. 2000MW with many advantages of such installations viz. relatively higher efficiency, saving scarce land resources for alternative vital uses, water conservation by preventing evaporation loss etc.



- Geographical advantages in Damodar Valley area is being favorably utilized for setting-up Pumped Storage Hydro capacity as Grid Scale Storage to support DVC as well regional/national grid. 1500 MW capacity of PSP is planned at Lugupahar in Jharkhand and 1000 MW at Panchet Hill in West Bengal. These projects will be commissioned by 2032.
- DVC has successfully commissioned 05 (five) Electric Vehicle Charging Stations (EV-CCS) at DVC HQ and at four field formations namely RTPS, MTPS, DSTPS & KTPS in the month of September 2023

❑ TRANSMISSION NETWORK

DVC has a transmission and distribution (T&D) network comprising of 8633 circuit kilometer (Ckm) of lines, 48 nos. Sub-Stations and 12 nos. 33 KV Receiving Stations for transmission and distribution of the generated power at various voltage levels.

DVC has also taken up implementation of RMR System for achieving accurate billing cycles through Remote Metering thereby improving cash flow cycle and better revenue management.

During FY 2023-24, availability of the T&D system was 99.78%, which being well above the CERC benchmark, has enabled DVC to be eligible for Tariff incentives.

❑ RETAIL DISTRIBUTION VENTURE

At present DVC is in retail distribution, oversees meticulous planning and development of 11 KV infrastructure. Containerized Substations are set for 12 locations to optimize land usage, while Conventional Substations are designated for 8 sites. Additionally, 4 units of 132/33/11 KV Digital Substations are planned, employing cutting-edge technology for enhanced reliability with a capacity of 715 MVA. These substations will enable comprehensive control and automation, integrating Advanced Distribution Management System (ADMS) and Advanced Metering Infrastructure (AMI), aimed at enhancing grid efficiency and consumer satisfaction. Over 100 consumers have applied within the DVC command area, with 34 new consumers added at the 11 KV level in the distribution network.

❑ COAL MINING ACTIVITY

DVC is in mining activity initially through Bermo Mine. On expiry of Mining Lease in 2016, mining activity has been suspended. Handover of Bermo Mines to CCL is in progress in lieu of coal linkage of 2.5 MTPA towards coal supply to DVC TPSs.

Presently DVC is operating Tubed coal mine since Jan'23, located in Latehar District of Jharkhand State for its TPPs. The Mine is having mineable reserve of 130 million tonne. Annual peak coal production capacity of the Mine is 6 million tonnes.

❑ SOIL CONSERVATION

The Soil Conservation Department continues to work for the comprehensive addressal of natural problems of Damodar Barakar Catchment in the areas of flood modulation, structural and biological measures for flood management and reduction in siltation of DVC reservoirs, Integrated Watershed Management, diversification in agriculture, rehabilitation and reclamation of degraded areas through its various programmes.

Areas of Operation

| State | Districts |
|-------------|---|
| Jharkhand | Hazaribagh, Chatra, Giridih, Dhanbad, Bokaro, Jamtara, Koderma, Deoghar districts |
| West Bengal | Purulia district |



During FY 2023-24, DVC's commitment towards catchment area treatment related activities in the field of Soil & Water Conservation in "Damodar-Barakar" catchment continued with its focus on rainwater harvesting and conservation along with some small soil Conservation structures wherever required through its time-tested approach and more than seven decades of experience coupled with available resources. Of late Restoration, Renovation and Repair of old rainwater Harvesting Structures have been the centre of our focus of Soil and Water Conservation programme seeing the ageing of structures constructed in the past. DVC's continuous endeavour towards development of New Water Resources continued in the Catchment Area as this is the only long-term solution for Socio-Economic development of the area.

❑ PISCICULTURE IN THE VALLEY

Pisciculture and its allied activities are carried out by in the major reservoirs of DVC through its Aquatic Resource wing and this activity is contributing in a big way towards livelihood generation for the local displaced people.

In Valley area DVC having combined water spread area of 34447 hectares at full storage level and total productive water area of about 20116 ha. Damodar Valley Corporation has four major reservoirs Maithon, Panchet, Tilaiya and Konar. From the year 2007-08, work on development of reservoir fishery has rejuvenated and expanded in vigour way by involving local people under Primary Fishermen Co-operative Societies (PFCS) and Self-Help Groups (SHGs). In the reservoirs, presently there are 35 registered Fishermen co-operative societies operating with a total of 1335 members.

❑ THE ENVIRONMENT: INVESTING IN SUSTAINABILITY

In order to protect environment, DVC has taken various measures for mitigation of environmental pollution caused by generation of power. Few of the broad steps are:

- Stack Emission control
- Effluent discharge control:
- Solid Waste Management (Ash & Gypsum)

❑ AFFORESTATION PROGRAMME

DVC has implemented afforestation work on degraded forest land near Mejia TPS & Raghunathpur TPS in the state of West Bengal and Chandrapura TPS, Bokaro TPS and Hazaribagh in the state of Jharkhand. Green-belt Development Programme as per statutory requirement has already been started for the new Projects of DVC at Durgapur Steel Thermal Power Station (DSTPS), Andal and Raghunathpur Thermal Power Station (RTPS), Raghunathpur & Koderma Thermal Power Station (KTPS), Koderma.

❑ CORPORATE SOCIAL RESPONSIBILITY (CSR)

Section 12 (f) of DVC Act, 1948 states one of the functions of the Corporation as "the promotion of public health and the agricultural, industrial, economic and general well-being in the Damodar Valley and its area of operation". Accordingly, DVC, since its inception has contributed to sustainable development by delivering economic, social, and environmental benefits to all stakeholders.

Although CSR initiatives started in tandem with the construction of dams and power projects, DVC formally launched Social Obligation Programme (SOP) in the year 1981, much before organizations in India started CSR programmes.



CSR Policy objectives:

- Enhancing socio-economic conditions within 10 km of DVC's main projects, supplementing government development programs.
- Fostering community participation through Self Help Groups, emphasizing social mobilization and capacity building.
- Maintaining transparent and positive relations with local authorities and communities.
- Mitigating social risks associated with projects through CSR initiatives.

The above objectives are achieved through activities categorised under two heads:

✓ Socio-Economic Development Schemes:

- Strengthening primary education through formal and non-formal schools, enhancing infrastructure, and conducting health awareness camps in economically backward areas.
- Providing doorstep healthcare through Mobile Medical Units and homeo-dispensaries, organizing health camps on various diseases.
- Enhancing rural youth's employability and income through skill development training in technical institutes and livelihood generation activities.
- Promoting environmental protection through education, rainwater harvesting, modern pest management, and organic farming.
- Constructing individual household toilets to promote village hygiene, discouraging open defecation through awareness campaigns.
- Organizing rural sports, tribal festivals, and promoting indigenous culture.
- Supporting livelihood generation from aquatic resources through fish farming activities.
- Empowering marginalized sections, especially rural women, through Self-Help Groups for savings and credit activities.

✓ Infrastructure development schemes:

- Constructing and renovating drinking water sources including tube wells, wells, and overhead tanks.
- Building individual household toilets.
- Constructing and renovating community buildings such as schools, health centres, and Anganwadi Centres.
- Renovating bathing ghats, burning ghats, public toilets, and urinals.
- Constructing village roads, drains, and installing streetlights.
- Providing irrigation facilities through water harvesting structures, check dams, and micro lift irrigation systems.

Corporation had earmarked Rs. 1384.77 lakhs for Corporate Social Responsibility for the financial year 2023-24. Out of the allocated fund, expenditure stands at Rs. 1138.11 lakh towards Socio Economic development and infrastructure development programme as well as special HQ approved schemes under Corporate Social Responsibility during the financial year 2023-24.



❑ INFORMATION TECHNOLOGY

DVC's business operations rely on the Enterprise Business Application (EBA) web platform, continually enhanced to meet organizational needs. Key developments in FY 2023-24 include centralized payment processing for all Purchase/Work Orders, comprehensive Bank Guarantee management, Loan Management modules, integration of Remote Automated Meter Reading (RAMR) with billing, introduction of system-generated Unscheduled Interchange Deviation Settlement Mechanism (UI-DSM), and several new online modules for employee benefits.

ERP implementation in DVC refers to the process of introducing a completely off the shelf industry standard Enterprise Resource Planning (ERP) solution in Damodar Valley Corporation (DVC) and digitization of all business process in all verticals.

❑ OFFICIAL LANGUAGE PROMOTION

Damodar Valley Corporation is committed to the promotion and implementation of the Official Language Policy of the Government of India at its headquarters and field formation. The employees of the Corporation have been able to perform their daily official work in Hindi with the implementation of the official language.

During the year 2023 - 24, in order to comply with the instructions received from the Department of Official Language, Ministry of Home Affairs and Ministry of Power, Government of India and to increase the progressive use of the official language Hindi, various initiatives like quarterly meetings , TOLIC meeting, conducting scheduled inspections in different units, publishing Monthly e-Magazine and training on effective use of Microsoft Office 365 in Hindi have taken.

❑ EDUCATE To EMPOWER

DVC is committed to advancing education through its network of 29 schools, both owned and sponsored. These schools serve as vital educational hubs for surrounding communities, local residents, and DVC employees alike. Among them, fifteen owned schools provide education ranging from primary to higher secondary levels, ensuring accessibility for children living in proximity to DVC's projects and field formations. Additionally, DVC extends financial assistance to three Kendriya Vidyalyas and one DAV school. Furthermore, DVC supports ten other government and private schools by providing infrastructure support such as subsidized water, land, and buildings, particularly in DVC's townships and colonies. To uphold educational standards, project authorities actively monitor and support school management, facilitating effective operations and promoting quality education delivery. These concerted efforts underscore DVC's commitment to socio-economic development, with schools actively engaging in national events and acknowledging the contributions of educators on occasions like Teachers' Day.

❑ BE VIGILANT

DVC laid special emphasis to bring about objectivity, transparency and accountability keeping Preventive Vigilance, Participative Vigilance under the aegis of 'Vigilance Awareness Week (VAW)' in particular. DVC Management carved out a niche for itself by implementing different changes into the existing procedures so as to strengthen the very backbone of its existing Transactional Ethics in its internal as well as day to day Business Processes.

❑ STRATEGIC MANAGEMENT: HUMAN RESOURCE & INDUSTRIAL RELATIONS

A favorable work culture is crucial for an organization to reach its full potential. To make employees feel that they are the Corporation's most valuable resource, several employee friendly HR policies and welfare measures have been implemented. DVC strives to maintain an engaged and skilled workforce that delivers on its promises. In FY 2023-24, the Corporation implemented several HR policies, introduced new HR initiatives, revised fringe benefits & allowances, increased employee welfare scheme and maintained continuous communication with trade unions that consider employees as its core stakeholders as well as partners in achieving its objectives.



DVC is dedicated towards gender equality. Measures for empowerment and developmental policy of gender sensitization as adopted are:

- DVC is a lifetime member of Women in Public Sectors (WIPS) under aegis of the Standing Conference of Public Enterprises (SCOPE) as intended for the growth of women in the public sector. WIPS cell in DVC was formed as per guidelines of SCOPE, Ministry of Heavy Industries and Public Enterprises, Govt.
- DVC has an Internal Complaints Committee (ICC), at its all the administrative units, viz HQ, MTPS, DTPS, DSTPS, BTPS, CTPS, KTPS, RTPS, Maithon, and Panchet, in line with the “Sexual Harassment Of Women At The Workplace Under Prevention, Prohibition And Redressal Act, 2013” (PoSHW Act, 2013 for short). The link address is as follows: <https://www.dvc.gov.in/cms-web/details-pages/388>
- To commemorate International Women’s Day on 08.03.2024, a Women-oriented program was organized throughout the organization which included various seminars, awareness programs, cultural events, etc.
- DVC has initiated a forum for its female employees & wives of DVC employees in the form of a “Ladies Club” to promote socialization & welfare activities among women members of DVC.

❑ BUSINESS PARADIGM

DVC supplies power in bulk to Discoms as contracted through Power Purchase Agreements and also to customers directly within its Area of operation. As a result of which, DVC does not only interaction with the Business partners/Stakeholders across the Nation but also with public at large. However, to finance new and ongoing projects of the Company, it takes recourse of the Internal Accruals, Issuance of Government backed Bond & Borrowing from Financial Institutions. The Corporation is concerned about the prosperity of its Citizens of India at large.

Services to various Stakeholders

| Stakeholder | Services Provided |
|---|--|
| Govt/GoJ/GoWB | <ul style="list-style-type: none"> ✓ Submission of proposals for clearances/approval ✓ Compliances with various statutory requirements ✓ Submission of various types of reports/information from time to time |
| Banks And Financial Institutions | <ul style="list-style-type: none"> ✓ Intimation as per LODR Regulation 2015 reg. payment of interest on DVC Bonds ✓ Loan and interest servicing ✓ Compliances with Loan Covenants and Performance Indices |
| Contractor and Vendors | <ul style="list-style-type: none"> ✓ Adoption of Public Procurement Policy & GFR as applicable ✓ Compliances with various statutory requirements in support of Vendors ✓ Bill-tracking Facility through portal: https://application.dvc.gov.in/Vendor/ |
| Consumers/Beneficiaries | <ul style="list-style-type: none"> ✓ Supply of quality power since early 1950’s decade to Industrial Consumers in Damodar Valley Area in West Bengal and Jharkhand as per DVC Act and also across different states in India as per Electricity Act. ✓ Additional Facility for viewing/submission of information related to Bill/TDS/SD/ Grievance/Others through Portal : https://application.dvc.gov.in/WebPortal/ ✓ Application for New Power Connection through portal: https://www.dvc.gov.in/cms-web/details-pages/24 ✓ Supply of water for Municipal and Industrial purpose and facilities for application of new connection is available with DVRRRC, Maithon |
| Society | <ul style="list-style-type: none"> ✓ Various services under Corporate Social Responsibility Scheme ✓ Development of Renewable Energy Projects & EV Charging Stations ✓ Uplifting through Rehabilitation & Resettlement facility against various projects |



Stakeholders' Surmise

| Stakeholder | Surmise |
|-------------------------|---|
| GoI/GoJ/GoWB | <ul style="list-style-type: none">✓ Timely clearances/approvals from controlling agencies/ ministries/departments.✓ Co-operation from the Government in the timely signing of MoU & PPAs |
| Contractor and Vendors | <ul style="list-style-type: none">✓ Adherence to timely delivery as defined in the contract✓ Adherence to Safety Guidelines✓ Reduction of waste and optimum utilization of resources✓ Providing best quality of goods/services at reasonable costs |
| Consumers/Beneficiaries | <ul style="list-style-type: none">✓ Timely realization of payment as per regulation |
| Society | <ul style="list-style-type: none">✓ Proper utilization of services offered under the Corporate Social Responsibility Scheme✓ Co-operation with the Corporation in its upcoming sustainability endeavors |

GRIEVANCE REDRESSAL MECHANISM

Public grievances, sourced either directly or through the Centralized Public Grievance Redress and Monitoring System, necessitate timely resolution. The Public Grievance Cell efficiently handles applications from various channels, ensuring swift redressal.

Public Complaint Portal of Vigilance : <https://www.dvc.gov.in/vig>

CONCLUSION

With a spirit of vehement unison, we shall continue in building mutual credence within confraternity of *NATIONAL POWER PARIVAAR* (as coined by HMoP on 7th July 2022) and subscribe to addressing & its subsequent resolution of real problems.

REVIEW OF THE CHARTER

This charter shall be reviewed every three years and as and when required, for modifications, if necessary, based on the feedbacks received from the citizens.

DISCLAIMER

This charter outlines our service commitments, but external factors such as Force Majeure etc. may affect expected commitment timelines. Amendments, if any, may occur to align with regulations, if deemed upon. It is not legally binding and doesn't supersede existing laws of the Land. We appreciate your understanding.

