

Chapter – 4: the norms set by EESL for the discharge of its functions

Energy Efficiency Services Limited is an energy services company based in India. It is a joint venture of four Public Sector Enterprises, namely NTPC Limited, REC Limited, Powergrid Corporation of India and Power Finance Corporation. EESL is under the administrative control of the Ministry of Power, Government of India.

Nature of functions/ services offered:

It has and has been running various projects in the country including the famed energy efficiency LED bulb and streetlighting programme – UJALA and Streetlighting National Programme (SLNP) respectively. For further details on EESL projects, please refer to the EESL corporate brochure for detailed and exhaustive information: https://eeslindia.org/wp-content/uploads/2020/10/CorporateBrochure_2019.pdf

Norms/ standards for functions/ service delivery:

Energy Efficiency Services Limited has well-defined procedure(s), and guidelines for discharge of all the functions. Different positions/ designations in EESL have well stipulated monetary and procurement powers, which are explained and indicated through a published document known as the Delegation of Power (DoP) manual. In addition to other rule manuals, the DoP is a fundamental document clearly informing which officer has been delegated the financial powers for approving a certain task/ assignment of the company.

The citizen seeking information, may also note that this Delegation of Powers manual is not an absolute document, and in a certain context, it is not beyond any rule of law, morals, principles of natural justice and regulations issued by the Government of India or any other competent authority.

Following are examples of such rule manuals containing norms for discharge of functions, these are indicative and not exhaustive in nature:

1) Delegation of Powers (DoP) manual:

The officers of the Company at various levels discharge their functions and responsibilities within the powers delegated to them by the Board of Directors under Delegations of Powers.

2) Laid down Policies and Guidelines for procurement:

EESL is having laid down policies and guidelines governing procurement. While discharging the functions, the officers need to follow these laid down policies and guidelines for carrying out procurement of various goods and services. Further to this, different circulars issued by the Government of India, from time to time, are also followed during procurement processes.

3) Compliance to various provisions of the Statutes (in Finance, procurement, vigilance etc.):

While discharging the respective functions, officers are required to comply with the applicable provisions of Indian Constitution, statutes and rules and regulations. The finance department of EESL regularly puts up financial results on the website along with annual report of EESL. Weblinks of the same can be located in the relevant document under this mandatory disclosure section.

4) Laid down Policies and Guidelines for recruitment and employee affairs:

The Human Resources (HR) department of EESL has well defined recruitment policy along with various policies that govern the internal employee affairs. The Compliance Appeal and Discipline (CDA) rules is one of the most exhaustive documents that controls the employee conduct at workplace, and beyond.

Process by which these services can be accessed:

In various matters, EESL may also not directly liaison with the general public and is more in coordination with the Government(s) or different stakeholders. In certain schemes, wherein members of public are directly engaged, the members of general public are required to specifically read about that certain scheme and understand the process for accessing the same. Such processes are usually widely advertised in mass media and are also detailed on the EESL website.

For any further queries, the applicants can either contact EESL telephonically or file Right to Information application with the designated Public Information Officer of Energy Efficiency Services Limited (EESL).

Time-limit for achieving targets:

The targets are given to officers (or employees) of EESL on an annual basis. These targets decide employee performance, and are further linked to their promotion and remuneration.

Process for redress of grievances:

Energy Efficiency Services Limited (EESL) has a robust Public Grievances cell wherein we strive to provide satisfactory resolution to citizens' concerns. This is a unique and responsible department empowering every citizen of India to easily and ethically inspect public welfare works. Grievances are usually received through emails, regular posts, or through the Department of Administrative Reforms and Public Grievances' highly responsive web portal operating under the name of Centralized Public Grievance Redress and Monitoring System (CPGRAMS). The web address of the same is <https://pgportal.gov.in>.

This portal is open for all citizens to promptly report their concerns and grievances to EESL, under the scrutiny of higher authorities in the Government of India. All resolutions provided to the petitioners are documented on this portal for transparency and efficient record management. EESL puts in sincere efforts to resolve every query to satisfaction of the petitioners.