

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

Nature of functions/ services offered:

EESL 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 more details on various projects of EESL, 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 the discharge of all functions. Different positions/ designations in EESL have well-stipulated monetary and procurement powers, which are explained and indicated in a published document known as the Delegation of Power (DoP) manual. In addition, there is another internal set of rules and regulations.

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, principles of natural justice and regulations issued by the Government of India or any other competent authority from time to time.

Examples of such rule manuals contain norms for the discharge of functions. These are indicative and not exhaustive in nature:

a) Delegation of Powers (DoP) manual:

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

b) Laid down Policies and Guidelines:

EESL has well-structured policies and guidelines governing significant company activities. The officers follow these policies and guidelines while discharging their functions.

c) Guidelines of Chief Vigilance Commission:

EESL follows the guidelines of the Chief Vigilance Commission.

d) Accounting Policies: Accounting policies are contained in the annual reports already available on the EESL website at the following link: <https://eeslindia.org/en/investors-zone/>

The time limit for achieving targets:

EESL periodically gives officers (or employees) targets. These targets decide employee performance and are further linked to their promotion and remuneration.

The process by which these services can be accessed:

In various matters, EESL may also not directly liaison with the public and is more in coordination with the Government(s) or different stakeholders. In certain schemes, wherein members of the public are directly engaged, the members of the public are required to read specifically 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 a Right to Information application with the designated Public Information Officer of Energy Efficiency Services Limited (EESL).

Process redressal of public grievances:

EESL has its own complaint resolution mechanisms, which are as follows:

The toll-Free number for complaints: 08366670840,08363520500

Email: helpline@eesl.co.in

Dedicated consumer complaints portal of EESL: <https://support.eeslindia.org>

For any escalations in case the regular complaint systems are not satisfactory, please contact the EESL Grievance Cell and speak directly to the Grievance Handling Officer:

Board phone: 0120-6541600 (Extension: 431)

Email: grievance@eesl.co.in

Further, the Government of India also has a swift and high-functioning portal for filing public grievances, and the link to the same is as follows: <https://www.pgportal.gov.in>.