

CITIZEN'S CHARTER



SJVN LTD.

(A joint venture of Govt. of India & Govt. of HP)

SJVN Corporate Head Quarters, Shakti Sadan,

Shanan, Shimla (HP),

PIN-171006

CITIZEN CHARTER

1. GENERAL INFORMATION

1.1 SJVN's Profile

SJVN Limited, a Navratna CPSE under administrative control of Ministry of Power, incorporated on May 24, 1988 as a joint venture of Government of India (GoI) and Government of Himachal Pradesh (GoHP) with an aim to plan, promote, develop all forms of power, both renewable as well as non-renewable and all ancillary activities related thereto, in India and abroad.

GoI through an IPO of SJVN in the month of May, 2010 offered 10.03% of its share to public and financial institutions. Present equity share holding of GoI, GoHP and Public is 55%, 26.85% and 18.15% respectively. The authorized capital of SJVN is Rs. 7,000 crore and paid-up capital is Rs. 3929.80 crore. The Net Worth as on 31.03.2026 is Rs.14708.20 Crore.

Beginning with a single project and single State operation (i.e. 1500 MW Nathpa Jhakri Hydro Power Station in Himachal Pradesh), the Company has commissioned sixteen projects totaling 4931.50 MW of installed capacity and two nos. 123 km Transmission Line. SJVN is presently implementing or operating power projects in Himachal Pradesh, Uttarakhand, Bihar, Maharashtra, Uttar Pradesh, Punjab, Gujarat, Arunachal Pradesh, Rajasthan, Assam and Madhya Pradesh in India besides neighboring country of Nepal.

SJVN has four wholly owned subsidiaries viz. (i) SJVN Green Energy Limited (SGEL), (ii) SJVN Thermal Private Limited (STPL), (iii) SJVN Arun -3 Power Development Company Pvt. Ltd. (SAPDC), (iv) SJVN Lower Arun Power Development Company Private Limited (SLPDC) and a Joint Venture Company namely Cross Border Power Transmission Company Limited (CPTC). SJVN's subsidiary SGEL has further incorporated a Joint Venture Company with Assam Power Distribution Company Limited namely "SGEL Assam Renewable Energy Limited."

The present project portfolio of SJVN consists of 45 projects totalling 17615 MW and 5 transmission lines (T/Ls) totalling 391 km, out of which 4931.50 MW + 123

km (T/Ls) is under operation, 3860.50 MW + 268 km(T/Ls) is under construction, 3130 MW is under Pre-construction and 5693 MW is under long term pipeline.

1.2 SJVN Active Projects Portfolio

I. Wholly owned by SJVN:

A. Hydro Power Plants/Projects:

- **Nathpa Jhakri Hydro Power Station (1500 MW)-** Nathpa Jhakri Hydro Power Station (NJHPS) is run –of –the –river hydroelectric power station with pondage located on the river Sutlej in Himachal Pradesh. 1500 MW Nathpa Jhakri Hydro Electric Power Station (the first largest single stage Hydroelectric Power Station in the country) was the first project undertaken by SJVN for execution and was commissioned progressively by May 2004. The project is designed to generate 6612 Million units of power in a 90% dependable year. The power station has consistently performed excellently, surpassing both design energy and MOU targets fixed by Gol. The power station has achieved consistently high Plant Availability Factor (PAF), which is the best in the industry, by adopting technologies to combat silt erosion of underwater turbine components, optimizing shutdown periods and adopting upgradation of technology in Generating Unit component etc. NJHPS achieved cumulative generation of 150 Billion units on 27.02.2026. The plant has generated 7506.617 MU in FY 2025-26 and 150238.31 MU till 31.03.2026.
- **Rampur Hydro Power Station (412 MW)-** Rampur Hydro Power Station (RHPS) is located on river Satluj in Himachal Pradesh and is a tail race development of NJHPS and was commissioned during 2014-15. The design energy of RHPS is 1878 MU per year. The power station is unique and is operating in tandem with NJHPS. The plant has generated 2108.034 MU in FY 2025-26 and 23148.41 MU till 31.03.2026.
- **Naitwar Mori Hydro Power Station (60 MW) -** Naitwar Mori HPS on river Tons (a tributary of river Yamuna) is located in Uttarkashi district of Uttarakhand state. The project is designed as run-of-the-river project with a potential to generate 265.5 MU of energy annually. The project has been commissioned on

04.12.2023 and is under operation. The plant has generated 310.366 MU in FY 2025-26 and 669.92 MU till 31.03.2026. 220 kV Double Circuit 37 km long Transmission Line for evacuation of power from 60 MW Naitwar Mori Hydro Electric Project is under operation.

- **Luhri Stage-I Hydro Electric Project (210 MW)** – Luhri Stage-I HEP is run of river project with pondage on Satluj river near Nirath Village, in Shimla and Kullu Districts of Himachal Pradesh. The project is estimated to generate 758.20 MU of electricity in a 90% dependable year. MoU signed with GoHP on 25.09.2019 on the BOOM basis. Investment approval for the same has been received from GoI on 20.11.2020. All major packages were awarded by 16.07.2021. Construction of the project is in progress. Physical progress as on 31.08.2026 is 52.13%. The scheduled date of commissioning of the project is May, 2030.
- **Sunni Dam HEP (382 MW)** is a run of the river with pondage. The project is situated on Satluj river near Khaira village spread over Shimla and Mandi districts of Himachal Pradesh. The project is estimated to generate 1382 MU of electric energy in a 90% dependable year. Investment approval was accorded by GoI on 04.01.2023. Civil & HM Works have been awarded on 14.01.2023. Construction of the project is in progress. Physical progress as on 31.08.2026 is 34.96%. The scheduled date of commissioning of the project is December, 2029.
- **Dhulasidh Hydro Electric Project (66 MW + 3.5 MW)** - Dhulasidh HEP on river Beas is located in Hamirpur district of Himachal Pradesh. The Project is designed as run of river project with pondage. The project will generate 321 MU in 90% dependable year. Govt. of Himachal Pradesh accorded Techno-Economic Appraisal to DPR on June 25, 2011. Further, extension of DPR up to 31.08.2021 was accorded on 22.08.2020. Investment approval was accorded by Govt. of India on 01.10.2020. Civil & HM works awarded on 06.05.2021 and EM works on 19.01.2022. Construction of the project is in progress and physical progress as on 31.08.26 is 81.00 %. The scheduled date of commissioning of the project is March, 2027.

- **Attunli HEP (680 MW)-** Attunli HEP with a proposed capacity of 680 MW located in the Dibang basin of Arunachal Pradesh allocated on 22.12.2021 by the Ministry of Power, Govt. of India. Project allotted by GoAP on 21.07.2023. Memorandum of Agreement for project development signed with GoAP on 12.08.2023. CEA approved the total project completion cost on 12.08.2025 at ₹7,505.24 crore, with a first year tariff of ₹5.84/unit and a levelized tariff of ₹5.69/unit. Forest clearance application submitted on 15.02.2024 and CA land allotted on 07.04.2025. Further Stage-I/In-principle approval was accorded by MoEFCC on 09.06.2026 for Forest Clearance-I. Environment Clearance has been recommended by the Expert Appraisal committee (EAC) of MoEFCC on 13/08/2026.

B. Wind Power Plants/Projects

- **Khirvire Wind Power Plant (47.6 MW)-** Khirvire Wind Power Project is located in Khirvire/Kombhalane villages, Taluka- Akole, District - Ahmednagar, Maharashtra. The project comprises of 56 Wind Electric Generators (WEGs) of 850kW capacity each and was commissioned in the year 2014-15. The plant has generated 589.96 MU till 31.03.2026
- **Sadla Wind Power Plant** with an installed capacity of 50 MW is situated in village Sadla, Taluka Muli, District Surendranagar in the state of Gujarat. The project comprises of 25 Wind Electric Generators. Erection of all 25 WEGs has been completed and all units are under commercial operation after certification from GEDA. The plant has generated 641.83 MU till 31.03.2026

C. Solar Power Plants/Projects

- **Charanka Solar Power Plant-** SJVN commissioned its first Solar Plant i.e. 5.6 MW Charanka Solar Power Project on 31.03.2017. The project has been conceived and developed under REC Mechanism. The PPA for brown power has been signed with GUVNL for a period of 25 years w.e.f. 31.03.2017. The green component of power (i.e. RECs) are being traded at power exchange. The plant has generated 69.55 MU till 31.03.2026
- **1.3 MW Grid connected Solar Power Plant at NJHPS :** 1 MW SPP is located at Wadhal (HP) in the project area of NJHPS has been commissioned on 04.07.2020. This plant has generated 7.218 MU till 31.03.2026. A 310 kW SPP

located at Surge shaft area of NJHPS was commissioned on 02.07.2018 and has generated 3.777 MU till 31.03.2026.

- **GUVNL Phase-XXI (500 MW)** - SJVN has bagged 500 MW solar power project under GUVNL Phase XXI to be set up at GIPCL RE Park Khavda, Gujarat. The implementation & support agreement and land lease agreement have been executed with GIPCL. The scheduled date of commissioning of the project is March 2027.
- **GUVNL Phase-XXII (200 MW)** - Project for 100 MW has been awarded to M/s Prozeal Green Energy Limited and Project for 50 MW has been awarded to M/s Oriana Power Limited on 17.10.2025. Further 50 MW is under bidding stage. The scheduled date of commissioning of the project is April 2027.
- **GUVNL Phase-XXIII (200 MW)** - SJVN has secured 200 MW solar power capacity in GSECL RE Park Khavda Gujarat through a competitive tariff-based bidding process. SJVN issued Letter of Award for Design, Engineering, Supply, Erection, Testing, Commissioning and Comprehensive O&M (for a period of three years) for 200 MW (AC) Solar Power Project (GUVNL Phase-XXIII) GSECL Renewable Energy Park, Khavda, Gujarat to two (02) EPC Contractors. The scheduled date of commissioning of the project is March 2027.

II. Subsidiaries

A. SJVN Arun-3 Power Development Company Pvt. Ltd. - –A subsidiary incorporated in Nepal for implementation of 900 MW Arun-3 Hydro Electric Project in Nepal, construction of 217 km transmission line upto India Nepal border and S&I works of Arun-4 HEP.

1. **Arun-3 HEP- 900 MW-** The project is a run-of-river scheme located on Arun river in Sankhuwasabha District of Nepal. The design energy of project is 3924 MU. CEA has accorded Techno-Economic Appraisal to DPR on 30.04.2014. Investment approval was accorded by Govt. of India on 22.02.2017. Major works were awarded in four packages from September 2017 to April, 2018. All the works are in progress. Financial closure was achieved on 06.02.2020. The project commission target is December, 2028. Physical progress of the project is 73.41% as on 30.04.2026. The project has a transmission component to evacuate power from the project pot head yard up to Bathnaha in Nepal on

Indo-Nepal border. The transmission system - 217km long 400 kV DC line was accorded investment approval of Rs.1236.13 Cr. on 08.03.19 by Government of India. Transmission License was issued by Government of Nepal on 12.02.19. As on 31.08.2026, the physical progress of the Generation Component of the Project is 76.17% & of Transmission Component is 59.07%.

B. SJVN Lower Arun Power Development Company Pvt. Ltd. (SLAPDC) –

SLAPDC was incorporated in Nepal as wholly owned subsidiary company of SJVN on 26.05.2023 for construction of 669 MW Lower Arun Hydro Electric Project.

Govt. of Nepal allotted 669 MW Lower Arun Hydro Electric Project in Nepal through competitive bidding on 04.02.2021. The project is located in the Sankhuwasabha and Bhojpur districts of Eastern Nepal on river Arun, downstream of existing Arun-3 HEP (900 MW). MoU for the Project was signed with IBN, Govt. of Nepal on 11.07.2021. The project is envisaged to be operated in tandem operation with Arun-3 HEP. The capacity of the project is 669 MW with an annual generation of 2901 MU in a 90% dependable year. Project Development Agreement signed with GoN in the presence of the Hon'ble Prime Minister of India and Hon'ble Prime Minister of Nepal on 01.06.2023. Investment approval for pre-construction activities issued by MoP on 02.03.2022. PIB meeting for investment approval of the project held on 18.05.23. CCEA approval has been accorded on 02.08.2024. Financial progress of the project is 3.27 % as on 31.08.2026.

C. SJVN Thermal Pvt. Ltd. - SJVN has ventured into the field of thermal power generation through 1320 MW Buxar Thermal Power Project at Chausa in Distt. Buxar of Bihar. SJVN acquired the Project Executing Company i.e. Buxar Bijlee Company Private Limited on 04.07.2013 and its name changed to SJVN Thermal Private Limited (STPL) which became a wholly owned subsidiary of SJVN Limited on 17.10.2013.

Investment approval for carrying out the pre-construction activities of the project was accorded by GOI on 26.05.2015 and CCEA accorded investment approval of main plant works on 08.03.2019. Main plant works have been awarded to M/s L&T as a single EPC package on 22.06.2019. NTPC has been appointed as Project Management Consultant (PMC) for the Main Plant works on 30.05.2019. RITES Ltd. has been appointed as PMC for the Railway Siding works on

13.06.2019. The COD of Unit#1 is achieved on 14.11.2025 and Unit#2-synchronization achieved successfully on 08.05.2026. The overall physical progress of the project is 95.05% as on 31.08.2026. The Unit#1 has generated 1388.29 MU in FY 2025-26. 72 Hrs. Trial Run of Unit#2 was completed successfully on 31.08.2026 and achieved COD on 12.09.2026.

D. SJVN Green Energy Limited (SGEL) – SGEL, a wholly owned subsidiary of SJVN was incorporated and registered in India on 30.03.2022. The company is engaged in the development of Renewable Energy Projects mainly the solar projects across India. SGEL is also entrusted to deal in other verticals of power generation including Wind and Hybrid Projects, Battery Energy Storage Systems, Biomass, Small Hydro and Green Hydrogen-based business ventures.

Further, *SGEL Assam Renewable Energy Limited (SAREL)* has been incorporated on April 18, 2024 as a subsidiary of SJVN Green Energy Limited (51% Equity) for the development of Renewable Energy projects in the State of Assam

- **75 MW Parasan Solar Power Plant** is located in District Jalaun, Uttar Pradesh. The plant was commissioned on 22.11.2022. The plant has generated 492.11 MU till 31.03.2026.
- **75 MW Gurhah Solar Power Plant** is located in District Jalaun, Uttar Pradesh. The plant was commissioned on 29.12.2023. The plant has generated 332.59 MU till 31.03.2026.
- **50 MW Gujrai Solar Power Plant** is located in District Kanpur Dehat, Uttar Pradesh. The plant was commissioned on 22.02.2024. The plant has generated 198.43 MU till 31.03.2026.
- **100 MW Raghanseda Solar Power Plant** is located in Village Raghanseda, District Banaskantha, Gujarat. The plant was fully commissioned on 12.10.2024. The plant has generated 432.49 MU till 31.03.2026.
- **1000 MW Bikaner SPP- CPSE Scheme (Tranche-III)**: 1000 MW IREDA CPSU Solar Power Plant is located in Bikaner District of Rajasthan. The project was bagged by SJVN through tariff based competitive bidding and LoI was issued by IREDA for CPSU Scheme, Phase-II on 04.10.2021. The plant was fully commissioned on 24.12.2025. The plant has generated 1055.23 MU till 31.03.2026.

- **70 MW Dhubri SPP:** The plant is located in Khudigaon, Pt-II, Bilasipara, Dhubri, Assam. The plant was commissioned on 05.02.2026. The plant has generated 16.016 MU till 31.03.2026.
- **75 MW Jamui SPP BRED:** The plant is located in Laxmipur Anchal Jamui Bihar. The plant was commissioned on 05.08.2026
- **90 MW Omkareshwar Floating SPP:** The plant is located in District Khandwa, Madhya Pradesh. The plant was commissioned on 30.10.2024. The plant has generated 265.06 MU till 31.03.2026.
- **70 MW Bagodra SPP:** The project is located in Shiyal, Taluka - Bavla, District Ahmedabad, Gujarat. Works are in progress and phase-1 (35 MW) is scheduled to be commissioned by September 2026 and phase-2 is scheduled to be commissioned by March 2027.
- **100 MW GUVNL Phase-XIII SPP:** The project is located in District Kutch, Gujarat. Works are in progress and project is scheduled to be commissioned by June 2027.
- **260 MW GUVNL Phase XIV SPP:** The project is located in District Kutch, Gujarat. Works are in progress and project is scheduled to be commissioned by June 2027.
- **200 MW GUVNL Phase XVII Khavda SPP:** The project is located in District Kutch, Gujarat. Works are in progress and project is scheduled to be commissioned by March 2027.
- **50 MW Sonitpur SPP:** The project is located in Sitalmari, Dhekiajuli, Sonitpur, Assam. Works are in progress and project is expected to be commissioned by September 2026.
- **100 MW Nawa Solar Power Project:** The project is located in Kuchaman Didwana, Rajasthan. Works are in progress and project is scheduled to be commissioned by February 2027.
- **200 MW APDCL SPP:** The project is located in Assam. The land and grid connectivity could not be finalized currently and matter has been taken up with APDCL. The scheduled date of commissioning of the project is December 2027.

- **200 MW PSPCL ET-4 Punjab SPP:** The project is located in Fazilka Punjab. The EPC tender was issued on 24.11.2025 and is under evaluation. The scheduled date of commissioning of the project is June 2028.
- **100 MW PSPCL ET-2 SPP:** The project is located in two locations- (i)50 MW VPO Pojewal (ii) 50 MW VPO Chandpur, Rurki, Tehsil Garhshankar, Dist- Nawashahar. **Project is under retendering with PSPCL ET-4 as the land procured for the project falls under PLPA 1900.** The scheduled date of commissioning of the project is June 2028.
- **1000 MW PSPCL ET- 3 SPP:** The project is under tendering stage and shall be located in the State of Punjab and/or the State of Rajasthan. The scheduled date of commissioning of the project is December 2028.

III. Joint Ventures of SJVN

- **Cross Border Power Transmission Company Limited (CPTC)** - Cross Border Power Transmission Company Limited (CPTC) is a joint venture of SJVN Ltd., Power Grid Corporation of India Ltd. (PGCIL) and Nepal Electricity Authority (NEA). SJVN's shareholding in CPTC is 41.94%. The company is principally engaged in establishment, operation and maintenance of Indian portion of Indo-Nepal Cross Border Transmission Line from Muzaffarpur to Dhalkebar.
- **Upper Karnali HEP (900 MW)**

Upper Karnali Hydro Electric Project (900 MW) is a run-of-the-river hydropower scheme located in Nepal. SJVN has partnered with GMR, IREDA and Nepal Electricity Authority (NEA) for the development of this strategic cross-border project. The project shall be implemented through Joint Venture (JV) and JV formation is under way.

1.3 SJVN Long Term Pipe Line Projects Portfolio

- Reoli Dugli HEP (456 MW)
- Purthi HEP (234 MW)
- Bardang HEP (166 MW)
- Sach-Khas HEP (287 MW)
- Emini HEP (500 MW)

- Amulin HEP (420 MW)
- Mihumdon HEP (400 MW)
- 3rd Unit at BTPP (800 MW)
- Arun-4 HEP (630 MW)
- Kotpali PSP (1800 MW)

COMMITMENTS

2.1 Introduction:

The main objective of Citizen Charter of an organization is to improve the quality of Public Services in its operating domain in a continuous manner. The Citizen charter of SJVN indicates our continuous effort to contribute maximum in country's total power generation in environment friendly manner. It also aims at generation of power by maximum utilization of renewable sources of energy to fulfill the energy requirements of the nation with minimum impact on environment. By this, the organization has tried to tune its policies and planning to meet the needs and concern of citizens, shareholders, beneficiaries/vendors and business partners.

2.2 Objectives of Citizen Charter

- Focusing on development and upliftment of our society as our citizens have always been a major concern of our organization.
- Ensuring transparent communication to our citizen, which is consistent, both in content and process.
- Working on safety of citizens and environment by adopting business operations which are ecologically sound.
- Adopting latest and environmentally sound technology to improve productivity and efficiency.
- Contributing in social and economic development of the citizens by integrating CSR activities into values and culture of the organization.
- Focus on continuous improvement in processes and procedures and setting Benchmark for excellence.

2.3 Commitment to Standards

The management of SJVN is consistently committed to achieving excellence through its services and laid down practices which help in setting new benchmarks in generation and maintenance of its power projects. SJVN is operating the Country's largest hydro power project and the electricity generated through its various projects is supplied to states of Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab,

Rajasthan, Uttar Pradesh, Uttarakhand, Chandigarh, Delhi, Gujarat and Maharashtra. On time availability of machines, talented pool of employees with technical excellence and adapting to changing environment and embracing new techniques has helped achieve new targets in power generation with reduction in overall cost. For achieving this, SJVN endeavors towards following commitments:

- Build Quality workforce by continuous training, motivating and developing employees at different levels.
- Reduction in cost of generation by carrying out in-built maintenance of machinery and equipment.
- Sensitization towards environment and commitment towards development of society.
- Concern for safety of employees and citizens.
- Generation of power in line with the statutory/ regulatory requirements.
- Setting international benchmarks in all the activities adopted for developing clean affordable power.
- To simplify/standardize internal documentation and procedures.
- Timely Redressal of Citizen's/ Client's complaints.

2.4 Stakeholders and Beneficiaries

Stakeholders

- Our stakeholders include Government (State & Central), Society (Shareholders, PAF's), Financial Institutions, Contractors/Vendors and Employees.

Beneficiaries

- The organization does not have any direct customers and the electricity generated is supplied to beneficiary states i.e. Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab, Rajasthan, Uttar Pradesh, Uttarakhand, Chandigarh, Delhi, Gujarat and Maharashtra.

3. SERVICES PROVIDED TO STAKEHOLDERS BY SJVN

3.1 Shareholders

- Enhancing Shareholder's wealth through efficient, economic and growth oriented business operations.

- Timely credit of dividend through ECS or dispatch of Dividend Warrant within the statutory time frame.
- Responding to the queries of investors within minimum possible time period.
- To consistently adopt best practices and policies related to financial and other matters having an impact on the shareholders.

3.2 Government

- Constant sources of income through Dividend payouts.
- Distribution of free power to Home state(s) as per the policy of Govt. of India.
Supply of power from projects/generating stations to different state governments as per the allocation schedule decided by Government of India.
- Submission of various reports/information for Forest, Environment and other clearances from time to time.

3.3 Project Affected Families

- Resettlement and Rehabilitation grants to houseless and landless families.
- Sponsoring vocational education courses under Technical education scheme for local youth of projected affected area.
- Providing employment to eligible project affected families, in accordance with approved R&R Plan of the Project.

3.4 Society

- Continuous development through CSR activities.
- Enhancing the quality of life of people on the whole.
- Maintaining environmental sustainability by adopting green technology in the best possible manner.
- Sponsoring/ executing awareness programmes.

3.5 Vendors/Contractors

- Timely processing and release of payments to vendors/contractors through ECS/online payment mode.
- Selection of vendors/contractors through a transparent tendering process based on pre-defined eligibility and award criteria.

- Complaints/grievances of bidders in tenders above the prescribed threshold value are addressed through the transparent mechanism provided under the Integrity Pact. Independent External Monitors (IEMs), appointed as per CVC guidelines, oversee the implementation of the Integrity Pact.
- Procurement cases having estimated value of ₹5 lakhs and above are generally processed through e-tendering mode to ensure transparency and wider participation.
- Continuous vendor development initiatives are undertaken to enhance competition and encourage participation of eligible firms, including MSMEs and local suppliers, as applicable.
- Ensuring timely and effective administration of contractual terms and conditions for smooth execution of contracts.
- Providing necessary coordination and support for successful implementation of awarded contracts.
- A dispute/grievance redressal mechanism is available through contractual provisions and applicable company procedures.

4. EXPECTATIONS FROM STAKEHOLDERS

For continuous utilization of various resources to their full potential in generation of power, the organization needs positive commitment and support from its various stakeholders:

4.1 Society

- Appreciation of participation in various initiatives and practices followed for development of people in various areas through its activities under Corporate Social Responsibility.

4.2 Government

- Environment, Forest and other Clearances from various governmental agencies within the stipulated time period.
- Intervention of Government for timely realization of outstanding dues from the beneficiaries.
- Interaction, review and feedback from Ministry of Power.

Guidelines from Department of Public Enterprises which provide basis for adoption of various policies and their implementation.

Consistent support for developing new projects and diversifying into new sectors of renewable energy.

4.3 Shareholder

- Timely, Clear and correct information
- To adopt consistent and uniform policies and procedures related to financial matters.

4.4 Vendors/Contractors

- Ensure timely supply/execution of equipment, materials, works, and services as per prescribed specifications, quality standards, and contractual timelines.
- Strict adherence to applicable safety standards, statutory provisions, and site safety guidelines during execution of works/services.
- Submission of true, complete, and authentic information/documents in bids/tenders and compliance with all terms and conditions of the contract.
- Maintain integrity, fairness, and transparency in all dealings while adhering to applicable laws, rules, and ethical business practices.

4.5 JV Partners

- Strict adherence to the terms and conditions of Memorandum of Understanding or Contracts/Agreements as applicable.
- Going hand in hand in improving and strengthening business processes by obtaining quality products, services and pool of talented employees.
- Setting goals and targets which are not only realistic and achievable but also keeps the employees motivated.
- Allowing first option to partner in utilization of available strengths.

5. HUMAN RESOURCE DEVELOPMENT

Human Resource is valued as “Greatest Asset” of an organization. The present day economy has been titled as “Knowledge Economy” and so talent occupies the centre stage in Indian work place. In view of this, managing and retaining talent figures on the critical path en-route to organizational sustainability and success.

Powered by about 1647 brain heads, we have immense faith in the capabilities of our human resource and believe in unleashing their potential in all possible ways.

SJVN attaches tremendous importance to the management and development of its people. There is increasing recognition that the individual in an organization is a key resource and should not be simply looked upon as a cost. SJVN has moved to a strategic human resource management system, which looks at an individual as a vital resource to be valued, motivated, developed and enabled to achieve the vision, mission and objectives of the corporation. SJVN today practices a multi-pronged strategy to meet the aspirations of the ageing work force and “Gen Zs” who have stormed the work place. Leadership development, building competencies, multitasking and skill up gradation are meriting attention of the management.

SJVN focuses on adequately training its employees and providing professional and need based training in frontier areas of engineering and management fields so as to ensure availability of latest management techniques, knowhow and expertise to prepare the employees for their career growth aspiration commensurate with opportunities likely to be generated for the growth of SJVN as per the corporate plan.

Our endeavor to achieve a performance driven culture is evident by the introduction of ‘Robust Performance Management System’, to ensure holistic development of employees in addition to its inherent role as an assessment tool. Employee’s performance, so assessed, is duly recognized by payment of variable pay. Multi rater feedback or 360 degree feedback has also been put in place to identify competency gaps and draw development plans accordingly.

At SJVN Employee Welfare initiatives focus on inclusive welfare of employees and addresses concerns like House Building, Children Higher Education, Health Care, Insurance and Routine Health Checkup etc. We are committed to take care of our valuable ‘Human Capital’ not only while in service but also after the separation and have introduced many ambitious policies viz Scheme for Rehabilitation of Family of Deceased Employee and Benevolent Fund Scheme, Medical Benefits and pension etc.

6. QUALITY POLICY

SJVN has established a Quality Policy which is as under:

SJVN is committed to continuously strive for quality and fully satisfying customer needs and applicable requirements by means of state of the art technology, excellence in engineering and continual improvement in quality management for generating reliable and eco-friendly power.

6.1 Quality Objectives:

- To keep the organization abreast of the latest technology in power generation for its adoption in a phased manner.

- To monitor and control the quality of work in designing of power projects & procurement of equipment.
- To monitor and improve the quality of power to make it more reliable.
- To fulfill all statutory & regulatory requirements and act as a socially responsible organization in taking care of the community & the environment.

7. CORPORATE SOCIAL RESPONSIBILITY & REHABILITATION AND RESETTLEMENT

i. CORPORATE SOCIAL RESPONSIBILITY

SJVN, being a responsible corporate citizen, has assimilated Corporate Social Responsibility (CSR) as an integral part of its business and is pledged to fulfill its social and environmental commitments for organizational growth and meaningful contribution towards the stakeholders. Accordingly, SJVN has evolved and adopted a well-defined “CSR and Sustainability Policy” based on CSR guidelines of Department of Public Enterprises and the Companies (Corporate Social Responsibility) Rules, 2014 notified by Ministry of Corporate Affairs in pursuance to the Companies Act, 2013 and various amendments and clarifications notified from time to time.

SJVN's commitment towards society is embedded in its CSR Policy statement which states that SJVN is committed to the concerns of its stakeholders and strives to maintain high standards of Corporate Social Responsibility (CSR) and Sustainability in its business activities. The CSR vision and mission statement of SJVN stands testimony to the organization's commitment towards the holistic development of society.

CSR Vision: To make people and earth, partners in our growth.

CSR Mission: SJVN is pledged to fulfil its social and environment commitment; because we know that our growth is meaningful when we share it with society.

The Annual CSR Budget Plan of at least two percent of the average net profits during the three immediately preceding financial years based on societal felt need is recommended by Committee of Directors on CSR for approval of Board of Directors. After approval of Board of Director, the CSR Activities are selected, executed, and monitored through a dedicated Trust in SJVN called “SJVN Foundation” which is e-registered with MCA, Govt. of India.

The CSR programs undertaken by SJVN are selected as per the activities enumerated under Schedule VII of Companies Act, 2013 like education, skill development, health, hygiene, cleanliness, sanitation, sustainable development, empowerment of vulnerable sections of society, infrastructural development, community development, preservation

and promotion of culture, sports, assistance during natural disasters etc. However, the impetus is given on National Annual CSR theme-based activities giving preference to the aspirational district as notified by DPE.

The Social Impact Assessment studies of CSR initiatives are conducted through external agencies and the reports are provided to various statutory bodies and also published on the public domain. The SIA study reports reveals that initiatives particularly in the areas of health and nutrition, education etc. have supported and uplifted the lives of local communities in substantial ways.

ii. Rehabilitation and Resettlement

SJVN, being conscious of its responsibilities towards society, is committed to execute and operate power projects in a socially responsible manner by adopting generous Resettlement & Rehabilitation measures for the benefits of project affected families (PAFs) and by investing in the socio-economic development of communities to continually minimize potential negative impacts as well as to establish the sustainable positive impact of projects on them. Such commitment is reflected in SJVN's R&R Policy statement which is **“SJVN, being conscious of its responsibilities towards society, is committed to execute and operate Hydro Electric Projects in a socially responsible manner by adopting generous Resettlement & Rehabilitation measures for project affected people and by investing in Socio- economic development of communities so as to continually minimize potential negative impacts and to establish sustainable impact of projects on the well-being of the community”**.

Before any project is taken up for execution, Social Impact Assessment (SIA) study is carried out well in advance to ensure that the potential socio-economic benefits accrued from the project outweigh the likely social costs and adverse social impact. Public consultation meetings with the stakeholders are held by the project authorities to make the local communities aware that besides statutory land compensation, other R&R monetary R&R benefits like rehabilitation grant, subsistence allowance etc. and various developmental facilities will also be created in the fields of health, education, sanitation, drinking water, approach roads, bridges and other community assets. Subsequently, the R&R Plan is devised based on conclusive findings derived from the socio-economic survey carried out by an independent expert agency.

Thus, the R&R Plan devised and approved essentially prescribes various philanthropic measures for reconstruction and regeneration of economies of the PAFs which are as per the prevalent R&R Policies like NPRR 2007, RTFCTLARR Act 2013 and State Govt. rules etc. During the implementation stage of the R&R Plan, regular monitoring of R&R activities is conducted through an external independent agency to ensure the timely extension of R&R benefits to the PAFs. Subsequently on completion and implementation of the R&R Plan, social impact evaluation is carried out by an independent external agency to assess various tangible and intangible benefits accrued in the area of socio-economic development. To have constant interaction with local people and to assess their various needs, a Project Information Centre is also set up at project level.

The World Bank Mission has monitored the R&R activities carried out in NJHPS and RHPS. The World Bank has lauded the R&R implementation of NJHPS which is highlighted as under:

“The success of the resettlement activity undertaken in this project is quite rare for India, and can be considered as one of the best examples of resettlement implementation in bank assisted projects in India. It should be considered as an example for other projects”

Further, various Social Impact Assessment studies conducted after the R&R implementation have revealed that not only there is a significant improvement in the socio-economic life of the PAFs and Local Communities but also a substantial rise in almost all the facets of their lives.

8. GRIEVANCE REDRESSAL MECHANISM

SJVN attempts to redress the complaints and grievances of its employees through well framed Grievance Redressal Machinery which ensures expeditious settlement of grievances within the stipulated time frame.

We try our best to:

- Keep our Grievance Redressal Machinery Open and interactive.
- Grievance/ Complaints are acknowledged and efforts are made to redress within mentioned timeline.

The individual grievances of the employee are dealt through a three stage process:

Stage –I

The aggrieved employee to take up his grievance orally with his immediate superior, who shall try to resolve the grievance within a period of 7 days. In case the employee is not satisfied with the reply, can submit his grievance in writing to Head of Department or Head of Personnel department within 15 days who shall record his comments within 7 days which shall be communicated to the aggrieved employee.

Stage-II

In case Head of Department/ Head of Personnel department is not able to arrive at any satisfactory decision or the employee is not satisfied with the decision communicated to him in stage-I or if the employee fails to receive the reply within stipulated time period, the grievance may be submitted to the Grievance Settlement Committee within a period of 15 days.

The Committee shall give its reply within 30 days from the date of receipt of grievance, however if felt necessary, committee may make a recommendation for final decision by Director (Personnel), who will convey his decision within 30 days from the date of receipt of grievance from the committee and decision of Director (Personnel) shall be final subject to provisions mentioned below.

Stage-III

In exceptional cases and with the concurrence of the Director concerned, the aggrieved employee who is not satisfied with the decision of Grievance Settlement Committee/ Director (personnel) will have an option to appeal to Chairman & Managing Director. The Chairman & Managing Director will take a decision and communicate the same within 30 days from the receipt of the appeal and his decision will be final and binding.

For fair and timely Redressal of the complaints Corporate IR & Welfare section at corporate level and respective HR at Project level is designated department for processing of Grievances.

Grievance settlement committee has been formulated at project as well as corporate Office as under:

At Project:

- Head of the Project/General Manager
- Concerned Head of Department of the aggrieved employee
- Head of Finance Department
- Head of Personnel Department (Member Secretary)

At Corporate Office:

- The concerned Head of Department of the aggrieved employee
- Head of Finance Department/CFM
- Head of Personnel Department/CPM (Member Secretary)

9. PUBLIC GRIEVANCE REDRESSAL MECHANISM

SJVN has an effective system in place whereby the public have accessibility to appropriate authorities for redressal of their grievances.

The centralized Public Grievance Redress and Monitoring system (CPGRAMS) has been effectively developed and monitored in SJVN for redressal of public grievances. The public information cells have been established at SJVN projects enabling access to general public for putting forth their concerns/grievances.

Nodal Officer (Public Grievances)

Ms. Sharda Negi

Manager (Public Relation)

Corporate Head Quarters,

Shakti Sadan, Shanan, Shimla (HP).

Ph. No.: 0177-2660114

Email:- sjvncpgrams@sjvn.nic.in

SJVN takes continuous efforts to redress the grievances from members of Civil Society by means of bipartite meetings between SJVN representatives and aggrieved individual /members of Gram Panchayats, bipartite meetings between SJVN, Civil Society and Local administrations whereby their grievances are amicably settled.

10. WHISTLE BLOWER POLICY

SJVN is committed to fostering a culture of Professionalism, Honesty, Openness, Integrity and Ethical Behavior. The Company has moved in this direction by signing an Integrity Pact with Transparency International India. To further strengthen & reinforce our commitment to transparency and Ethical Practices, SJVN in another move forward gives the reins of ethical governance in the hands of every employee by means of this Whistle Blower Policy. This policy empowers them to be a legitimate watchdog in the interest of organization and the public at large.

The Protected Disclosure/Complaint should be attached to a letter bearing the identity of the Whistle blower/complaint i.e. his/her name, Employee No.

Designation and Address, and should be inserted in an envelope which should be closed/secured/sealed.

The envelope thus secured/sealed should be addressed to the Competent Authority and should be super scribed "Protected Disclosure". The contact details of the competent Authority for addressing and sending the protected Disclosure is as follows:

The Chairman-cum-Managing Director
Competent Authority
Whistle Blower Mechanism
SJVN Head Quarters, Shakti
Sadan, Shanan, Shimla (HP), PIN-
171006.

11. RIGHT TO INFORMATION

Right to Information Act 2005 mandates timely response to citizen requests for government information. It is an initiative taken by Department of Personnel and

Training, Ministry of Personnel, Public Grievances and Pensions to provide a– RTI Portal Gateway to the citizens for quick search of information on the details of first Appellate Authorities, PIOs etc. amongst others, besides access to RTI related information / disclosures published on the web by various Public Authorities under the government of India as well as the State Governments

SJVN has taken concrete actions to provide transparent and timely information to its citizens in accordance with Right to Information Act 2005 and in support of the same Public Information Centers have been established at Projects where all documents such as socio-economic survey reports, R&R Plans/ReAPs specific to the project, policy and other relevant documents are available for public view.

Appellate Authority/ Public Information Officers/ Assistant Public Information Officers Address and Contact details:

No.	Name (Sh./Smt.)	Designation	Address	Contact Detail (Phone No./Email)
	Appellate Authority			
1.	Ashish Pant	GM(PR)	SJVN Corporate Headquarters, Shanan, P.O. Sanjauli, Shimla, Himachal Pradesh-171006	0177-2660114 sjvnfaa@gmail.co m
	PIOs			

2.	Jaswant Kapoor	CGM(Civil) /HoP	SJVN Chenab Hydro Electric Project, Himachal Pradesh and Devsari Hydro Electric Project, Uttarakhand.	----- -
3.	R. K Jassal	CGM(Civil) /HoP	Arunachal Projects, SJVN Limited, C/o Sh. Jeepa Meto, Near Superintendent of Police (APP) Residence, Anini, District Dibang Valley, Arunachal Pradesh – 792101	etalin.sjvn@sjvn.nic.in
4.	H.M Sinha	GM(Civil)/In-charge	Liaison Office, Office Block, Tower-1, 6 th Floor, NBCC Complex, East Kidwai Nagar, New Delhi -110023	011-61901969 liaison.delhi@sjvn.nic.in
5.	O.P. Singh	GM(Mech.) /HoP	Sadla WPS, House No.-03, M.I. Park Society, Opposite M.P. Shah Commerce College Vikash Path Road, Wadhwan City, Surendranagar, Gujarat-363035	02752-234440 swppsivn@gmail.com
6.	O.P. Singh	GM(Mech.) /HoP	Charanka SPS, House No.-03, M.I. Park Society, Opposite M.P. Shah Commerce College Vikash Path Road, Wadhwan City, Surendranagar, Gujarat-363035	02752-234440 sjvncsps@gmail.com
7.	Vikram Moudgil	GM(Elect.) /HoP	900 MW SJVN Solar Power Projects, B-205, Block-B, JV Business Park, Madhapar, Bhuj, Kachchh, Gujarat - 370020	hop.sppgujarat@sjvn.nic.in
8.	Rajesh Kumar	DGM (Comm.)	SJVN Green Energy Limited, SJVN CHQ, Shakti Sadan, Shanan, P.O. Sanjauli, Shimla, Himachal Pradesh-171006	quality.sgel@sjvn.nic.in
9.	Vikram Saxena	DGM(Mech.)	SGEL Assam Renewable Energy Limited (SAREL)	ceo.sarel@sjvn.nic.in
10.	Manish Sharma	DGM(HR)	Nathpa Jhakri Hydro Power Station, SJVN Limited, Shimla, Himachal Pradesh-172201	01782-275461 hrd.njhps.sjvn@gmail.com
11.	Nayab Ahmad	DGM(Civil) /HoP	Khirvire Wind Power Station, SJVN Limited, Plot No. 18, Vijay Nagar, Chatrapati Colony, Sinnar, Maharashtra-422103	sjvn.kwps@sjvn.nic.in
12.	Shailesh Dutt	DGM(HR)	Dhaulasidh Hydro Electric Project, Salasi, PO Jeehan,	01972-223222 dshep.hr@sjvn.nic.in

			Tehsil – Nadaun, Distt. Hamirpur, Himachal Pradesh-177044	nic.in
13.	Dhiraj Gupta	DGM(HR)	Luhri HEP-I, Administrative Building, Village Bayal, PO Koyal, Tehsil Nirmand, Distt. Kullu HP-172023	01782-222034 hrd.lhep@sjvn.nic.in
14.	Isha Negi	DGM(HR)	Rampur Hydro Power Station, Bayal, P.O. Koyal, Nirmand, District Kullu, HP-172023	01904-265250 rhps.hrdeptt@sjvn.nic.in
15.	Vipul Thakur	DGM(HR)	Sunni Dam Hydro Electric Project & Luhri Hydro Electric Project Stage-II Sunni, Kol Dam Colony, Tehsil Sunni, District Shimla, HP-171301	0177-2786895 hr.sdhep.sunni@sjvn.nic.in
16.	Kuldeep Raj	DGM(HR)	SJVN Thermal Pvt. Ltd. (STPL), Buxar Thermal Power Project, Mohanpurwa, Akhouripur Gola, Chausa, Buxar, Bihar - 802114	06183-295154 sjvn.stplhr@sjvn.nic.in
17.	Amit Kumar Sharma	SM(HR)	Naitwar Mori HEP, Vidyut Bhawan, Yamuna Parisar, Bainol, Tehsil- Mori, District- Uttarkashi, Uttarakhand – 249128	hrrnmhep@gmail.com
18.	Amit Kumar Sharma	SM(HR)	Jakhol Sankhri, Vidyut Bhawan, Yamuna Parisar, Bainol, Tehsil- Mori, District- Uttarkashi, Uttarakhand – 249128	hrrnmhep@gmail.com
19.	Sharda Negi	Manager(PR)	SJVN CHQ, Shakti Sadan, Shanan, P.O. Sanjauli, Shimla, Himachal Pradesh-171006	rti.sjvn@gmail.com

APIOs				
20.	Mitesh Yadav	SM (HR)	SJVN Thermal Pvt. Ltd. (STPL), Buxar Thermal Power Project, Mohanpurwa, Akhouripur Gola, Chausa, Buxar, Bihar - 802114	sjvn.stplhr@sjvn.nic.in
21.	Ashit	Officer (PR)	SJVN CHQ, Shakti Sadan, Shanan, P.O. Sanjauli,	rti.sjvn@gmail.com

	Sharma		Shimla, Himachal Pradesh-171006	
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12. INTEGRITY PACT

Integrity pact has been signed in SJVN in cooperation with CVC and Transparency International India to prevent corruption on Public Contracting and results in the following benefits:

- Greater transparency and integrity between buyer and seller.
- Improved sense of ethics in Organization and bidders.
- Reduction in complaints by Bidders.
- Expeditious process for Tender and Procurement.
- Reduction in external interventions like political, diplomatic and administrative interference.

13. REVIEW OF CITIZEN CHARTER

The Charter shall be reviewed annually with changing requirement taking into consideration the feedback received from Citizens to ensure its efficiency and effectiveness. Any revision/ modification in the statutory or regulatory conditions shall be taken in account while revision of the charter.

1. Contact details of CMD & Functional Directors:

Sl. No.	Name of Director	Designation	Contact No.
1	Shri Bhupender Gupta	Chairman and Managing Director	0177-2660010
2	Shri Ajay Kumar Sharma	Director (Personnel)	0177-2660040
4	Shri Parthajit De	Director (Finance)	0177-2660030
5	Shri Rajesh Kumar Chandel	Director (Projects)	0177-2660050
5	Shri Diwakar Nath Misra	Nominee Director – Govt. of India	011-23710199
6	Smt. Arti Kujur	Independent Director	95465-16884

2. Contact details of Corporate, Regional & Project Offices:

Office Locations	Address
Corporate Head Quarter, Shimla	Shakti Sadan, Shanan, Shimla-171006 Fax no 0177-2660001
Liaison Office, New Delhi	Office Block, tower-1, 6 th Floor, NBCC Complex, East Kidwai Nagar, New Delhi-110023 Tel- 011- 61901919, 61901800
Nathpa Jhakri Hydro Power Station	NJHPS Jhakri, Post Office Jhakri, District- Shimla (HP) PIN - 172201 Tel- 01782-275201 Fax- 01782-275454 hop.njhps@sjvn.nic.in
Rampur Hydro Power Station	Rampur HPS, Bayal, Post Office- Koyal, Tehsil - Nirmand Distt. Kullu (HP) Pin Code - 172023 Tel: 01904- 265201, 265202 Fax: 01904- 265203
Luhri Hydro Electric Project Stage - 1	Bithal Office-Bithal, PO- Shamathla, Tehsil- Kumarsain Distt.Shimla (HP) PIN-172030 Tel.: 01782- 222615
Dhoulasidh Hydro Electric Project	Village-Salasi, Post Office- Jeehan, Tehsil- Nadaun Distt. Hamirpur (H.P.) -177044 TEL.01972-223237 hop.dshep@sjvn.nic.in

SJVN Thermal Pvt. Limited	Buxar Thermal Power Project- 1320 MW Mohanpurwa, Akhouripur Gola, Chausa, Distt. Buxar (Bihar) Pin-802114 Tel.: 06183-295105
Khirvire Wind Power Project	Flat No. 1 & 2, Suresh Apartment, Shivaji Nagar, Near Sony Gas Agency, Sinnar, Nashik, Maharashtra -422103 Tel. Number: 02551-295017
Charanka Solar Power Station	House No-03, MI Park Society, Vikash Path Road, Wadhwan City, Near MP Shah Commerce College, Surendranagar, Gujarat-363035
Sadla Wind Power Plant	House No-03, MI Park Society, Vikash Path Road, Wadhwan City, Near MP Shah Commerce College, Surendranagar, Gujarat-363035 Tel. 02752-234440
SJVN Arun-3 Power Development Company Pvt. Ltd. (SAPDC)	Regd. Office/ Project Office : Arun Sadan, SAPDC Complex, Ward No.9, Tumlingtar Khandbari Municipality, Sankhuwasabha, Nepal Tel: (+977-29) 575141 Coordination & Liaison Office : 3 rd Floor, CIT Building, New Baneshwor Ward No.-31, Kathmandu, Nepal Tel: (+977-1) 5912960, 5912961
SJVN Lower Arun Power Development Company (SLPDC)	Project Office : Arun Sadan, Ward No.9, Tumlingtar Khandbari Municipality, Sankhuwasabha, Nepal Tel: (+977-29) 575141 Coordination & Liaison Office : 3 rd Floor, CIT Building, New Baneshwor Ward No.-31, Kathmandu, Nepal Tel: (+977-1) 5912960, 5912961
Sunni Dam HEP & Luhri – II HEP	SUNNI DAM HYDRO ELECTRIC PROJECT Luhri Hydro Electric Project Stage-II Sunni, Kol Dam Colony, Tehsil Sunni, District Shimla, HP-171301 (hr.sdhep.sunni@sjvn.nic.in)

SGEL	SJVN GREEN ENERGY LIMITED, Shakti Sadan, Shanan, P.O. Sanjauli Shimla, HP-171006 business.expansion@sjvn.nic.in
JSHEP	JAKHOL SANKARI HYDRO ELECTRIC PROJECT Vidyut Bhawan, Yamuna Parisar, Bainol Tehshil Mori, District Uttarkashi, Uttarakhand – 249128 jshepmori@gmail.com
NMHPS	NAITWAR MORI HYDRO POWER STATION Vidyut Bhawan, Yamuna Parisar, Bainol Tehshil- Mori, District- Uttarkashi, Uttarakhand – 249128 hop.nmhps@sjvn.nic.in
DHEP	DEVSARI HYDRO ELECTRIC PROJECT Village Kulsari, Tehsil Tharali District Chamoli, Uttarakhand-246481 dhepsjvn19@gmail.com
Chenab Projects	CHENAB PROJECTS, UDAIPUR SJVN Chenab Projects Office, Opposite to Post Office Udaipur, Distt. Lahaul & Spiti, HP – 175142 chenab.projects@sjvn.nic.in
Etalin Hydro Electric Project	ETALIN HYDRO ELECTRIC PROJECT SJVN Limited Project Site Office cum Residential Complex Village Azuli, 10 Kilo, Etalin, PO & PS Anini, Distt. Dibang Valley, Arunachal Pradesh-792101 etalin.sjvn@sjvn.nic.in
Attunli HEP	ATTUNLI HEP SJVN Limited Project Site Office cum Residential Complex Azuli, 10 Kilo, Etalin, Distt. Dibang Valley, Arunachal Pradesh - 792101 attunlihep.sjvn@sjvn.nic.in
Emini, Amulin & Mihumdon HEP	EMINI, AMULIN & MIHUMDON HEP SJVN Limited Project Site Office cum Residential Complex Azuli, 10 Kilo, Etalin, Distt. Dibang Valley, Arunachal Pradesh - 792101 hop.eamhep@sjvn.nic.in
Liaison Office, Arunachal Pradesh	Liaison Office, SJVN Limited Arunachal Pradesh The Mai House, Model Village, Naharlagun, Distt. Papum Pare, Arunachal Pradesh – 791110 aphepsjvn@gmail.com
