

4. The norms set by it for the discharge of its functions

The Company has well defined procedure and guidelines for discharge of various functions as under:

1) Delegation of Powers.

2) Manuals

(i) Contract & Procurement Procedures.

(ii) Finance Manual.

(iii) O&M Manuals & Policies.

(iv) SOP's OF Departments.

(v) Customer Handling Policy.

(vi) Sales policy etc.

4) Department of Public Enterprises Guidelines and other Government Guidelines.

5) Chief Vigilance Commission (CVC) Guidelines.

6) Compliance of provisions of Relevant Statutes, etc.