



आर ई सी  
REC  
असीमित ऊर्जा, असीमित संभावनाएँ  
Endless energy, infinite possibilities.

**HR Division**

**'Determined to Deliver'**

**(REC-CO-Human Resources-Appointment of GRO.1987... dated 30.05.2024)**

**OFFICE ORDER NO. PART - I/ 164**

**Sub : Grievance Redressal Officer (GRO) under Fair Practices Code of REC Limited.**

Ref : (i) Office Order No. SEC-1/217/2021/184a dated 06.04.2021  
(ii) Office Order No. SEC-1/217/2021/427 dated 22.10.2021  
(iii) Office Order No. SEC-1/217/2023/1220A dated 03.04.2023  
(iv) Office Order No. Part - I/91 dated 14.03.2024

The Fair Practices Code (FPC) of REC Limited (REC) was last revised in March, 2021 and GRO under FPC was appointed, as notified by above mentioned Office Orders, respectively. Consequent to change of the Grievance Redressal Officer (GRO) under the code, the updated details of GRO appearing under point no. 5 of the FPC and appearing under Annexure - I of the FPC may be read as below:

**Shri SUBHENDU ROY,**  
**GM(F&A) Trust & Investment, Pay cell & Bills l/c.**  
**REC Limited**  
**REC World Headquarters,**  
**Plot No. I-4, Sector 29,**  
**Gurugram, Haryana-122001**  
**Contact No: 0124-4441300**  
**E-mail: [gro.fpc@rec.in](mailto:gro.fpc@rec.in)**

The above may please be noted by all the concerned.

(ASP Rm)

Deputy General Manager (HR)

Copy to:

1. Shri Subhendu Roy, GM(F&A) - Trust & Investment, Pay Cell & Bills l/c & GRO under FPC
2. Secretariat of CMD / Director (Proj.) / Director (Fin)/ CVO
3. Executive Directors / CEO, RECPDCL
4. E-Office Notice Board

# **REC Limited**

## **FAIR PRACTICES CODE**

REC Limited is a Non-Banking Financial Company categorized as an Infrastructure Finance Company by the Reserve Bank of India. REC is engaged in financing projects/schemes of power generation (both conventional and renewable energy), transmission, distribution, rural electrification, and activities having forward / backward linkage with power projects, in both public and private sectors. In addition to that, REC also acts as the nodal agency or project management / implementing agency for various Government schemes and programmes of national importance from time to time.

REC has adopted Fair Practices Code (FPC) in the year 2007, which intends to assure all borrowers regarding the Company's commitment to fair dealings and transparency in its lending operations and businesses transactions. The said FPC has been reviewed and amended from time to time, in conformity with the RBI's Guidelines / Master Circular on Fair Practices Code for NBFCs. Commitments outlined in this FPC are applicable under normal operating environments. The amended FPC of the Company is as under:-

### **The Fair Practices Code of REC applies to the following areas:**

- Application for loans and their processing.
- Loan sanction and terms/conditions.
- Disbursement of loans.

#### **1. Applications for loans and their processing:**

- Loan application form(s) will include necessary information which affects the interest of the borrower and shall indicate the documents required to be submitted, mode of submission along with the schedule of fees & charges with the application form. The updated loan application form(s) would be available on the website of the Company.
- After receipt of the complete information & documents as per prescribed application form and applicable fees, written acknowledgement shall be issued for each application, mentioning therein the time frame within which the loan application would be disposed of.
- The applicant would be intimated about additional details / documents required, if any, within a reasonable period of time.
- Broad appraisal process (Project Appraisal and/or Entity Appraisal) for all types of projects would be defined and standard terms & conditions would be provided, if requested by the applicant(s).
- In case of rejection of the loan application, the reason(s) that led to rejection of the application would be conveyed to the applicant(s), in writing.
- Applications complete in all respects would be processed within a reasonable time frame, not exceeding 120 days.

## **2. Loan sanction and terms/conditions**

- REC would ensure proper assessment of loan application(s) submitted by the borrower(s). REC would carry out detailed due diligence and appraisal exercise on the credit worthiness of the borrower/ project as per its internal guidelines.
- The applicable KYC guidelines of RBI, as amended from time to time, shall be complied with.
- REC would convey in writing to the borrower, the amount of loan sanctioned along with the terms and conditions including annualized rate of interest and method of application thereof vide a standardized sanction letter duly approved by the Company and keep the borrower's acceptance of the same in its record. REC will mention the penal interest to be charged for late repayment in bold in the sanction letter/loan agreement.
- Terms and conditions and other caveats governing the credit facilities given by REC, as arrived at after negotiation between REC and the borrower, would be reduced to writing and duly signed by REC's authorized official. A copy of the loan agreement in vernacular or in a language as understood by the borrower, along with a copy of all enclosures quoted in the loan agreement, would be provided to the borrower at the time of execution thereof.
- In the case of lending under consortium arrangement, REC, as a participating lender, would evolve procedures to complete the appraisal of the proposal(s) in a time bound manner, to the extent feasible and communicate its decision on financing or otherwise, within a reasonable time.

## **3. Disbursement of loans**

- REC would inform the borrower(s) of any change in the terms and conditions including interest rates, other applicable charges and approval for disbursement schedule etc. and the changes in interest rates and other charges would be effected only prospectively. Suitable condition(s) in this regard would be incorporated in the loan agreement.
- Decision to recall / accelerate payment or performance would be in consonance with the loan agreement.

## **4. Post Disbursement Supervision**

After receiving full payment of loan or realization of loan along with up-to-date interest and other costs with no overdues or subject to any legitimate right or lien for any other claim and on receipt of request from the borrower(s), REC would release all securities of the borrower(s), within a period of three months.

## **5. Grievance Redressal Mechanism**

REC has a Grievance Redressal Mechanism in place to resolve the disputes arising inter-alia out of Fair Practices Code. The mechanism ensures that all disputes arising out of the decisions of REC's functionaries are heard and disposed of by the Competent Authority under the Grievance Redressal Mechanism.

- **Areas pertaining to which grievances / complaints to be taken up:**

The Grievance Redressal Mechanism shall cover all complaints / grievances relating to lending operations of the Company i.e., reviewing of application forms, sanction, disbursement etc.

- **Contact Details of the Grievance Redressal Officer**

The Grievance Redressal Officer (GRO) shall be officer of the Company, who can be approached for resolution of grievances / complaints under the Fair Practices Code.

The present GRO is "Sr. General Manager/HoD (CSR)." and his contact details are given below:-

<b>Shri Subhendu Roy, GM(F&amp;A), Trust &amp; Investment, Pay Cell &amp; Bills REC World Head Quarters, Plot No. 1-4, Sector – 29, Gurugram, Haryana – 122001 Contact No. 0124-4441300 E-mail: gro_fm@recindia.in</b>	→
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For the updated information, kindly refer the latest Office order on GRO

Updated information about name & contact details of GRO can be accessed at <https://www.recindia.nic.in/uploads/files/Grievance-under-Fair-Practices-Code.pdf>.

- **Procedure for registering grievance:**

- All the grievances should be in writing, addressed to the GRO and in the format as given in **Annexure-1**.
- Once a grievance has been received and the GRO feels that there is no merit in the case, he may dispose of the same on his own and communicate the aggrieved party accordingly.
- In case the GRO feels that there is *prima-facie* merit in the case and the grievance needs to be clarified/commented upon by the concerned division, he might require the HoD of the concerned division to give replies/clarifications on the grievance within **10 (ten) days** of the same being communicated to the HoD. Based on the same, the GRO would communicate the resolution of the grievance to the aggrieved party, as the case may be.
- If the complaint / dispute is not redressed within a period of one month, the complainant may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI at:

**General Manager  
Department of Supervision  
Reserve Bank of India,  
6, Sansad Marg,  
New Delhi -110 001**

- v. The Company shall prominently display the contact details of the GRO and the Officer-in-Charge of the Regional Office of DoS of RBI, on its website and at all office premises of the Company, for the benefit of its customers.
- vi. GRO will apprise the Board of the status of grievances on six monthly basis. The status will be submitted in the format as given in **Annexure-2**.

#### **6. General Provisions**

- All communications to the borrower shall be in vernacular language or a language as understood by the borrower.
- REC would refrain from interference in the affairs of the borrower(s) except for what is provided in the terms and conditions of the loan sanction documents *(unless new information, not earlier disclosed by the borrower(s) has come to the notice of REC)* or in case of any default in compliance with the terms and conditions by the borrower(s).
- REC would not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power etc. for recovery of loans. REC will ensure that the staff of the Company is adequately trained to deal with the customers in an appropriate manner, so as to reduce the complaints, if any, of the borrower(s) relating to rude behavior by the staff of the Company.
- Compliances with the Fair Practice Code shall be periodically reviewed by the Board of Directors. Accordingly, a consolidated report on the same shall be submitted to the Board at regular intervals, in the format specified at **Annexure-3** of the Code.
- Borrowers/ Stakeholders can obtain detailed information on related matters from the relevant REC office(s) or website of the Company.
- On receipt of request from the borrower for transfer of borrowal account, the consent or otherwise i.e., objection, if any, would be conveyed within 21 days from the date of receipt of complete request/papers by REC. Such transfer will be as per transparent contractual terms in consonance with law.
- The Board of Directors of REC or a duly authorized Committee thereof shall determine from time to time, an interest rate model and other applicable charges for loans and advances based on internally laid principles and procedures, taking into account relevant factors such as cost of funds, margin & risk premium etc. The updated interest rates and applicable charges would be made available on the website of the Company from time to time.
- REC shall disclose in the application form, that the broad terms & conditions of the loan are as per REC's updated grading circular, sanction letter and the Loan Policy Circular available on the website of the Company.
- CMD, REC is authorized to decide all operational & incidental matters including change of GRO, with respect to Fair Practices Code of the Company.

**REC Limited****Format for reporting grievance / complaint**

Dated:	.....
From:	To:
Name:	The Grievance Redressal Officer
Address:	Shri Subhendu Roy, GM(F&A), Trust & Investment, Pay Cell & Bills, REC World Head Quarters, Plot No. 1-4, Sector - 29, Gurugram, Haryana - 122001 Contact No. 0124-4441300 E-mail: <a href="mailto:gro.fpc@rec.in">gro.fpc@rec.in</a>
Contact No.:	
Mobile:	
Email ID:	
For the updated information, kindly refer the latest Office order on GRO	

I am a bonafide applicant/ borrower under the loan scheme of REC Limited (REC) and would like to register my grievance as detailed below:

"Description of Grievance"

*Note: If the space provided above is not sufficient, you may attach separate sheet describing the grievance.*

**Undertaking:** I hereby certify that the statements made in the grievance and the supporting documents enclosed are true and correct to the best of my knowledge and belief. If at any point of time, the grievance or the supporting documents are found to be incorrect, I will be personally liable and REC will be free and at liberty to take any action including legal action, as it may deem fit.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_  
(Block letters)

Enclosures:

**REC Limited****Status on Grievances for the half year ended March / September .....**

Sl. No.	No. of grievances received	No. of grievances disposed of	No. of grievances pending

Remarks:-

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Grievances Redressal Officer



**REC Limited****Compliance Report for the half-year ended March / September ....**

(This report would be submitted by all concerned divisions, as marked herein below, to the CS Division on half-yearly basis, for compilation of consolidated agenda for the Board)

Sl. No.	Area of compliance	Compliance to be reported by	Exceptions or remarks, if any
	<b>MAIN COMPLIANCES</b>		
1	Were all compliances with respect to " <i>Applications for loans and their processing</i> " complied during the period under review.	Loan sanctioning division (Generation / T&D / Renewable Energy / Any other division)	
2	Were all compliances with respect to " <i>Loan sanction and terms/conditions</i> " complied during the period under review.	Loan sanctioning division (Generation / T&D / Renewable Energy / Any other division)	
3	Were all compliances with respect to " <i>Disbursement of loans</i> " complied during the period under review.	Loan sanctioning division (Generation / T&D / Renewable Energy / Any other division)	
4	Were all compliances with respect to " <i>Post Disbursement Supervision</i> " complied during the period under review.	Law Division	
5	Were all compliances with respect to " <i>Grievance Redressal Mechanism</i> " complied during the period under review.	GRO	
6	Were all compliances with respect to " <i>General Provisions</i> " complied during the period under review.	Loan sanctioning division (Generation / T&D / Renewable Energy / Any other division)	
	<b>ADDITIONAL COMPLIANCES</b>		
7	Was broad appraisal process (Project Appraisal and/or Entity Appraisal) defined for all types of projects.	EA	



Sl. No.	Area of compliance	Compliance to be reported by	Exceptions or remarks, if any
8	Were terms and conditions and other caveats governing the credit facilities given by REC, as arrived at after negotiation between REC and the borrower, reduced to writing and duly signed by REC's authorized official; and was a copy of the loan agreement in vernacular or in a language as understood by the borrower, along with a copy of all enclosures quoted in the loan agreement, were provided to the borrower at the time of execution thereof.	Law	
9	Whether updated information about the name & contact details of GRO and concerned official of RBI are prominently displayed on the website and all office premises of the Company, for the benefit of customers.	CS	
10	Did REC resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power etc. for recovery of loans.  Did REC ensure that the staff is adequately trained to deal with the customers in an appropriate manner, so as to reduce the complaints, if any, of the borrower(s) relating to rude behavior by staff of the Company.	Recovery Division	
11	Did the Board of Directors or a duly authorized Committee thereof determine from time to time, an interest rate model and other applicable charges for loans and advances based on internally laid principles and procedures, taking into account relevant factors such as cost of funds, margin & risk premium etc.	ALM	

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