CITIZENS’ CHARTER
JANUARY 2019

NBCC (INDIA) LIMITED
(A Government of India Enterprise)
www.nbccindia.com
INDEX

Preamble

CHAPTER I – NBCC OVERVIEW
About NBCC
Corporate Mission, Vision & Objective
Business Segments
Subsidiaries & JVs
Major Clients
Order Book & Works Outlook
Few completed & ongoing projects
Development of NBCC Realty
Enhancing global footprint
Fulfilling social obligations
Awards & Recognitions

CHAPTER II – NBCC’S COMMITMENT & OUR EXPECTATIONS
NBCC’s Commitments Towards Its Stakeholders
Our Expectations

CHAPTER III – NBCC’S WAY OF WORKING
Organizational Set up
Transparency at work place

CHAPTER IV – GRIEVANCE REDRESSAL SYSTEM
Grievance Redressal Mechanism & Accessibility Of Mechanism
PREAMBLE

Good Governance has been of utmost importance for sustainable development, both economically and socially, of an organization. The three major aspects of Good Governance are Transparency, Accountability and Responsiveness of the Administration.

This Citizens’ Charter exhibits firm commitment of NBCC (India) Limited towards maintaining Standards in offering its services, solving problems of a citizen during their dealing with the organization, timeliness of Service Deliveries, robust Grievance Redressal Mechanism, Transparency and Accountability. This is a sincere endeavour by us towards fulfilling our obligation of providing an efficient, judicious, and responsive administration and to excel in service to its customers. At the same time, it also includes expectation of the organization from citizen for protecting the trust between service provider and its users for fulfilling its commitment.

The Citizens’ Charter does not, by itself, create new legal rights or obligations, but it surely helps in enforcing existing rights or obligations by NBCC (India) Limited.

Contact details of personnel responsible for each area of services at the Corporate Office and Regional Offices are made available with an aim to let Citizens know the mandate of NBCC towards achieving the assured level of services.
Founded in 1960 as a Govt. of India Civil Engineering Enterprise, NBCC with its Headquarter in Delhi, today, holds the status of Navratna CPSE, and has emerged as a behemoth Construction Company on the back of its capabilities, innovative approach, adherence to highest standard of commitment by a dedicated workforce. Listed with both the Stock Exchanges, the company's unique business model has propelled it to become India's flagship leader in the construction sector while also simultaneously executing prestigious global projects, resulting in a staggering Order Book. Since its listing in 2012, NBCC’s market cap has grown significantly and the Company has posted a substantial growth since 2002-03, with a CAGR of 21%. NBCC is an ISO 9001:2015 Organisation from the Bureau of Indian Standards in respect of all activities carried out for providing Project Management Consultancy & Execution of Projects.

NBCC has to its credit, completion of large value projects of diverse nature such as:

- Re-development of Old Govt. Colonies
- Real Estate Business
- Consultancy Services
- Border Fencing Works
- Projects under Jawaharlal Nehru National Urban Renewal Mission (JNNURM), now named as Atal Mission for Rejuvenation and Urban Transformation (AMRUT) and other Infrastructure developments works.
- PMGSY Road Projects in Tripura, Jharkhand, Bihar, West Bengal and Orissa
- Major Infrastructure Works that include- Roads, Highways, Bridges, Flyovers, Airports, Subways.
- Riverfront Development
- Irrigation Projects
- Large Conference Halls, Exhibition and Convention Centres/ Pavilions
- Industrial structures, cement plants, chemical complexes, paper & pulp projects, fertilizer plants, refineries.
- Power plant works — coal handling plants, circulating water system and ash handling plant, main civil, structural and architectural works, foundations, water conductor system.
- Tall chimneys upto 275 M high, Natural Draught Cooling Towers, Induced Draught Cooling Towers, TV Tower.
- Overseas Presence - Oman, Maldives, African Countries, Mauritius, Dubai and very soon in Seychelles, Bhutan
CORPORATE VISION, MISSION & OBJECTIVES

CORPORATE VISION:
To be a world-class construction business company attaining global standards of sustainability, quality, customer relations and responsiveness.

MISSION:
To be a leading company, with high brand equity in construction business, offering sustainable, innovative and cost-effective construction products and services contributing to National wealth, upholding responsibility for the environment, and promoting well-being of all stakeholders including employees, customers, shareholders and society.

OBJECTIVE:
The strategic objectives in brief are listed as follows

1. To be the first ranked construction Business Company in India.
2. To adopt best practices and state-of-the-art technology in construction business to achieve a premier position and gain sustainable competitive advantage.
The Company's present areas of operations are categorized into following three segments, i.e.

**PROJECT MANAGEMENT CONSULTANCY (PMC)**
Institutional, Housing & Industrial Sectors  |  Redevelopment Work of Govt. Colonies  |  Roads, Hospitals, Medical Colleges, Offices, Airports, Bridges  |  Post Completion Maintenance Works

**ENGINEERING PROCUREMENT & CONSTRUCTION (EPC)**
Civil & Structural Works for Power Projects  |  Chimneys & Cooling Towers

**REAL ESTATE DEVELOPMENT**
Commercial Corporate Office Buildings  |  Townships & Residential Apartments

**LAND MANAGEMENT:**
In pursuit of growth, NBCC has diversified into Land Management whereby NBCC has been designated as Land Management Agency (LMA) by the Govt. of India to assist in disposal of land/ immovable assets of the sick/ loss making CPSEs to ensure their time bound closure as per decision taken by Government.

**REDEVELOPMENT PROJECTS:**
The Company has created a new business vertical namely, Redevelopment of Properties, taken up in a self-revenue generation model. This industry-defining exemplary model has tremendously strengthened company's business prospects, with Govt. and Civic Administrators awarding mega redevelopment projects. Some of the key projects include:
Redevelopment of General Pool Residential Accommodation (GPRA) Complex at New Moti Bagh, Delhi, completed in a phased manner from May 2009 to March 2012 at a cost of Rs. 523.41 crore.

Redevelopment of Kidwai Nagar (East) spread over area of 86 acres for an approximate cost of 5298 Crores.

Recently, the company has taken up the momentous task of redeveloping the iconic Pragati Maidan Complex into a World Class State-of-The-Art International Exhibition-Cum-Convention Centre (IECC) at a cost of Rs. 2500 Crore (approx.)
- AllMS Residential Colonies at Ayurvigan Nagar and West Campus for Rs. 4441 crore
- Construction of Office Complex & Residential Quarters at Customs Enclave Plot, Wadala, Mumbai- Development of Office space and other facilities on about 46.96 acre land parcel owned by Central Customs and Excise Deptt. at Wadala, Mumbai with an estimated cost of Rs. 3200 Crs.
- Redevelopment of 9 Railway Stations across the country on global standards
- Redevelopment of 3 GPRA colonies in Delhi – Sarojini Nagar, Netaji Nagar, Nauroji Nagar at total cost of 25000 Crores. NBCC took Nauroji Nagar Project to new heights by securing the World Trade Centre License from WTCA, reflecting the company’s entrepreneurial drive.
SUBSIDIARIES & JVs

NBCC has set up following Subsidiary & JV Companies:

**NBCC (INDIA) LIMITED**

**SUBSIDIARY**
- Wholly Owned Subsidiary
  - NBCC Services Limited
  - NBCC Engineering & Consultancy Limited
  - NBCC International Limited
  - NBCC Environment Engineering Limited
  - Hospital Services Consultancy Corporation Limited (HSCC) - 100%

**JOINT VENTURE**
- Other Subsidiary
  - NBCC Gulf Llc – 70%
  - Hindustan Steelworks Construction Limited – 51%

- Real Estate Development & Construction Corporation of Rajasthan Limited

MAJOR CLIENTS

**MINISTRIES OF GOVERNMENT OF INDIA**
- Ministry of Housing and Urban Affairs
- Ministry of Housing and Poverty Alleviation
- Ministry of Home Affairs
- Ministry of Defence
- Ministry of Rural Development
- Ministry of Commerce & Industry
- Ministry of Labour & Employment
- Ministry of Petroleum & Natural Gas
- Ministry of Power
- Ministry of New & Renewable Energy
- Ministry of Information and Broadcasting
- Ministry of External Affairs
- Ministry of Finance

**SOME PSUs / AUTONOMOUS BODIES**
- NTPC Limited
- Delhi Metro Rail Corporation (DMRC)
- Bharat Heavy Electricals Limited (BHEL)
- Indian Institute of Technology Delhi (IITD)
- SJVN Limited
- Indian Institute of Technology Kanpur
- All India Institute Medical Science (AIIMS)
- Delhi Development Authority
- Central Bureau of Investigation (CBI)
- Oil and Natural Gas Corporation (ONGC)
ORDER BOOK AND WORKS OUTLOOK

NBCC at present has an outstanding Order Book of INR more than Rs.85000 Crore and counting. The Company has a remarkable track record of completing approximately 435 Projects since 2010.

Since inception, the Company has a proven track record of implementing mega-value building projects for its esteemed clients who comprise Ministries – both Central and States, PSUs, Government Departments, Autonomous Bodies etc. The company is engaged in many flagship schemes of Govt. such as Swachh Bharat Abhiyaan, JNNURAM/AMRUT, Namami Gange, Smart City, Skill India Mission, PMAY, PMGSY and others.

Currently, the company has secured several big ticket projects and also has been involved in execution of various illustrious projects, viz.:

- Smart Redevelopment of 9 Railway Stations in upcoming smart cities of Sarai Rohilla (Delhi), Lucknow, Gomtinagar, Tirupati, Nellore, Ernakulam, Puducherry, Madgaon and Thane.
- Construction of Irrigation scheme works under Goshikhurd National Project in Maharashtra which includes upgradation of civic amenities aimed at rehabilitating villages, construction of main and right bank canals and distribution systems of Nerala and Mokhabari lift irrigation scheme in Nagpur, Bhandara & Chandrapur districts.
- Border Fencing and Road Work along Indo-Bangladesh border in Meghalaya.
- Convention Centre (MGCC) - Nine African Countries - Rs. 2000 Crs
- AIIMS, Bilaspur, Himachal Pradesh - Rs. 1138 Crs
- AIIMS, Deoghar, Jharkhand – Rs. 902 Cr
- River front development Project in Uttarakhand – Rs. 750 Cr
- Indian Pavilion for World Expo 2020, Dubai (UAE) – Rs. 400 Cr
- IIM Ranchi – Rs. 400 Crs
- SAIL Hospital, Rourkela-Rs. 275 Crs
- PMGSY New Connectivity Projects, Odisha - Rs. 300 Crs
- All India Institute of Ayurveda, Yoga and Naturopathy, Goa – Rs 260 Cr
- Development of old MREC Campus Jaipur, with REDCCOR – Rs. 241 Cr
- National Rail Technical Institution at Vadodra, Gujarat – Rs 200 Cr
- Re-development of Air India Land parcel at Baba Kharag Singh Marg (3.54 acres) and Vasant Vihar (30 acres).
GLOBAL PRESENCE

- Oman
- Maldives
- Mauritius
- Botswana
- Dubai
- Yemen
- Turkey
- Libya
- Iraq
- Nepal
- CIS Countries
- Africa
- Kuwait
FEW COMPLETED & ONGOING PROJECTS

RASHTRAPATI BHAWAN MUSEUM, NEW DELHI

TRADE FACILITATION CENTER AND CRAFT MUSEUM, VARANASI

REDEVELOPMENT OF NAUROJI NAGAR, NEW DELHI

NATIONAL POLICE MEMORIAL, NEW DELHI

WTC TWIN TOWER TRADE CENTRE, GUWAHATI

ESIC, COIMBATORE
DEVELOPMENT OF NBCC REALTY

Over a period of 25 years, NBCC has developed a number of Real Estate Commercial and Residential projects. In Real Estate, NBCC today has huge land reserves spread pan India with numerous completed, on-going and upcoming projects. The Company believes that nothing is more important than its customers. Offering the most efficient designs and enduring Architectural Masterpieces that bring never ending smiles to millions of faces and modernizing Indian Lifestyle by building sustainable integrated townships, NBCC owes its elevated stature to the uniqueness of its offerings. Building sanctuaries for happy and satisfied families and also for commercial stakeholders, it always offers its customers, the benefits of affordability, superior location, eco-friendly environment, detailed planning and a host of other advantages.

In recognition of its outstanding performance, contribution and sustainable innovations while serving the India’s Real Estate Sector, NBCC received prestigious award under Residential Category in Best Group Housing Project – affordable Segment for NBCC Town at Khekra (UP), awarded by National Real Estate Development Council (NAREDCO). Details of all Real Estate projects undertaken so far by NBCC may be accessed at www.nbccindia.com.
ENHANCING THE GLOBAL FOOTPRINT

NBCC ventured into Overseas Operations in the year 1977, executing projects of diverse nature in countries like Libya, Iraq, Yemen, Nepal, Maldives, Mauritius, Turkey, Botswana. Presently, the Company has its presence in Maldives, Mauritius, Turkey and Botswana implementing various projects and earning consistent revenue. The company is engaged in the construction of some prestigious projects such as National Prison Academy in Maldives; Supreme Court building and 956 units of Social Housing in Mauritius.

NBCC has opened an office in Oman and has also signed an MoU with Al Naba Services LLC in Oman in order to jointly explore and secure infrastructure projects in Sultanate of Oman & neighboring countries. To further its prospects overseas, the Company has also entered into MoUs with Construction Industry Development Board Holdings, Malaysia and Form Yapi Malzemeleri Insaat Samayi Ticaret Ltd., Turkey.

NBCC (India) has bagged work in Dubai as Project Monitoring Consultant for Conceptualizing, Designing & Construction of “India Pavilion at World Expo-2020, Dubai.

World Expo 2020 is a global platform for countries to showcase their achievements and abilities. Expecting an international audience of millions including global companies, academic institutions and investors, the Expo is themed 'Connecting Minds Creating the Future'. India is participating with the sub theme of “OPPORTUNITY” to showcase its own growth story on a global stage, its strength and ample opportunities in space, aviation, defence, IT, pharmacy, biotechnology, etc. and Department of Commerce, Ministry of Commerce & Industries, Government of India will organize India Pavilion in an area of 4600 sq. mtrs (approx).

NBCC also has bagged contracts worth Rs 2,000 crore to build high-capacity convention centres in nine different African countries. These nine countries are Niger, Uganda, Malawi, Zambia, Liberia, Gambia, Burkina Faso, Togo and Gabon. At the third India-Africa Forum Summit (IAFS) held in December 2015, India had offered Africa a concessional credit of 10 billion dollars over five years and a grant of 600 million dollars to create 100 capacity-building institutions, and developing infrastructure, public transport, clean energy, irrigation, agriculture and manufacturing capacity across Africa.
FULFILLING SOCIAL OBLIGATIONS

In alignment with vision of the Company, NBCC, through its CSR initiatives, continues to enhance value creation in the society and in the community in which it operates, through its services, conduct & initiatives, so as to promote sustained growth for the society at large in fulfillment of its role as a Socially Responsible Corporate.

CSR:

In order to fulfill its social mandate, NBCC has been engaged in various CSR activities all across the country. Under various schemes of CSR, the Company is participating in execution of Bio-digester Toilets and drinking water facility in village schools at various locations of the country, carrying out various social benefit and sponsorship programs, providing scholarships to the poor school children for their education, providing training to unemployed youth under Skill and Entrepreneur Development Program, helping in skill development of workers in various trades etc.

Heritage Restoration - NBCC adopted Purana Qila, New Delhi for up-gradation and maintenance under the Ministry of Tourism, Government of India scheme “Adopt a Heritage” and in collaboration with ASI worked out a comprehensive plan to restore the Old Fort. NBCC also undertook the task of illumination of the historic Red Fort by replacing the existing lights on 1.3 km length of parapets and using around 2,500 lamps. NBCC had partnered with the Archaeological Survey of India for the project to enhance Lal Qila’s (Red Fort) architectural splendour after sunset. Recently, NBCC has also undertaken the task of illumination of the historic Qutub Minar.

SAFETY:

Safety and housekeeping are integral part of any project under execution. Continuous efforts are made in this regard which are further constantly reviewed & enhanced in order to achieve goal of zero accident. It is ensured that all the workers are protected
against the occupational hazards at every instant by adopting safety measures such as barricading at heights, use of safety nets, etc. and by regular use of personal protective equipment's such as safety helmets, safety boots & shoes, belts, goggles, face shields, earplugs, gloves, etc. Further, practice of regular housekeeping is adopted to keep the site more efficient, accident free and hygienic to work. The continuous effort to keep a tidy jobsite encourages good work habits, improves morale & efficiency, saves time and promotes safety at construction site.

ENVIRONMENT FRIENDLY CONSTRUCTION:

**New Moti Bagh Complex:** The zero waste project at GPRA Complex, New Moti Bagh, New Delhi is one of its kind initiatives in the country. The project has achieved significant results and appreciation from ministers, senior government dignitaries and media. NBCC has been conferred with Indian Green Building Council’s (IGBC) Silver Rating for its sprawling GPRA Complex, New Moti Bagh. The award is a recognition of the green initiatives taken by NBCC in the colony with an encouraging as well as an active support of our Ministry, Government of India at every step and the colony has earned the rare distinction of being the country's first and largest certified green campus. Bio-digester toilet, Sewerage Treatment Plant & Solid Waste Management are Operational at New Moti Bagh GPRA Complex developed by NBCC Ltd.

**East Kidwai Nagar Re-development:** Besides the above, NBCC has set up a Construction & Demolition waste recycling plant at its East Kidwai Nagar re-development project, for manufacturing of bricks. Following are some of the sustainable feature:

- **Zero Discharge** into Sewerage System. 2 Nos. 1500 KLD Sewage Treatment Plant for Sewage treatment.
- **Treated water reused** for horticulture, flushing and cooling towers.
- **Zero Litter** - Solid Waste Management. No litter will go out of the colony including Plastic with plastic waste converted into fuel.

ACTIVITIES TOWARDS SUSTAINABLE CONSTRUCTION:

NBCC has pledged in presence of the Hon'ble Prime Minister to construct 'Zero Energy Infrastructure' by 2022 as part of India’s Global Environmental commitments by ensuring all the water and solid wastes to be recycled and reused to make the projects nature friendly. Adoption of dry construction methodology, modular products and other technologies along with skilling and reskilling of workforce for minimizing dust pollution as NBCC’s contribution towards creation of clean and green infrastructure in the country. NBCC has also undertaken plantation drive across all project sites around the country and has planted thousands and thousands of trees.

Company's all new projects are conceived/ conceptualized in line with Bureau of Energy Efficiency (BEE) and GRIHA norms. Some of the Green Buildings executed by the NBCC are Indian Institute of Corporate Affairs (IIICA) in Manesar, LEED India Gold rating, Civil Services Officers Institute (CSOI) in New Delhi, a GRIHA 3-Star Building, National Institute of Food Technology Entrepreneurship and Management (NIFTEM) in Sonepat (Haryana), Aaykar Bhawan in NOIDA (UP), SIB, Kolkata (WB), Coal India Building, Kolkata (WB), National Institute for Solar Energy (NISE) at Gurgaon conferred upon GRIHA 5 star rating, Central Bureau of Investigation (CBI) H.Q. building, IGBC green building certification trophy 2015 for silver rating.
AWARDS & RECOGNITIONS

As recognition of NBCC's remarkable performance and significant contribution in national development, the Company has recently been conferred with a series of awards amongst which the much coveted ones are:

Hon'ble President of India, Shri Pranab Mukherjee, gave away SCOPE Leadership Excellence Award (Individual Leadership Category - Maharatna & Navranta) 2014-15 to Dr. Anoop Kumar Mittal, Chairman-cum-Managing Director, NBCC (India) Ltd. on April 11, 2017.

Dr. Anoop Kumar Mittal, Chairman-cum-Managing Director, NBCC (India) Ltd. was awarded Asia Pacific Entrepreneurship Awards 2017 under the Construction Industry segment (Individual Category) in recognition of his exemplary contribution in the growth of the Company and also in the field of the Construction Industry as a whole.

NBCC (India) Ltd. bagged the maiden Hindustan Ratna PSU Awards 2017 for ‘Excellence in Innovation’ category at a glittering awards ceremony held at Hotel Taj Palace, New Delhi on April 12, 2017.

In a glittering award ceremony organized by The Institution of Engineers (India), in Kolkata, NBCC (India) Limited bagged the prestigious Excellence Award for Engineering Services & Consultancy under Category A. Dr. Anoop Kumar Mittal, CMD, NBCC was also felicitated with a coveted title under the category - Glimpses of Engineering Personalities, for his exemplary performance in the field of Engineering, Consultancy and Building Construction Services.

NBCC has been conferred with 'CII Industrial Innovation Award 2017' at the award ceremony organised by the Confederation of Indian Industry (CII) in New Delhi on 24th October 2017.
NBCC has been conferred Highest Order Book (Navratna - Non Manufacturing) award by Dalal Street Investment Journal under India’s Best PSU Awards 2017.

NBCC (India) Ltd has been conferred ‘Organisational Excellence Award’ 2018 by Project Management Associates (PMA) for innovation, planning, performance excellence and outstanding leadership at various organizational levels. The award was presented by Shri. Hardeep Singh Puri, Hon’ble Union Minister, Ministry of Housing and Urban Affairs. Dr. Anoop Kumar Mittal, CMD received the award on behalf of NBCC.

NBCC CMD conferred CNBC Awaaz CEO Award
Dr. Anoop Kumar Mittal, CMD, NBCC conferred with CNBC-AWAAZ CEO Award by Chhattisgarh Government for “Outstanding Contribution in Infrastructure” on July 7, 2018 at a function held at Raipur. The Award recognizes the path breaking contribution of Dr. Mittal to India’s infrastructure sector.

NBCC (India) Ltd. bagged prestigious Dun & Bradstreet (D & B) PSU Award 2018 under the category "Contract, Construction & Technical Consultancy Services".
The Citizens' Charter highlights NBCC's commitment to all its stakeholders including the customer, as he is the key to the existence of the organization.

1. Ensure an efficient, transparent, accountable and cost effective administration.
2. Select vendors in a fair and transparent manner and in the best interest of the customers as well as the client.
3. Conducting fair & open transactions with all our Business Partners
4. Ensure that all public grievance petitions are addressed in an objective manner.
5. Revise existing policies and devise new policy, whenever necessary, to ensure better services.
6. Ensuring proactive approach and promptness in solving grievances of all stakeholders
OUR EXPECTATIONS FROM

With an aim to arrive at mutually beneficial relationship between NBCC & its stakeholders through Citizens' Charter, NBCC expects the following from:

**GOVERNMENT:**
NBCC expects Government to support its policies & initiatives for rendering better services to the industry, intervene into its working and guide wherever the Government feels it necessary and stand behind the company in case of need.

**INVESTORS:**
NBCC expects the shareholders should repose faith in the management of the Company which they have done in the past and support the management in its rough times.

**CLIENTS/ CONTRACTORS/ CONSULTANTS/ CUSTOMERS/ VENDORS:**
NBCC expects all to recognize NBCC, respect NBCC and cooperate with various endeavors NBCC is making in its growth and diversification of business.

**CITIZENS / PUBLIC AT LARGE:**

- To interact with NBCC & its allied offices within the prescribed channels of network
- To maintain ethics while raising an issue with NBCC or communicating with NBCC officials
- To honour and abide by the Rules and Regulations as prescribed by NBCC in various areas of functioning, and
- To offer suggestions to streamline the functioning in various areas, promote accountability and responsibility
ORGANIZATIONAL SET UP

NBCC is headed by the Chairman-cum-Managing Director who is supported by three functional Directors and two ex-officio Directors, nominated by Ministry of Urban Development (Govt. of India).

CORPORATE OFFICE:
NBCC has its Corporate Office at New Delhi which works as a policy maker, planner and overall controller. Corporate functions are managed through various organizational divisions viz. Project Management Group, Business Development, Real Estate, Vigilance, Contract Engineering, Law, Centralized Procurement Group (CPG), Finance, Personnel & Administration.

The main functions of the heads of the Organizational Divisions are broadly as under:
(These are however, subject to change as circumstances warrant, under orders of appropriate authority).

DIRECTOR (COMMERCIAL):
Besides being a member of the Board of Directors, he is the overall in-charge of various Divisions at corporate office e.g. Central Procurement Group, Contract Engineering, RTI, LMA, Law, Ministry Co-ordination, ISO, Research & Development, Safety, Administration, IT, Rajbhasha Cell, Business Development, Overseas Projects, Real Estate (Execution, Marketing & Sales), Re-development works (Execution, Marketing & Sales) besides overall in-charge of various Regional Business Groups (RBGs), Strategic Groups (SBGs)/ Zones e.g. RBG (East Kidwai Nagar), RBG (Redevelopment), DDA Works, RBG (Delhi-I), RBG (Rajasthan, Gujarat & Madhya Pradesh), RBG (Infra), World Trade Centre, Twin Tower Guwahati.

DIRECTOR (PROJECTS):
Besides being a member of the Board of Directors, he is overall in-charge of various Regional Business Groups (RBGs), Strategic Groups (SBGs)/ Zones. He coordinates the works of all Heads of these business groups. The function also includes co-ordination, liaison with clients, achievement of Turnover targets and overall profitability. He is overall in-charge of all projects across India except works under Director (Commercial).

DIRECTOR (FINANCE):
Besides being a member of the Board of Directors, he heads the Finance Division and Accounts Department. The work of Finance and Accounts Departments is distributed under four main sub divisions viz: (i) Control (ii) Establishment (iii) Funds Management and (iv) Accounts.

CHIEF VIGILANCE OFFICER:
The Vigilance Division is headed by Chief Vigilance Officer who is appointed by Govt. of India out of the panel of officers given by the Central Vigilance Commission. Besides preventive vigilance and technical examination of works, complaints received from within the Corporation, members of Public, Central Bureau of Investigation, CVC, clients and Ministry of Urban Development are examined and investigated and wherever lapses are noticed, conducts disciplinary proceedings against the delinquent employees.
FUNCTIONAL SET UP:

The work of the corporation is further decentralized into various Regional Business Groups (RBGs), Strategic Business Groups (SBGs), Zones, Units and Sites. RBG/SBG/Zones are controlled by executives of the rank of ED/CGM/GM respectively.

Regional Business Groups and Strategic Business Group headquarters are located at Delhi as well as at other places in all the states depending upon the quantum and the nature of the projects. RBGs are headed by Executive Director; SBGs by CGM/GM/AGM and are assisted in their work by Technical, Finance & P&A Staff of appropriate level. RBGs/SBGs/Zones control and look after projects under their domain which are headed by Unit-in-Charges.

Each project is a profit centre and is expected to operate efficiently to achieve turnover targets and profitability as per MoU signed between the corporate office and the RBG/SBG/Zonal Heads. The units are headed by an officer of the rank of AGM/DGM/PM/DPM/SPE. The Unit In-charge is responsible for efficient execution of a project and within approved cost who is assisted by other Technical staff depending upon the nature and value of project. The unit In-charge, from time to time, appraises the Zonal In-charge about providing the requisite inputs / resources required for the execution of the work.

Project site is controlled by a Site In-charge. The project is provided with the required number of technical staff. The site in-charge is responsible for efficient execution of the project ensuring its timely completion.
TRANSPARENCY AT WORKPLACE

NBCC truly believes that Transparency plays a major role in organizational success and sprouts major benefits such as Organizational Stability, Enhanced Productivity, Solid Teamwork, Action-Based Accountability, Better Engagements of the Employees, and Trustworthy Relationship with stakeholders and Customers among others.

EMPLOYEE RESOURCE PLANNING (ERP):
Record keeping and Data Maintenance has been streamlined by using ERP whereby all the circulars, employee related forms and office orders are being uploaded. This results in effective communication and transparency within and outside the organization with the following modules: HRM, Finance, Internal Audit/Cost & Budget, Project Management Group, Business Development, Employee Annual Property Returns, Employee Performance Management System, Grievance Redressal System, MIS reports updates along with speed enhancement in ERP, Implementation of one click employee provident fund (EPF) e-statement etc. to name a few.

E-OFFICE:
NBCC has implemented eOffice to make the official communication time bound, easy tracking and faster, which is being procured from National informatics Centre (NIC). Adopting eOffice has resulted in number of benefits like bringing the transparency in the system, improved efficiency in working, easy searching & retrieving of files/data, alerts on urgent files. It can also generate need based reports like MIS reports (Status, Pendency), VIP References, Receipts Diary, File register and consolidated reports. Moreover, it has also resulted in cost and resource utilization & reduction in paper consumption.

E-TENDERING:
All tenders valuing Rs. 25 lacs & above in NBCC are being done through e-tendering mode making the process faster, simpler & transparent.

E-PAYMENTS:
NBCC is almost cashless and doing financial transactions (receipts and payments) through Digital mode, i.e. e-payment (Net Banking) and RTGS mode, which has resulted in transparent and speedy transactions, thereby, leading to transparency and lower cost of keeping records. No payments are done in cash.

E-BILLING:
Module of E-billing developed by NBCC is a step towards transparency and ease of doing business. E-Billing facilitates the contractor to enter the bill online and upload the supporting documents for submission to Engineer in Charge with a single click. The bill can be corrected, modified by the designated authorities before submitting to the higher authorities for approvals. With this facility, the movement of the bills can be tracked as well it also allows viewing the bill submitted and passed at different levels.

ONLINE RECRUITMENT PROCESS:
NBCC has extended the transparency in DPC / Recruitment process also. Recruitment in NBCC has been streamlined by way of receiving applications for various posts in online mode and selection up to middle level posts on the basis of written test only, with no interviews.
SALE OF REAL ESTATE PROPERTIES THROUGH ONLINE MODE AND E-AUCTION ONLY leads to transparency in allotments / payments.

OPEN DISCUSSION FORUMS LIKE Consultants’ / Contractors’ Conclave, Client get-together annually for formal/informal discussions on policy matters, complaints, suggestions etc.

Besides this, various manuals, procedures, guidelines e.g. Works Manual, HRM Manual, Finance Manual, General conditions of contract, safety manual, quality manual etc. have been made for standardizing the functioning of employees in their day to day working which are being updated on a regular basis as per the feedbacks received and experiences gained by concerned employees and other stakeholders to maintain its dynamic character and are published on website/ ERP portal for greater transparency.

Various in-house brain storming meetings such as weekly HoDs' meetings, monthly Sr. officers' meetings and 'Samvaad' with participation of all senior officers at All India level on quarterly basis are held to discuss about the functional and developmental issues of the company and presentations are done giving suggestions for bringing changes in the guidelines, structure of the company.
GRIEVANCE REDRESSAL MECHANISM & ACCESSIBILITY OF MECHANISM

NBCC is always committed and ever alert to redress grievances of its all stakeholders, customers, vendors in a responsible and effective manner.

A) For effective day to day functioning of the organization and operational autonomy, powers are sub-delegated by the Chairman cum Managing Director at different levels to the officials of the Corporation working in different capacities at projects and as controlling authorities at Regional offices and Corporate Office. The works assigned to various officials are carried out by them as per delegated powers.

Besides various administrative and general powers, the major powers sub-delegated are given as under:

1. Procurement of works: Whereas powers are sub-delegated to HoD (BD), the Directors have been given full powers in this regard.

2. Award of work to consultants/Professional agencies: Whereas powers are sub-delegated at different levels, the Directors have been given full powers in this regard except appointment of foreign consultant for works beyond Rs. 10 crore where the power lies with the Board.

3. Award of work to contractors: Whereas powers are sub-delegated at different levels, the Directors and Functional Management Committee of Directors are having powers upto Rs. 250 crore and Rs. 500 crore works respectively beyond that the power lies with the Board. Besides this Directors have been sub-delegated with the full powers of approval of special conditions of contract for any tender.

4. Approval of Bills, extra/substituted items, Deviation of quantities etc.: Whereas powers are sub-delegated at different levels, the RBG/SBG/Zonal Heads have been given full powers in this regard to operate the contracts.

5. Termination/foreclosure/part withdrawal of work, encashment of Performance Bank Guarantee, forfeiture of EMD/SD, Grant of Exension of time, Levy of Liquidated damages etc.: Whereas powers are sub-delegated at different levels, the Directors have been given full powers to take any action as per the contracts.

6. Pre-qualification of contractors/consultants: CPG Head has been given full powers to empanel the contractors and consultants based on the pre-qualification criteria.

7. Acceptance of Arbitration awards/court judgements, appointment of advocates etc.: Whereas powers are sub-delegated at different levels, the Directors have been given full powers in this regard.

B) The powers related to routine functioning at Projects is sub-delegated to the officials of the level of Project Manager/ Dy. General Manager/ Addl. General Manager who are working as Site/ Unit In-charges and stationed at the respective project sites. These works are further supervised, controlled and monitored by the Regional Heads of the level of General Manager/Chief General Manager/ Executive Director stationed at various Strategic locations in different states all over India with their reporting to the Directors. Any grievance pertaining to execution of projects, contractual matters is dealt directly by the Unit In-charges, Regional Heads and the concerned Director.

Important contact numbers are enclosed at Annexure-I. Information on any issues pertaining to various functional areas/ matters dealt at HO level can be obtained directly from the concerned officers during office hours.
C) CENTRALIZED PUBLIC GRIEVANCES REDRESSAL AND MONITORING SYSTEM [CPGRAMS] (https://pgportal.gov.in/cpgoffice/). In pursuance of the government's objective of accountable, transparent and citizen-friendly government, it was decided by Department of Administrative Reforms and Public Grievances (DARPG) to establish speedy and effective grievance redressal machinery namely Centralized Public Grievances Redressal and Monitoring System [CPGRAMS]. The objective is to ensure online availability of the grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, and send reminders etc., irrespective of their geographical location.

NBCC has been using CPGRAMS effectively in order to resolve various grievance petitions lodged by citizens in a time bound manner. The complaints forwarded by PMO/DoPT/Parent Department i.e. Ministry of Housing & Urban Affairs are monitored at HOD level and the quality and timeliness of the redressal is monitored at Director level. NBCC prepares replies to all such petitions and uploads scanned copies of replies in the portal.

D) VENDOR GRIEVANCE MANAGEMENT SYSTEM (https://web.nbccho.com/VendorGrievanceSystem/) For addressing the issue of grievances of vendors and to resolve those issues which are mainly related to non-payment of their Running/ final bills, non-release of Performance Guarantee, Security Deposit, non-finalisation of extra/substituted items etc., a vendor grievance portal at NBCC website has been put in place which registers Online Grievances of Vendors with a unique registration number. A nodal officer of the level of Executive Director has been appointed at Corporate office to receive those grievances who take comments and relevant documents from the concerned project office and put up the issues with recommendations to the Directors for expediting action on those pending issues in a time bound manner.

E) DISPUTE REDRESSAL COMMITTEE To resolve the grievances of contractors and other vendors, a dispute resolution committee consisting of senior officers of the level of Executive Director/Chief General Manager/General Manager of the corporation and one independent member of the rank of Chief Engineer of CPWD has been constituted, under alternate dispute resolution mechanism, to sort out their pending issues which could not be resolved by their respective RBG/SBG/Zonal Heads on account of differences in the interpretation of contract clauses or otherwise. Under this mechanism, a time bound procedure for different activities has been framed to adjudicate disputes/ claims of the vendor(s). The Dispute Redressal Committee (DRC) is as under:

- Shri Rakesh Garg, CGM (Contracts) - Chairman
- Smt. A. Sabeena, CGM (PMG) - Executive Member / Co-ordinator
- Shri Hrishikesh Kumar, GM Finance) - Member
- Independent Member - Member

F) BOARD LEVEL GRIEVANCES RESOLUTION COMMITTEE

A Board Level Grievances Resolution Committee has been recently constituted in the 464th Board Meeting conducted on 14.11.2018 to resolve the grievances of contractors, consultants etc. with members as follows:
Sh. Ashok Khurana (Independent Director) - Chairman
Sh. Rajendrasinh G Rana (Independent Director) - Member
Sh. Rajendra Chaudhari (Functional Director) - Member
Sh. Neelesh Shah (Functional Director) - Member
Smt. B.K. Sokhey (CFO) - Special Invitee

This Committee shall review and resolve all the unsettled grievances of contractors, consultants etc. and recommend the actions to be taken against responsible employees/ consultants/ contractors etc. This Committee shall meet at least once in a month and the outcome/ decision of the Committee shall be uploaded on the website/portal of the Company.

Further, important policies on all major areas including RTI, Integrity Pact, Details of IEMs etc. can be accessed on the Official website of NBCC in the Transparency section at www.nbccindia.com.
## IMPORTANT CONTACT NUMBERS

### OFFICE OF THE DIRECTORS

1. **Shri Rajendra Chaudhari,**  
   Director (Commercial),  
   NBCC (India) Limited,  
   NBCC Bhawan,  
   Lodhi Road,  
   New Delhi-110003.  
   e-mail: dcsectt@nbccindia.com  
   - 011-24367314-17/1900 & 1509  
   - Fax 011-24368060

2. **Shri Neelesh Shah,**  
   Director (Projects),  
   NBCC (India) Limited,  
   NBCC Bhawan,  
   Lodhi Road,  
   New Delhi-110003.  
   e-mail: dpsectt@nbccindia.com  
   - 011-24367314-17/1902  
   - Fax 011-24368060

### HEADS OF DEPARTMENTS

3. **Smt. B.K. Sokhey,**  
   Chief Financial Officer/ Executive Director(Fin.),  
   NBCC(India) Limited,  
   NBCC Bhawan,  
   Lodhi Road,  
   New Delhi-110003.  
   e-mail: finance@nbccindia.com  
   - 011-24367314-17/1711  
   - Information relating to all finance matters of the Company

4. **Shri R. Wanchoo,**  
   Executive Director (Trg./CSR),  
   NBCC(India) Limited, MBP, Ghitorni,  
   New Delhi.  
   e-mail: csr@nbccindia.com  
   - Mob. No. 8527798798  
   - Information relating to CSR matters.

5. **Shri Alok Rastogi,**  
   Executive Director (Engg.),  
   NBCC(India) Limited,  
   NBCC Bhawan,  
   Lodhi Road,  
   New Delhi-110003.  
   e-mail: alok.rastogi@nbccindia.com  
   - 011-24367314-17/1502  
   - Information relating to Re-development of Railway Stations at various locations and DDA works. Marketing of Redevelopment works.

6. **Shri Yogesh J.P. Sharma,**  
   Executive Director (Engg.)/  
   1st Appellate Authority,  
   NBCC(India) Limited,  
   NBCC Bhawan,  
   Lodhi Road,  
   New Delhi-110003.  
   e-mail: yogesh.sharma@nbccindia.com  
   - 011-24367314-17/1809 & 1844  
   - Information relating to Business Development, Awards and Important Headquarter matters, ESIC Works, Andheri, Mumbai.

7. **Shri Rakesh Garg,**  
   Chief General Manager (Engg.)/CPIO,  
   NBCC (India)Limited,  
   NBCC Bhawan,  
   Lodhi Road,  
   New Delhi-110003.  
   e-mail: rakesh.garg@nbccindia.com  
   - 011-24367314-17/1105  
   - RTI/ Land Management Agency/ Ministry Co-ordination / Public Grievances (CPGRAMS)/ Contract Engg./Law
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Position</th>
<th>Location</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>8.</td>
<td><strong>Ms. A. Sabeena</strong>, Chief General Manager(Engg.), NBCC(India) Limited, NBCC Bhawan, Lodhi Road, <strong>New Delhi-110003.</strong></td>
<td>011-24367314-17/1861</td>
<td>Project Management Group, Risk Officer, RGKUT Works, Kada pa, AP, Income Tax Works, Kochi, Kerala.</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td><strong>Shri Suresh C. Jain</strong>, Chief General Manager (Engg.), NBCC(India) Limited, NBCC Bhawan, Lodhi Road, <strong>New Delhi-110003.</strong></td>
<td>011-24367314-17/1211</td>
<td>Information relating to Empanelment of contractors/Consultants and Award of works to contractors by Central Procurement Group (CPG), Head Office</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td><strong>Ms. Reshma Dudhani</strong>, Chief General Manager(Engg.), NBCC(India) Limited, NBCC Bhawan, Lodhi Road, <strong>New Delhi-110003.</strong></td>
<td>011-24367314-17/1609</td>
<td>Information relating to marketing of all Real Estate Works and Post Sales matters.</td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td><strong>Mohd. Salim</strong>, Chief General Manager(Engg.), NBCC(India) Limited, NBCC Bhawan, Lodhi Road, <strong>New Delhi-110003.</strong></td>
<td>011-24367314-17/1301</td>
<td>Information relating to Technical Audit, Safety Matters, IT Division</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td><strong>Shri Manas Kaviraj</strong>, Chief General Manager(HRM), NBCC(India) Limited, NBCC Bhawan, Lodhi Road, <strong>New Delhi-110003.</strong></td>
<td>011-24367314-17/1205</td>
<td>Information relating to All HRM Matters, Administration, Corporate Communication/ PR matters, Administration Matters.</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td><strong>Ms. Deepti Gambhir</strong>, General Manager(CS), NBCC(India) Limited, NBCC Bhawan, Lodhi Road, <strong>New Delhi-110003.</strong></td>
<td>011-24367314-17/1874</td>
<td>Information relating to All Board Matters</td>
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<td>No.</td>
<td>Name</td>
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<tr>
<td>15</td>
<td>Shri Gaurav Gulati</td>
<td>General Manager (Fin)</td>
<td>NBCC(India) Limited, Shopping complex, East Kidwai Nagar, New Delhi</td>
<td><a href="mailto:saurav.gulati@nbccindia.com">saurav.gulati@nbccindia.com</a></td>
</tr>
<tr>
<td>16</td>
<td>Shri Hrishikesh Kumar</td>
<td>General Manager (Fin.)</td>
<td>NBCC(India) Limited, NBCC Bhawan, Lodhi Road, New Delhi</td>
<td><a href="mailto:hrishikesh.kumar@nbccindia.com">hrishikesh.kumar@nbccindia.com</a></td>
</tr>
<tr>
<td>17</td>
<td>Shri Rakesh Sharma</td>
<td>General Manager (Fin.)</td>
<td>NBCC(India) Limited, P.C. Division, Local Shopping Complex, East Kidwai Nagar, New Delhi</td>
<td><a href="mailto:rakesh.sharma@nbccindia.com">rakesh.sharma@nbccindia.com</a></td>
</tr>
<tr>
<td>18</td>
<td>Shri Vijay Kumar Chaudhary</td>
<td>General Manager (Fin.)</td>
<td>NBCC(India) Limited, NBCC Bhawan, Lodhi Road, New Delhi-110003</td>
<td><a href="mailto:vk.c@nbccindia.com">vk.c@nbccindia.com</a></td>
</tr>
<tr>
<td>19</td>
<td>Shri Yogesh Kumar</td>
<td>General Manager (Engg.)</td>
<td>NBCC(India) Limited, NBCC Bhawan, Lodhi Road, New Delhi-110003</td>
<td><a href="mailto:cvosectt@nbccindia.com">cvosectt@nbccindia.com</a></td>
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**SUBSIDIARIES**

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<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Position</th>
<th>Address</th>
<th>Email</th>
<th>Contact No.</th>
<th>Information Related To</th>
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<tbody>
<tr>
<td>20</td>
<td>Shri Gyanesh Pandey</td>
<td>Chairman and Managing Director</td>
<td>E-6(A), Sector 1, Noida - UP - 201301</td>
<td><a href="mailto:hsccltd@hsccltd.co.in">hsccltd@hsccltd.co.in</a></td>
<td>Tel. - 91-120-2542436-40 Fax - 91-120-2542447</td>
<td>Hospital Services Consultancy Corporation Limited</td>
</tr>
<tr>
<td>21</td>
<td>Shri Saurabh Srivastava</td>
<td>Chief General Manager (Finance)</td>
<td>E-6(A), Sector 1, Noida - UP - 201301</td>
<td><a href="mailto:hsccltd@hsccltd.co.in">hsccltd@hsccltd.co.in</a></td>
<td>Tel. - 91-120-2542436-40 Fax - 91-120-2542447 Mob. No. 9911285340</td>
<td>Hospital Services Consultancy Corporation Limited</td>
</tr>
<tr>
<td>22</td>
<td>Smt. Anu Garg</td>
<td>Chief General Manager (Engg.)</td>
<td>NBCC Engineering &amp; Consultancy Limited, Local Shopping Centre, East Kidwai Nagar, New Delhi.</td>
<td><a href="mailto:necl@nbccindia.com">necl@nbccindia.com</a></td>
<td>Mob. No. 8527798708</td>
<td>Information relating to NECL.</td>
</tr>
<tr>
<td>No.</td>
<td>Name</td>
<td>Position</td>
<td>Address</td>
<td>Contact Information</td>
<td>Associated Works</td>
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<tr>
<td>23.</td>
<td>Shri M.C. Sharma</td>
<td>Chief Executive Officer</td>
<td>NBCC Services Limited, NBCC Centre, Ground floor, Okhla, Phase-I, New Delhi</td>
<td>Mob No. 7752008800</td>
<td>NSL – Maintenance &amp; CSR Related Works.</td>
<td></td>
</tr>
<tr>
<td>24.</td>
<td>Shri KPM Swami</td>
<td>Chief Executive Officer</td>
<td>5/1 Commissariat Road, 1st Floor Hastings, Kolkata-700022 West Bengal</td>
<td>Tel: 033-2473 7546 Fax:033-24737546</td>
<td>Hindustan Steelworks Construction Limited</td>
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<tr>
<td>25.</td>
<td>Shri M.C. Bansal</td>
<td>Chief Financial Officer</td>
<td>5/1 Commissariat Road, 1st Floor Hastings, Kolkata-700022 West Bengal</td>
<td>Tel: 033-2473 7546 Fax:033-24737546</td>
<td>Hindustan Steelworks Construction Limited</td>
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**PROJECTS RELATED**

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<tr>
<th>No.</th>
<th>Name</th>
<th>Position</th>
<th>Address</th>
<th>Contact Information</th>
<th>Associated Works</th>
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<tbody>
<tr>
<td>26.</td>
<td>Shri N.P. Aggarwal</td>
<td>Sr. Executive Director (Engg.), NBCC(India) Limited</td>
<td>New MotiBagh, New Delhi-110003</td>
<td>Mob No. 9312876221</td>
<td>Information relating to Re-development Works of Govt. Colonies at Nauroji Nagar, Netaji Nagar and Sarojini Nagar, New Delhi</td>
</tr>
<tr>
<td>27.</td>
<td>Shri H.K. Dhawan</td>
<td>Executive Director(Engg.), NBCC (India) Limited</td>
<td>Plot No. 132-135, Lal kothi Scheme, Opp. HPCL Building, Sekhar Marg, Jaipur-302015(Rajasthan)</td>
<td>Fax: 0141- 4042320/2369556</td>
<td>Information relating to works in State of Madhya Pradesh, Rajasthan &amp; Gujarat.</td>
</tr>
<tr>
<td>28.</td>
<td>Shri D.D.S Srivastava</td>
<td>Executive Director(Engg.), NBCC (India) Limited, RBG(North) NBCC Business Centre, Block-A, 8TH FLOOR, LOGIX TECHNOVA, NOIDA-201301(UP)</td>
<td></td>
<td>Telephone No. 0120-2512996, 2512997 Fax: 0120-2522995</td>
<td>Information relating to works in State of UP, Punjab, HP &amp; J&amp;K.</td>
</tr>
<tr>
<td>29.</td>
<td>Shri Rakesh Gupta</td>
<td>Executive Director(Engg.), NBCC(India) Limited, NBCC Business Centre, Block-A, 8TH FLOOR, LOGIX TECHNOVA, NOIDA-201301(UP)</td>
<td></td>
<td>Mob. No. 08527798966</td>
<td>Information relating to all projects under Delhi Zone-I including Re-development of Pragati Maidan (ITPO), New Delhi</td>
</tr>
<tr>
<td>30.</td>
<td>Shri H.S. Yadav</td>
<td>Executive Director, NBCC(India) Limited, RBG-DZ-II, New MotiBagh, New Delhi.</td>
<td></td>
<td>Mob. No. 8527798912</td>
<td>Information relating to all projects under Delhi Zone-II, NATGRID works, Delhi and Bangalore</td>
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<tr>
<td>No.</td>
<td>Name</td>
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<td>31</td>
<td>Shri V.K. Sharma</td>
<td>Executive Director (Engg.)</td>
<td>Telephone No. 033-40671092/95 Fax: 033-40671093/ 94</td>
<td>Information relating to all projects &amp; Real Estate Works under State of West Bengal, Bihar</td>
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<td>e-mail: <a href="mailto:rbgeast@nbccindia.com">rbgeast@nbccindia.com</a></td>
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<tr>
<td>32</td>
<td>Shri R.K. Aggarwal</td>
<td>Executive Director (Engg.)</td>
<td>Telephone No. 011- 24640990</td>
<td>Information relating to Re-development Works of East Kidwai Nagar &amp; GPRA Complex, New MotiBagh, AIIMS Trauma Centre, Amarpali Group, New Delhi.</td>
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<td><a href="mailto:sbg.enk@nbccindia.com">sbg.enk@nbccindia.com</a></td>
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<tr>
<td>33</td>
<td>Shri Rajesh Bahal</td>
<td>Executive Director (Engg.)</td>
<td>Telephone: 011-29566917 Fax: 011-29566915</td>
<td>Information relating to all projects under Delhi Zone-III i/c AIIMS works</td>
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<td>RBG-Delhi Zone-III, NBCC</td>
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<td>India) Limited, NBC Plaza</td>
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<td>Sector-V, PushpVihar</td>
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<td>New Delhi-110003.</td>
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<td>e-mail: <a href="mailto:sbgdelhi3@nbccindia.com">sbgdelhi3@nbccindia.com</a></td>
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<tr>
<td>34</td>
<td>Shri Anil Malla</td>
<td>Chief General Manager (Engg.)</td>
<td>Mob. No. 8415924012</td>
<td>Air India Project, J&amp;K Works</td>
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<td>NBCC(India) Limited</td>
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<td>e-mail: <a href="mailto:anilmalla@nbccindia.com">anilmalla@nbccindia.com</a></td>
<td></td>
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</tr>
<tr>
<td>35</td>
<td>Shri Alok Ranjan</td>
<td>Chief General Manager (Engg.)</td>
<td>Telephone No. 022-23533731 Fax No.022-23512016</td>
<td>Information relating to all Goa &amp; Maharashtra Works.</td>
<td></td>
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<tr>
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<td>NBCC Limited, 406, Arun</td>
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<td>Chambers, Tardeo Main</td>
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<td>Road, Mumbai-400034.</td>
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<td></td>
<td>e-mail: <a href="mailto:sbgmumbai@nbccindia.com">sbgmumbai@nbccindia.com</a></td>
<td></td>
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</tr>
<tr>
<td>36</td>
<td>Shri R.K. Arora</td>
<td>Chief General Manager (Engg.)</td>
<td>Telefax: 044-24742337 Mob No. 07032908955</td>
<td>Information relating to Projects in the states of Tamil Nadu and Karnataka.</td>
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<td>Plot No. 26, 2nd Floor,</td>
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<td>Mahalaxmi Nagar, llnd Main</td>
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<td>e-mail: <a href="mailto:andhrapradesh@nbccindia.com">andhrapradesh@nbccindia.com</a></td>
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<td>37</td>
<td>Shri S.K. Kharab</td>
<td>Chief General Manager (Engg.)</td>
<td>Telephone No. 172-25556350 Telefax No. 0172-2556350</td>
<td>Information relating to all Works in Tripura State.</td>
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<td>38</td>
<td>Shri A.K. Shome</td>
<td>Chief General Manager(Engg.)</td>
<td>Telephone No: 06742547754 Telex : 06742547756</td>
<td>Information relating to all Odisha Works.</td>
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<td>1st Floor, Office No. 1&amp;2, BMC Bhawani Commercial Enclave, Sahidnagar, Bhubaneswar-751007, Odisha</td>
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<td>No.</td>
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<td>39</td>
<td>Shri A.P. Singh</td>
<td>General Manager (Engg.)</td>
<td>Mob. No. 9811773883</td>
<td>Information relating to Infrastructure Zone &amp; Power Projects.</td>
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<td>e-mail: <a href="mailto:rgb.infra@nbccindia.com">rgb.infra@nbccindia.com</a></td>
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<td>40</td>
<td>Shri C. Mani</td>
<td>Chief General Manager(Engg.)</td>
<td>Mob. No. 8527798987</td>
<td>Information relating to IIT Works, Odisha.</td>
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<td>41</td>
<td>Shri R.N. Sinha</td>
<td>Dy. General Manager (Engg.)</td>
<td>Mob. No. 7898006456</td>
<td>Information relating to PMGSY Works in Odisha State.</td>
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<td>C-9, 4th Floor, Civil Township,</td>
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<td>e-mail: pmsgsyodisha.nbcc@gmailcom</td>
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<td>42</td>
<td>Shri Pawan Kumar</td>
<td>Chief General Manager(Engg.)</td>
<td>Fax No. 0361-2221220</td>
<td>Information relating to all works in State of Assam, Tripura, Mizoram, Meghalaya, Manipur, Arunachal Pradesh and Sikkim</td>
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<td>e-mail: <a href="mailto:sbg.ner@nbccindia.com">sbg.ner@nbccindia.com</a></td>
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<td>43</td>
<td>Shri M.K. Chawla</td>
<td>Chief General Manager(Engg.)</td>
<td>Mob. No. 8511136728</td>
<td>Information relating to Irrigation Works, Nagpur</td>
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<td>South Ambazari Road, Nagpur (Maharashtra)</td>
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<td>e-mail: <a href="mailto:kpm.swamy@nbccindia.com">kpm.swamy@nbccindia.com</a></td>
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<td>44</td>
<td>Shri Sohan Lal</td>
<td>Addl. General Manager(Engg.)</td>
<td>Mob. No. 8527098119</td>
<td>Information relating to works at IIT Mandi &amp; ESIC Mandi</td>
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<td>email: <a href="mailto:rp.mishra@nbccindia.com">rp.mishra@nbccindia.com</a></td>
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<td>45</td>
<td>Shri Suman Kumar</td>
<td>General Manager(Engg.)</td>
<td>Telephone No. 0651-2530969</td>
<td>Information relating to all projects in Jharkhand State &amp; Raurkela, Odisha.</td>
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<td>4th Floor, 401, Mangal Tower,</td>
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<td>Old H.B. Road, Near KantatoliChowk,</td>
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<td>P.S. Lower Bazar, Ranchi-834001, Jharkhand.</td>
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<td>e-mail: <a href="mailto:jharkhand@nbccindia.com">jharkhand@nbccindia.com</a></td>
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<td>46.</td>
<td>Shri B.B.P. Sharma, General Manager(Engg.), SBG(Bihar), NBCC(India) Limited, 404, Maurya Tower, Maurya Complex, New Dak Bunglow Road, Patna(Bihar)</td>
<td>E-mail: <a href="mailto:bihar@nbccindia.com">bihar@nbccindia.com</a></td>
<td>Information relating to All Works in Bihar State.</td>
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<td>47.</td>
<td>Shri S.K. Soni, Addl. General Manager(Engg.), Zonal incharge, NBVCC(India) Limited, 29-C, Rajpur Road, Opp St. Joseph School, Dehradun Email: <a href="mailto:uttarakhand@nbccindia.com">uttarakhand@nbccindia.com</a></td>
<td>Mob. No. 9871303516</td>
<td>Information relating to All works in State of Uttarakhand &amp; Rashtrapati Bhawan, Archeological Survey of India, Greater Noida, CRPF Housing Works, G. Noida, NSEZ Works, Noida, National Police Memorial Works, New Delhi, Central ExcISE works, Nangalraya, Delhi, NICSF Works, New Delhi, CRPF Works, Jharoda Kalan.</td>
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<td>48.</td>
<td>Shri Aaditya Arora, General Manager(Engg.), NBCC(India) Limited, NBC Green View, Sector-37D, Gurugram. E-mail: <a href="mailto:s.aditya@nbccindia.com">s.aditya@nbccindia.com</a></td>
<td>Mob. No. 7042685533</td>
<td>Information relating to Real Estate work at NBCC Green View, Sector-37D &amp; NBCC Heights, Sector-89, Gurugram.</td>
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<td>49.</td>
<td>Shri P.K. Khare, General Manager (Engg.), NBCC(India) Limited, C-7, KendriyaVihar, Karimughal Ambalamedu Kuchi Ernakulam-682303 (Kerala)</td>
<td>Mob. No.8527798926</td>
<td>Information relating to all works in State of Kerala.</td>
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<td>50.</td>
<td>Shri C.S. Paul, General Manager(Engg.), NBCC(India) Limited, SBG(Telangana), C/o NIA Works, Cyberbady. No. 41/40, Hi-Tech City PO Madhapur, Hyderabad-500081</td>
<td>Mob. No.8527798469</td>
<td>Information relating to All works under State of Telangana.</td>
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<td>51.</td>
<td>Shri Adnan Gilani, Addl. General Manager(Engg.), NBCC(India) Limited, H. No. 51-2-17, Flat No. 503, 5th Floor, Vijaylakshami Residency, Opp. Dental College, Beside Gudal Church, Vijaywada-520004</td>
<td>Mob. No.9581053624</td>
<td>Information relating to All the works in Andhra Pradesh.</td>
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<td>52.</td>
<td>Shri D.K. Mittal, General Manager(Engg.), NBCC(India) Limited, GujArat Bhawan Works, Akbar Road, New Delhi-110011 Email:- <a href="mailto:dk.mittal@nbccindia.com">dk.mittal@nbccindia.com</a></td>
<td>Mob. No. 8527798408</td>
<td>Information relating to Gujrat Bhawan Works, JNNURM Works, Haryana.</td>
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</table>
|   | **Shri A.K. Sharma**,  
Chief General Manager(Engg.),  
MBCC(India) Limited,  
Re-development Works,  
East Kidwai Nagar,  
New Delhi.  
Mail: sbg.ekn1@nbccindia.com | Mob. 8527497913 | Information relating to Re-development Works, East Kidwai Nagar. |
|---|---|---|---|
|   | **Shri Pranay Jain**,  
Addl. General Manager(Engg.),  
NBCC(India) Limited,  
Rajiv Gandhi University of Knowledge Technology Work AP-IIIT, R k Valley,  
Idupulapaya Vempalli Mandalam,  
Kadappa 516329 (AP)  
E Mail: pranay.jain@nbccindia.com | Mob. 9810885224 | Information relating to work of Rajiv Gandhi University, Kadappa |

("Office of the Directors to be contacted only during emergency or in case no satisfactory response is received from the Departmental Heads.")