

#### **Chapter -4: The norms set by CESL for the discharge of its functions;**

Convergence Energy Services Limited (CESL) is a wholly owned subsidiary of Energy Efficiency Services Limited which itself is a joint venture of public sector companies under the Ministry of Power, Government of India.

##### **Nature of functions/ services offered:**

CESL is investing in clean energy and clean transportation with a view to delivering affordable and reliable energy at scale. Business models followed by CESL focus on optimizing assets, monetizing and stacking multiple values and using innovative financial structures to deliver at scale. CESL is also working to enable battery powered electric mobility and its infrastructure and designing business models to increase the uptake of electric vehicles in India and increase rural energy access.

CESL offers interventions that solve multiple gap areas in the energy ecosystem by amalgamating seemingly independent sectors such as electricity, transport, home appliances and introducing models for adaptation at scale through government partnerships and innovative financing such as carbon markets.

Further details of the businesses of the company can be explored on the official website of the company at <https://www.convergence.co.in/>

##### **Norms/ standards for functions/ service delivery:**

Convergence Energy Services Limited has well-defined procedure(s), and guidelines for discharge of all the functions. Different positions/ designations in CESL have well stipulated monetary and procurement powers, which are explained and indicated through a published document known as the Delegation of Power (DoP) manual which has been adopted from our holding company, Energy Efficiency Services Limited (EESL). In addition to other rule manuals, the DoP is a fundamental document clearly informing which officer has been delegated the financial powers for approving a certain task/ assignment of the company.

The citizen seeking information, may also note that this Delegation of Powers manual is not an absolute document, and in a certain context, it is not beyond any rule of law, morals, principles of natural justice and regulations issued by the Government of India or any other competent authority.

Following are examples of such rule manuals containing norms for discharge of functions, these are indicative and not exhaustive in nature:

1) Delegation of Powers (DoP) manual: The officers of the Company at various levels discharge their functions and responsibilities within the powers delegated to them by the Board of Directors under Delegations of Powers.

2) Laid down Policies and Guidelines for procurement: CESL is having laid down policies and guidelines governing procurement as adopted from our holding company, Energy Efficiency Services Limited (EESL). While discharging the functions, the officers need to follow these laid down policies and guidelines for carrying out procurement of various goods and services. Further to this, different circulars issued by the Government of India, from time to time, are also followed during procurement processes.

3) Compliance to various provisions of the Statutes (in Finance, procurement, vigilance etc.): While discharging the respective functions, officers are required to comply with the applicable provisions of

Indian Constitution, statutes and rules and regulations. The annual report of CESL is duly posted on the website of the company. Web-links of the same can be located in the relevant document under the Investor section.

4) Laid down Policies and Guidelines for recruitment and employee affairs: The Human Resources (HR) department of CESL has well defined recruitment policy along with various policies that govern the internal employee affairs that have been adopted from the holding company, EESL. The Compliance Appeal and Discipline (CDA) rules is one of the most exhaustive documents that control the employee conduct at workplace, and beyond.

**The process by which these services can be accessed:**

In various matters, CESL may also not directly liaison with the general public and is more in coordination with the Government(s) or different stakeholders.

For any further queries, the applicants can either contact CESL telephonically or file a Right to Information application with the designated Public Information Officer of Convergence Energy Services Limited (CESL).

**Time-limit for achieving targets:**

The targets are given to officers (or employees) of CESL on an annual basis. These targets decide employee performance and are further linked to their promotion and remuneration.

**The process by which these services can be accessed:**

In various matters, CESL may also not directly liaison with the public and is more in coordination with the Government(s) or different stakeholders. In certain schemes, wherein members of the public are directly engaged, the members of the public are required to read specifically about that certain scheme and understand the process for accessing the same. Such processes are usually widely advertised in mass media and are also detailed on the CESL website.

For any further queries, the applicants can contact CESL at [RTI\\_CESL@eesl.co.in](mailto:RTI_CESL@eesl.co.in) or file a Right to Information application with the designated Public Information Officer of CESL.

**Process of public grievances redressal:**

Complaints may be emailed to CESL at:

- [RTI\\_CESL@eesl.co.in](mailto:RTI_CESL@eesl.co.in)
- [cp-cesl@eesl.co.in](mailto:cp-cesl@eesl.co.in)
- [mdcesl@eesl.co.in](mailto:mdcesl@eesl.co.in)

CESL, being a relatively young organization, does not presently have a dedicated grievance redressal cell. Nevertheless, all complaints and grievances received through the aforementioned email IDs are duly acknowledged, examined, and responded to in a timely manner.