

# **CITIZEN'S CHARTER**

## **BACKGROUND**

This chapter presents a background to the business operations, segments, set-up and human resource of HPL.

Hindustan Prefab Limited was set up as a Deptt. in the year 1948 at Jangpura, New Delhi – 110 014 on a plot of land measuring 28.639 acres primarily to manufacture prefabricated houses for the displaced persons from West Pakistan (now Pakistan). Later on the company diversified its activities into pre-stressed concrete electric poles and PRC railway sleepers for Railway. It was converted into private company in 1953 and established as a PSU in 1955 under the Ministry of Housing & Urban Poverty Alleviation.

In 1978, name of the company was changed from Hindustan Housing Factory Limited to Hindustan Prefab Limited having its registered office at Jangpura, New Delhi – 110 014.

Further the company has now diversified its activities and has secured orders for Project Management Services from Governments / PSUs / Autonomous bodies and is mainly working as Executing Agency.

HPL an ISO:9001:2008 Certified Company has its registered office at Jangpura, New Delhi and operates across the country within the jurisdiction of five Regional Offices and undertakes projects on turnkey basis from concept to completion besides assuring quality and timely completion.

## **VISION**

To be a premier organization in the field of Civil Construction and Infrastructure Industry by embracing state of art & cost effective technology in prefab / precast as well as conventional methods committed to total customer satisfaction.

## **MISSION**

- To pioneer prefabrication methods and technology whereby ensuring optimum quality and effortless construction techniques within one's means;
- To become the customers most preferred choice by attaining excellence in quality and on time completion of value added ventures;
- To act as execution art of Govt. of India, Ministry of Housing & Urban Poverty Alleviation for mass housing / development of infrastructure in urban areas;
- To act in a socially responsible manner whilst upholding environmental responsibility ensuring customer and employee satisfaction by enhancing employee competence and ensuring the interest of other stakeholders.

## **OBJECTIVES**

- To become a Rs. 500 crores turnover company within 3 years;
- To be a financially sustainable company with a robust order book;
- To play an active role in Central Govt. agenda of "Providing Housing To All by 2022";
- To take up a major role under "Swachha Bharat Abhiyaan" for providing sanitation facilities in all schools in the country.
- To propagate and adopt prefab and PEB technology;
- To explore the possibility for setting up manufacturing facility of prefab components;
- To enhance the requisite skills of its manpower through fresh induction & skill development.

## **CLIENTS**

- i) Central Government Ministries / Departments and Organizations
- ii) State Governments / UT Administrations and Organizations
- iii) Public Sector Undertakings / Autonomous bodies under Central / State Govts.

## **SERVICES**

### **i) Manufacturing**

HPL factory set up to manufacture pre-stressed concrete electric poles and PRC railway sleepers for Railways is located at Jangpura, New Delhi. Its plants and machineries are obsolete and company does not have viable orders in hand, therefore, manufacturing activities in the factory have been suspended since September 2004.

In the factory, there is material testing laboratory facility also for testing of raw materials and ingredients for manufacturing of concrete products. The company follows a quality policy for sourcing of various materials.

### **ii) Project Management Services**

Company provides Project Management Services for the following:

- Mass Housing Projects
- Residential Complexes
- Commercial Complexes
- Medical Colleges & Hospitals and Health Care Services
- Godowns
- Sub-ways
- Institutional / Industrial Buildings
- Infrastructure Projects
- Interiors / furnishing
- Real Estate

The company executes the projects as per specifications incorporated in the agreement where the company is Executing Agency, specifications, time schedule are prepared as per the norms in construction industry. Based on the approved cost, specifications, time schedule HPL gets the projects executed. It is ensured that no variation whatsoever is allowed without any genuine reason. Tendering process is followed as per guidelines of the Govt. / CVC / Board of the Company and a transparent system is followed.

## **COMMITMENTS**

### **a) To Clients**

- Timely completion of projects as per terms of agreements with quality product/output;
- Highest degree of clients' satisfaction.

### **b) To Contractors / Sub-contractors**

Providing all guidance, technical assistance, drawings / requisite approvals and funds in a time bound manner in accordance with the agreement entered into with each of them.

## EXPECTATIONS FROM:

### Client

- to ascertain its all requirements in one go;
- to get himself acquainted with the statutory norms;
- to attach due importance to quality;
- to consider the constraints of supplier;
- to be practical and flexible as per trends of the market.
- to release timely payments as per agreement;
- to approve extra / substituted items expeditiously.

### Contractor / Sub-contractor

- to adhere to the time schedule
- to ensure quality material
- to ensure quality workmanship
- to ensure prompt submission of the statement of deviated / extra items
- to ensure compliance of all statues / rules and regulations

LOCATIONS OF OUR OFFICES		
<b>Office</b> <b>Head Office</b>	<b>Contact Officer</b> Sh S K Das DGM (Engg.)	<b>Address</b> Hindustan Prefab Limited, Jangpura, New Delhi – 110014 Fax No.011-43149865 Phone: 011-43149800-899 E-mail:hindprefab@gmail.com
<b>Regional Office</b> <b>Trivendrum (Kerala)</b>	Sh Jayachandran P Project Manager (Civil)	Hindustan Prefab Limited, T.C. 24/656 (FF), Thycaud, Thiruvananthapuram – 695014 Phone: 0471-4066026 Fax: 0471-4066028 E-mail: hplsouthnew@gmail.com

**RIGHT TO INFORMATION ACT, 2005**

The company has implemented the provisions of the 'Right to Information Act, 2005'. The names of various authorities nominated as per provisions of the said Act are as under:- <b>Name &amp; Address of Central Public Information Officer</b>	Sh. Deen Dayal, Asst. Manager (Engg.)	Hindustan Prefab Limited, Jangpura, New Delhi – 110014 Fax No.011-43149865 Phone: 011-43149800-899 E-mail:hindprefab@gmail.com
<b>Name &amp; Address of the 1<sup>st</sup> Appellate Authority</b>	Sh. S K Das DGM (Engg.)	Hindustan Prefab Limited, Jangpura, New Delhi – 110 014 Fax No.011-43149800 Phone: 011-43149800-899 E-mail:hindprefab@gmail.com
<b>Name &amp; Address of the Transparency Officer</b>	Sh. Niraj Kumar Goel Asst. Manager (Engg.)	Hindustan Prefab Limited, Jangpura, New Delhi – 110 014 Fax No.011-43149865 Phone: 011-43149800-899 E-mail:hindprefab@gmail.com

Website of HPL: [www.hindprefab.in](http://www.hindprefab.in)