

CITIZEN'S CHARTER

BACKGROUND

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

Govt. of India set up Hindustan Housing Factory in the year 1950 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 ₹500 Crore turnover company within 5 years
- To develop more business with high margin value in Project Management Services

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. There is no likelihood of restarting the manufacturing in the factory because now there are many small players in the field who cast *in situ* various components and thus it is not competitive with the private sectors.

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

HPL is also open to private sectors provided these are deposit works.

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

- a) to ascertain its all requirements in one go;
- b) to get himself acquainted with the statutory norms;
- c) to attach due importance to quality;
- d) to consider the constraints of supplier;
- e) to be practical and flexible as per trends of the market.
- f) to release timely payments as per agreement;
- g) 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

Office	Contact Officer	Address
Head Office	Sh S K Gupta Director (Technical)	Hindustan Prefab Limited, Jangpura, New Delhi – 110014 Fax No.011-26340365 Phone: 011-43149800-899 E-mail:hindprefab@gmail.com
Regional Office Trivendrum (Kerala)	Sh Anand Kr Sharma Regional Incharge – South	Hindustan Prefab Limited, T.C. 24/656 (FF), Thycaud, Thiruvananthapuram – 695014 Phone: 0471-4066026 Fax: 0471-4066028
Regional Office Meghalaya/Assam Rifles HQ @ Shillong	Sh R S Sharma Regional Incharge – (NER)	Hindustan Prefab Limited Near Maruti Yard Bivar Road, Shillong-793001 Ph/Fax: 0364-2228915
Regional Office Odisha/Chhattisgarh HQ @ Cuttack	Sh Ashok Kumar Dy General Manager (Civil)	Hindustan Prefab Limited, C-251, Shailendra Nagar, Raipur – 492001 Phone: 0771-4269103 Fax: 0771-4269157
Regional Office Patna (Bihar)	Sh Binod Kumar Dy General Manager (Civil)	Hindustan Prefab Limited, Flat No.303 (FF) Grand Shere Tower, Exhibition Road, Patna Phone cum Fax: 0612-2320680
Regional Office Delhi HQ @ Janakpuri	Sh Rajeev Chaudhary Dy General Manager (Civil)	Hindustan Prefab Limited, Project Site PS C-Block, Janakpuri, New Delhi-110058 Phone (M): 9910898098

RIGHT TO INFORMATION ACT, 2005:

The company has implemented the provisions of 'Right to Information Act 2005'. The names of various authorities nominated as per provisions of the Act are as under:

Name & Address of Central Public Information Officer	Sh A K Gaur, Sr. Project Engineer (Civil)	Hindustan Prefab Limited, Jangpura, New Delhi – 110014 Fax No.011-26340365 Phone: 011-43149800-899 E-mail:hindprefab@gmail.com
Name & Address of the 1st Appellate Authority	Sh Meghna Rashmi Company Secretary	Hindustan Prefab Limited, Jangpura, New Delhi – 110 014 Fax No.011-26340365 Phone: 011-43149800-899 E-mail:hindprefab@gmail.com

Website of HPL: www.hindprefab.org

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