

THE SINDHU RESETTLEMENT CORPORATION LTD.

CITIZEN'S CHARTER – A HANDBOOK



The spirit behind the Citizen's Charter ----

A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so.

- Mahatma Gandhi

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THE SINDHU RESETTLEMENT CORPORATION LTD.

A Brief Profile – SRC Ltd.

(Committed to excellence, sustainability & community development)

Gandhidham-Adipur: A Twin Township

Gandhidham-Adipur, a twin township situated in the eastern part of Kutch District, holds historical significance as one of the three new townships established in India after the partition in 1947. The other two being Chandigarh in Punjab and Gandhinagar in Gujarat.

The primary motivation behind the creation of this new township was to provide rehabilitation and resettlement to the communities that had migrated from West Pakistan during the tumultuous period of partition in 1947. These migrants arrived with almost nothing, having lost their homes, belongings, and livelihoods. Despite the challenges they faced, they wholeheartedly pledged their loyalty and sincerity towards upholding the sovereignty of the Indian Constitution.

Gandhidham-Adipur stands as a testament to resilience and unity, symbolizing the spirit of rebuilding lives and communities. Over the years, it has grown into a thriving hub of culture, commerce, and progress, showcasing the unwavering determination of its residents.

As we reflect on its significance, we remember the struggles faced during the partition and honor the courage and determination of those who played a pivotal role in establishing this township. Today, Gandhidham-Adipur continues to evolve, embracing its rich heritage while embracing modernity, as it remains an essential part of India's growth story.

Responding to the earnest request of Bhai Pratap, Maharao Shri generously granted the allocation of approximately 15,000 acres of land in the eastern part of this District for the establishment of a new township. This visionary decision laid the foundation for the town's growth and prosperity.

However, in 1954-55, the Government of India contemplated revising the earlier lease deed of 1952. Consequently, the revised lease deed limited the land allocation from 15,000 acres to 2,600 acres. Additionally, the lease period was modified from permanent to 99 years. These two conditions were incorporated into the agreement dated 28th November 1955.

Despite these changes, the new township, named Gandhidham-Adipur, continued to flourish and grow. It stands today as a testament to the progressive vision of its founders and the perseverance of its people. Over the years, Gandhidham-Adipur has evolved into a thriving community, enriching the lives of its residents and contributing significantly to the region's development.

LAND LEASED TO SRC LTD.

The Sindhu Resettlement Corporation, Adipur under the able leadership of Bhai Pratap as its first Managing Director was established in 1948 is pioneer builder of Gandhidham Township on Land of 2600 Acres of Kutch District near Kandla Port leased by the Govt. of India in 1955 for resettlement of displaced persons from West Pakistan, who were initially hesitant to come and settle in this barren land and arid region in the absence of proper facilities. Gandhiji gave his blessings and his instance. On account of sudden death of Mahatma Gandhi, his holy Asthi was brought to Kutch by Acharya Kriplani, Yuvraj of Kutch, Bhai Pratap Dialdas and other prominent leaders of Sindh and Kutch on the 12th February, 1948 and immersion ceremony was performed at Kandla Creek and that day was the inauguration and foundation day of "GANDHIDHAM".

TOWN PLANNING:

The Corporation utilized the services of an eminent World known Town Planning Consultants M/s. Adams, Howard and Greeley of USA for the preparation of master plan for the Gandhidham Township. The Corporation also obtained the services of Italian Architects, Mr. Murio Bacchloohi and of well known Architects named M/s. Ballard Thomson and Methews of Calcutta and M/s. Karcenda and Rosy, Delhi for preparation of layout plan of the area of 2600 acres of the land for roads, streets, schools, colleges, playgrounds, ponds, temples, recreation grounds etc. and all other amenities. The master plan, lay out plans, scheme of allotment of plots to the shareholders have been approved by the Govt. of India and the Gandhidham Development Authority in accordance with the provisions of the Gandhidham (Development and Control of Erection of Buildings Act) 1957.

AIMS AND OBJECTS OF THE SRC:

The primary mandate entrusted to the Corporation was the comprehensive development of Gandhidham, including the provision of essential amenities such as electricity, water supply, and municipal facilities. The enormity of the task was evident as Kutch was not yet connected to the rest of India by rail or road. Even the drinking water had to be sourced from Anjar, situated 8 kilometers away from Adipur.

The land earmarked for development was arid and infested with snakes and scorpions, presenting formidable challenges. Undeterred, the Corporation embarked on this Herculean task, starting from scratch. In the initial phase, the Corporation focused on constructing houses and shops to swiftly accommodate the displaced individuals migrating to India from West Pakistan.

Concurrently, efforts were dedicated to laying down critical infrastructure for the Gandhidham-Adipur township. This included the development of roads, lanes, water supply, drainage systems, plotting of lands, and the establishment of electricity networks and educational institutions. These initiatives entailed substantial expenses, amounting to crores.

The Corporation takes immense pride in its accomplishments, having played a pivotal role in constructing and transforming this region. Through its unwavering dedication, Gandhidham-Adipur has blossomed into a thriving community, providing a new home and hope to those who sought refuge during a challenging time. Today, the Corporation's legacy remains a testament to the spirit of resilience and progress, enriching the lives of countless individuals and contributing to the growth and prosperity of the nation.

The Corporation's Remarkable Construction Achievements

- a) Developed water sources by boring tube wells at Viri and Nagalpar near Anjar.
- b) Established Power House, RCC pipe factory and Besser block making plant.
- c) Established city bus service.
- d) Constructed Tappar Dam as contractors for augmenting water supply for the township.

- e) Constructed initial phase of new Kandla Port in collaboration with German firm M/s. MC Kenzies Heinrich Butzer (India) Ltd.
As contractors.
- f) Constructed RCC Nakti bridge and roads to Kandla Port across Nakti creek as contractors.
- g) Constructed Gandhidham Railway Station building and Railway staff quarters at New Kandla as contractors.
- h) Executed civil works at Jakhau Port as contractors.

Vision

Our vision is to build a township that not only meets the needs of the present but also ensures a prosperous and fulfilling future for generations to come. Through our endeavors, we aim to be a beacon of progress, sustainability, and inclusivity in the community we serve.

Mission

Our mission is to create modern integrated township that go beyond conventional development by embracing environmentally friendly practices and sustainability initiatives. We are dedicated to minimizing the carbon footprint of our township, ensuring a greener and healthier future for generations to come.

Key features of our townships include comprehensive green cover, with abundant green spaces and parks that foster a harmonious balance with nature. We promote responsible water management through rainwater harvesting and innovative sewage treatment methods, ensuring efficient use of water resources and protecting the environment.

At the core of our mission is the utilization of solar energy, tapping into the power of renewable resources to reduce our reliance on fossil fuels and combat climate change.

By integrating these initiatives, we envision our township as vibrant, sustainable, and inclusive communities that inspire a better way of living while preserving the environment for future generations. We strive to be pioneers in building township that exemplify the harmonious coexistence of modern amenities with responsible environmental stewardship.

Aruna S. Jagtiani
Chairperson

QHSE POLICY

Our QHSE Policy forms the foundation of our commitment to better and prompt services with excellence while safeguarding the well-being of our employees, communities, and the environment. Through consistent adherence to these principles, we aim to be a responsible and sustainable contributor to the communities we serve.

Compliance:

We are dedicated to upholding the highest standards of ethical conduct and business practices. As part of our commitment, we will diligently comply with all applicable laws and regulations. To ensure adherence to these legal requirements, we will establish comprehensive programs and procedures.

In addition to general compliance, we emphasize strict adherence to company laws and standards. These internal regulations serve as the foundation for our operations and values. To embed these principles throughout our organization, we will integrate compliance with company laws and standards into our training programs, performance reviews, and employee motivation initiatives.

We firmly believe that every member of our team plays a crucial role in upholding the integrity of our organization. By prioritizing compliance, we foster a culture of responsibility, trust, and accountability. Through collective efforts, we aim to create a successful and sustainable future for our company and stakeholders alike.

Continuous Improvement and Reporting:

At our organization, we place a strong emphasis on continuous improvement and transparency. To achieve this, we commit to measuring our progress regularly. Our progress will be reviewed at least on an annual basis to assess our adherence to the principles outlined.

We are dedicated to seeking opportunities for improvement and innovation in line with these principles. Annually, we will report our progress to our stakeholders, providing them with insights into our sustainability initiatives and efforts.

Furthermore, our commitment extends to complying with the requirements of Legal Standards for continual improvement. By aligning with these standards, we ensure that our organization is constantly evolving and striving to achieve higher levels of excellence in all aspects of our operations.

Through these measures, we aspire to create positive impacts on both our business and the broader community we serve.

Ensuring Compliance: Commitment to Regulatory Adherence

Our Citizen Charter has been meticulously crafted with the primary objective of enhancing the quality of public service delivery. We are committed to providing efficient, effective, and transparent services to the citizens we serve. Through this Charter, we aim to foster a culture of responsiveness, accountability, and continuous improvement, ensuring that the needs and expectations of our citizens are met with the utmost dedication and excellence.



THE SINDHU RESETTLEMENT CORPORATION LTD.

The outlined Service Standards are presented below, categorized according to business days :

Services by Land Department

Average processing time upon receipt of duly completed and comprehensive set of required documents.

Sr. No.	Main Services	Timelines	Officer responsible for delivery of services in the respective areas	Contact details of the Officer
1.	Renewal of Leave & License Agreement	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
2.	Renewal of Long term Rental Agreements	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
3.	Conversion from Leasehold to Freehold	60 days	Shri Dilip R. Karna (Manager Land)	9924220838 E-mail: gmadmin@sindhu-src.org
4.	Legal heir Mutation / Probate based mutation	60 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
5.	Execution of Deeds	45 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org

6.	Issue of Mutation letters for transfer	20 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
7.	Issue of NOC for Construction	7 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
8.	Issue of Ownership Letter	7 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
9.	Processing of transfer application forms to DPA	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
10.	Processing of mortgage application forms to DPA	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
11.	Replies to letters received from MPs/ MLAs/ Minister/ VIP Reference/Leader of Opposition, etc.	15 days	Shri Dilip R. Karna (Manager Land)	9924220838 E-mail: gmadmin@sindhu-src.org
12.	Replies to letters received from DPA, MOS, etc.	15 days	Shri Dilip R. Karna (Manager Land)	9924220838 E-mail: gmadmin@sindhu-src.org
13.	Replies to Representations / Complaints / Applications received	15 days	Shri Dilip R. Karna (Manager Land)	9924220838 E-mail: gmadmin@sindhu-src.org

The outlined Service Standards are presented below, categorized according to business days :

Services by Housing Department

Average processing time upon receipt of duly completed and comprehensive set of required documents.

Sr. No.	Main Services	Timelines	Officer responsible for delivery of services in the respective areas	Contact details of the Officer
1.	Renewal of Leave & License Agreement	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
2.	Renewal of Long term Rental Agreements	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
3.	Legal heir Mutation / Probate based mutation	60 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
4.	Execution of Deeds	45 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org
5.	Issue of Mutation letters for transfer	20 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindhu-src.org

6.	Processing of transfer application forms to DPA	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindh-src.org
7.	Processing of mortgage application forms to DPA	30 days	Smt. Leena P. Jhamnani (Manager Housing & Shares)	9925316757 E-mail: land@sindh-src.org
8.	Replies to letters received from MPs/ MLAs/ Minister/ VIP Reference/Leader of Opposition, etc.	15 days	Shri Dilip R. Karna (Manager Land)	9924220838 E-mail: gadmin@sindh-src.org
9.	Replies to Representations / Complaints / Applications received	15 days	Shri Dilip R. Karna (Manager Land)	9924220838 E-mail: gadmin@sindh-src.org

The outlined Service Standards are presented below, categorized according to business days :

Services by Engineering Department

Average processing time upon receipt of duly completed and comprehensive set of required documents.

Sr.No.	Main Services	Timelines	Officer responsible for delivery of services in the respective areas	Contact details of the Officer
1.	Replies to Representations/ Complaints / Applications received	30 days	1. Shri A.C. Bulchandani (Sr. XEN) & 2. Shri J. B. Hemnani (Sr. XEN)	9825563126 E-mail: engg01@sindhhu-src.org 9909475450 E-mail: engg02@sindhhu-src.org
2.	Processing of bills of the Contractors and bills of Vendors, Suppliers and Consultants	20 days	1. Shri A.C. Bulchandani (Sr. XEN) & 2. Shri J. B. Hemnani (Sr. XEN)	9825563126 E-mail: engg01@sindhhu-src.org 9909475450 E-mail: engg02@sindhhu-src.org

3.	Release of Bank Guarantees furnished by Contractors & Vendors after completion of satisfactory work	30 days	1. Shri A.C. Bulchandani (Sr. XEN) & 2. Shri J. B. Hemnani (Sr. XEN)	9825563126 E-mail: engg01@sindhhu-src.org 9909475450 E-mail: engg02@sindhhu-src.org
4.	Site verification	7 days	1. Shri A.C. Bulchandani (Sr. XEN) & 2. Shri J. B. Hemnani (Sr. XEN)	9825563126 E-mail: engg01@sindhhu-src.org 9909475450 E-mail: engg02@sindhhu-src.org

The outlined Service Standards are presented below, categorized according to business days :

Services by Accounts Department

Average processing time upon receipt of duly completed and comprehensive set of required documents.

Sr.No.	Main Services	Timelines	Officer responsible for delivery of services in the respective areas	Contact details of the Officer
1.	Issuances of Invoices to Customers	7 days	Smt. Mahek R. Rangwani (Accounts Officer)	9879571193 E-mail: accounts@sindhu-src.org
2.	Payment to Vendors, Contractors & Consultants through Cheque / RTGS / NEFT	7 days	Smt. Mahek R. Rangwani (Accounts Officer)	9879571193 E-mail: accounts@sindhu-src.org
3.	Replies to Representations/ Complaints / Applications received	15 days	Smt. Mahek R. Rangwani (Accounts Officer)	9879571193 E-mail: accounts@sindhu-src.org
5.	Release of Bank Guarantees furnished by Contractors & Vendors	7 days	Smt. Mahek R. Rangwani (Accounts Officer)	9879571193 E-mail: accounts@sindhu-src.org

List of Stakeholders & Clients

Sr. No.	Details
1.	Ministry of Shipping, Government of India
2.	Deendayal Port Authority
3.	MPs/MLAs/Leaders of Opposition & other political leaders
4.	State Government & its various departments
5.	Local Police Authorities/Investigative/Intelligence agencies
6.	Local Municipality/Income Tax and Service Tax Department/Other Government Departments
7.	Gandhidham Chamber of Commerce and Industry
8.	Chartered Accountants/Sales Tax/Service Consultants/Advocates/Consultants
9.	Vendors/Suppliers/Contractors registered with SRC
10.	Bankers
11.	SRC Brokers Association

Grievance Redressal Policy:

At SRC, we value the satisfaction and well-being of all our stakeholders. We understand that concerns or grievances may arise from time to time, and we are committed to addressing them promptly and fairly. Our Grievance Redressal Policy ensures a transparent and efficient process for resolving grievances in a timely manner.

Definition of Grievance:

A grievance is any expression of dissatisfaction or dissatisfaction by an individual or entity related to our services, processes, or any aspect of our operations.

Grievance Handling Process:

Stakeholders may submit their grievances through multiple channels, including in writing, via email.

Upon receiving a grievance, our Grievance Redressal Team will acknowledge the receipt of the complaint and initiate an investigation.

The team will conduct an impartial and thorough review of the matter, taking into account all relevant facts and circumstances.

We will strive to resolve grievances within a reasonable timeframe, providing regular updates to the concerned parties throughout the process.

Confidentiality:

All grievances and personal information shared during the redressal process will be treated with the utmost confidentiality. We will only share such information on a need-to-know basis to resolve the grievance effectively.

Fairness and Impartiality:

Our Grievance Redressal Team is committed to ensuring a fair and impartial assessment of each grievance. We will strive to make decisions based on the merits of the case, without any bias or discrimination.

Escalation:

If a stakeholder remains dissatisfied with the resolution provided, they may choose to escalate the matter. The grievance can be escalated to Directors of the Company, if applicable.

Feedback and Continuous Improvement:

We value feedback from stakeholders on our grievance redressal process. Feedback helps us identify areas for improvement and refine our approach to better serve our stakeholders' needs.

Reporting:

Periodic reports on the grievance redressal process will be generated to evaluate the effectiveness of our system. These reports will be shared with relevant internal stakeholders to ensure transparency and accountability.

Conclusion:

Our Grievance Redressal Policy reflects our commitment to open communication, transparency, and fairness in addressing stakeholder grievances. We encourage all stakeholders to come forward with any concerns they may have, as we continuously strive to provide the best possible services while ensuring that their interests are safeguarded and their grievances are promptly and effectively addressed.

General Anticipations from Service Beneficiaries

Sr.No.	General Anticipations from Service Beneficiaries
1.	Timely payment of prescribed charges to ensure smooth delivery of services.
2.	Submission of all the documents prescribed by the SRC duly complete in all respects.
3.	Regular feedback on quality of service and suggestions for its improvements.

Month and Year for the next review of the Charter

JANUARY 2026

Ensuring adherence to Regulations

The purpose of formulating the Citizen Charter is to enhance the quality of the public service delivery system.