
THE SINDHU RESETTLEMENT CORPORATION LTD.

CITIZEN CHARTER 2026 EDITION



PART I

THE SINDHU RESETTLEMENT CORPORATION LTD.

CITIZEN'S CHARTER, 2026 EDITION

**Building Trust. Delivering Excellence. Shaping Sustainable Communities.
Effective from 1st August 2026**

Chairman's Foreword

It gives me immense pleasure to present the **2026 Edition of the Citizen's Charter of The Sindhu Resettlement Corporation Ltd.**

For more than seven decades, SRC has played an unparalleled role in transforming a barren landscape into one of India's most successful rehabilitation townships. Established to fulfil the vision of rehabilitation after the Partition of India, SRC has remained committed to planned urban development, responsible land management, and public service.

Today, expectations from public institutions have evolved significantly. Citizens rightly expect transparency, accountability, responsiveness, digital accessibility and efficient service delivery. This Charter reaffirms SRC's commitment to these principles.

The 2026 Edition introduces a renewed focus on citizen-centric governance, digital transformation, sustainability, ethical administration and measurable service standards. It clearly defines our commitments, responsibilities and timelines while strengthening our grievance redressal framework.

As SRC moves towards its eighth decade, we remain committed to preserving our rich heritage while embracing innovation and modern governance practices.

I invite every citizen, shareholder, lessee and stakeholder to actively participate in strengthening this institution through constructive engagement and continuous feedback.

Together, we shall continue building a township that reflects the vision of its founders and the aspirations of future generations.

Shewak N Lakhwani

Chairperson

The Sindhu Resettlement Corporation Ltd.

CEO's Message

The Citizen's Charter represents more than a statement of service standards; it is a public commitment.

SRC has been entrusted with managing valuable public assets and providing services to thousands of citizens, shareholders, lessees, institutions and businesses. Every interaction with our stakeholders must be guided by professionalism, fairness and accountability.

The 2026 Edition reflects our determination to modernise service delivery through digital platforms, simplified procedures, time-bound processing and transparent decision-making.

During the coming years, SRC shall continue to strengthen online citizen services, improve grievance redressal mechanisms, simplify land and housing processes and enhance organisational efficiency through technology.

This Charter serves as a benchmark against which our performance can be measured. Every officer and employee of SRC shares responsibility for fulfilling these commitments.

We look forward to working with our stakeholders in building an efficient, transparent and future-ready organisation.

Harichand Tharwani

Chief Executive Officer

The Sindhu Resettlement Corporation Ltd.

Executive Summary

The Citizen's Charter 2026 serves as SRC's public declaration of service standards and organisational values.

Its objectives are to:

- Deliver transparent and accountable governance.
- Provide predictable and time-bound services.
- Promote digital governance.
- Improve citizen satisfaction.
- Strengthen grievance redressal.
- Encourage stakeholder participation.
- Foster sustainable urban development.
- Protect the legacy of Gandhidham and Adipur.

The Charter establishes measurable service delivery standards across Land, Housing, Engineering and Accounts Departments while introducing enhanced digital services and continuous performance monitoring.

About this Charter

This Charter defines the standards of service that citizens and stakeholders may expect from SRC.

It specifies:

- services offered;
- timelines for delivery;
- responsibilities of officers;
- grievance redressal mechanisms;
- citizen responsibilities; and
- SRC's commitment to transparency, integrity and continual improvement.

The Charter shall be reviewed annually to ensure that it remains aligned with statutory requirements, technological developments and stakeholder expectations.

Historical Background

The establishment of Gandhidham and Adipur represents one of independent India's most remarkable rehabilitation initiatives.

Following the Partition in 1947, thousands of displaced families from Sindh sought a secure and dignified future within India. Responding to this humanitarian challenge, visionary leaders led by **Bhai Pratap Daldas** conceived the development of a modern planned township in Kutch.

With the support of the Government of India and the erstwhile rulers of Kutch, approximately 15,000 acres were initially identified for development. Subsequently, under the revised lease arrangements executed in 1955, about 2,600 acres were leased to SRC for planned development.

Over the decades, SRC developed residential neighbourhoods, commercial centres, educational institutions, roads, water supply systems and civic infrastructure that laid the foundation for the thriving twin towns of Gandhidham and Adipur.

Today, Gandhidham has evolved into one of western India's major commercial gateways, supported by the nearby Deendayal Port and a vibrant industrial economy.

The Legacy of Bhai Pratap

Bhai Pratap Daldas was more than the founder of a township—he was an institution builder whose vision transformed adversity into opportunity.

At a time when thousands of displaced families faced uncertainty, he imagined a self-sustaining township founded on dignity, enterprise and community. His leadership brought together governments, planners, engineers and citizens to create a model of rehabilitation that continues to inspire.

The principles that guided his work—service, integrity, resilience and inclusive development—remain central to SRC's mission today.

The 2026 Citizen's Charter honours this legacy by reaffirming SRC's commitment to public service, responsible governance and sustainable development.

About SRC

The Sindhu Resettlement Corporation Ltd. (SRC) was established in 1948 to plan, develop and manage the Gandhidham–Adipur township.

Since its inception, SRC has played a pivotal role in urban planning, land management, housing development and civic infrastructure. The Corporation has contributed significantly to the growth of one of India's most important logistics and commercial regions.

Today, SRC continues to serve citizens, shareholders, lessees, businesses and public institutions by delivering efficient, transparent and accountable services while preserving the historic vision of its founders.

Vision

To be India's leading model of citizen-centric township governance, delivering transparent, sustainable and technology-enabled services while preserving the unique heritage of Gandhidham and Adipur.

Mission

To provide efficient land administration, housing services, infrastructure management and stakeholder engagement through integrity, innovation, accountability and continuous improvement.

Core Values

- Integrity
- Transparency
- Accountability
- Citizen First
- Excellence
- Sustainability
- Innovation
- Inclusiveness
- Professionalism
- Respect for Heritage

Strategic Priorities (2026–2030)

- Digital transformation of all citizen services.
- Time-bound service delivery with measurable standards.
- Modernisation of land and housing administration.
- Environmentally sustainable township development.

- Improved stakeholder engagement.
- Strengthened grievance redressal.
- Data-driven governance and performance monitoring.
- Preservation of Gandhidham–Adipur's historical legacy.
- Capacity building for employees.
- Continuous organisational improvement.

This provides a polished first section of the charter. In Part II, the Corporation will develop the governance framework, citizen rights and responsibilities, ethics, digital services, and the grievance redressal system in the same publication style so it flows seamlessly into the final print-ready document.

CHAPTER 1

GOVERNANCE FRAMEWORK

Our Commitment to Good Governance

The Sindhu Resettlement Corporation Ltd. believes that sustainable institutional success is founded upon **good governance, ethical conduct, transparency and public accountability**.

SRC is committed to conducting its affairs in accordance with the highest standards of corporate governance, ensuring that every decision promotes public confidence and protects the long-term interests of citizens, shareholders and stakeholders.

Our governance philosophy is guided by five fundamental principles:

- Transparency
- Accountability
- Fairness
- Responsiveness
- Rule of Law

Every officer and employee is expected to uphold these principles while discharging official responsibilities.

Governance Objectives

SRC shall strive to:

- Deliver citizen-centric services.
- Ensure fairness in decision making.
- Improve efficiency through digital technology.
- Strengthen internal controls.
- Promote ethical administration.
- Encourage stakeholder participation.
- Maintain financial discipline.
- Preserve public trust.

Governance Pillars

Transparency

All decisions shall be based upon documented procedures and communicated wherever appropriate.

Accountability

Every service shall have an identified officer responsible for timely delivery.

Responsiveness

Every application, representation and grievance shall receive prompt acknowledgement and disposal.

Integrity

SRC shall maintain zero tolerance towards corruption, favouritism or misuse of authority.

Sustainability

Development shall balance economic growth with environmental responsibility.

CHAPTER 2

CITIZEN RIGHTS

Every citizen interacting with SRC is entitled to expect:

Right to Fair Treatment

Equal treatment without discrimination.

Right to Timely Service

Processing of applications within prescribed timelines.

Right to Transparency

Knowledge of applicable rules, procedures and status of applications.

Right to Courtesy

Respectful behaviour from every employee.

Right to Privacy

Protection of personal information entrusted to SRC.

Right to Grievance Redressal

Fair and impartial disposal of complaints.

Right to Feedback

Opportunity to suggest improvements in services.

CHAPTER 3

RESPONSIBILITIES OF CITIZENS

Efficient service delivery is a shared responsibility.

Citizens are expected to:

- Submit complete applications.
- Provide authentic information.
- Pay applicable charges promptly.
- Maintain updated contact details.
- Respect office procedures.
- Avoid submission of false documents.

- Cooperate during inspections.
- Preserve public property.
- Maintain ethical conduct.

CHAPTER 4

CODE OF ETHICS

Every employee shall:

- Act honestly.
- Maintain impartiality.
- Avoid conflicts of interest.
- Protect confidential information.
- Treat all citizens with dignity.
- Reject corruption in every form.
- Maintain professionalism.
- Ensure transparency in decision-making.

Anti-Corruption Commitment

SRC adopts a **Zero Tolerance Policy** against:

- Bribery
- Fraud
- Forgery
- Abuse of authority
- Misappropriation
- Discrimination
- Harassment

Any violation shall attract disciplinary action in accordance with applicable laws and service rules.

CHAPTER 5

DIGITAL GOVERNANCE

Vision

To transform SRC into a fully digital citizen-centric organisation by leveraging technology for faster, transparent and paperless service delivery.

Proposed Digital Services

Citizens shall progressively be able to:

- ✓ Submit applications online
- ✓ Upload supporting documents
- ✓ Track application status
- ✓ Receive SMS alerts
- ✓ Receive Email notifications
- ✓ Make online payments
- ✓ Download approvals
- ✓ Book appointments
- ✓ Lodge grievances online
- ✓ Provide service feedback

Digital Service Standards

Service	Availability
Online Portal	24×7
Application Tracking	Real-time
SMS Alerts	Automatic
Email Communication	Automatic
Digital Payments	Available
Online Feedback	Available

Digital Security

SRC shall ensure:

- Secure storage of records.
- Data encryption.
- Role-based access.
- Periodic backups.
- Cybersecurity monitoring.
- Compliance with applicable data protection laws.

CHAPTER 6

GRIEVANCE REDRESSAL SYSTEM

Our Commitment

Every grievance is an opportunity to improve.

SRC is committed to resolving grievances promptly, fairly and transparently.

Objectives

- Prompt acknowledgement
- Fair investigation
- Time-bound disposal
- Transparent communication
- Continuous improvement

Four-Level Escalation Matrix

Level 1

Concerned Department Officer

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Level 2

Department Head

↓

Level 3

Chief Executive Officer

↓

Level 4

Board-Level Grievance Committee

Standard Grievance Process

Step 1

Complaint received

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Step 2

Acknowledgement issued within **2 working days**

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Step 3

Investigation

↓

Step 4

Decision communicated

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Step 5

Citizen Feedback

↓

Step 6

Closure

Indicative Resolution Timelines

Nature of Grievance Timeline

General enquiry	3 working days
Simple complaint	7 working days
Technical issue	15 working days
Complex case	30 working days

Appeals

If dissatisfied, citizens may file an appeal within **30 days** of receiving the decision. The appeal shall be examined independently.

CHAPTER 7

STAKEHOLDER ENGAGEMENT

SRC recognises the following principal stakeholders:

- Citizens
- Shareholders
- Lessees
- Government Departments

- Deendayal Port Authority
- Financial Institutions
- Contractors
- Vendors
- Consultants
- Educational Institutions
- Resident Welfare Associations
- Business Associations

Modes of Engagement

SRC shall engage stakeholders through:

- Public Notices
- Website
- Email
- SMS
- Consultative Meetings
- Awareness Programmes
- Citizen Feedback Surveys

CHAPTER 8

QUALITY ASSURANCE

SRC is committed to continual improvement through:

- Annual Citizen Satisfaction Survey
- Internal Audits
- Service Performance Reviews
- Process Simplification
- Employee Training
- Digital Innovation
- Benchmarking with leading public institutions

Key Performance Indicators (KPIs)

The Corporation shall endeavour to achieve:

- **95%** of applications processed within prescribed timelines.
- **100%** acknowledgement of applications within **2 working days**.
- **90%** grievances resolved within the prescribed time.
- **90%** citizen satisfaction score.
- **100%** departmental service performance review every quarter.

CHAPTER 9

OUR SERVICE PLEDGE

Every officer and employee of SRC commits to:

- Serve every citizen with courtesy and respect.
- Deliver services fairly and without discrimination.
- Maintain transparency in every transaction.
- Honour prescribed timelines.
- Continuously improve public service delivery.
- Uphold the trust reposed in the Corporation.

Towards a Future-Ready SRC

The 2026 Citizen's Charter marks the beginning of a renewed journey towards institutional excellence.

By embracing digital governance, sustainable development and citizen participation, SRC reaffirms its commitment to preserving its historic legacy while building a transparent, accountable and future-ready organisation.

SRC Citizen's Charter – 2026 Edition

PART III

Department-wise Citizen Services & Service Delivery Standards

(Pages 25–38)

CHAPTER 10

SERVICE DELIVERY FRAMEWORK

Our Service Commitment

The Sindhu Resettlement Corporation Ltd. is committed to providing **timely, transparent, efficient and citizen-friendly services.**

Every application shall be:

- Acknowledged promptly.
- Examined fairly.
- Processed transparently.
- Disposed of within prescribed timelines.
- Communicated through appropriate digital and physical channels.

Unless otherwise specified, timelines commence from the date of receipt of a complete application together with all prescribed documents and payment of applicable charges.

Service Delivery Principles

SRC shall ensure:

- Single-window acceptance of applications.
- Standardised checklists.
- Digital application tracking.
- Time-bound approvals.
- Reasoned communication in case of rejection.
- Defined accountability for every service.

CHAPTER 11

LAND MANAGEMENT DEPARTMENT

Role of the Department

The Land Management Department is responsible for administration of leased lands, property records, transfers, mutations, freehold conversions, permissions and related services.

Citizen Services

1. Conversion from Leasehold to Freehold

Purpose

Processing applications for conversion of eligible leasehold properties into freehold in accordance with applicable Government policies and SRC regulations.

Required Documents

- Prescribed application form
- Ownership documents (Title Letter/Transfer Deed/any other Deeds, if any)
- Occupancy Certificate
- GDA's approved plan & permission
- Undertaking
- Indemnity Bond
- Annexure-K (Specimen signature)
- Affidavit-J regarding no dispute/litigation
- Affidavit-G regarding use of property
- Affidavit in lieu of Occupancy Certificate
- Identity proof
- 2 Passport Size Photographs
- Property tax receipt/bill
- No Dues Certificate
- Site plan
- Any additional documents prescribed

Processing Time

45 Working Days

2. Property Mutation

Applicable in cases of:

- Registered Sale Deed
- Gift Deed
- Probate
- Will
- Succession Certificate

- Court Order
- Legal Heirship

Processing Time

15 Working Days: After completion of required formalities and approval of Executive Committee of Directors

3. Legal Heir Mutation

Applicable upon death of allottee.

Required documents include:

- Death Certificate
- Legal Heir Certificate
- Indemnity Bond
- Affidavit
- Declaration
- Attested Signature/Change address form
- Identity proof

Processing Time

15 Working Days: After completion of required formalities and approval of Executive Committee of Directors

4. Transfer of Lease Rights

Includes:

- Scrutiny
- Verification
- Eligibility examination
- Forwarding where applicable

Timeline

30 Working Days

5. Mortgage Permission

Processing of mortgage proposals for:

- Housing loans
- Commercial loans
- Financial institutions

Timeline

10 Working Days

6. Ownership Certificate

Issue of ownership confirmation.

Timeline

3 Working Days

7. No Objection Certificate (Construction)

Verification of land records before issue.

Timeline

3 Working Days

8. Execution of Agreements

Including:

- Lease Deeds
- Leave & Licence
- Long-term rentals
- Supplemental Agreements

Timeline

30 Working Days

9. Replies to Government References

Including communications received from:

- Government Departments
- Deendayal Port Authority
- Public Representatives

Timeline

15 Working Days

Service Delivery Flow

Application

↓

Document Verification

↓

Fee Collection

↓

Technical Examination

↓

Approval

↓

Issue of Document
↓
Digital Record Update

LAND DEPARTMENT SERVICE STANDARDS

Service	Timeline
Freehold Conversion	45 Working Days
Issue of Mutation letter (by way of transfer)	15 Working Days
Legal Heir Cases	15 Working Days after completion of required formalities and approval of Executive Committee of Directors
Ownership Certificate	3 Working Days
Construction NOC	3 Working Days
Lease Transfer	30 Working Days
Mortgage Permission	10 Working Days
Government References	15 Working Days

CHAPTER 13

HOUSING SERVICES DEPARTMENT

Functions

The Housing Department administers residential properties owned or managed by SRC.

Its responsibilities include:

- Leave & Licence
- Rental Agreements
- Housing Records
- Housing Transfers
- Occupancy Permissions

Major Citizen Services

Renewal of Leave & Licence

Processing Time

30 Working Days

Renewal of Rental Agreement

Processing Time

30 Working Days

Mutation

Processing Time

15 Working Days: After completion of required formalities and approval of Executive Committee of Directors

Transfer Applications

Processing Time

30 Working Days

Mortgage Applications

Processing Time

10 Working Days

Execution of Agreements

Processing Time

30 Working Days

Replies to Citizens

Processing Time

15 Working Days

Housing Service Standards

Service	Timeline
Licence Renewal	30 Working Days
Rental Renewal	30 Working Days
Mutation	15 Working Days after completion of required formalities and approval of Executive Committee of Directors
Transfer	30 Working Days
Mortgage	10 Working Days
Execution	30 Working Days
Replies	15 Working Days

CHAPTER 14

ENGINEERING DEPARTMENT

Functions

The Engineering Department plans, supervises and maintains engineering works undertaken by SRC.

Scope

- Roads
- Drainage
- Water Supply
- Public Buildings
- Site Inspections
- Civil Works
- Maintenance

Citizen Services

Technical Inspection

Timeline

3 Working Days

Technical Reports

Timeline

7 Working Days

Contractor Bills

Timeline

10 Working Days for verification of Bills

Vendor Bills

Timeline

10 Working Days for verification of Bills

Bank Guarantee/FD Release

Timeline

5 Working Days

Technical Replies

Timeline

10 Working Days

Engineering Service Flow

Complaint

↓

Inspection

↓

Technical Report

↓

Approval

↓

Execution

↓

Completion

↓

Citizen Feedback

Engineering Service Standards

Service

Timeline

Site Inspection

3 Working Days

Contractor Bills

10 Working Days

Vendor Bills

10 Working Days

Technical Replies

10 Working Days

Bank Guarantee Release 5 Working Days

CHAPTER 15

ACCOUNTS & FINANCE DEPARTMENT

Functions

Responsible for:

- Billing
- Receipts
- Vendor Payments
- Financial Accounting
- Budget Monitoring
- Financial Reporting

Citizen Services

Issue of Invoice

Timeline

3 Working Days

Refund Processing

Timeline

7 Working days after getting approval

Vendor Payments

Timeline

7 Working days after getting approval
(subject to contractual compliance)

Bank Guarantee Release

Timeline

5 Working Days

Financial Clarifications

Timeline

5 Working Days

Accounts Service Standards

Service	Timeline
Invoice	3 Working Days
Vendor Payment	7 Working Days

Service	Timeline
Refund	7 Working Days
Financial Reply	5 Working Days
BG Release	5 Working Days

CHAPTER 16

STANDARD DOCUMENT CHECKLISTS

To facilitate quicker processing, applicants should ensure submission of:

- ✓ Prescribed application form
- ✓ Identity Proof
- ✓ Address Proof
- ✓ PAN Card
- ✓ Aadhaar Card
- ✓ Property documents
- ✓ Registered instrument (where applicable)
- ✓ Payment receipt
- ✓ Photographs
- ✓ Supporting affidavits
- ✓ Indemnity Bond (where required)

Reasons for Delay

Applications may be delayed where:

- Documents/compliances are incomplete.
- Statutory approvals are pending.
- Court proceedings exist.
- Re-site inspection is required.
- Government clarification is awaited.
- Additional information has been sought.

Applicants shall be informed of deficiencies as early as possible.

CHAPTER 17

OUR SERVICE PROMISE

SRC commits that every application shall be processed:

- Professionally
- Transparently
- Responsibly
- Within prescribed timelines
- Without discrimination
- With complete respect for citizens

PART IV

Performance • Citizen Engagement • Transparency • Reference Material

CHAPTER 18

FREQUENTLY ASKED QUESTIONS (FAQs)

Q1. How can I submit an application to SRC?

Applications may be submitted:

- Through the online citizen portal (when operational)
- By email to the designated department (followed by physical submission of documents at SRC Office)
- In person at the SRC office during working hours

Q2. How will I know whether my application has been received?

Every complete application shall be acknowledged through:

- Receipt number
- SMS (where available)
- Online tracking reference (When operational)

Q3. What happens if my application is incomplete?

Applicants will be informed of deficiencies within **7 working days**, along with a checklist of missing documents.

Q4. Can I track my application?

Yes. Applications can be tracked through the proposed online citizen portal using the application reference number (When Operational).

Q5. What should I do if my application is delayed?

You may:

1. Contact the concerned department.
 2. Escalate to the Department Head.
 3. Approach the CEO if unresolved.
 4. Submit a formal grievance through the Grievance Redressal System.
-

Q6. How do I lodge a complaint?

Complaints may be submitted:

- Online
 - By email
 - In writing
 - In person at the SRC office
-

Q7. Is there any fee for lodging a grievance?

No. There is no fee for registering a grievance.

Q8. Can I submit suggestions for improving SRC services?

Yes. SRC encourages constructive suggestions and citizen feedback to strengthen service delivery.

CHAPTER 19**CITIZEN FEEDBACK SYSTEM**

SRC values feedback as an essential tool for continuous improvement.

Citizens are encouraged to evaluate services based on:

- Courtesy of staff
- Timeliness of service

- Transparency
- Ease of documentation
- Digital services
- Overall satisfaction

Rating Scale

Rating	Meaning
★★★★★	Excellent
★★★★☆	Very Good
★★★☆☆	Good
★★☆☆☆	Fair
★☆☆☆☆	Needs Improvement

CHAPTER 20

PERFORMANCE MANAGEMENT FRAMEWORK

To ensure continual improvement, SRC shall monitor key performance indicators (KPIs) on a quarterly basis.

Service Delivery KPIs

Indicator	Target
Applications acknowledged within 2 working days	100%
Applications disposed within prescribed timelines	95%
Grievances resolved within prescribed time	90%
Citizen satisfaction score	≥90%
Digital applications processed	Increasing year-on-year
Employee training programmes	Minimum 4 annually

Annual Performance Review

An annual review shall assess:

- Achievement of service standards
- Citizen satisfaction
- Process efficiency
- Grievance trends
- Digital service adoption
- Recommendations for improvement

CHAPTER 21

TRANSPARENCY & ACCOUNTABILITY

SRC is committed to:

- Publishing service standards
- Providing clear procedures
- Ensuring reasoned decisions
- Maintaining accurate records
- Conducting periodic internal reviews
- Responding to stakeholder queries in a timely manner

Where applicable, information shall be shared in accordance with prevailing legal and regulatory requirements.

CHAPTER 22

DIGITAL DIRECTORY

Online Services

The following digital services are proposed through SRC:

- Citizen Portal
- Online Application Submission
- Application Status Tracking
- Online Grievance Registration
- E-Payments
- Download of Certificates
- Public Notices

- Feedback Form

(Insert QR Codes for the official SRC website and online services before publication.)

CHAPTER 23

CONTACT DIRECTORY

Department	E-mail IDs
CEO's Office	ceo@sindhu-src.org
Manager (Land)	gadmin@sindhu-src.org
Land Department	land@sindhu-src.org
Housing Department	land@sindhu-src.org
Engineering Department	engg1@sindhu-src.org
Accounts Department	accounts@sindhu-src.org
General Administration	src@sindhu-src.org
Public Grievance Cell	src@sindhu-src.org

CHAPTER 24

ABBREVIATIONS

Abbreviation Meaning

SRC	Sindhu Resettlement Corporation Ltd.
DPA	Deendayal Port Authority
SLA	Service Level Agreement
KPI	Key Performance Indicator
GIS	Geographic Information System
NOC	No Objection Certificate
FAQ	Frequently Asked Question
CEO	Chief Executive Officer
QHSE	Quality, Health, Safety & Environment

CHAPTER 25

GLOSSARY

Allottee:	A person or entity to whom property has been allotted by SRC.
Leasehold Property:	Property held under a lease from the competent authority.
Freehold:	Property with ownership rights as permitted under applicable law and policy.
Mutation:	Updating ownership details in official records after transfer, inheritance or succession.
Mortgage:	Creation of a security interest over property in favour of a financial institution.
Probate:	Judicial certification of a Will.
Stakeholder:	Any individual, institution or organisation having an interest in SRC's activities.

CHAPTER 26

REVIEW OF THE CHARTER

The Citizen's Charter shall be reviewed at least once every year or earlier if required due to:

- Changes in law or policy
- Organisational restructuring
- Introduction of new digital services
- Significant stakeholder feedback
- Directions of the Board of Directors

Current Edition: August 2026

Next Scheduled Review: August 2027

CHAPTER 27

DOCUMENT CONTROL

Particular	Details
Document Title	Citizen's Charter – 2026 Edition
Version	1.0
Effective Date	1 st August 2026
Approved By	Board of Directors (to be inserted)
Custodian	Chief Executive Officer
Review Frequency	Annual
Classification	Public Document

CHAPTER 28

CONCLUSION

For more than seventy-five years, The Sindhu Resettlement Corporation Ltd. has stood as a symbol of resilience, vision and public service. From its origins in rehabilitating displaced families after the Partition of India to its continuing role in managing and developing the Gandhidham–Adipur township, SRC has consistently contributed to the region's growth and prosperity.

The **Citizen's Charter – 2026 Edition** reflects SRC's commitment to transparency, accountability, professionalism and citizen-centric governance. By clearly defining service standards, responsibilities and grievance redressal mechanisms, the Charter seeks to strengthen trust between the Corporation and its stakeholders.

As SRC moves forward, it will continue to embrace innovation, digital transformation and sustainable development while remaining faithful to the founding ideals of Bhai Pratap and the vision that shaped Gandhidham–Adipur.

CORPORATE PLEDGE

We, the officers and employees of The Sindhu Resettlement Corporation Ltd., solemnly affirm that we shall:

- Serve every citizen with dignity, fairness and respect.
- Uphold the Constitution of India and the rule of law.

- Act with integrity, transparency and accountability.
- Deliver services efficiently and within prescribed timelines.
- Protect public assets and institutional trust.
- Promote sustainable and inclusive development.
- Continuously improve our services through innovation and stakeholder engagement.

Together, we commit ourselves to building a transparent, responsive and future-ready organisation dedicated to the welfare of our citizens and the continued development of Gandhidham and Adipur.

Back Cover

THE SINDHU RESETTLEMENT CORPORATION LTD.

Citizen's Charter – 2026 Edition

"Committed to Transparent Governance, Citizen-Centric Services and Sustainable Township Development."

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