

**CITIZEN'S CHARTER OF
ROURKELA SMART CITY LIMITED**



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1. Introduction of Citizen's Charter

RSCL decided to introduce 'citizen's charter' to improve the transparency and effectiveness of the local body administration. Based on the experience gained over the past few years and the feedback, it was decided to bring a 'citizen's charter' with improved information to citizens to make every citizens interaction with the RSCL easy, simple, hassle free and efficient and also ensure accountability and transparency.

This charter documents the citizen's entitlement to RSCL services, quality of services, and quick access to information, stages of redressal of grievances and time limits for the same. This charter also documents, apart from what we can offer the citizens, what the citizens can do to help us serve them better and what can be achieved if both of us join together.

The concept of Citizens' Charter enshrines the trust between the service provider and its users.

Since many years, in India, noteworthy progress has been made in the field of economic development. This, along with a considerable increase in the literacy rate, (from 51.63% to 65.38% in the last decade) has made Indian citizens increasingly aware of their rights. Citizens have become more articulate and expect the administration not merely to respond to their demands but also to anticipate them. It was in this climate that since 1996 a consensus had evolved in the Government on effective and responsive administration.

Department of Administrative Reforms and Public Grievances in Government of India (DARPG) initiated the task of coordinating, formulating and operationalising Citizens' Charters. Guidelines for formulating the Charters as well as a list of do's and don'ts were communicated to various government departments/organisations to enable them to bring out focused and effective charters. For the formulation of the Charters, the government agencies at the Centre and State levels were advised to constitute a task force with representation from users, senior management and the cutting edge staff.

The Charters are expected to integrate the following elements:

- Vision and Mission Statement.
- Details of business transacted by the organisation.
- Details of clients/citizens.
- Details of services provided to each client group.
- Details of grievance redress mechanism and how to access it.
- Expectations from the clients/citizens.

2. Objectives

The basic objective of the Citizens' Charter is to empower the citizen in relation to public service delivery. Six principles of the Citizens' Charter movement as originally framed, were:

- (i) Quality: Improving the quality of services
- (ii) Choice: Wherever possible
- (iii) Standards: Specify what to expect and how to act if standards are not met
- (iv) Value: For the taxpayers' money
- (v) Accountability : Individuals and Organisations
- (vi) Transparency: Rules/ Procedures/ Schemes/Grievances.

These were later elaborated by the Labour Government as following nine principles of Service Delivery (1998):-

- Set standards of service
- Be open and provide full information
- Consult and involve
- Encourage access and the promotion of choice
- Treat all fairly
- Put things right when they go wrong
- Use resources effectively
- Innovate and improve
- Work with other providers.

The citizen charter is a commitment of the RSCL to achieve a star system.

- Simple
- Transparent
- Accountable
- Responsive

The aim of citizen charter is to fulfil the needs of the citizens of this city.

- By providing all important information to the citizens about the services being delivered by the RSCL.
- By creating a system which will receive public grievances and redress the same qualitatively and in a time bound manner.
- By soliciting the cooperation of the citizen in fulfilling their aspirations by mutual trust, confidence and help by making them aware of their duties to the community.

- By making each citizen's interaction with us easy, simple, hassle-free and efficient, while ensuring accountability and transparency.
- By introducing e-governance and automate access to all our function and services and by directing the resultant flow of efficiency-gains towards the citizens.
- By being fair, efficient, citizen-friendly and outcome focused

3. Introduction of RSCL

The government of India plans to implement Smart City Program for next 5 years (FY 2015-16 to FY 2019-20) to transform 100 Indian Cities to Smart Cities. The objective is to promote cities that provide core infrastructure and give a decent quality of life to its citizens, a clean and sustainable environment and apply 'smart solutions'. The focus is on the sustainable and inclusive development and the idea is to look at compact areas, create a replicable model which will act as a lighthouse to other aspiring cities. For this, Gol floated a Smart Cities Challenge, a competition designed to inspire and support municipal leaders as they develop smart proposals to improve resident's lives. The city has been selected as the smart city in the second phase of smart city list on 20 September 2016. Among the entire 27 city list, Rourkela ranked 12th position on merit basis.

The Smart City Plan (SCP) of Rourkela with an estimated budget of Rs. 2571.3 crore (Area Based Development: 1702.3 Cr and Pan City Development: 869 Cr) has been selected for implementation under the second round of Smart Cities challenge of Ministry of Urban Development (MOUD), Government of India on 20th September 2016. RSCL has received funds from Gol and GoO for the development of smart city in Rourkela. SPV was formed on 04/11/2016 & incorporated under Company's Act 2013 on 21/12/2016.

Rourkela Day is celebrated on 3 March every year. Rourkela has to now move towards converting their plan proposals to projects. It is the third largest city in ODISHA. It is situated about 340 kilometers (211 mi) north of state capital Bhubaneswar and is surrounded by a range of hills and encircled by rivers. The city is also popularly known as Ispat Nagar and also as the Steel City of ODISHA.

About the Company

Rourkela Smart City Limited is incorporated as a Public Limited Company on dated 21st December 2016, Pursuant to sub-section (2) of section 7 of the Companies Act, 2013 and rule 8 of the Companies (Incorporation) Rules, 2014 under the Companies Act, 2013 (with CIN of the company U74999OR2016PLC026168) as per the guidelines of the Smart City Mission Scheme of Govt. of India for ensuring the development of Rourkela as a compact city with proper planning and design having proper water supply, electricity supply, IT connectivity,

waste management , public transportation, temporary shelter and giving emphasis social development in the area of culture, education, health, safety and air quality.

The major Shareholding of the company has been derived as per the SPV Guidelines of the Smart City Mission of Government of India and accordingly Government of Odisha (Ministry of H & UD) , Rourkela Municipal Corporation and Rourkela Development Authority are the Shareholders with holding Share with 45 %, 45% and 10% accordingly .

As part of the Smart City Proposal, the city of Rourkela has set its vision for Smart City as follows

Vision Statement

**“Building on its steel foundation, natural setting and cosmopolitan character, Rourkela-
-a prominent eastern Indian city located in the heart of tribal belt renowned for
producing ace sporting talent; will be a livable, inclusive, sustainable and self-reliant
city, propelling the regional economic development with best in class future proof
infrastructure”**

Tata Consulting Engineers Limited and Deloitte Touche Tohmatsu India LLP have been selected as PMCs for implementation of Area Based and Smart Solution Projects respectively. The Consultants are operating out of Rourkela Development Authority. Pursuant to above TATA Consulting Engineers Limited(TCE) have been appointed as Project Management Consultant (PMC) for providing consultancy services for preparation of Retrofitting plan for ABD area; preparation of detailed project reports for various packages and project management consultancy support for the same. Rourkela's Area Based Development (ABD) proposal includes Retrofitting of 1241 acres within the city which impacts about 4.5 Lakh city population. The ABD area is mainly characterized by two kind of land use-commercial and administrative.

Deloitte Touche Tohmatsu India LLP has been entrusted with implementation of Smart Solutions in the pan city area. These projects have been divided into various modules which shall be implemented by the consultant team.

4. RSCL Project Modules

1. Jatayat

Sl. No.	Element/Modules
1	Gateway to Rourkela(Transit Complex, 2-Multi Level smart parking-12Acres)
2	Multi-Level parking and Upgradation of Birsa Multi-Purpose sports complex with Training facilities (62,000 sq-ft)
3	Pedestrian friendly roads (112 km) with footpath and signage
4	Underground ducting for visible improvement of ABD
5	15 Junction Improvement, improved 5 Bus Stops with pedestrian crossings
6	Dedicated bi-cycle track(98 Km)
7	Designated no vehicle zone(12 Km)
8	Pilot project- Pedestrianisation from Bisra chowk to Ambedkar chowk and Nala Road(parallel Road)
9	Construction of foot over bridges
10	One smart bus terminus

GATEWAY TO ROURKELA

Southern side of Rourkela railway station is under the part of ABD area. As station is the main approach to the city this area is proposed as a welcoming area to the visitors of the city in SCP. Also, multi modal transit hub and traveler's facilities will be main focus of project. Station area is congested with open parking for two wheelers, four wheelers and autos. Also, nearby area consists of hotels, commercial areas and unorganized vending areas. Main approach of station is Madhusudan Marg. RDA Bus Depot is nearby from where inter- state and intra- state buses are served.

MULTI LEVEL CAR PARKING NEAR BISRA MULTI-PURPOSE SPORTS COMPLEX

Bisra Multi-purpose Sports complex is on the eastern most boundary of ABD area. North to this area is slum area of 40,000 SqM (approx). Surrounding of the complex is densely populated with existing slums and commercial section of adjoining Bus Depot. On south of it is a Food Vendor zone- mostly fruits. Very little vacant area is available only on northern side part of Slum.

ROADS

The end of 1946 most of existing roads of Sundargarh District was constructed. National Highway number NH -23 is passing through Rourkela which runs from Chas-Ranchi-Rourkela-

Talcher-Banarpal- Junction with National Highway No. 42. About 30 Kms of this highway passes through in and around Rourkela.

One more National Highway i.e. NH-213 which runs from Rajamunda to Ranikoili in Jaipur District in Sundargarh District also have some impact on development of Rourkela. Other than this the State Highway No-10 which runs from Rourkela to Sambalpur is another good road used in a large way particularly after its renovation and up gradation in 1995. There are number of other departmental roads in and around Rourkela stretched in different parts.

The Steel city consists of two parts i.e. Steel Township and Civil Township. While the ring road constructed by Rourkela Steel Plant Authority which has surrounded the Steel Township the other part of the ring road is Civil Township. The Steel Township roads are also maintained by the RSP authority. As far as connectivity of roads with settlements that many parts of RPA are not connected by proper roads.

Hierarchy of Roads

- Arterial Road: National and State Highways are acting as arterial roads in Rourkela and these are the external roads providing regional linkages to Rourkela. These roads also form the arterial network for Rourkela as they pass through the city.
- Sub Arterial Roads: Ring Road is sub arterial road and act as a major internal road of the township, which are planned to cater to the bulk of the intra-city movement between Steel Township and Steel Plant but now it also taking the load of Civil Township.
- Main Collector Road: These are other internal roads providing access to various sectors from the work centres developed so far. In Steel Township these roads are generally of 45.0 meters wide right of way and in Civil Township these road varies from 30 meters to 24 meters and in some places even less. In rural area these roads are non metalled road with no concept of hierarchy.
- Secondary Collector Roads: These are intra sectoral roads for movement within the sectors and providing approaches to various properties. In Steel Township these roads are generally of 24 to 30 meters wide right of way, however in civil township it varies from 24 meters to 15 meters or even less. In rural area these roads does not exist.

2. Jaladhara

Sl. No.	Element/Modules
1	Installation of SCADA at WTP and Supply Lines
2	Smart meters for bulk water supply connections, domestic commercial connections-24000 number(convergence with AMRUT)
3	Rain Water Harvesting in all Public Building & Recharge
4	Waste water recycling for select government buildings
5	Augmentation of water supply network

Waste water recycling in government buildings has been proposed in Smart City Plan (SCP). Waste water generally implies sewage water and management of the sewerage is being planned at pan city level. Sewage from all parts of the city shall be treated at proposed Sewerage Treatment Plant at Ruptola which lies outside ABD area. Dual plumbing for the purpose of reusing waste water shall be taken up in upcoming smart city projects like one stop Rourkela etc.

3. Surakshit Rourkela

Sl. No	Element/Modules
1	Surveillance cameras in 30 strategic location in the area (with ANPR, Face detection)
2	Smart Signage
3	Led Streetlights

4. Green Rourkela

Sl. No.	Elements/Modules
1	Citizen friendly parks at 7 locations
2	Installation of 850000 square-feet of solar panels in ABD public buildings, FOB, parking lots and net metering
3	3271 solar powered sensor based LED streetlamps
4	Smart electric meters
5	Air quality monitoring

6	Public Information system
7	Smart power grid to reduce T & C losses

CITIZEN FRIENDLY PARKS

7 nos. of citizen friendly parks are proposed in civil township area under SCP which also comes under AMRUT scheme. Among those 3 parks are taken as pilot projects and remaining 4 parks will be selected later on. EIL is designer of these 3 parks and the construction work is ongoing. TCE is doing value addition with introduction of themes for each park.

5. Integrated Informal Settlement

Sl. No.	Elements/Modules
1	Vernacular Architecture affordable housing (8000 units) using local material and solar rooftop (convergence PMAY)
2	13 Tele Medicine Centres
3	13 Smart Class rooms

SLUM REDEVELOPMENT WITH AFFORDABLE HOUSING FOR URBAN POOR

In ABD area of Rourkela smart city mission, many slums are there which are suited for redevelopment. Primarily, 8000 DU are targeted for the redevelopment. Similar project is being taken up in Gopabandhu palli (outside ABD area) for 4800 DU and it can be taken as case study.

6. Vibrant Rourkela

Sl. No.	Elements/Modules
1	Upgradation of 3 Markets (Daily Market, Wholesale Market, Panposh Market)- Facade Development, Vehicle Free zone, Traditional vending Zone
2	One Stop Rourkela (Including Entrepreneur centre, skill development centre, Training Centre, Tribal art centre and showrooms, craft exhibition etc.)

MARKET AREA REJUVENATION

In ABD area of Rourkela smart city mission, Market area rejuvenation has been proposed for Daily market, Wholesale market and Panposh market. Design and DPR for the Panposh market have been prepared by RMC and sent to the Government for technical sanction. Daily and wholesale markets are to be developed subsequently.

ONE STOP ROURKELA

One stop Rourkela is to be one stop destination for seamless government service delivery, local skill development, tribal art centre, incubation centre, auditorium, command control center etc. The site for one stop Rourkela should be preferably centrally located in ABD area. Among many potential sites in Udit Nagar area, site beside municipal college has been selected finally.

7. Brahmani Riverfront Development

Sl. No.	Elements/Modules
1	Brahmani Riverfront Development
2	Smart Recreation Zones
3	Multi-utility convention hall near Hockey (32,000 sq-ft) with solar panels, led lighting system and smart parking
4	Indoor stadium near Panposh chowk
5	Construction of Barrage
6	Electric Crematorium – Gas Crematorium

BRAHMANI RIVERFRONT

Brahmani riverfront is on the western edge of the ABD area of Rourkela smart city. In SCP special focus is given to make it a vibrant public place and to make it a face of city rather than back yard of city.

Existing Situation:

The site is 50 Acres (approx) of area. But, most of the land has illegal encroachments which are to be removed from site. The site is on the eastern bank of Brahmani River, Panposh road and railway bridges separate the site into two parts- 2 Km length of upstream part and 1 km length of downstream part. On the other side of the river is Vedvyas mandir.

Downstream part of the river front has existing Ghats in 3- tiers. Upper tier has walkways with watch towers (4 nos.). This part also has landmarks in vicinity, like- Jagannath temple, Circuit house, Forest rest house and Brahmani club. Also, two water pumping stations are present here as intake station from Brahmani river.

Upstream part has much more residential encroachment as huts to 2 storied brick houses. Additionally, the approach road is very narrow here.

8. Swachh Rourkela

Sl. No.	Elements/Modules
1	Clean City initiative (Pan City IT based SWM)
2	Waste to resource
3	Augmentation of Storm Water and Sewerage Network in Rourkela

9. City Gov

Sl. No.	Elements/Modules
1	Smart City app (all Services incl. education health etc.)
2	200 Touch screen kiosks
3	Employment/Industry portal
4	Intelligent municipal services
5	Telemedicine/e-health centres
6	Citizen Service Centere
7	Command & Control center
8	Laying down OFC duct network
9	Create 50 nos. Wi-Fi hotspots in the area
10	Data Center
11	Digitization of records

10. Paribahan

Sl. No.	Elements/Modules
1	Buses tracked via GPS
2	Battery operated e-rickshaws with charging stations
3	Adaptive traffic signals for Intelligent Traffic management System
4	Smart Parking App
5	PIS at stops, junctions and parking

5. Cost of Project

CAPITAL COST			
Figures in INR crores			
	Pan City	Area-Based	Total
Total Capital Cost Funding	869.03	1702.24	2571.27
AMRUT	140.00	74.31	214.31
PMAY	0.00	112.00	112.00
SBM	93.76	0.00	93.76
IPDS	0.00	119.00	119.00
Solar City	0.00	23.27	23.27
Smart City Mission	317.18	680.16	997.35
PPP	0.00	334.34	334.34
CSR	0.00	29.00	29.00
State Government	30.00	286.16	316.16
NULM	0.00	9.00	9.00
ADB	128.09	0.00	128.09
KFW (OUIDF)	160.00	35.00	195.00
Total	869.03	1702.24	2571.27

	Area (in Rs Crore)	Pan (in Rs Crore)	Total (in Rs Crore)	% Outlay
Convergence through National Schemes	337.58	233.76	571.34	22%
Smart City Mission	680.16	317.18	997.35	39%
PPP	334.34	0.00	334.34	13%
State Government	286.16	30.00	316.16	12%
ADB	0.00	128.09	128.09	5%
OUIDF (KFW)	35.00	160.00	195.00	8%
CSR	29.00		29.00	1%
Total	1702.24	869.03	2571.27	100%

O & M RECOVERY

Figures in INR crores

	Pan City	Area-Based	Total
Total O&M Cost/year Sources (per annum)	25.12	41.99	67.11
User Charges	4.40	20.09	24.49
CSR	0.08	0.38	0.45
PPP	6.30	4.90	11.20
Convergence	8.56	8.56	17.13
Cost Savings	0.00	4.57	4.57
SPV	5.78	3.49	9.27
Total	25.12	41.99	67.11

6. The Co-operation of the Citizens is solicited broadly in the Following Aspects:

- Segregate waste at source
- Do not throw waste in drains, streets, etc
- Deposit wastes only at specified places and dust bins
- Do not allow children to defecate in open spaces
- Avoid connecting sewerage lines to open drains
- Avoid encroachments on public places
- Avoid occupation of roads and footpaths with unauthorized stacking of materials
- Avoid letting of waste water on the roads.
- Conserve rain water and provide rain water harvesting structures in every building
- Avoid leaving animals on roads and public places.
- Avoid misuse of public places including parks, open spaces, public toilets, markets, bus stands.
- Plant trees within and in front of premises, water them and nourish them to grow
- Report leakage of water, bursting of water / sewage pipes, burning of street lights during day time, damage of public properties posing health hazard
- Avoid damage to public properties.
- Ensure prompt payment of property tax. Profession tax, water charges, license fees and other corporation dues.
- Adhere to building rules and avoid violations, unauthorized construction, etc
- Adopt universal immunization
- Complain to the right officer in time and liaise with the ward councillor.
- To use public toilets and sanitary complexes to avoid health hazard.
- To adhere to solid waste management rules to keep the city clean
- Avoid wastage of water. Do not use drinking water for gardening and other similar purposes.
- Avoid unauthorised drawing of water and use of motor pumps in corporation connection to draw water.
- Get the repairs attended after proper intimation to RSCL and under the supervision of corporation engineering staff.

- Pay water charges and other dues promptly and avoid disconnection.
- Conserve rain water and construct rain water harvesting structures in all buildings.
- Keep the tap closed both in house and in public stand post to avoid pollution
- Report water leakage and water theft as a public service.
- Do not tamper with water supply connection or meters.
- Do not throw other waste including animal waste and de-bris into the sewage lines
- Do not connect sewage outlets to public open drains or roadsides
- Adhere to safety measures before entrusting cleaning of septic tanks etc to private persons
- Do not tamper sewage connections
- Pay tax and service charges promptly
- Avoid environmental pollution or nuisance due to your facility
- Do not throw waste into open drains or streets
- Clean your premises and deposit wastes in the designated points before street clearance by conservancy staff
- Segregate house hold wastes in to degradable and non degradable
- Report non-clearance of garbage / debris to the designated authorities
- Keep your premises clean. Remove bushes and shrubs Then and there. Prune trees abutting main streets and Avoid obstruction to traffic and people's movement
- Use public toilets / urinals properly. Avoid nuisance in open spaces /road margins
- Pay administrative charges and fees promptly
- Do not damage the roads for public functions. Adhere to guidelines prescribed there for
- Do not dump debris and garbage in street margins
- Avoid encroaching roads / streets
- Avoid cutting roads without permission
- Do not allow house hold waste water to flow on the streets
- Do not throw garbage into drains
- Do not connect sewer lines to public drains

- Report water stagnations, missing manhole lids, damaged lights and light poles
- Maintain avenue trees in front of premises

7. Response time for complaints:

Details	Time schedule / Response
Water supply <ul style="list-style-type: none"> • Issue of application for New water supply house service • Receipt of filled in applications With fees • Issue of acknowledgement • Intimation to the applicant on the spot Rectification of defects noticed in the application 	Rectification of defects within one week noticed in application Within one week
<ul style="list-style-type: none"> • After rectification of defects, Issue of notice /challan for Remittance of fees for Water supply connection 	15 Days
<ul style="list-style-type: none"> • Effecting water supply house Service connection 	30 Days from receipt of application
Complaints / defects	
Replacement of Defective meter	15 Days
Rectification of pollution in drinking water supply Within 24hours	Within 24 hrs
Arresting of Leakage of water in the mains Within 24 hours	Within 24 hrs
Minor repairs 2 days	2 Days
Major repairs 3 days	2 Days
Repairs to hand pumps 3 days	3 Days
Repairs to public fountains 2 days	2 Days
Repairs to India Mark 2 pumps / Bore wells 7 days	7 Days
Deficiency in chlorination 24 hours	10 Hours
Prevention of Fire At once	At once
III. Special Demand	Within 24 hours, if piped water supply is interrupted
1. Supply of water through tanker lorry	
2. Supply of water through lorry for Marriage / Festival	3 - 5 days
Sewerage connection	At the information Centre on all Working days on The spot Issue of acknowledgement
A) issue of application from B) receipt of filled in application With fees	
Intimation to the applicant on Rectification of defects noticed, If any, in the application	7 days
After rectification of defects, Issue of notice / challan for Remittance of fees for Drainage connection	7 days

Remittance of fees / issue of Receipt	At the information Centre
Complaints of blockage /Leakage of drainage	24 hours
Replacement of missing Manhole lid	24 hours
Rectification of defects in Drainage connection	2 days
New connection Commissioning	15 days
Septic Tank cleaning 1. Receipt of application / Remittance of fees	At the information Centre on the spot
2. Cleaning of septic tank	Within 2 days
Cleaning of streets and roads	Monday to Saturday From 5.3 am To 10.30 am From 2.30 pm To 5.30 pm At all places
Market and bus-stand places	From 9.00 P.m. To Next Day 4.00 a.m.
Cleaning of public toilets and urinals	Daily
Complaints regarding non-removal of Garbages	24 hours
Collection and removal of garbage	Daily
Removal of dead animals	24 hours
Complaints regarding non Sweeping of roads	24 hours
Complaints regarding removal of debris	3 Days From Intimation
Complaints regarding removal of Blockages in public toilets	24 hours
Restoration of damages caused to roads Due to natural calamities	3 days
Filling of potholes in the roads	10 days
Road cutting permission	7 days
Patch work on roads	30 days
Removal of encroachments causing Hindrance to traffic	3 days
Replacing of missing manhole lids on the Drains	3 days
If not removed by the owner, removal by Corporation on collection of expenses	1 week
Removal of debris and construction Materials on road sides by the owner of The building	1 week

Rectification of water stagnation	24 hours
Repair of drainage blockage emergency	24 hours
Normal street lights	3 days
1. Repairs to non-burning of street Lights at main roads / streets	2 days
2. Repairs of street lights at inner street	3 days

8. Whom to Contact for Redressal of Grievance:

Initial contact:

Name	Phone number
RMC	18003456103
WESCO	18003456798
PHD	18003456783
Sewerage	06612400898

Second Contact:

Zone	AEE Name	AE/JE Name	AEE Contact	AE/JE Contact
RMC	J.K.Maitra	Brajen Dash	9937566195	7978382700
WESCO	S. Dev	Smriti Ranjan	9437088749	9437058740
WESCO (Sadar)	J. V. Prasad Mahapatra	Atman Mishra (CIVIL Town)	9437058713	9437058725
PWD	M.K.Dadodara	H.K.Sadangi	9437115471	9437115489
PHD	Maheshwar Pradhan	Khirod behera	9778140809	9437699091
SEWERAGE	L.K.Tripathi	P.K.Sethi	9938620874	8908035550

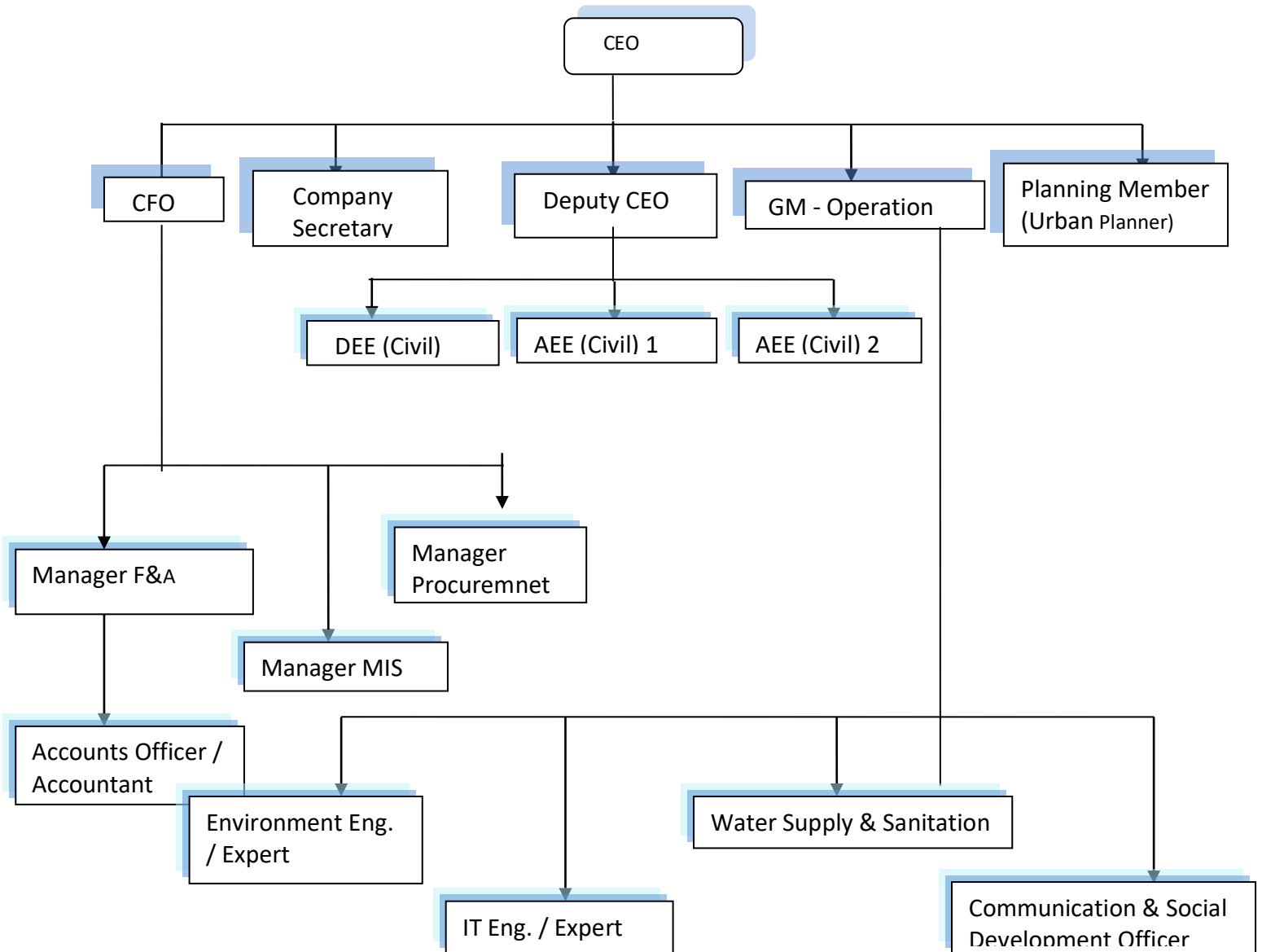
Third Contact:

Third contact:	Name	Mobile no.	Office No.
CEO RSCL cum Administrator RMC	Mrs. Monisha Banerjee	9937979181	06612500239
Executive Engineer, RMC	A.K.Parida	9861015817	06612500388
Executive engineer 1st : WESCO	J.C.Patra	9437058703	06612501050
Executive engineer : WESCO (Sadar)	Vikram Singh	9437156237	
Executive engineer PHD	Anup Kumar Patel	9437034295	06612664791
Executive engineer PWD	B K Pati	9437085593	06612500627
Project engineer SEWERAGE	Karunakar Ghadai	9438042898	06612400898

Organisational Chart –RSCL

(As per the Guidelines of Smart City SPV)

Organisational Structure



Note: Presently the post of GM - Operation is vacant. Hence Eng. /Experts under him are directly reporting to CEO.

Finance

Chief Finance Officer

Qualification & Experience

1. Chartered Accountant (CA)/ Cost & Works Accountant (ICWAI) – who has retired from Central PSU / State PSU / Corporation as GM (Finance) / DGM (Finance) or Head of Finance & Accounts Department
2. Exp. Min. 15 Yrs

Manager F&A

Qualification & Experience
Accounts Official working in Govt. of Odisha

Manager MIS

Qualification & Experience
1. B. Tech in Computer Science / IT / Electronics & PMP / PRINCE2 Certification
2. Exp. Min. 10 Yrs

Manager Procurement

Qualification & Experience

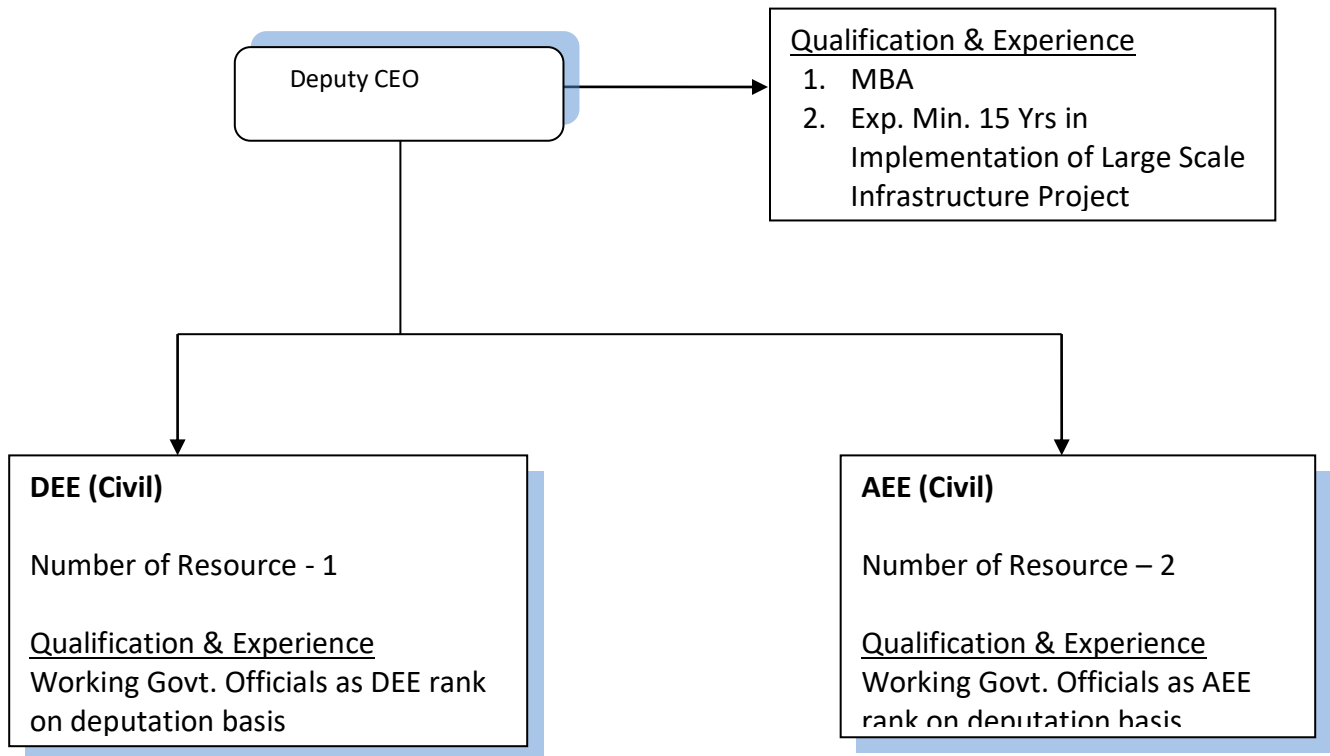
1. MBA (Business)
2. Exp. Min. 10Yrs in Procurement

Accounts Official / Accountant

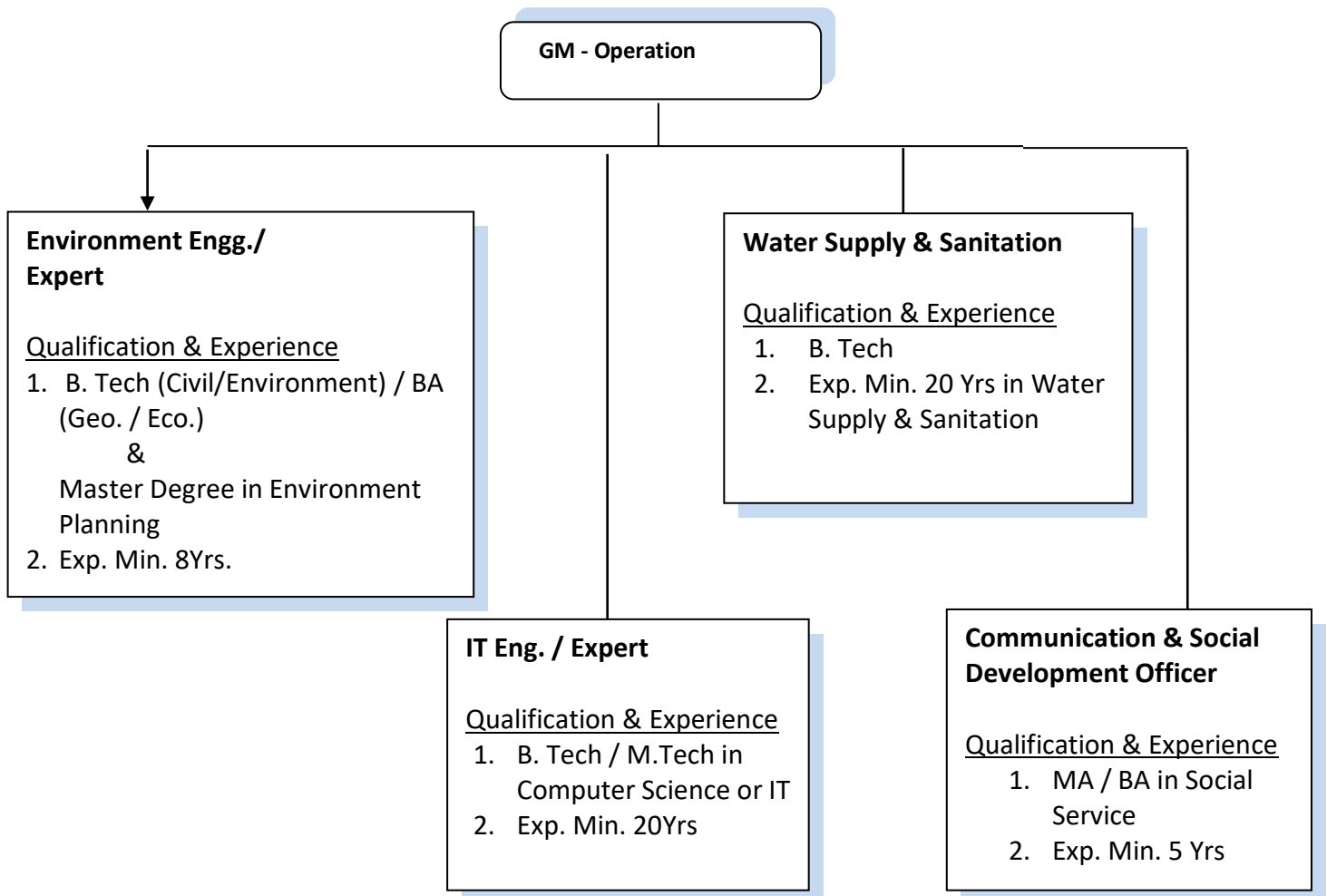
Qualification & Experience

1. Inter CA / Inter CMA / Retired Junior Manager from Central PSU / State PSU
2. Exp. Min. 5 Yrs

Engineering & Technology



Operations



Note: Presently post of GM - Operation is vacant. Hence Eng. /Experts under him are directly reporting to CEO.

List of Directors:

Sl. No.	Name
1	Development Commissioner cum Additional Chief Secretary
2	Secretary, Finance Department
3	Secretary, H&UD Department
4	Dr. Mona Sharma, IAS
5	Smt. Subha Sharma, IAS
6	Smt. Chitra Arumugam, IAS
7	Smt. Shalini Pandit, IAS
8	Government of India Representative
9	Collector , Sundargarh
10	Vice-chairman, RDA
11	Additional District Magistrate, Rourkela
12	CEO, RSP
13	CEO of SPV
14	Municipal Commissioner, RMC
15	M. Bhagban Pati
16	Prof. Dr. Kalyani Mishra
17	CA Arun Kumar Tiberwal

18	Mr. Bhavin Sheth
19	Prof. Vijay Kumar Toppo

Contact List of Key Officials of RSCL:

Sl. No.	Name	Designation	Mobile Number	E-mail
1	Ms. Monisha Banerjee	CEO	9439779006	rourkelascl@gmail.com
2	Mr. U.P.C.Patro	CFO	8895500646	upc.patro57@gmail.com
3	Mr. Damodar Mishra	CS	9937004804	dmishra3579@gmail.com
4	Mr. Minaketan Sahoo	Civil Engineer	9438005629	rourkelascl@gmail.com
5	Mr. Prasanna kumar Bindhani	Engineer (Water Supply and Sanitation)	8895500025	rourkelascl@gmail.com
6	Mr. H.B. Panigrahi	Information Technology Expert	8895500439	rourkelascl@gmail.com
7	Mr. Vivek Raj	Communication/ Social Development Officer	7992440367	rourkelascl@gmail.com
8	Dr. Amit S Mishra	Environment Expert/Engineer	9765552606	rourkelascl@gmail.com
9	Mr. Ram Mohan Mishra	Mr. Ram Mohan Mishra	9861135504	rmmpln@gmail.com

Other Important Persons:

Sl. No.	Company Name	Name	Designation	Mobile Number	E-mail
1	RMC	Ms. Sushma Billung	Dy. Commissioner	9437172548	rourkelamunicipality@gmail.com
2	RSCL	Mr. T.K.Patnayak	Dy. CEO	9937155606	tkpattnaik@gmail.com
3	RMC	Mr. A.K.Parida	Executive Engineer	9861015817	akparida61@yahoo.co.in akparida61@gmail.com

Annexure 1:

Details of various application/ forms issued at information centre:

Sl. No.	Details
1	Application for water supply
2	Application for underground drainage connection
3	Application for approval of building plan
4	<ul style="list-style-type: none">• Application for trade license• Application for license under prevention of Food Adulteration act
5	<ul style="list-style-type: none">• Application of birth certificates• Application for death certificates
6	Property tax assessment return /name transfer application
7	Application for assessment of property tax
9	Property tax appeal form
10	Form for acquiring property tax extract
11	Form for acquiring additional copies of approved building plan
12	Form for acquiring duplicate books of property / water Charges/non- tax /profession