

CITIZEN CHARTER

PREAMBLE

The strategic components in the Smart Cities Mission are city improvement (retrofitting), city renewal (redevelopment) and city extension (Greenfield development) plus a Pan-city initiative in which Smart Solutions are applied covering larger parts of the city. For Ranchi Smart City, the strategic component includes Greenfield development (also known as Area Based Development) and a pan-city initiative in the form of Intelligent Traffic Management System.

BACKGROUND

Urban Development & Housing Department, Government of Jharkhand vide Memo no. 4552 dated 16.08.2016 notified the creation of SPV, Ranchi Smart City Corporation Limited, for execution of smart city projects in Ranchi. The SPV was incorporated on September 30, 2016.

The aims and objectives of RSCCL are as follows: (1) To plan, design, develop, implement, manage, maintain, operate and monitor the Smart City Development Projects for the city of Ranchi in accordance with Smart Cities Mission of Government of India. (2) Building of resources in terms of financial and physical assets for Smart City Project including to acquire/purchase/buy land for Smart City Project and to transfer the same on Build-Operate-Transfer (BOT) and other models.

FEATURES

Some typical features of comprehensive development in Smart Cities are described below -

- i. Promoting mixed land use in area based development
- ii. Expand housing opportunities for all;
- iii. Creating walkable localities - reducing congestion, air pollution and resource depletion, boost local economy, promote interactions and ensure security. The road network is created or refurbished not only for vehicles and public transport, but also for pedestrians and cyclists, and necessary administrative services are offered within walking or cycling distance;
- iv. Preserving and developing open spaces - parks, playgrounds, and recreational spaces in order to enhance the quality of life of citizens, reduce the urban heat effects in areas and generally promote eco-balance;
- v. Giving an identity to the city based on its main economic activity, such as local cuisine, health, education, arts and craft, culture, etc;
- vi. Applying Smart Solutions to infrastructure and services.

SMART ELEMENTS OF RANCHI SMART CITY

- Robust IT Connectivity & Digitization
- Safety & Security for citizens
- Waste Water Recycling
- No-vehicle zone
- Energy efficient street lighting
- Pedestrian pathways
- Smart Solid Waste Management System
- Rain-water harvesting
- Solar Generated Electricity

- Walkability & cycling
- Smart metering
- Intelligent Traffic Management System (ITMS)
- Riverfront, parks & open spaces.

ABOUT THE PROJECT

The Development of Ranchi Smart City will take place mainly through two major components:

1. Area Based Development (ABD)
2. Pan-city development projects

1. Area Based Development (ABD)

Area based development in Ranchi Smart City envisages development of a Greenfield encumbrance free land of 656.3 acres. This area is well within 5kms distance from the central business district (CBD) and has close proximity to the Proposed Capital Complex, Airport and Hatia Railway Station.

The focus of this ABD area shall be to create a city with latest State-of-the-Art infrastructure to create a vibrant economy while addressing the socio-economic needs of residents and Ranchi city as a whole. The solution shall aim at moving people and not vehicles, improving the liveability by leveraging ICT. The smart features executed successfully in the ABD area shall be replicated to the rest of the city in a phased manner through strategic projects taken up by Ranchi Smart City Corporation Ltd., the SPV formed to implement Ranchi Smart City Project.

2. Pan-city Development Projects

For Pan City Ranchi, an Integrated Traffic and Transport System (ITTS) is to be developed that aims at integrating all the present and upcoming solutions related to transport and traffic under one umbrella through Information Communication Technology (ICT). It will provide digital platform for integrating Public transport management, Parking management, Corridor Management (Traffic), Intermediated Public Transport (IPT) Integration, Fare management along with integration of ABD's transport and traffic needs. It shall be housed in a Central Control and Command Centre which shall not only act as an epicentre to all the traffic and transport related decision making but also cater to the safety and security environment of Ranchi city and in future shall be scaled to other utilities including Solid Waste Management.

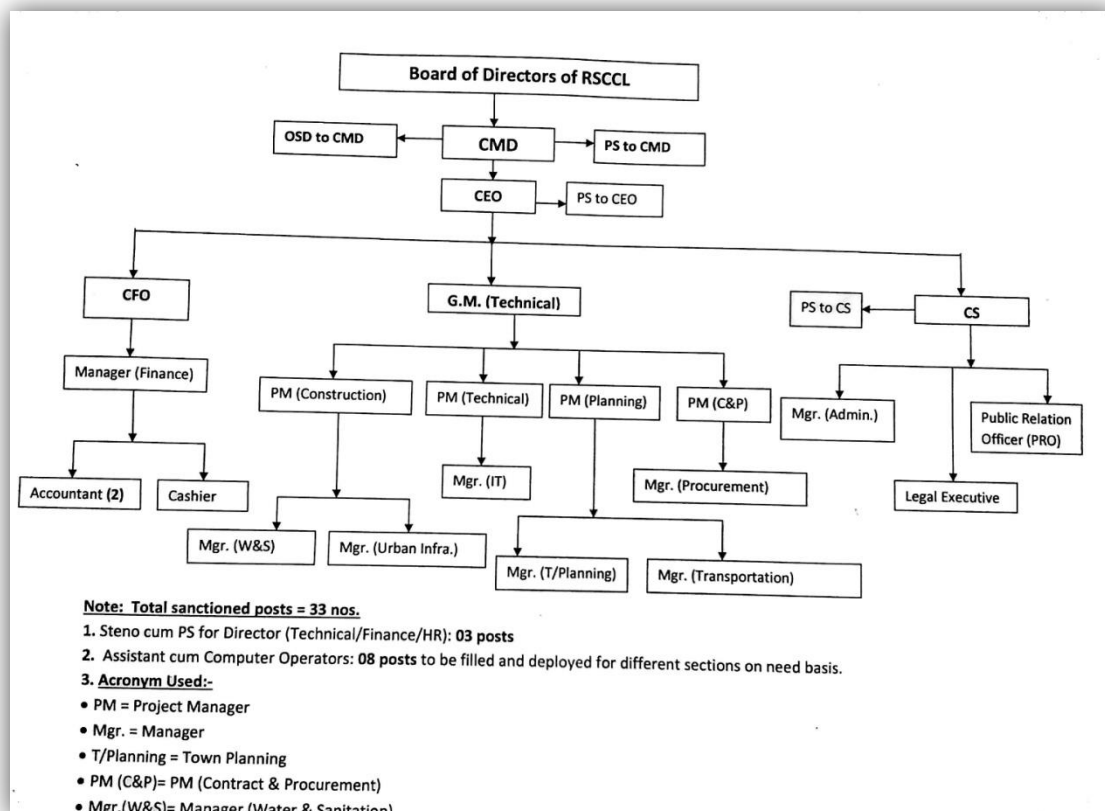
Implementation/Monitoring Mechanism for the Smart City Mission Project

The role of various departments for successful implementation/monitoring of the Ranchi Smart City project are:

| Department | Responsibility in Implementation |
|------------------------------|---|
| Ranchi Municipal Corporation | SPV partner |
| Urban Development Department | Approver & SPV partner |

| | |
|---------------------------------------|-------------------------------|
| Housing | Residential Plotting |
| Energy | Necessary approvals |
| Transport | Transport hub |
| Information and Technology Department | ICT Services |
| Forest | Environment Impact assessment |
| Education | Statutory approvals |
| JUIDCO, Developers, Contractors | Parastatal / Contracting |
| Financial institutions | Lending |

ORGANISATION STRUCTURE



KEY MANAGERIAL PERSONNEL

| Name | Designation |
|------------------------|-------------------------------|
| Mr. Yateen Kumar Suman | Chief Executive Officer (CEO) |
| Ms. Jyoti Pushpa | Chief Financial Officer (CFO) |

BOARD OF DIRECTORS

| Name | Designation |
|---|--------------------------------|
| Secretary/Principal Secretary/Additional Chief Secretary, Department of Urban Development & Housing, Govt. of Jharkhand, Representative of State Govt. (Ex-officio) | Chairman-cum-Managing Director |
| Secretary/Principal Secretary/Additional Chief Secretary, Department of Planning cum Finance , Govt. of Jharkhand, Representative of State Govt. (Ex-officio) | Non Executive Director |
| Director, State Urban Development Agency Representative of State Govt. (Ex-officio) | Non Executive Director |
| Municipal Commissioner, Ranchi Municipal Corporation Representative of RMC (Ex-officio) | Non Executive Director |
| Addl. Municipal Commissioner, Ranchi Municipal Corporation | Non Executive Director |
| Representative of Ranchi Municipal Corporation, Nominee of RMC | Non Executive Director |
| Chief Executive Officer, Nominee of Board | Executive Director |
| Director Technical, Nominee of Board | Executive Director |
| Director Finance, Nominee of Board | Executive Director |
| Director HR, Nominee of Board | Executive Director |
| Nominee of Central Govt. | Non-Executive Director |
| Independent Director | Two (2) in Nos |

GRIEVANCE REDRESSAL MECHANISM

At present, RSCCL grievance redressal system is integrated with Public Grievance Management System (PGMS) of UD&HD through its website pgms.dmjharkhand.in. Citizens can access the PGMS through various means such as phone, website, whatsapp, toll-free etc. A proper response system has been put in place to address the citizen grievances through PGMS and this feature is regularly monitored through a dashboard tracking system.

Unique ID is provided for each complaint and designated time for response is 15 days. The grievance is routed to concerned official. If concerned official does not respond in 10 days, it is escalated to CEO, RSCCL. After 25 days if the query is unsolved, it is escalated to CMD, RSCCL.

EXPECTATION FROM THE CITIZENS:

Procedure for inviting suggestion/inputs:

- Information/notices are published on the website, newspaper and notice board whenever corporation needs to solicit suggestion from citizens.
- Suggestions/complaints shall be dropped at office of the RSCCL or emailed.

RIGHT TO INFORMATION ACT

RSCCL follows all provisions of the Right to Information Act (RTI) and it provides information under the RTI Act, 2005.

| Assistant Public Information Officer | Public Information Officer | First Appellate Authority |
|---|-----------------------------------|----------------------------------|
| Public Relations Officer | Chief Financial Officer | Chief Executive Officer |

COMMUNICATION ADDRESS

| Registered Office | Working Address |
|---|--|
| Ranchi Smart City Corporation Ltd. Room No. 449, Project Building, Dhurwa, Ranchi, Jharkhand Phone: 0651-2400962 Email Address: ranchismartcity@gmail.com Website: smartranchi.jharkhand.gov.in | Email: ranchismartcity@gmail.com RSCCL, 3rd Floor, M.R Tower, Ranchi, Jharkhand. |