

# CITIZEN CHARTER



**Bhubaneswar Smart City Limited**

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## PREAMBLE

### Introduction of Citizen's Charter

BSCL 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 BSCL easy, simple, hassle free and efficient and also ensure accountability and transparency.

This charter documents the citizen's entitlement to BSCL 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 citizen's can do to help us serve them better.

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

### Purpose

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 BSCL.
- 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

## INFORMATION RELATING TO SMART CITY PROPOSAL OF BHUBANESWAR AND BHUBANESWAR SMART CITY LIMITED

### Background

Positioned 1st out of 98 shortlisted cities in GOI's Smart Cities Challenge, Bhubaneswar's proposal was appreciated for its strong focus on strategic planning and sound implementation mechanisms. As a planning process aimed to demystify the concept of "Smart Cities" in a country where basic citizen services and community engagement has traditionally been ignored, the Bhubaneswar Smart City Plan played a pivotal role in redefining existing planning processes for developing countries. The smart city proposal components include:

### STRATEGIC PLAN

To move towards a more livable city, the plan focuses on creating a model of sustainable urbanization based on New Urbanism principles. Bhubaneswar's Strategic Plan is built on 5 strategic pillars-Responsive Governance, Transit Oriented Development (TOD) Based Planning and Design, Fiscal Sustainability, Infrastructure and Socio-economic Development. These pillars are guided by 10 Strategic Directions which are the key strategies for the plan. These together provide the foundation for creating a more inclusive, resource-efficient, and technology enabled future for the city.

## AREA BASED DEVELOPMENT PROJECT

Bhubaneswar's Area based Development proposal envisions to retrofit and redevelop 985-acres centered on main Railway Station in heart of the city to a vibrant 24x7 destination 'The Bhubaneswar Town Centre District (BTCD)'. As a signature intervention reflecting the city's image, the area will be : A walkable, well-connected mixed-use area with public realm investments visible in its streets, public spaces and buildings ; A model of low-impact carbon neutral development using innovations in transportation and green infrastructure ; A model for achieving social equity by planning with children at the centre ; An economic engine supporting region's knowledge industry and providing pro-business environment.



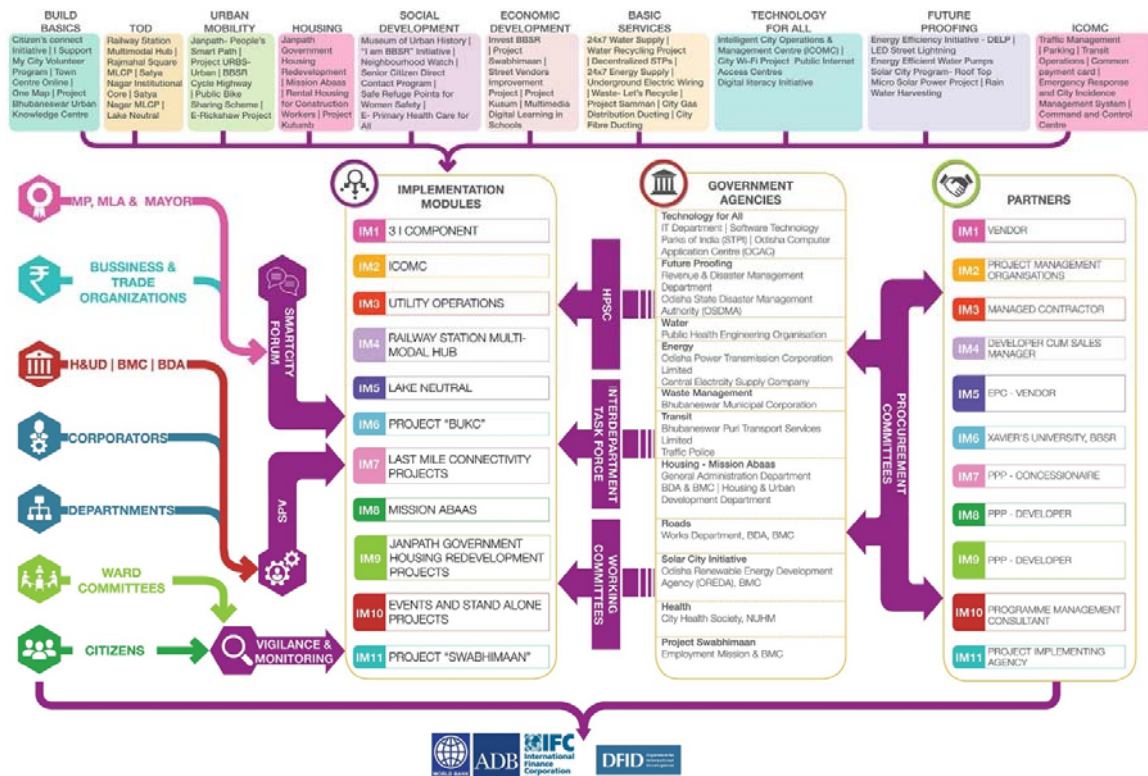
## PAN CITY SMART SOLUTIONS

The pan-city smart solution is aimed to benefit the entire city through application of ICT and resulting improvement in local governance and delivery of public services. Intelligent City Operations and Management Centre (ICOMC) will result in safe mobility, responsive city operations and management along with optimisation of capital expenditures by providing real time data support. ICOMC as a solution, has provisions for core multi-layer digital infrastructure, complementary physical infrastructure and change management initiatives. This will have six basic components viz. Traffic Management, Parking, Transit Operations, Common Payment Card, Emergency Response & City Incident Management and Centralised Command & Control Centre.



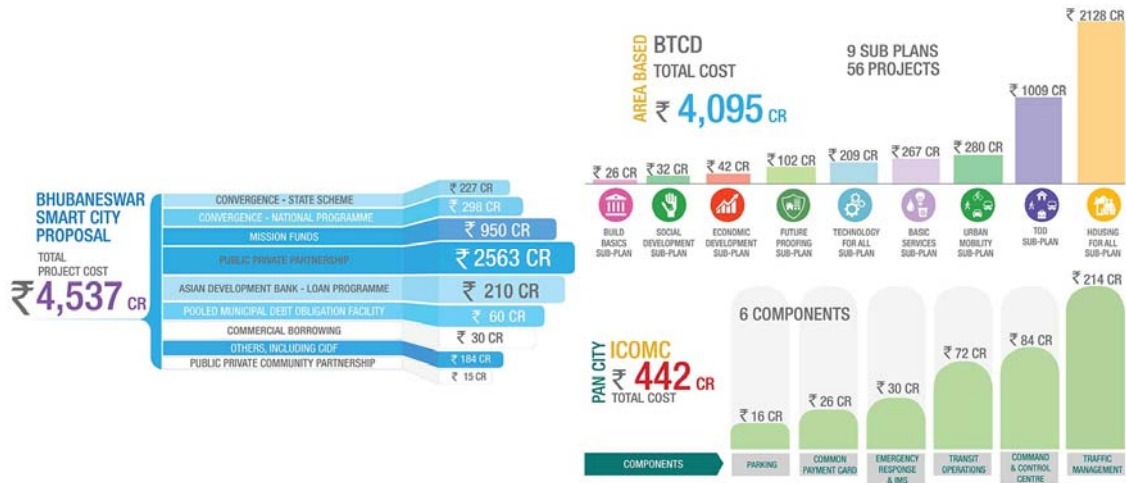
### IMPLEMENTATION STRATEGY

Bhubaneswar Smart City proposal envisages to take up 57 projects strategically aggregated into Implementation Modules (IM) for bidding so as to reduce time and cost overruns. This aggregation was done after consultation with all stakeholders especially line departments, domain experts, contractors and vendors; and on basis of convergences, inter linkages, precedence mapping, financial timelines and dependency networks. The eleven implementation modules include Integrated Infrastructure Improvement (3I), Integrated City Operations and Management System (ICOMC); Utility Operations; Bhubaneswar Town Centre; Lake Neutral; Project Bhubaneswar Urban Knowledge Centre; Last Mile Connectivity Projects; Mission “Awaas”; Janpath Government Housing Redevelopment Project; Events and Standalone Projects; and Project “Swabhimaan”.



## FINANCIAL PLAN

The proposal estimates Total Project Cost (TPC) at Rs.4537 Cr; including Rs.4095 Cr for area-based development- Bhubaneswar Town Centre District (BTCD) and Rs.442 Cr for Pan City Solution- Intelligent City Operation and Management Centre (ICOMC).



## Bhubaneswar Smart City Limited (BSCL)

A Special Purpose Vehicle - SPV - established as a limited company, incorporated under the Companies Act (2013), for implementation of the Smart City Proposal of Bhubaneswar Municipal Corporation – BMC. The SPV functions as a single point of contact (SPOC) for planning, execution, management and operations of all proposals to be developed and managed in the Bhubaneswar Town Centre District. Along with Intelligent City Operations and Management Centre (ICOMC) as “Governance Hub” for the entire city, exemplary Government-to-Government coordination, SPV brings a paradigm shift from departmental to “Whole of Government” approach to manage civic functions. BSCL is driven by the Chief Executive Officer, appointed by the State Government and managed by a Board of Directors with representatives of various departments and agencies of the Odisha Government, one representative from the Government of India and 4 independent Directors.

## Objectives of BSCL

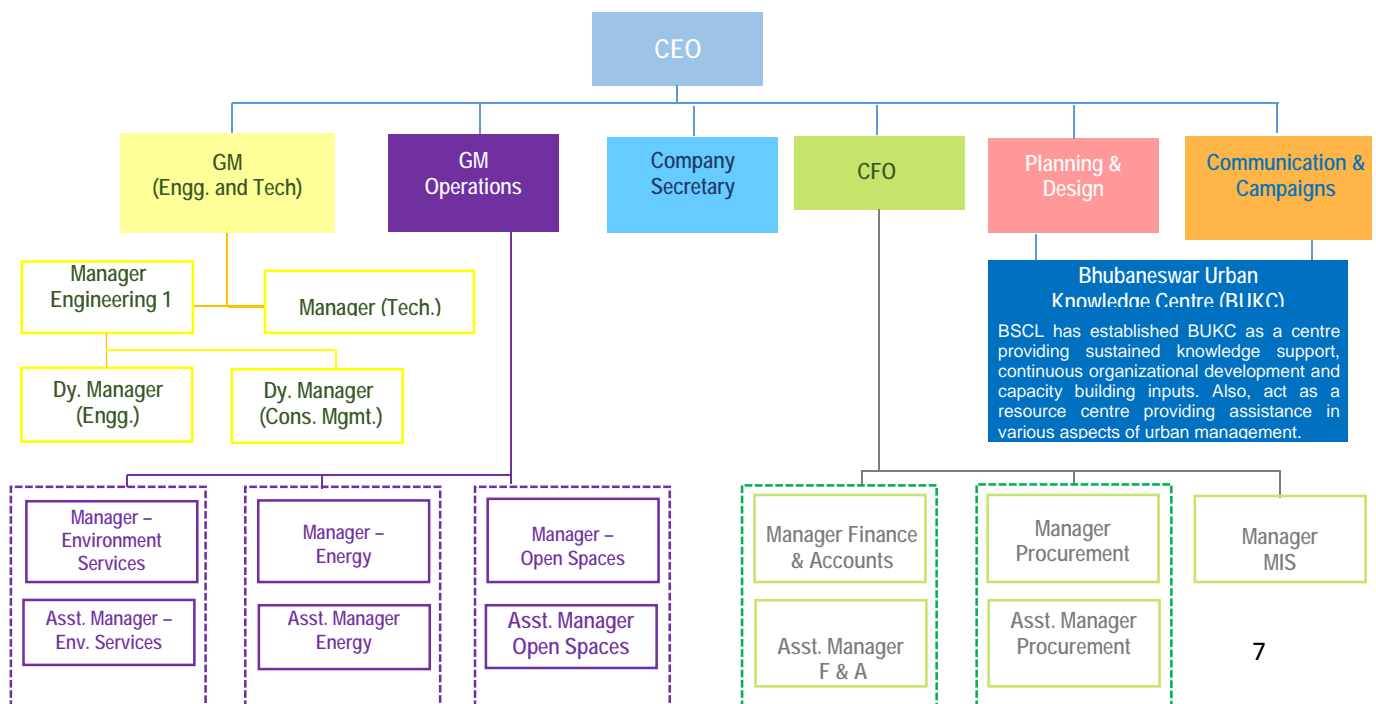
- To promote Bhubaneswar as a livable city that gives a better quality of life to its citizens with a clean and sustainable environment.
- To undertake comprehensive development by promoting mixed land use, provision of housing for all, creation of walkable localities, preserving and developing open spaces, promoting a variety of transport options including transit-oriented development, public transport & last mile para-transport connectivity, making governance citizen friendly and cost effective, giving identity to the city and applying smart solutions to infrastructure and services in order to make them better.
- To undertake the review of activities of the Mission including budget, implementation of projects under Smart City Proposal (SCP) and co-ordination with other missions/schemes and activities of various Ministries / Departments.
- To enter into contracts, partnerships and service delivery arrangements with Indian as well as foreign firms, as may be required for the implementation of the Smart Cities Mission.

## Responsibilities

The Company will plan, implement, manage and operate the Smart City Development projects. Specifically, the functions of BSCL can be classified under following: -

- Approve and sanction the projects including their technical appraisals.
- Execute the Smart City Proposal with complete operational freedom.
- Mobilize resources within timelines and take measures necessary for mobilization of resources.
- Approve and act upon the reports of a third party Review and Monitoring Agency.
- Oversee Capacity Building activities.
- Develop and benefit from interlinkages of academic institutions and organizations.
- Ensure timely completion of projects according to set timelines.
- Monitor and review quality control related matters and act upon issues arising thereof.
- Take measures to comply with the requirements of the MoUD /other Ministries/Departments of the Government of India/State Government Rules and regulations, local laws etc for implementation of the Smart Cities Mission.
- Undertake the review of activities of the Mission including budget, implementation of projects, preparation of Smart City Proposal (SCP) and co-ordination with other missions/schemes and activities of various Ministries/Departments.
- Incorporation of joint ventures and subsidiaries and enter into Public Private Partnerships including with foreign entities as may be required for the implementation of the Smart Cities Mission.
- Enter into contracts, partnerships and service delivery arrangements with Indian as well as foreign firms as may be required for the implementation of the Smart Cities Mission.
- Any other functions as delegated by the Central Government/ State Government/ULB within the scope of Smart Cities Mission.
- Determine and collect user charges as authorized by the ULB.
- Collect taxes, surcharges etc. as authorized by the ULB.










## Organization Chart



Projects of BSCL

S. No.	Project Details	
1.		<a href="#">Social Equity Centres</a>
2.		<a href="#">Common Payment Card</a>
3.		<a href="#">Museum of Urban History</a>
4.		<a href="#">Integrated Public Service Centre</a>
5.		<a href="#">3 I Module</a>
6.		<a href="#">ICOMC Building</a>
7.		<a href="#">Traffic Management Project</a>
8.		<a href="#">Smart Solutions - ICOMC</a>
9.		<a href="#">Solar City Rooftop</a>
10.		<a href="#">Public Bicycle Sharing Scheme</a>



11.		Janpath Housing Redevelopment Project
12.		<a href="#">Railway Station Multimodal Hub</a>
13.		<a href="#">Smart Janpath</a>
14.		<a href="#">Smart Parks</a>
15.		<a href="#">Mission Awaas</a>
16.		<a href="#">Lake Neutral</a>
17.		<a href="#">Socially Smart Bhubaneswar</a>
18.		<a href="#">Project BUKC</a>
19.		<a href="#">I am Bhubaneswar</a>
20.		

Name, Address and Phone Details of Senior Officers of BSCL

S. No.	Name	Designation	Address and Phone No.
1.	Sri R. Vineel Krishna	Chief Executive Officer	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
2.	Sri Arabindo Routray	Chief Finance Officer	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
3.	Sri Ajay Kumar Majhi	Company Secretary	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
4.	Sri Simanchal Maharana	General Manager (Engineering & Technology)	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
5.	Sri Biswa Kalayan Nayak	Technology Officer	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
6.	Sri Kamran Naseem	Urban Planner	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007

S. No.	Name	Designation	Address and Phone No.
			E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
7.	Sri Chinari Sibaji Subudhi	Engineer (Water Supply & Sanitation)	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
8.	Sri Aadish Vinayak Nargunde	Environment Expert	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
9.	Sri Shishir Kumar Grahacharya	Social Development Officer	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
10.	Sri Deepak Routrai	General Manager (Operations)	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
11.	Sri Santosh Kumar Mishra	Officer on Special Duty	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
12.	Sri Rama Prasad Acharya	Manager(Engineering)	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007

S. No.	Name	Designation	Address and Phone No.
			E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
13.	Sr. Kali Kalyan Maharana	Manager (Finance & Accounts)	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
14.	Sri Bijay Kumar Biswal	Dy. Manager (Engineering)	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228
15.	Smt. Sarojini Brahma	Gender Specialist	Bhubaneswar Smart City Limited, Block-1, 2nd Floor, BMC- Bhawani Mall, Saheed Nagar, Bhubaneswar- 751007  E-mail Id:bbsr.bscl@gmail.com, Ph. No.: 2548408/2548228