

Right to Information Act (Citizen Charter)

1.	<ul style="list-style-type: none">• The particulars of its Organization.• Functions and duties.	Annexure-I Annexure-II
2.	The powers and duties of its officers and employees;	Annexure-III
3.	The procedure followed in the decision making process, including channels of supervision and accountability;	Annexure-III
4.	The norms set by it for the discharge of its functions	Annexure-IV
5.	The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;	Annexure-V
6.	A statement of the categories of documents that are held by it or under its control;	Annexure-II Annexure-IV Annexure-V
7.	The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;	Annexure-III
8.	A directory of its officers and employees;	Annexure-VI
9.	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;	Annexure-VII
10.	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;	-
11.	The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;	-
12.	Particulars of concessions, permits or authorizations granted by it;	-
13.	Details in respect of the information, available to or held by it, reduced in an electronic form;	Annexure-II
14.	The particulars of facilities available to citizens for obtaining Information, including the working hours of a library or reading room, if maintained for public;	Annexure-VIII
15.	The names, designations and other particulars of the Public Information Officers;	Annexure-VIII
16.	Such other information as may be prescribed;	-
17.	Citizen's Charter – Heritage Conversation Committee	Annexure-IX

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Annexure-VI

HERITAGE CONVERSATION COMMITTEE

EPABX AND TELEPHONE NUMBERS AS ON 9.10.2014

Sl. No.	Name and Designation	EPABX No.	Tel. No.
1.	Prof. Dr. P.S.N. Rao, Chairman	29	24616391
2.	Member Lounge	31	
3.	Shri Vinod Kumar, Secretary	33	24619593 24618607
4.	Shri Rajeev Gaur	41	24618607
5.	Shri Raghvendra Singh, Admin Officer	32	24690821
6.	Shri V. K. Tyagi, P.S.	44	24616391
7.	Smt. Uma Bhati, Arch. Assistant	35	24636191
8.	Smt. Neelam Bhagat, Sr. Stenographer	51	24636191
9.	Smt. Nishi Sachdeva, Arch. Assistant	46	24636191
10.	Smt. Manju Anjali, Arch. Assistant	35	24636191
11.	Shri Sidharth Sagar, Arch. Assistant	43	24636191
12.	Smt. Alka Dhir, Sr. Stenographer	42	24636191
13.	Smt. Kalpana Dewani, Hindi Translator	42	24636191
14.	Shri Gopal Singh, Assistant	48	24636191
15.	Shri Renu Bassi, UDC	50	24690821
16.	Shri Rajbir Singh, Hindi Typist (Reception)	49	24636191
17.	Smt. Indu Rawat, Jr. Stenographer	38	24636191
18.	Shri Ravinder Kumar, Jr. Stenographer	37	24618607
19.	Smt. Sunita Rani, L.D.C.	39	24636191
20.	Shri Deepak Chandra Bandooni, LDC	45	24636191
21.	Shri S.K. Singh/Daftry	40	24636191
22.	HUB - City Level Projects	47	24636191

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Annexure-VII

As on 01 - 07 – 2014

DESIGNATION	REMUNERATION (Rs.)
MEMBER SECRETARY	115627.00
ASSTT. SECRETARY (TECH.)	62037.00
ADMINISTRATIVE OFFICER	76705.00

Group B

DESIGNATION	REMUNERATION (Rs.)
PS TO CHAIRMAN	65070.00
ARCH. ASSTT.	65024.00
SR. STENOGRAPHER	60608.00
SR. STENOGRAPHER	53248.00
ASSISTANT	46674.00
HINDI TRANSLATOR	55479.00

Group C

DESIGNATION	REMUNERATION (Rs.)
ARCH. ASSTT.	59458.00
ARCH. ASSTT.	36460.00
ARCH. ASSTT.	35193.00
U.D.C.	38696.00
JR. STENOGRAPHER	38942.00
JR. STENOGRAPHER	38344.00
L.D.C.	30064.00
L.D.C.	18979.00
HINDI TYPIST	36619.00
GESTETNER OPERATOR	Post Vacant
DESPATCH RIDER	Post Vacant

DAFTARY	32301.00
CHOWKIDAR	25907.00
PEON	Post Vacant
PEON	30349.00
PEON	28302.00
PEON	26781.00
PEON	27724.00

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Annexure-VIII

Information Officers & Appellate Authority under Right to Information Act, 2005

Assistant Central Public Information Officer (ACPIO)	Uma Bhati, Arch. Assistant (Tel.24636191)
Central Public Information Officer (CPIO)	Shri V.K. Tyagi, P.S (Tel. 011 24616391)
First Appellate Authority	Shri Vinod Kumar, Member Secretary, HCC (Tel. 011 24619593)

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Annexure-IX

Citizen's Charter – Heritage Conversation Committee

Vision Statement

Preserving developing and maintaining the aesthetic quality of urban and environmental design within Delhi.

Mission Statement

- i. To advise the Central Government in the matter of preserving, developing and maintaining the aesthetic quality of urban and environmental design of Delhi, and**
- ii. To advice the local authorities in respect of any project of building and engineering operation or any development proposal which affects or is likely to affect the aesthetic quality of the surroundings or any public amenity provide therein.**

Objectives for the year

No.	Objectives	Measurable Performance Targets
1.	<ol style="list-style-type: none">a. To bring about value addition on building and engineering proposals on aspects relating to functionality and aesthetics.b. To scrutinize and give statutory decision on proposals referred to the Commission in terms of its mandate.c. Interactions with stakeholders on city level issues.d. Quick redressal of Grievancese. Meeting with statutory obligations w.r.t. Parliament.f. Appropriate manpower for efficient functioning of the organisation	<ol style="list-style-type: none">1. Percentage of proposals approved at completion stage compared to total number of completion proposals received during the year.2. No. of proposal considered by the Commission during the year compared to no. of complete proposal received with all formalities / procedures completed.3. No. of workshops held during the year.4. Number of response to complaint/query sent in time compared to total number of grievances received during the period.5. Whether the Annual Accounts and Annual Report sent to the6. Appointments made to vacant posts7. Notification of Amendment of Recruitment Rules

Client Groups and their requirements

	Client Groups	Requirement
1.	Local bodies – NDMC, MCD, DDA	Advice on proposals referred by them
2.	Govt. Department	Advice on specific exercise entrusted to the Commission
3.	Architect/Promoters	Advice on conceptual proposals referred to the Commission by them.

Consultation with Stakeholders

	Designation	Details of individuals/institutions consulted
1.	Department officials	Consulted
2.	Representative from other concerned departments	Consulted
3.	Supplier of Services/Products	Consulted
4.	NGOs	--
5.	RWAs	Consulted
6.	Unions	--
7.	Citizens/Representatives	Consulted
8.	Any other	Various experts

Consultation Meetings Conducted/Consultations Carried Out

1.	Interaction on significant city level issues	Govt Depts., Institutions, expert advisors, members of the public, media
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Charter Characteristics and Dissemination

Language	Simplicity	Adequacy
Local Language	Tabular Form	Time Norms
Hindi ✓	Simple Language ✓	Documents Required ✓
English ✓	Brief Statements ✓	Exceptions
	Reference to Details	Fees/Charges
		Remedial Measures
		Any

1.	Meetings, Seminars and Conference	The Commission organizes meetings in terms of its Conduct of Business Regulations, 1976 for disposal of work allocated in terms of its mandate. It also organizes seminars, workshops/exhibition from time to time on important issues
2.	Newspaper advertisements	Yes
3.	Leaflets	Yes
4.	Brochures	Yes
5.	Information printed in documents given to customers	Yes

6.	Public Address System at Citizen interface points	--
7.	Any Other	HCC website

Methods for Dissemination

Means Available for obtaining feedback

No.	Means by which Department obtains feedback (Yes/No)	DARPG Guidelines (Yes/No/NA)
1.	Written Communication handed personally by clients/citizens	Yes
2.	Written Communication through Post/Courier	Yes
3.	Telephone	Yes
4.	Verbal through Personal Visit	Yes
5.	Website	--
6.	Workshops/Seminars and Conferences	Yes
7.	Complaint/Suggestion Boxes	Any aggrieved, individual etc. can approach the Commission or its Secretary and the representation is duly considered.
8.	Any other	Facebook

Norms for Grievance Handling

Grievance state	Time Norm present
Acknowledgement of Grievance	2 days
Redressal of complaints	15 days
Interim/Final reply	15 days

Achievement of Objectives

<i>Have performance target been achieved for each objective</i>		<i>Yes/No</i>
State the following for each objective set by the Ministry/Department in the previous year		
Objective	The minutes of the HCC meetings are uploaded on its website immediately after the meeting. The web based system for tracking the progress of proposals referred to the Commission till the time of its disposal to bring about greater transparency in the organization has been put in place. The Annual Report of the HCC indicating the performance during the year is also being uploaded on its website every year.	
Performance Target		
Actual Performance		
Reasons for not achieving (if actual performance doesn't match/exceed performance target)		
Action Needed/Planned		
Learning		

Initiatives based on lessons learnt

Initiatives planned for Setting/Improving standards and achieving them	
1.	File tracking system has been introduced based on the requirements of the stakeholders.

Tracking Citizen/Client Satisfaction

Is there a process in place to track Citizen/Client satisfaction Grievance Redressal System is in place. If yes, state whether it incorporates the following indicators		
No.	Indicators of Citizen Satisfaction	Compiled (Yes/No)
1.	Newspaper Reports	Yes
2.	Inspection Report Comments	Yes
3.	Senior Officer Visit Comments	Yes
4.	Client Survey Indicators	Yes
5.	Any other	--
Briefly state the issues identified by the above process		
Efficiency and transparency of the organisation.		
Strengths		
The Commission comprises a body of eminent experts who act as a watch-dog in respect of the City's development.		
Areas requiring improvement		
The concerns of the Commission include :		
<ol style="list-style-type: none">1. Maintenance of heritage sites which are under threat due to pressures of development activities.2. Keeping a check on the green cover of the city and trying to develop a network of green areas in the city.3. Despite high level of investment on road infrastructure the traffic scenario in Delhi continues to be dismal. This calls for proper traffic management plans and their effective implementation.		
Any other Significant Issues		
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Improving Employee Capabilities

Is the required infrastructure available			Yes/No
1.	Adequate Furniture	Yes	Yes
2.	Availability of Toilet/s	Yes	Yes
3.	Availability of Electricity	Yes	Yes
4.	Any other relevant issues		

State areas that need attention

While the working environment of the employees is conducive their service conditions compared to their counterparts in the Central Govt. is poor which has a demoralizing effect on them. The service conditions

need to be brought at par with other similar organizations and the Govt. employees to bring out the best output from the employees.

Action Planned in the above identified areas

Pension Scheme at par with Central Government employees

Medical Scheme for retired employees

Residential Accommodation

Capability Building Efforts Being Made

Trainings

Counseling

Other Tools

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Channel of Submission and Level of Final Disposal

Sl. No.	Work	Initiated by	Considered by	Approved by
Technical				
1.	Checking documents of proposals referred by local authorities	Architectural Assistants	-	-
2.	Issuance of Reminders	Architectural Assistants	-	-
3.	Proposals for consideration by the HCC	Architectural Assistants	Assistant Secretary (Tech.)	Member Secretary
4.	Recommendations on proposals	-	-	HCC
5.	Issue of HCC's recommendations	Assistant Secretary (Tech.)	-	Member Secretary
Administrative				
1.	Contingent expenditure	Assistant (Admin.)/ Cashier	Administrative Officer	Member Secretary - Beyond Rs.500 AO - up to Rs.500
2.	Purchases Less than Rs.15000	Assistant (Admin)	Administrative Officer	Member Secretary
	Rs.15000 to 1 lakh	Assistant (Admin)/AO for procurement through Purchase Committee.	Purchase Committee	Member Secretary
	Above Rs.1 lakh	Assistant (Admin)/AO for procurement through Tendering.	Purchase Committee	Member Secretary
3.	RTI	ACPIO	CPIO	CPIO
4.	Appeals	ACPIO	CPIO	CPIO
5.	Official Language	Jr. Hindi Translator	Administrative Officer	Member Secretary

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