



Sardar Sarovar Construction Advisory Committee
Ministry of Water Resources
Government of India
(www.sscac.gov.in)

Citizen's Charter

Citizen's Charter:

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For more information, please contact:

The Secretary
Sardar Sarovar Construction Advisory Committee
Narmada Bhavan, 4th Floor,
A-Block, Indira Avenue
Vadodara-390 001 Gujarat
Email: secretary@sscac.gov.in, sscac-mowr@nic.in
Phone: 0265-2421438
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Website: www.sscac.gov.in

VISION AND MISSION STATEMENT

- ❖ Sardar Sarovar Construction Advisory Committee (SSCAC) was set up in accordance with the directions of the Narmada Water Disputes Tribunal (NWDT) by the erstwhile Ministry of Irrigation (now Ministry of Water Resources) under its Resolution of 4th September 1980 with a view to ensure efficient, economical and timely execution of Unit-I (Dam & Appurtenant Works) and Unit-III (Hydro-Power Complex) by taking into account the financial commitments of the party States. The SSCAC started functioning from 1st December 1980. The Advisory Committee is headed by the Secretary, Union Ministry of Water Resources as its Chairman and has its members from Government of the India and the Party States (Gujarat, Madhya Pradesh, Maharashtra & Rajasthan). The Committee is having a whole-time Secretary of the rank of Chief Engineer assisted by Deputy Secretary, Assistant Secretaries and other subordinate staff for its Secretariat work. The head quarter of the SSCAC Secretariat is located at Vadodara (Gujarat).
- ❖ In order to streamline arrangements for scrutiny and sanctions to be accorded by SSCAC for various matters, concerning Unit-I (Dam and Appurtenant works) and Unit-III (Hydro-Power Complex) of the Sardar Sarovar Project, SSCAC has created a Permanent Standing Committee (PSC) which serves as a sub-group for scrutinizing estimates, tender documents, construction programme, project progress etc. The PSC also functions as “Claims Committee” to consider the claims of contractors that may be beyond the powers of the project authorities. The present composition of the PSC is having Executive Member Narmada Control Authority (NCA) as Chairman, Secretary SSCAC as Member Secretary and Members from Party States and Government of India.

DETAILS OF BUSINESS TRANSACTED BY THE ORGANISATION

Sardar Sarovar Project (SSP) is the terminal project on the river Narmada. The project envisages irrigation and drinking water benefits to Gujarat & Rajasthan. The power benefits from the project will accrue to Madhya Pradesh, Maharashtra & Gujarat. In order to ensure efficient, economical execution of Dam & Appurtenant Works and Hydro-Power Complex, the SSCAC

- (i) scrutinizes the project estimates prepared for Unit-I and Unit-III works, advise necessary modifications and recommends the estimates for the administrative approval of the concerned Government.
- (ii) examines and makes recommendations on all proposals pertaining to technical features and designs as may be referred to it by any of the party States and where necessary, consult experts for the purpose.
- (iii) examines and makes recommendations on the programme of construction of different parts of the project in a coordinated manner, keeping in view the funds available, the economics of the project and the desirability of obtaining quick results.
- (iv) examines the requirement of funds for the construction of works and other purposes according to the approved programme and makes the necessary recommendation.
- (v) examines and recommends, from time to time, the delegation of such powers, both technical and financial, as it may deem necessary for the efficient execution of the works on the project, to the officers engaged in the execution of the project.
- (vi) examines and, where necessary, recommends specifications for various classes of work.
- (vii) examines and makes recommendations on all sub-estimates and contracts, the cost of which exceeds the powers of sanction of the General Manager/Chief Engineers.
- (viii) reviews progress reports, both for works and expenditure from the General Manager/Chief Engineers and recommends, where necessary, steps to be taken to expedite the work.
- (ix) In order to transact the above mentioned functions/business SSCAC organizes meetings of Advisory Committee, Permanent Standing Committee and other meetings of subgroups etc. as per the decisions made by the committees from time to time.

DETAILS OF CUSTOMERS/CLIENTS

Sardar Sarovar Project is an inter-state project. The Dams & Appurtenant works and Power House Complex are being constructed by Sardar Sarovar Narmada Nigam Limited, a Government of Gujarat Undertaking on behalf of other party States. The role of SSCAC is of overall supervision. The four party States Gujarat, Madhya Pradesh, Maharashtra and Rajasthan are being benefited from construction of Sardar Sarovar Project. The concerned departments and organisations of these four beneficiary State Governments are the customers/clients of SSCAC.

**STATEMENT OF SERVICES PROVIDED TO EACH
CITIZEN/CLIENT GROUP SEPARATELY AND TIME
LIMITS FOR THE SAME**

SSCAC is an advisory body with the mandate to ensure efficient, economical and timely execution of Unit-I (Dam & Appurtenant Works) and Unit-III (Hydro-Power Complex) of Sardar Sarovar Project. Accordingly SSCAC supervises and also examines and makes recommendations on all proposals pertaining to technical features and designs, estimates, requirement of funds for construction of Unit-I and Unit-III of Sardar Sarovar Project. The main functions of SSCAC are as follows:

1. Monitoring the physical & financial progress of works of Unit-I (Dam) and Unit-III (Power House).
2. Arranging meeting of SSCAC & PSC.
3. Organizing Monitoring Committee meeting for the review of progress of Power House construction works.
4. Preparation of monthly expenditure and share cost paid/due from Party States.
5. Preparation of half yearly progress reports of Unit-I & Unit-III.
6. Preparation of Annual Report.
7. Participation in the NCA / Interstate meetings for Sardar Sarovar Project.
8. Interaction with State Governments to resolve various issues concerning physical/financial progress of dam/ Power House and rendering advice on technical & financial matters.

TIME LIMITS:

There is no direct public interface as such. However, the following time limit has been kept for attending to references received:-

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|----------------------|---|--|
| (i) Acknowledgement | : | Within two weeks from the receipt of representation. |
| (ii) Interim reply | : | Within one month. |
| (iii) Final disposal | : | Within three months. |

DETAILS OF GRIEVANCES REDRESSAL MECHANISM AND HOW TO ACCESS THE SAME

A Grievance Redressal Mechanism is already in existence in this office to attend the complaints of Staff/Public. Deputy Secretary of this office is functioning as Director (Staff Grievance/ Public Grievance). He has been nominated to function as Nodal Officer for the Citizen Charter also.

Visitors to our office will be treated with courtesy and heard patiently to facilitate solving their problems.

Public Grievance Officer will be available on all working days from 10.00 AM to 6.00 PM, to receive and hear grievances of the public. The address of Public Grievance Officer/Nodal Officer is as follows:

Shri Shekharendu Jha
Deputy Secretary,
Sardar Sarovar Construction Advisory Committee,
4th Floor, A- Block,
Narmada Bhavan, Indira Avenue,
Vadodara – 390 001.
Tele-Fax: 0265-2421272 (O) 8758762944 (M)
Email : sscac-mowr@nic.in

RIGHT TO INFORMATION

A separate chapter for RTI is included in the website. The address of Appellate Authority and CPIO of SSCAC are as follows:

Appellate Authority
Shri Shekharendu Jha
Deputy Secretary & Appellate Authority
Sardar Sarovar Construction Advisory Committee,
4th Floor, A- Block,
Narmada Bhavan, Indira Avenue,
Vadodara – 390 001.
Tele-Fax: 0265-2421272 (O)
Email: sscac-mowr@nic.in

CPIO
Shri Mool Chand
Assistant Secretary & CPIO
Sardar Sarovar Construction Advisory Committee,
4th Floor, A- Block,
Narmada Bhavan, Indira Avenue,
Vadodara – 390 001.
Tele-Fax: 0265-2437262(O)
Email: sscac-mowr@nic.in

EXPECTATIONS FROM THE CITIZENS / CLIENTS

To interact with SSCAC and provide timely inputs so that SSCAC can carry out its functions effectively.

NODAL OFFICER FOR CITIZEN'S CHARTER

This Organization is not involved in dealing directly with the Members of the public. The Nodal Officer is :

**Deputy Secretary,
Sardar Sarovar Construction Advisory Committee,
4th Floor, A- Block,
Narmada Bhavan, Indira Avenue,
Vadodara – 390 001.
Tele-Fax: 0265-2421272 (O) 8758762944 (M)
Email : : sscac-mowr@nic.in**

IMPLEMENTATION OF CITIZEN'S CHARTER

To ensure that the Charter of SSCAC is open to all concerned and interested, it is made available at the Organisation's web site: www.sscac.gov.in.

MONITORING OF CITIZEN'S CHARTER

The activities relating to Citizen's Charter during the year are included in the Annual Report of SSCAC which is available in Committee's Secretariat, Narmada Bhavan, Vadodara, and also put up on website of SSCAC.

EVALUATION AND REVIEW OF CITIZEN'S CHARTER

The charter has been approved by Minister of Water Resources, Govt. of India. The performance of the Charter shall be reviewed by Head of Organisation in April each year based on experience gained in previous year. The last review/Charter is carried out by HOD in September 2010.

SEVOTTAM

A Result for Framework document for Sardar Sarovar Construction Advisory Committee (SSCAC) has been prepared for year 2010-11 as below.