

Citizen's Charter

GOA STATE INFRASTRUCTURE DEVELOPMENT CORPORATION

LTD.

AIMS AND OBJECTIVES

GSIDC has been floated by the Government of Goa as a Special Purpose Vehicle (SPV) for speedy implementation of all the Infrastructural projects envisaged by the Government like Roads, Bridges, Fly-overs, Traffic Management, Bus Stands, Water Supply Augmentation, Hospitals, Tourism related projects, etc., all over the State on the similar lines of similar Corporations in other States (viz. MSRDC in Maharashtra). This would help in development of infrastructural facilities all over the State of Goa. This Corporation would act as a coordinating agency for implementing all the projects.

The main objects of the Company are to construct, erect, build, re-model, repair, execute, develop, improve, administer, manage, control, maintain, demolish, grades, curve, pave, macadamize, cement, highways, airports, express routes, roads, paths, streets, bridges, sideways, tunnels, railroads, alleys, courts, pavements, dams, township schemes, docks, shipyards, seaware, canal, wells, ports, reservoirs, embankments, irrigations, reclamations, improvements, domestic and sanitary water treatment plants, entertainment complexes and / or parks, information technology parks, convention centres, seminar centres, exhibition complexes, infrastructural items, modes of transports or any other structural or architectural work and also to undertake other similar constructions, leveling or paving work, irrespective whether these works are presently carried out by any Government agencies including PWD or not, under the BOOT and or BOT or BOLT scheme in a manner which will facilitate to undertake the above-mentioned work.

The objects incidental or ancillary to the attainment of the main objects and the other objects of the Company are set out in the Memorandum of the Company.

MISSION / VISION STATEMENT

MISSION: GSIDC has embarked on a mission to serve the need of public by commissioning Infrastructure projects merging with the ambiance of Goan Architecture and being eco-friendly.

VISION: To achieve hallmark in the rapid qualitative design and construction of Infrastructures mainly in Roads, Bridges and Building Sectors.

GSIDC – PROFILE

Goa State Infrastructure Development Corporation Limited (GSIDC) is a wholly owned Government Company of the Government of Goa registered under the Indian Companies Act, 1956 with the Registrar of Companies, Panaji – Goa. The Registrar of Companies has allotted Certificate of Incorporation No. U75112GA2001C002954 (CIN) dated 20/02/2001. The authorized Share Capital of the Company is presently Rs.500.00 lakh. The present subscribed and paid up capital of the Company is Rs.310.00 lakh. The Government of Goa makes a provision in the State Budget towards Share Capital / contribution for the Company to meet its Funds requirements.

MAIN FUNCTIONS

GSIDC is a pioneer in the facilitation of infrastructure for the State of Goa; its activities revolve around infrastructure.

GSIDC is like a node wherein the Client Departments of the government approach with proposals for their infrastructural requirements. The activities commence with the appointment of Consultants of the proposed project through competitive bidding. Once the Consultant comes up with a preliminary concept of the proposed project, GSIDC invites the representative of the Client Department for the presentation. Here the concept is frozen on the approval and satisfaction of the Client Department.

The Consultant assists the Client Departments to submit proposals to the various Statutory

Bodies for the mandatory approvals. GSIDC acts like a catalyst in speeding up the process of taking clearances and approvals of these statutory bodies. GSIDC ensures that the guidelines and norms laid down by these Statutory Bodies are adhered.

Once the drawings, technicalities and prototypes are finalized by the Consultant, GSIDC does a cross verification of the estimates of these projects. Again, once the estimates are finalized GSIDC invites Work Execution Agencies or Contractors through the Competitive Tendering Process and on successful tendering negotiations are carried out with the agency and the work order is issued. Further, GSIDC ensures that the progress of the project takes place as per the time schedule, crosschecks or verifies the Quality Assurance of the project. All these are done in concurrence with the Consultant of the project. Further, GSIDC verifies the payment for the work progress and completion of the project and the payments are released.

CITIZEN'S INTERACTION

We do not have a citizen's interaction practice with our Organization. However, whenever a proposal of a Project comes up from the Client Department, initially before getting into in depth analysis of the project a Project Presentation is done to the Client Department and all their comments, suggestions and advices are taken into account. The process of commissioning of Infrastructure Projects involves huge amount of resources, skills and time. And GSIDC proudly declares it possesses the requisite talent and experience. These projects are basically envisioned to support the amenities required for civilization and society of which infrastructure forms the foundation. Since ours is a SPV (Special Purpose Vehicle) for the speedy implementation of the Infrastructural Projects. There may be some instances, which may cause temporary hindrance or hardships to the daily routine activities of the immediate surroundings, people residing around the vicinity and disturbance in terms of noise pollution etc. But if these observations of the public are represented or conveyed to us through appropriate channels then it will help us to take preventive steps and precautions in an effective manner and help us to tread on the mission and vision which we are committed.

REGISTERED ADDRESS

Goa State Infrastructure Development Corporation Limited

7th Floor, EDC House,

Dr. Atmaram Borkar Road,
Panaji – Goa 403 001

Working hours both for office and public.

Monday to Friday (excluding public holidays, Saturdays and Sundays) between 9.30am to 5.45pm

GRIEVANCE REDRESSAL MECHANISM

In order to address to the grievances & issues of general public which may be arising due to the various projects undertaken by GSIDC at different locations in Goa a committee has been formulated. This committee has been formed as per the guidelines issued by the Public Grievance Cell, Government of Goa in the interest of the Public.

The Public Grievance Cell in GSIDC constitutes of the following :

- (1) Shri Umesh H. Naik, Consulting Engineer (Civil)-II- Public Grievance Officer
Ph. No. 9011086885
- (2) Shri. Laximan Amonkar, Dy. Manager(I.T.)- Subordinate Officer
Ph. No. 9822125590

As a part of the Grievance redressal system, a committee to deal with issues relating to sexual harassment of women at workplace has been formulated comprising of the following 5 members.

- (1) Ms. Reshma Pai Kuchelkar, Dy. Manager (Engg.)- Chairperson
- (2) Shri. Dilip Joshi, Manager (Engg.) – Member.
- (3) Ms. Kirti Bhat, Asst Manager (Finance) – Member.
- (4) Ms. Maria Coelho, Junior Executive – Member.
- (5) Ms. Sabina Martins, Bailancho Saad – Member.

PUBLIC RELATION OFFICER:

In order to apprise the general public on a regular basis of the developmental & progressive activities that are being undertaken by different departments of the State Government & to effectively deal with the negative publicity emanating due to lack of information or otherwise, the Government has directed to designate one officer as PRO (Public Relations

Officer). In GSIDC, Shri. U.H. Naik, Consulting Engineer (Civil)-II has been nominated as Public Relations Officer.

The PRO is responsible to liaise with the information and publicity Department on a regular basis and if the need arises, issue press statements and clarifications on various press reports pertaining to the respective departments/autonomous bodies. He provides necessary information to the press, address a joint press conference with the Director of information and ensure cordial relation with the public.

DECISION MAKING PROCESS

- I. For any decision which has Administrative and Financial implications, the same are placed with the Board. The Board decision is final and binding. This decision acts as a directive for the functioning of GSIDC and the Managing Director is authorized for implementation and execution of their directives.

BOARD OF DIRECTORS OF GSIDC

(A)	Constitution of the body		Functions	Frequency of Meetings
1	Shri Manohar Parrikar	Chairman	The Board of Directors are appraised of all the important developments that have taken place since the previous meeting. They are informed about the status of various projects and various deficiencies attributable to different reasons and hurdles. The proceeds of TAC for Variations in Quantities executed	Usually once a month or as per the necessity or urgency
2	Dr Pramod Sawant	Vice Chairman		
3	Shri. V.V.Santhanam	Director		
4	Secretary (PWD)	Director		
5	Secretary (Finance)	Director		
6	Shri. Sanjit Rodrigues	Managing Director		

			including slippages and Extension of Time in genuine cases are put up in the Board Meeting. The Board gives their valuable decisions which are implemented and executed through the Managing Director GSIDC	
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II. The TAC (Technical Advisory Committee) has been constituted as an extension to the Board. The technical issues which have an implication on the contract agreements are placed before the TAC. The TAC advises and suggests on these issues to the BOD (Board of Directors) thus facilitating the Board to take a suitable decision. The Chairman of the TAC is also a Director of the Board. This decision acts as a directive for the functioning of GSIDC. The Managing Director takes up the decision of the Board of Directors for implementation and execution.

TAC

(B)	Name & Designation	Authority under the Committee	Functions	Frequency of Meeting
1	Shri. V.V.Santhanam, Director GSIDC	Chairman	The TAC looks after the Technical aspects of the Projects and Contracts and inspects for any violation of the terms and conditions of the contract.	As per the need or necessity
2	Chief General Manager, GSIDC	TAC Member		
3	Consulting Engineer, GSIDC	TAC Member		
4	General Manager (Engg.), GSIDC	TAC Member		
5	Dy. Manager (Engg.), GSIDC (In charge of the project)	Member Secretary		

6	Consultant empanelled with GSIDC not connected with the project	TAC Member		
7	Chief Engineer (PWD) or his Representative	TAC Member		
8	External Expert from Government / Semi Government Department	TAC Member		

III. Estimate Committee at GSIDC

GSIDC has got a number of projects which almost the entire gamut of infrastructure. Broadly the items that comes into the preview of the projects ate basically civil, electrical and sometimes from the mechanical stream. The cost of estimates of these projects are prepared by referring to the rates of Goa Schedule of Rates (GSR) published by State Public Works Department (PWD), Ministry of Road Transport and Highways (Rate Analysis) for bridges. Nabis Publication which is published by Public Works Department (PWD) and in cases of items which are beyond the purview of the GSR, Market Rates are taken for Analysis of Rates. To verify these aspects including the scrutiny of the methodology of arriving at the rates as well as keep a check on the veracity and the economy of the items a committee comprising the technical personnel of GSIDC which include the Civil and Electrical Branches is constituted. Whenever an estimate of the project is received from the Consultant all the aspects mentioned above are studied by the Committee and if any revision is required the same is recommended for the Consultant.

The Consultant reconsiders the recommendation and adopts them. The Estimate Committee is always on the lookout for any exorbitant or unacceptable quotation & rates etc. these are rectified and only on the recommendation of the Estimate Committee the Estimate of

Projects are finalized for tendering.

FUNCTIONS OF GSIDC.

Our organization has been envisaged as a SPV (Special Purpose Vehicle) and all the activities are carried out on fast tracks. We do not set any time frame by ourselves as our pursuance depends on the approvals of various Statutory Bodies and the speed which they decide and dispose the necessary files, permissions and approvals. The resolve and attitude of our Officers / Engineers ensure that the activities are pursued in the least possible time frame keeping in principle adherence to all the Mandatory Law and approvals of Government Bodies. However, as a matter of principle the onus of getting the necessary approvals always depends on the Client Department.

FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

Sr. No	Facility Available	Nature of Information	Working Hours
Web Site	Yes	http://www.gsidcltd.com	The working hours are between 9.30 a.m. to 5.45 p.m. on all working days i.e. Monday to Friday (excluding public holidays, Saturdays and Sundays).
Notice Board	Yes	Details and Dates of Tender Advertisements	

* Any information regarding the functions, projects or any other activities pertaining to GSIDC can be obtained under Right to Information Act 2005.