

TCPO'S CITIZENS' CHARTER

1.PREAMBLE

Town and Country Planning Organisation (TCPO) under Ministry of Urban Development is entrusted to execute pioneering works on different aspects of Planning and Development, Monitoring and Evaluation of Central Sector schemes, Urban & Regional Information Systems, Urban Mapping, Urban and Regional Development policies, Development Law etc. The organization functions as a technical wing of the Ministry of Urban Development, Government of India.

2.VISION STATEMENT

To promote innovative and responsive Urban and Regional Planning practices for Planned Development of Urban Centers in the country.

3.MISSION STATEMENT

To facilitate formulation of innovative & responsive statutory Master Plans/ Regional Plans for all urban centers.

4.DETAILS OF SERVICES RENDERED BY TCPO

As a technical arm of the Ministry of Urban Development, TCPO functions as the technical advisory and consultancy organisation in the field of urban and regional planning and development.

TCPO provides technical assistance to Ministry of Urban Development in formulating policies, programmes and strategies for Urban & Regional Planning and Development in the country. The Organisation is also responsible for providing assistance and advice of highest order to Central and State Governments, Public Sector Agencies, Development Authorities and Urban Local Bodies on matters pertaining to Urban & Regional Planning and Development. TCPO also monitors specific plan schemes of the Ministry of Urban Development.

In addition, TCPO also undertakes studies of topical interest which are found to be important and contributing to spatial planning needs. It also formulates planning guidelines, frameworks and undertakes the exercise of capacity building.

5.THE CITIZEN CHARTER

- i. To formulate policy and guidelines at National, Regional and Local levels in the field of Urban and Regional Planning and Development.
- ii. To monitor and evaluate Central Sector Schemes / Projects / and programmes;
- iii. To organize training programmes for updating the skill and knowledge of personnels in State Town Planning Departments, Urban Development Authorities, Urban Local Bodies, Regional Planning & Development Authorities and concerned agencies in the field of Urban and Regional Planning and Information Systems.
- iv. To provide consultancy services on projects at Regional, Inter-Regional and Local Level;
- v. To develop Urban and Regional Information Systems;
- vi. To represent the Ministry of Urban Development on various committees on matters pertaining to Town Planning and Urban Development.
- vii. To advice and assist State Governments in amendment of State Town and Country Planning Acts and preparation of Model Regional Plans/District Plans as per provisions of 74th Constitution Amendment Act;
- viii. To assist and advice upcoming Capital City Projects, of newly formed States
- ix. To undertake research studies in areas of topical interest.

- x. To provide our client/user Departments a complaints/ grievance redressal cell along with name and telephone number of officer in TCPO, specially designated for the purpose.

6. MAJOR WORKS RENDERED BY TCPO:

- First Master Plan of Delhi -(1962)
- Regional Plan for Western Ghats-(1983)
- Singrauli Regional Plan- (1993)
- Environmental Imperatives for Planning a Pilgrimage City- Haridwar-2003
- Perspective Plan of Chanderpur District, Maharashtra, 2005
- Model Guidelines for Urban Land Policy-2007.
- Plants for Abatement of Vehicular Pollution-A case Study of Delhi
- Permanent Settlement for Tsunami affected in Andaman & Nicobar Island- 2005
- Interim Development Plan for Bhubneshwar- Khurda Complex.
- Model Building Bye-laws.
- Monitoring and Appraisal of Central Sectors Scheme - (IDSMT, UIDSSMT, UIDSSST)
- Implementing & Monitoring of National Urban Information Systems (NUIS) Scheme.
- Technical inputs provided for NCR Plan 2021 and Master Plan for Delhi 2021.
- Preparation of Comprehensive Development Plan for Itanagar (Arunachal Pradesh)
- Master Plan for Dehradun (Uttrakhand)
- Revision of URPDFI Guidelines
- Non Motorized Transport Plan for Sarita Vihar& Jasola, New Delhi

7. TCPO'S CLIENTS AND ITS RELATIONSHIP WITH THEM:

Some of our major clients and the service provided by TCPO to them are tabulated below:

S.No	Name of Ministry / Organization	Nature of Service Provided					Remarks
		Advisory	Plan Schemes - Monitoring & Evaluation	Non-Plan Schemes/ Projects	Research Studies and Projects	Capacity Building	
1.	Ministry of Urban Development	Yes	Yes	Yes	Yes	No	
2.	State Town & Country Planning Departments (STCPDs)	Yes	Yes	Yes	Yes	Yes	
3.	State Development Authorities	Yes	Yes	Yes	Yes	Yes	
4.	Urban Local Bodies	Yes	Yes	Yes	Yes	Yes	
5.	Line Departments –	Yes	Yes	Yes	Yes	Yes	

	Services (Central & State)						
6.	Schools of Planning & Architecture (SPA)	Yes	Yes	Yes	Yes	Yes	
7.	Survey of India	Yes	Yes	No	No	No	
8.	National Remote Sensing Centre (NRSC)	Yes	Yes	No	No	No	

8. WE SEEK CLIENT'S COOPERATION ON THE FOLLOWING:

Citizen's Charter is a joint effort between TCPO and its Clients to improve the quality of service provided by TCPO and we request the Client to help us in the following way:

S.No	Nature of Service	Service delivery	Constraints
a)	Advisory	For providing assistance and advice of highest order	Time constraint. Needs information & coordination from different Govt. departments.
b)	Plan Schemes - Monitoring & Evaluation	For timely completion of Plan Schemes entrusted to TCPO	On account of unforeseen delays
c)	Non-Plan Schemes/ Projects	For timely completion of Non-Plan Schemes/ Planning Guidelines/ Projects/ Master Plan formulation etc.	Inadvertent delay in providing information/ approval/ communication
d)	Research Studies and Projects	To finish Research in stipulated time frame	Inadvertent delay in providing information/ approval/ communication
e)	Capacity Building	Managerial and financial assistance for arranging space, manpower and participants to attend capacity building programs and workshops	Large No. of variables in the purview of MUD and State Government Departments.

9. EXPECTATIONS FROM THE CLIENTS.

The capacity building programs/ workshops etc. undertaken by TCPO requires financial & administrative approvals from the Ministry of Urban Development and the identified nodal agency from the State. Funds for organizing training / capacity building programmes to be made available in advance, at least one month before organizing the programme.

The organization monitors and evaluates centrally sponsored schemes/ projects, formulation of Development Plans, Research studies in topical interests etc.; where lot of information inputs and logistic support from the other State/ Govt. Departments is required. In such scenarios, the clients are expected to provide necessary information and support to TCPO.

TCPO is also involved in providing technical comments, committee reports, advisories, policy matters, research papers and reply to parliament questions etc. to the clients, at the earliest.

Sometimes, the information required from clients requires coordination from States/ Govt. departments also. In such cases, time frame to reply such queries needs to be addressed.

10. PUBLIC GRIEVANCES REDRESSAL MECHANISM

The Public Grievances of employees of TCPO is received directly by Chief Planner or through the P.G.Cell of the Ministry of Urban Development.

11. MATTER PERTAINING TO THE R.T.I. IN TCPO

In TCPO, there is dedicated cell to deal with the matters related to RTI. The composition of RTI Cell, as per the provisions of the RTI Act-2005, is i) Transparency Officer – Sh. K.K.Joadder (CP) ii) First Appellate Authority – Sh. S.Surendra (TCP) and Central Public Information Officer (CPIO) – Sh. A.P.Jacob Manohar (A.P)

12. GUIDELINES/ HAND BOOKS / CONSUMER HELPLINE :

The other information about TCPO in detail along with the published works is available on our website <http://tcpomud.gov.in/>

*Our contact phone no's are: +91-11-23378701, 23379353 Fax: +91-11- 23370306, 23379197
We are committed to constantly revise and improve the services being offered under the Charter.
This charter shall come into force with effect from June 2015 and will be revised as and when requires.*

LET US JOIN HANDS AND COME FORWARD TO MAKE THIS CHARTER A SUCCESS!!!