

Citizen Charter

The Preamble

The Citizen Charter is prepared with the commitment to serve all the citizens residing in Smart City, Udaipur through smart measures.

Our Objective

- To upgrade infrastructure of Udaipur and provide state of the art facilities, while at the same time preserving and highlighting the eternal heritage of the city.
- To provide IT based smart services to the citizens through deployment of innovative technical solutions to ensure that all essential services are at every citizen's fingertips.
- To provide human face to development and work towards creation of social capital and upliftment of the poorest and weakest section of society.

Values

- Sustainability
- Excellence
- Equitability
- Transparency
- Citizen Responsiveness

Priorities

- Facilitating access to government services
- Boosting infrastructural capabilities to ensure provision of basic services e.g., 100% sewerage, 24 X 7 water supply, reliable power supply, etc.
- Spearheading environment preservation and energy conservation measures.
- Ensuring equitable growth where the fruits of development are evenly distributed

Our mode of working

All smart city decisions are executed by the SPV in furtherance of the smart city plan prepared after extensive consultation with more than 1.25 lac residents of the city. The SPV takes inputs not just from UIT and UMC but also from various line departments, to ensure holistic development of the city.

Rights of Citizens

- All citizens shall have access to various public records of USCL.
- Public consultations shall be held in routine and developmental priorities shall be formulated on the basis of such consultations.
- Citizens shall be entitled to avail essential utilities e.g., provision of sewerage , 24X7 drinking water supply, reliable power supply , mobility solutions, safe and clean environment, etc..

Opportunity to Grievance Redressal

- Any citizen aggrieved by the decision of USCL may file a complaint on toll free number 181, which is the State Government Redressal system.
- All complaints shall be resolved within the stipulated period of not more than 30 days and should the complainant be dissatisfied with the response, the complaint shall be automatically escalated to the higher authorities for effective disposal.