

# **WAPCOS LIMITED**

## **CITIZENS' CHARTER**

### **INTRODUCTION**

- WAPCOS Limited is a "Mini Ratna" ISO 9001-2008 certified Govt. of India Undertaking, recognized as a premier International Consultancy Organisation. It has formally been incorporated as a Company in 1969 for providing consultancy services to various domestic and overseas clients, in a diverse range of Engineering in Water Resources, Power and Infrastructure Development.
- This Charter is a declaration of our responsibilities, standards and our commitment to achieve excellence in formulation and implementation of policies and procedures in the field of water resources, power and infrastructure development and to involve with and to provide services in developing countries in utilization of water and power resources for the benefit of the Clients in particular and the humanity at large.

### **VISION**

To be a Premier Consultancy Organization recognized as a Brand in Water, Power and Infrastructure Development for Total Project Solutions in India and Abroad.

### **MISSION**

Sustained Profitable Growth, Excellence in Performance, Use of State-of-the-art Technical Expertise, Innovativeness and Capacity Building to Meet Society's Needs Globally.

### **ORGAINSATONAL SET UP**

- WAPCOS is headed by Chairman cum Managing Director with its Registered Office at 5<sup>th</sup> floor, Kailash Building, 26, Kasturba Gandhi Marg, New Delhi and a Corporate Office at 76-C, Sector-18, Institutional Area, Gurgaon (Haryana). Both offices are open from 9.00 AM to 5.30 PM (Monday to Friday). The main Centres of WAPCOS are Water Resources, Power, Infrastructure, Finance and Personnel & Administration.
- Each Centre is headed by a Executive Director & Sr. General Manager level at HQ who is totally responsible and accountable to achieve the assigned target and accomplish the project/work with the assistance of his work force comprising of designated Engineers at various levels including other requisite manpower and they are also answerable for any query with regard to their subject/project.
- There are Regional, Field & Site Offices within India as well as abroad. These offices are headed by the Regional Managers/Project Managers. The Company may also draw experts from its constituents like Central Water Commission, CEA, CGWB, CSMRS, CWPRS etc. & other Govt. Organizations for executing specialized works in different fields.

## **DETAILS OF BUSINESS TRANSCATED/SERVICES PROVIDED**

- WAPCOS does not deal directly with public. However, the time schedule for completion of works is as per contract agreements with the clients, which is monitored from time to time.
- WAPCOS provides consultancy services to its clients under contractual terms agreed to for the particular project and accomplish the jobs as per terms stipulated in the contract. Each project has its own time frame, which is to be adhered to by WAPCOS and it is the responsibility of the concerned ED/ Sr. GM/Chief Engineer to ensure completion of work as per scheduled time considering the time frame as utmost important factor in each project.
- For completion of work due care is given to provide quality service. Service Quality Standards are ensured right from base level viz at Engineer level, which is personally monitored by Project Manager level at site itself and further monitored at EDs & Sr. GM's level in HQ, as WAPCOS is committed to provide quality service to its clients through its experts deployed at particular project. WAPCOS gives free access to its client for providing any information, regulations and or procedures related to the concerned project.
- WAPCOS spectrum of services covers a wide range of activities e.g. Pre-Feasibility Studies, Feasibility Studies, Simulation Studies, Diagnostic Studies, Socio-Economic Studies, Master Plans and Regional Development Plans, Field Investigations, Detailed Engineering including Designs, Detailed Specifications, Tendering Process, Contract Management and Construction Supervision, Commissioning and Testing, Operation & Maintenance, Quality Assurance & Management, Software Development and Human Resources Development.
- Main fields of specialization of the Company cover Irrigation and Drainage, Flood control and Land Reclamation, River Management, Dams, Reservoir Engineering and Barrages, Integrated Agriculture Development, Watershed Management, Hydro Power and Thermal Power Generation, Power Transmission and Distribution, Rural Electrification, Ground Water Exploration, Minor Irrigation, Water Supply and Sanitation (Rural and Urban), Environmental engineering including Environmental Impact Assessments and Environmental Audit, Ports and Harbours and Inland Waterways, Roads & Bridges, Rain Water Harvesting, Ghats Development, Surveys and Investigations, System Studies and Information Technology, City Development Plans, Financial Management, Quality Control and Construction. The Company provides concept to commissioning services for developmental projects in India and Abroad.

Apart from India, WAPCOS have successfully completed/on-going consultancy assignments abroad and is registered with various international funding agencies for participating in the funded projects like World Bank, African Development Bank, Asian Development Bank, Japan Bank for International Co-operation (JBIC) and United Nations office for Project Services. Apart from India, WAPCOS is currently engaged in providing consultancy services in Afghanistan, Angola, Bangladesh, Benin, Bhutan, Burkina Faso, Burundi, Cambodia, Central African Republic, Chad, DR Congo, Ethiopia, Fiji, Ghana, Guinea Conakry, Kenya, Lao PDR, Lesotho, Liberia, Malawi, Maldives, Mali, Mongolia, Mozambique, Myanmar, Nepal, Niger, Niegria, Philippines, Rwanda, Senegal, Sierra Leone, South Sudan, Sri Lanka, Swaziland, Tanzania, Trinidad & Tobago, Togo, Uganda, Yemen & Zimbabwe.

## **INFORMATION FACILITATION**

- Desired information is provided to the client at the project level itself. Complete information is also provided through WAPCOS website and queries received either online or through telephone/fax are also responded by at the Project Manager's level.

## **OUR CLIENTS STAKEHOLDERS**

- Government organizations viz. Central Government, Ministries/ Departments/ Organizations, State Governments., UT Administration
- Central/State Public Sector Undertakings
- Private organizations
- Overseas clients include both Public and Private Organisations.

## **EXPECTATIONS FROM THE CITIZENS**

- Visit our website ([www.wapcos.co.in](http://www.wapcos.co.in)) for details.
- To refer all their queries, consultations, proposals through e-mail or any other communication to the concerned Executive Directors/ Sr. General Managers/ Chief Engineers.
- To adhere to the terms of contracts entered and extend necessary cooperation for execution of projects.
- To give necessary feed back to improve the services of the company.
- Contact Nodal officer in the address given below -
- Imbibe the spirit of conservation of natural resources and improve efficiency.

Any further information pertaining to WAPCOS Ltd. may be obtained from company's website at <http://www.wapcos.co.in>

This Charter shall be subject to review once a year or as and when necessary to meet the requirement of ever changing environment.

## **PERFORMANCE AUDIT BY OUTSIDE AGENCY**

The Company is subject to regular audit by Govt. Auditors and Statutory Auditors. Various checks and balances within the organization exist to ensure quality.

## **GRIEVANCES CELL (PUBLIC & STAFF)**

- For redressal of the Grievances of officers & staff, the company has set-up Grievances Redressal Machinery and has appointed as Director (Staff/Public Grievance) who has been vested with powers to call for files/papers in respect of grievances and to take decision to settle the same with the approval of Chairman cum Managing Director. The Grievance Director is available to hear the grievances personally on every Wednesday in the week for redressal of grievances. The address of Grievance Director is given below :-

Shri DVSN RAJU  
Sr. General Manager(Power) & CVO  
WAPCOS Limited, 57, SKV Tower, 2nd Floor,  
Sector-18, Gurgaon, Haryana-122015. Office Tel. No.  
+91-124- 2344425,  
Residence Tel. No. +91-9968248846

- The Grievance redressal system is running smoothly and the grievances of the employees are dealt with in a sympathetic and prompt way as per laid down guidelines of the Government on the subject. The instructions and guidelines are widely publicized through circular for perusal of the staff.
- All grievances received are duly acknowledged and sent to concerned divisions for settlement on top priority basis. It becomes the duty of the officer to deal with the grievances in a fair, impartial and speedy manner and as per rules and regulation on the subject.
- The Company has a three tier grievance procedure with further provision of appeal is circulated to all the employees right from presenting the grievance to immediate superior and to next superior and subsequently to Head of the Department and up to Grievance Committee.

## **COMMITTEE OF COMPLAINTS OF WOMEN ON SEXUAL HARASSMENT**

- For redressal of complaints on sexual harassment of women at work place, a committee headed by Smt. P. Sumana, Chief Engineer (Hydro Power) has been constituted. The Committee meets on quarterly basis to listen/dispose of the complaints, if any, on sexual harassment of women. A complete mechanism to deal with the complaints on sexual harassment of women has also been evolved indicating women' rights and procedure to lodge her complaint as well as the steps to be adopted by aggrieved/concerned woman and widely circulated amongst the employees.

## **NODAL OFFICER**

Shri DVSN RAJU, Sr. General Manager(Power) & CVO, WAPCOS has been nominated as Nodal Officer for Citizens' Charter. The contact details are given hereunder:-

Shri DVSN RAJU, Sr. General Manager(Power) & CVOWAPCOS Limited,  
57, SKV Tower, 2nd Floor, Sector-18, Gurgaon, Haryana-122015.  
Office Tel. No. +91-124- 2344425, Residence Tel. No. +91-9968248846

**PUBLIC INFORMATION OFFICER UNDER RIGHT TO INFORMATION ACT, 2005**

Shri Sumir Chawla, Deputy Chief Manager( HRD ) has been designated as Public Information Officer of WAPCOS in terms of Right to Information Act, 2005. The contact details of PIO are given hereunder:

Shri Sumir Chawla  
Deputy Chief Manager( HRD )  
WAPCOS Limited, 76-C, Institutional Area,  
Sector-18, Gurgaon, Haryana-122015  
Office Tel No. +91-124- 2349422  
Residence Tel.No. +91-8860173293  
Office Fax No. +91-124- 2348027  
E-mail: sca@wapcos.co.in

Any further information pertaining to WAPCOS may be obtained from our official website  
<http://www.wapcos.co.in>