



सत्यमेव जयते



An ISO 9001:2008 Certified Organisation

## **CITIZEN'S/ CLIENT'S CHARTER**

**दिल्ली नगर कला आयोग**

**Delhi Urban Art Commission - (DUAC)**

**(A Statutory body under an Act of Parliament, Government of India)**

**Ministry of Urban Development,  
Government of India**

**Core-6A,UG& First Floor,  
India Habitat Centre,  
Lodhi Road,  
New Delhi-110 003.**

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## Vision

*Preserving developing and maintaining the aesthetic quality of urban and environmental design within Delhi.*

## Mission

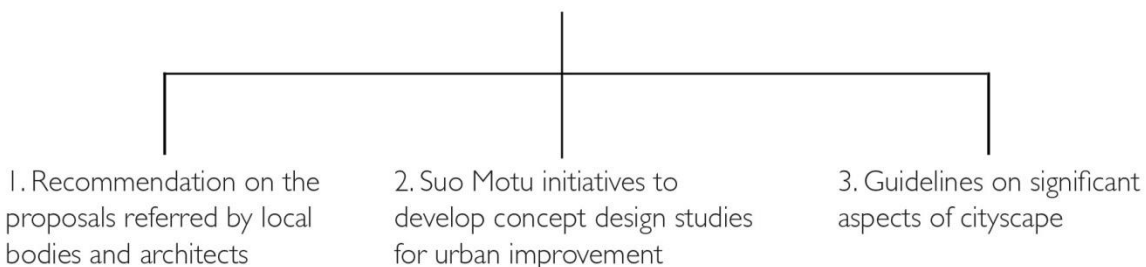
- To advise the Central Government in the matter of preserving, developing and maintaining the aesthetic quality of urban and environmental design of Delhi, and*
- To advice the local authorities in respect of any project of building and engineering operation or any development proposal which affects or is likely to affect the aesthetic quality of the surroundings or any public amenity provide therein.*

## Functions

The Commission is an advisory body to the Central Government in the matter of preserving, developing and maintaining the aesthetic quality of urban and environmental design within Delhi and to provide advice and guidance to any local body in respect of any project of building operations or engineering operations or any development proposal which effects or is likely to affect the skyline or the aesthetic quality of surroundings or any public amenity provided therein.

In terms of its mandate, the Commission may suo motu promote and secure the development, re-development or- beautification of any areas in Delhi in respect of which no proposals in that behalf have been received from any local body.

The functions of DUAC can be divided into three categories:



## Service Standards/Objectives

<b>Objectives</b>	<b>Measurable Performance Targets</b>
<p><b>Technical</b></p> <ul style="list-style-type: none"> <li>• To bring about value addition on building and engineering proposals on aspects relating to functionality and aesthetics.</li> <li>• To scrutinize and give statutory decision on proposals referred to the Commission in terms of its mandate.</li> <li>• Interactions with stakeholders on city level issues.</li> <li>• Assignments entrusted relating to guidelines on significant aspects of cityscape.</li> <li>• Successful implementation of Online Proposal Approval and Assessment System(OPAAS)in terms of the policy of Ease of Doing Business.</li> </ul> <p><b>Administrative</b></p> <ul style="list-style-type: none"> <li>• Quick redressal of Grievances</li> <li>• Meeting with statutory obligations w.r.t. Parliament.</li> <li>• Appropriate manpower for efficient functioning of the organization</li> <li>• Adopt best practices for organizational management</li> </ul>	<p><b>Technical</b></p> <ul style="list-style-type: none"> <li>• Percentage of proposals approved at completion stage compared to total number of completion proposals received during the year.</li> <li>• No. of proposal considered by the Commission during the year compared to no. of complete proposal received with all formalities / procedures completed.</li> <li>• No. of workshopsmeetings/discussions held during the year.</li> <li>• Whether assignments entrusted relating to guidelines on significant aspects of cityscape completed in time.</li> <li>• Percentage of proposals referred online to DUAC.</li> </ul> <p><b>Administrative</b></p> <ul style="list-style-type: none"> <li>• Number of response to complaint/query sent in time compared to total number of grievances received during the period.</li> <li>• Whether the Annual Accounts and Annual Report sent to the Parliament in time.</li> <li>• Percentage of vacant posts to total strength of employees.</li> <li>• Whether ISO certification obtained.</li> </ul>

## Grievance Redress Mechanism

*The Commission has no direct dealing as such with the public; therefore it receives very few grievances/complaints from the public. However, Commission has already appointed its Secretary as Nodal Officer for receiving the complaints from the public and acknowledges the same within 48 hours. For redressal and final decision in respect of any particular complaint, the same is placed before the Commission at its next meeting from the date of receipt of complaint by the Nodal Officer. The Commission's decision in response of the complaint is conveyed within fortnight.*

## Stake Holders/Clients

	<b>Client Groups</b>	<b>Requirement</b>
1.	<i>Local bodies – NDMC, MCD, DDA</i>	<i>Advice on proposals referred by them</i>
2.	<i>Govt. Department</i>	<i>Advice on specific exercise entrusted to the Commission</i>
3.	<i>Architect/Promoters</i>	<i>Advice on conceptual proposals referred to the Commission by them.</i>

## Responsibility/Centers

DUAC does not have multiple responsibility centers.

## Indicative expectations from service recipients

<b>Items</b>	<b>Expectations from service recipients</b>
Building plans proposal received from Architects/Project proponents/local bodies	<ul style="list-style-type: none"><li>• The documents/materials/animations etc. should be complete in all respects as per DUAC guidelines as indicated on DUAC website (<a href="http://www.duac.org">www.duac.org</a>).</li><li>• The requisite informations/animations etc. should be submitted to the Commission altogether in one go and not in parts.</li><li>• To save upon time the revised proposals incorporating Commission's observations should be submitted to it quickly.</li><li>• The DUAC proforma should be correctly filled and complete information should be furnished to avoid correspondence.</li></ul>

**Month and Year for next review of the charter – November 2018**