



CITIZEN/ CLIENT CHARTER

INFRASTRUCTURE DEVELOPMENT
DEPARTEMENT

CONTENTS:

Sl. No.	Particulars	Page No.
1.	Preface	03
2.	Vision	04-08
3.	Mission	
4.	Main Services/ Transactions	
5.	Service Standards	
6.	Grievance Redressal Mechanism	09-10
7.	List of Stakeholders/ Clients	11
8.	Responsibility Centres & Subordinates organizations	
9.	Expectations form Service receipts	-

PREFACE

Infrastructure Development Department interacts with citizens indirectly through the development agencies who design, develop, implement, operate and monitor Infrastructure projects from which general public benefits.

- Given the constraints on financial resources available with Government especially at the State level, there has been an increasing focus on attracting private sector participation in the development of infrastructure projects. With a view to find efficient way of sharing risk, joint financing, inviting efficiency of private sector and achieving balanced partnership between private operators and public authorities, public - private participation, the State of Karnataka has established the Infrastructure Development Department in the year 1996.
- The Infrastructure Development Department plays a significant role in the areas of developing air, rail and maritime connectivity for the state and in promoting increased private investment in public infrastructure through Public Private Partnership (PPP).
- The Government of Karnataka (GoK) has announced the New Infrastructure Policy 2007. It has also set up a “PPP Cell” in the Infrastructure Development Department. The PPP Cell is headed by the Director, Infrastructure Development Department with a PPP (expert) from ADB. In the initial stages, iDeCK provides technical advice and support to PPP Cell. The PPP Cell engages consultants as and when necessary. The PPP Cell is the nodal agency to receive proposals in respect of Public Private Partnership (PPP) projects and place them before the Single Window Agency for consideration and approval. The PPP Cell also helps various State Departments/Agencies in different stages of project development cycle. Amendment to this policy was carried out during 2015.
- The Infrastructure Development Department works for the development of selected railway projects such as Hassan-Mangalore rail line in partnership with Ministry of Railways through Railway Infrastructure Development Corporation of Karnataka (K - RIDE).
- The Infrastructure Development Department is associated with Bangalore International Airport Limited by way of equity participation and infrastructure support through KSIIDC.
- The Infrastructure Development Department is associating itself with the expansion of AAI run Airports in Belgaum and Hubli. It has also taken up development of Airports in Kalburgi, Vijayapurar, Ballari, Shivamogga and Hassan under PPP.
- The Infrastructure Development Department has facilitated GAIL in putting up a Gas Pipeline project from Dabhol to Bangalore.

Vision:

To contribute to achieving high economic growth and equity by facilitating development of infrastructure projects and promote access of infrastructure services to people.

MISSION:

To facilitate creation of infrastructure facilities for improving air & railway connectivity & Natural Gas. To partner Government Departments and other Stakeholders in encouraging PPP implementation in the State.

MAIN SERVICES/ TRANSACTIONS:

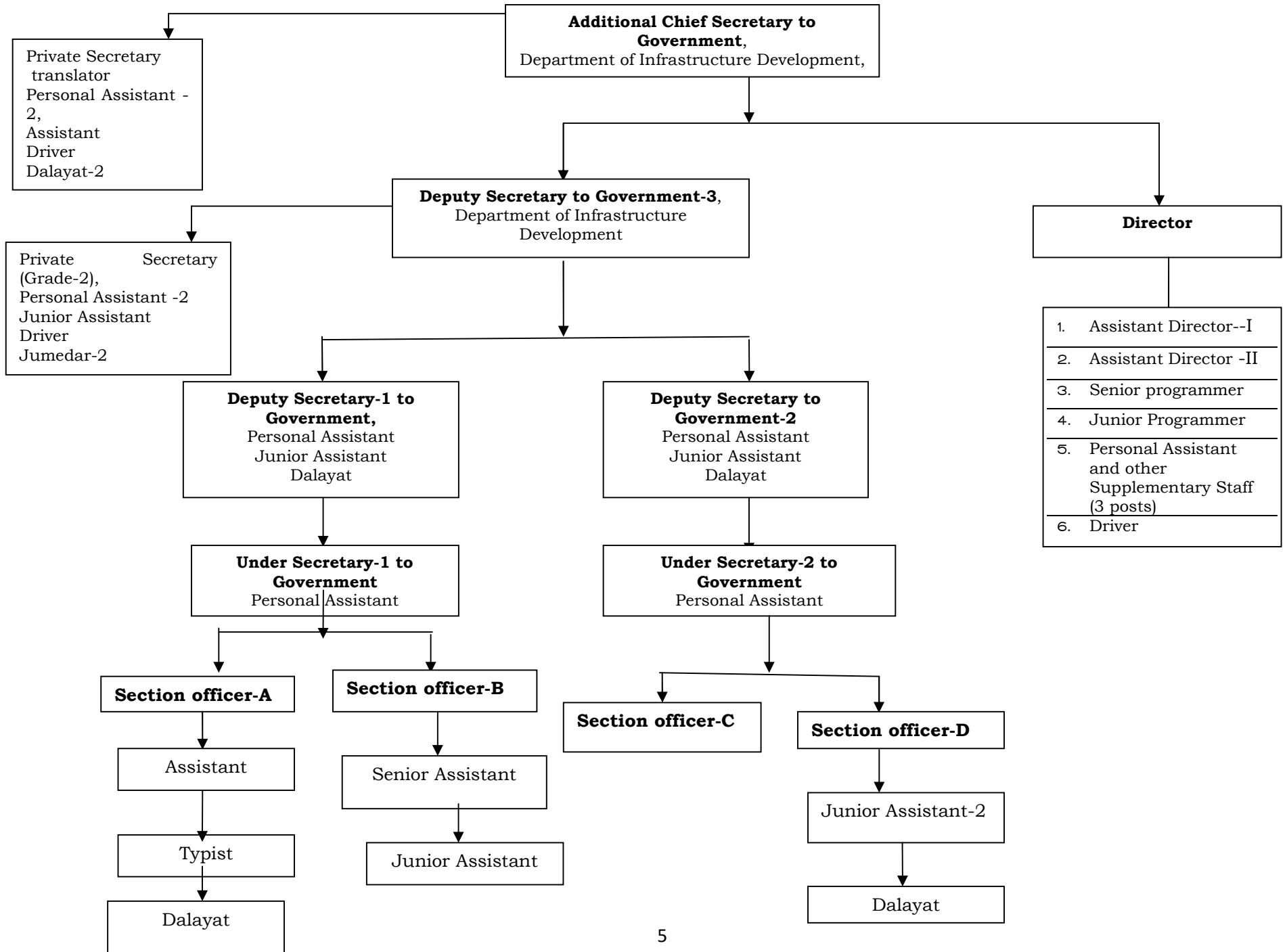
1. To set up Greenfield Airport on PPP Basis and assist AAI in developing the existing AAI Airports
2. To enhance rail connectivity by laying New Railway Lines, building Road over Bridges (RoB)/ Road under Bridges (RuB) and gauge conversion
3. To co-ordinate and monitor the implementation of Dhabol-Bangalore gas pipeline project.
4. To implement City Gas Distribution Project
5. To develop Sea-Ports in Karnataka for improving hinterland connectivity to international markets in PPP.
6. To provide a logistic network for the State
7. Creating a Legislative Frame work on PPP Mainstreaming for Infrastructure Development
8. To facilitate Project development and their viability for PPP projects
9. Capacity Building and Institutional Strengthening for mainstreaming PPP in sectors/Departments.
10. Developing a Management Information System (MIS) for monitoring of PPP projects.
11. Develop shelf of PPP Projects.

SERVICE STANDARDS:

Infrastructure Development Department is a Secretariat Department and does not have any subordinate units/ departments at the field level. The Additional Chief Secretary who is the head of the Department is assisted by, 3 Deputy Secretaries and 2 Under Secretaries. A PPP cell has been established with technical assistance from ADB under DEA program for “Mainstreaming PPP in Infrastructure Project” under the State PPP Nodal Officer (Additional Chief Secretary, Infrastructure Development Department).

The Cell is headed by Director (PPP Cell), Infrastructure Development Department with 2 Assistant Directors, 1 Senior Programmer and other supporting ministerial Staff.

Organizational Chart of Infrastructure Development Department 05-09-2014



Sl. No.	Services Offered	Requirements/ documents to be fulfilled/ produced	Time limit	Standard	Conditions apply	Sectors covered	Designated person to be contacted	Office address, Phone no. & Email
1.	Issuance of Entry Tax Exemption Certificate	<p>1. Proposal from the developer who executes the Infrastructure Project.</p> <p>2. Copy of concession agreement signed between the developer and the contractor.</p> <p>3. Information in the specified format/ check list.</p> <p>4. NHAI certificate – certifying that particular project has been assigned to that particular developer and it is being implemented by him / his contractor.</p> <p>5. Purchase invoices.</p>	60 days on receipt of complete proposal from the developer .	Intime issuance of certificate	<p>1. It must be an infrastructure project.</p> <p>2. Exemption is available for a period of 3 years or till the date of completion of project, whichever is earlier.</p> <p>3. Only machinery, equipments and construction material are eligible for exemption.</p> <p>4. The limit of exemption is Rs.25.00 lakhs for machinery and equipment, and Rs.1.00 lakh for construction material.</p>	<p>1. Agri infrastructure</p> <p>2. Education</p> <p>3. Energy.</p> <p>4. Health</p> <p>5. Industrial Infrastructure</p> <p>6. Irrigation.</p> <p>7. Pubic Markets</p> <p>8. Tourism</p> <p>9. Transportation and Logistics</p> <p>10. Urban and Municipal Infrastructure</p>	Director, PPP Cell Infrastructure Development Department.	<p>Room No. 08, Ground floor, Vikasa Soudha, B'lore – 01.</p> <p>080-2203 4069.</p> <p>director.idd@gmail.com</p>

2.	Monitoring and releasing funds for the implementation of projects like Airports, Railways, and City Gas Distribution	<p>1. Proposal from the DC's/ implementing agencies / Railway board.</p> <p>2. Utilization certificate for 2nd installment.</p> <p>3. Physical and financial progress report of the projects being implemented.</p>	<p>1. 1st installment – 60 days on receipt of complete proposal from the DC's/ implementing agencies/ Railway board.</p> <p>2nd installment - 90 days on receipt of complete proposal from the DC's/ implementing agencies/ Railway board.</p>	<p>1. Intime release of funds.</p> <p>2. Ensuring the quality and speed of the implementation of the projects by inspecting, reviewing conducting meetings.</p>	1. Airports.	DS-1, Infrastructure Development Department.	Room No. 24, Ground floor, Vikasa Soudha, B'lore – 01. 080-2203 4149. idd.gok@gmail.com
					<p>2. Dhabol – Bangalore Gas Pipeline</p> <p>3. City Gas Distribution.</p>	Director, PPP Cell, Infrastructure Development Department.	Room No. 08, Ground floor, Vikasa Soudha, B'lore – 01. 080-2203 4069. director.idd@gmail.com

						4. Railways.	DS-3, Infrastructure Development Department.	Room No. 26, Ground floor, Vikasa Soudha, B'lore – 01. 080-2203 4229. idd.gok@gmail.com
3.	Single Window clearance/ approval for PPP upto Rs.50.00 crores and recommending projects beyond Rs.50.00 crores to the State High Level Clearance Committee	<ol style="list-style-type: none"> 1. Proposal from Administrative Dept. 2. Pre-feasibility report 3. Bankability 4. Certificate – certifying the public need 5. Confirmation of PPP norms 	2 months on receipt of complete proposal from the Administrative Dept.	In-time clearance of the project	<ol style="list-style-type: none"> 1. Project must be taken up on PPP mode 2. It must be an Infrastructure project. 	<ol style="list-style-type: none"> 1. Agri-Infrastructure 2. Education 3. Energy. 4. Health 5. Industrial Infrastructure 6. Irrigation. 7. Pubic Markets 8. Tourism 9. Transportation and Logistics 10. Urban and Municipal Infrastructure 	Director, PPP Cell, Infrastructure Development Department.	Room No. 08, Ground floor, Vikasa Soudha, B'lore – 01. 080-2203 4069. director.idd@gmail.com

GRIEVANCE REDRESSAL MECHANISM

Project	Officer to be approach	Office Address	Meeting time	Phone no. & E-mail
Airports	Deputy Secretary – 1, Infrastructure Development Department	Room No. 24, Ground floor, Vikasa Soudha, B'lore – 01. 080-2203 4149.	10.00 AM to 5.30 PM	080-22034149 idd.gok@gmail.com
Administration & Co-ordination	Deputy Secretary – 2, Infrastructure Development Department	Room No. 412, 4 th floor, Vikasa Soudha, B'lore – 01. 080-2203 4768.	10.00 AM to 5.30 PM	080-22034768 idd.gok@gmail.com
Railways	Deputy Secretary – 3, Infrastructure Development Department	Room No. 26, Ground floor, Vikasa Soudha, B'lore – 01. 080-2203 4229.	10.00 AM to 5.30 PM	080-22034229 idd.gok@gmail.com
PPP Projects	Director, Infrastructure Development Department	Room No. 08, Ground floor, Vikasa Soudha, B'lore – 01. 080-2203 4069.	10.00 AM to 5.30 PM	080-22034070 director.idd@gmail.com

Sl. No.	Public information officer		
	Officer	Name	Telephone No.
1	Assistant Public Information Officer	Section Officer, 'A' Section, Infrastructure Development Department	080-22034145
		Section Officer, 'B' Section, Infrastructure Development Department	080-22034129
		Section Officer, 'C' Section, Infrastructure Development Department	080-22034151
		Section Officer, 'R & I' Section, Infrastructure Development Department	080-22034127
2	Public Information Officer	Under Secretary to Govt., -1, Infrastructure Development Department	080-22034130
		Under Secretary to Govt., -2, Infrastructure Development Department	080-22034063
3	First Appellate Authority	Deputy Secretary to Govt., - 1, Infrastructure Development Department.	080-22034149
		Deputy Secretary to Govt., - 2, Infrastructure Development Department.	080-22034768
		Deputy Secretary to Govt., - 3 Infrastructure Development Department.	080-22034229

LIST OF STAKEHOLDERS:-

- **iDeCK**- Infrastructure Development Corporation (Karnataka) Ltd.,
- **KSIIDC**-Karnataka State Industrial & Infrastructure Development Corporation
- **BARL**-Bangalore Airport Rail Link Limited
- **K-RIDE**-Karnataka Rail Infrastructure Development Corporation Ltd.,

RESPONSIBILITY CENTERS AND SUBORDINATE ORGANISATIONS:

Karnataka State Industrial and Infrastructure Development Corporation:-

KSIIDC was incorporated in 1964. KSIIDC's main objective is to act as a catalyst for promoting medium and large sector Industrial Growth in the State. KSIIDC is also designated as an agency of the State Government to plan and promote Infrastructure projects. It has been appointed as the nodal agency for the development and monitoring of Kempegowda International Airport, Bangalore. KSIIDC has been entrusted with representing Government of Karnataka in the share holding of KIAL. Further KSIIDC is also responsible for monitoring the developmental activities in the airport site, and for this purpose a cell has been created in KSIIDC (BIAP Cell). Funds to an extent of Rs.25.00 lakhs is being released annually for maintenance of this cell.

KSIIDC has been appointed as Nodal Agency for the implementation of city gas distribution project.

Bangalore Airport Rail link Limited:-

BARL is an SPV created for development of High Speed Rail Link (HSRL) facility to connect the city center to the Kempegowda International Airport and implementation of Light Rail System. Since the development of this project has been transferred to BMRCL under Urban Development Department, the BARL company is concentrating on the implementation of light rail system (LRT).

Karnataka Rail Infrastructure Development Corporation:-

Rail Infrastructure Development Company (Karnataka) Limited (K-RIDE) was set up as Joint Venture Company in September 2000 between Government of Karnataka and Ministry of Railways. K-RIDE identifies new Railway Projects for execution through SPV route.

Infrastructure Development Corporation (Karnataka):-

iDeCK was incorporated on 30-06- 2000 with 51% holding by IDFC and 49% by Government of Karnataka. Its mandate is to catalyze private sector investment and participation in infrastructure development. It was also envisaged to be a lean, professionally managed company focusing on Infrastructure sectors like energy, water supply and sanitation, urban infrastructure, transportation etc., iDeCK has been appointed as Nodal Agency for development of Greenfield Airports at Kalburgi, Shivamogga, Vijayapura, Hassan and Ballari.
