



कार्यालय प्रमुख अभियन्ता एवं विभागाध्यक्ष  
उत्तराखण्ड लोक निर्माण विभाग  
'प्रकीर्ण वर्ग', देहरादून।

Website-<http://pwd.uk.gov.in>E-Mail-[cepwduu@gmail.com](mailto:cepwduu@gmail.com)

पत्रांक- 825 / 01 सेवा का अधिकार / 23  
सेवा में,

दिनांक- 01 / 08 / 2023

अपर सचिव,  
लोक निर्माण अनुभाग-1,  
उत्तराखण्ड शासन देहरादून।

विषय:- सेवा का अधिकार अधिनियम, 2011 के अन्तर्गत नागरिकों को प्रदान की जा रही सेवाओं को समयवद्ध रूप से प्रदान किये जाने हेतु सिटीजन चार्टर निर्मित किये जाने के सम्बन्ध में।

सन्दर्भ:- शासन के पत्र सं० 1869 / 111(1) / 2023-09(05)सामा० / 2021 दिनांक 08.08.2023, 149544 / 111(1) / 2023-01(16)अधि० / 2023 इ०-58872 दिनांक 28 / 08 / 2023।

महोदय,

कृपया उपरोक्त विषयक सन्दर्भित पत्र का अवलोकन करने का कष्ट करें, जिसके क्रम में उत्तराखण्ड सेवा का अधिकार अधिनियम 2011 के अन्तर्गत नागरिकों को प्रदान की जा रही सेवाओं को समयवद्ध रूप से प्रदान किये जाने हेतु सिटीजन चार्टर पर विभाग का नाम उपलब्ध है।

इस कार्यालय के पत्र संख्या-807 / 01 सेवा का अधिकार / 23 दिनांक- 24.08.2023 के द्वारा सिटीजन चार्टर प्रेषित किया गया है, उक्त सिटीजन चार्टर में उपरोक्त सन्दर्भित पत्र में उल्लेखित क्रमांक 139 से 142 तक की सेवाओं को सम्मिलित किया गया है, उक्त के अतिरिक्त क्रमांक 143 से 146 तक में उल्लेखित सेवाओं को सिटीजन चार्टर में सम्मिलित करते हुए विवरण विभागीय वेबसाइट <http://pwd.uk.gov.in> पर अपलोड किया जा रहा है।

संलग्न:- पत्रानुसार।

(इ० दयानन्द)

मुख्य अभियन्ता(नियोजन)

प्रतिलिपि:-

1. सचिव कार्यालय मुख्य आयुक्त उत्तराखण्ड सेवा का अधिकार आयोग 39 / 1 सहस्त्रधारा रोड़ देहरादून को सूचनार्थ प्रेषित।

संलग्न-यथोपरि।

2. अपर सचिव सूचना प्रौद्योगिक सुराज एवं वि० प्रौ० अनु-03, उत्तराखण्ड शासन देहरादून को सूचनार्थ प्रेषित।

संलग्न-यथोपरि।

3. अपर सचिव सुराज, भ्रष्टाचार उन्मूलन एवं जनसेवा अनुभाग उत्तराखण्ड शासन देहरादून को उनके पत्र संख्या-I/119275/E-35664/XXXIV(3)/23-20(01)21TC दि०-03 मई 2023 के अनुपालन में सूचनार्थ प्रेषित।

संलग्न-यथोपरि।

4. उप सचिव लोक निर्माण अनुभाग-1 उत्तराखण्ड शासन देहरादून, को उनके अनुस्मारक-1 का पत्र संख्या-35895 / 111(1) / 22-09(05) सामा० / 2022 दि०-18.05.2022 के अनुपालन में प्रेषित।

संलग्न-यथोपरि।

5. अधिशासी अभियन्ता, (आई०टी०) कार्यालय प्रमुख अभियन्ता एवं विभागाध्यक्ष लो०नि०वि० देहरादून, को सिटीजन चार्टर को उपरोक्त विभागीय Website पर अपलोड किये जाने हेतु प्रेषित।

संलग्न-यथोपरि।

Shri Manoj Panwar, AE

फैस नं०

08/08/23  
EEPT

मुख्य अभियन्ता(नियोजन)

# **CITIZEN'S CHARTER**

PUBLIC WORKS DEPARTMENT  
UTTARAKHAND



<http://www.pwduk.gov.in/>

**Lok Nirman Bhawan**

Yamuna Colony, Dehradun-248001

## **1. Introduction:**

Public Works Department of Uttarakhand is a premier and nodal government agency for road and bridge construction works in the state. In a short period of time, the department has gained well-deserved reputation by effective management and execution of road infrastructure works in the state. The disaster prone nature of our Himalayan state has proved to be a challenge in the infrastructure development since a long time. The development works done by the department have provided connectivity to the majority of the population and settlements and increasingly improve and strengthen the riding surface.

The Citizen's Charter aims to provide for an easier access and delivery of services in a time bound manner to everyone for better efficiency and grievance management improvement.

## **2. Vision**

Public Works Department Uttarakhand aims to provide the best road infrastructure facilities to the state and its people using the available resources. This also aims at providing sustainable road infrastructure to the state which otherwise is disaster prone due to many factors.

This will provide the ease of access to the remotest parts of the state and thus connecting them to the established socio-economic centers as well as help in developing new market places. Thus it will improve the overall economy and life style of such areas.

## **3. Mission**

To provide sustainable road infrastructure system and establish best possible engineering practices in the State in a time bound and citizen centric manner.

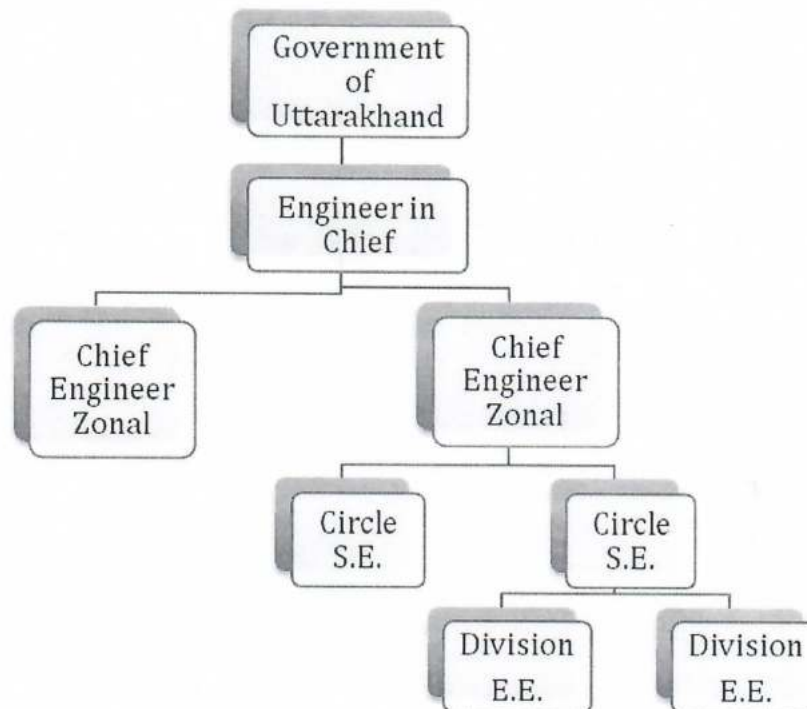
## **4. Our Beneficiaries**

In addition to the rest of the country, other pilgrims and tourists from all over the world, the citizens of Uttarakhand state in particular, will be highly benefitted from the infrastructural development in the road sector, opening new gates for socio-economic development.

In short term goals the department assures of its best efforts for fulfilling the requirements and dedicate itself in the service to the public in a time bound manner for various immediate relief measures such as patchwork repair, removal of encroachments on PWD land, restoration of flood / rain damages, maintenance and cutting of bushes on sides and berms, construction of speed breakers, road sign boards and original works.



## 5. Organization Structure



## 6. Services covered by the department

### A. Execution of Works:-

At the first instance proposal is made after inspection of the site. Then a preliminary rough cost estimate is prepared and submitted to the competent authority for according Administrative Approval expenditure sanction. On receipt of Administrative Approval, detailed estimate is prepared and the Financial Approval is obtained from the competent authority. The work is then sent for technical sanction to the concerned authority. After technical sanction order, tenders are called for the execution of work.

The availability of this service will be intimated to the citizen in the following manner:-

1. Issuing tender notices by post to the registered contractors.
2. By displaying the tender notice on the Notice Board of PWD Offices.
3. By publishing tender notice in at least two Daily Newspapers, both in Hindi & English.
4. In case of costs more than limit mentioned in latest Uttarakhand Procurement Rules, e-tenders are invited online through web site [www.uktenders.gov.in](http://www.uktenders.gov.in) in which registered contractors may participate online.

**B. Duties of Department during Natural calamities like floods and landslides :**

In a situation of disaster and natural calamities, the main role of the department in coordination with the administration and other departments is to open the road network for timely passage of vehicles and provide for all safety measures that the site warrants for the vehicular movement. After the passage of disaster, the department works in order to bring the road and bridge infrastructure to the original condition. If for some reason that is not possible, alternate routes or passes are prepared for the same.

Apart from the Administration which sets up a disaster mitigation cell at the district level which involves all the offices concerned such as Public Works Department, Police, SDRF Forces, Health Services etc., the concerned divisional office of PWD is also responsible for intimating the information to the Head office through proper channel at the earliest and take all the necessary measures required to mitigate the natural calamity. The information of Road closure in the monsoon season is also compiled and shown on the departmental website [www.pwd.uk.gov.in](http://www.pwd.uk.gov.in) on a day-to-day basis.

**C. Services for other Government Departments and Other Deposit Works:-**

All the Government departments can approach PWD for the construction and the maintenance of the Government buildings required for them through appropriate channels. The Government department shall convey their requirements, get the proposals from Public Works Department and obtain necessary sanction from Government for executing the works.

The Department also undertakes deposit works for other Government / Semi Government organizations like Transport Department, Education Department. Police Department , Health Department etc.

**D. Cost assessment and rent reasonability of buildings:-**

Any Government / Semi Government Department can approach PWD Authority for the cost assessments and rent reasonability of the buildings. On receipt of application through proper channel, concerned division shall complete the inspection and assessment within 45 days.

**E. Service under RTI Act:-**

Those who apply for getting information under the Right to Information Act 2005, can approach the appropriate authorities of the concerned office. The intimation of such information to the applicant, as found appropriate under the Act, shall be done in accordance to the RTI Act.

**F. Enlistment of Contractors:-**

Any contractor, who is interested to enlist himself / herself in various categories of enlistment in the department, may apply to the Competent authority with requisite fees and other formalities given in the Contractor Registration Rules and other Government Orders and Circulars issued from time to time. Other details can be downloaded from the departmental website [www.pwd.uk.gov.in](http://www.pwd.uk.gov.in)

Enlistment of Contractors in PWD Uttarakhand is being done under 4 categories.

Class	Competent Authority
Class A	O/o Engineer in Chief on the recommendation of designated committee.
Class B	Concerned Chief Engineer (Zonal) on the recommendation of designated committee.
Class C	Concerned Superintending Engineer (Circle) on the recommendation of designated committee.
Class D	Concerned Executive Engineer (Division)

**G. Public Grievances: -**

For grievance matters, the citizens should first approach the concerned officers to get the problem sorted out. He / She can opt for taking up the matter further to the higher authorities in case the grievance is not addressed to or sorted out properly. List of officers under Grievance Redressal System is mentioned in Annexure-A.

Uttarakhand CM Helpline portal 1905 is also available for grievance redressal; citizen can call 1905 or register their grievances through web portal [www.cmhelpline.uk.gov.in](http://www.cmhelpline.uk.gov.in) .



## 7. Time line for various services

Sl. No.	Name of Service	Office	Examining Officers	Time limit for disposal of request	Remarks
<b>1. Registration of Contractors</b>					
1.1	Class A	Head Office	Concerned AO/ SAO/CAO	45 days	Incomplete application to be returned within 07 Days( <b>Notified in Right to Service Act</b> )
1.2	Class B	Zonal CE Office	Concerned AO/ SAO/CAO	45 days	
1.3	Class C	Concerned Circle Office	Concerned AO/SAO/CAO	45 days	
1.4	Class D	Concerned Division Office	Concerned AO/ SAO/CAO	45 days	
2.	Permission for Construction Activities along road side as per Road Side Land Control Act.	Concerned Division Office	Concerned Assistant Engineer	01 Month	Disposal must be done by the Divisional E.E. with recommendation from concerned A.E& Amin ( <b>Notified in Right to Service Act</b> )
3.	Permission for road cutting (for pipe line / sewer line etc.)	Concerned Division Office	Concerned Assistant Engineer	07 Days	Disposal must be done by the Divisional E.E. with recommendation from concerned A.E. ( <b>Notified in Right to Service Act</b> )
<b>4. Repair of Pot Holes and Patch Repair works</b>					
(a)	Dressing and leveling of pot holes with available local material	Concerned Division Office	Concerned Assistant Engineer	05 Days after getting information	( <b>Notified in Right to Service Act</b> )
(b)	Repair of pot holes	Concerned Division Office	Concerned Assistant Engineer	1 month	Subject to availability of funds.
<b>5. Joint Inspection of newly constructed road with administration and transport department.</b>					
(a)	Joint inspection with R.T.O after completion of road work	Concerned Division Office	Concerned Assistant Engineer	03 Months	( <b>Notified in Right to Service Act</b> )
(b)	Sending estimate for funds for removal of road defects after inspection as per RTO report	Concerned Division Office	Concerned Executive Engineer	01 Month	To concerned authority
(c)	Removal of road defects	Concerned Division Office	Concerned Assistant Engineer	03 Months	Subject to availability of funds

Sl. No.	Name of Service	Office	Examining Officers	Time limit for disposal of request	Remarks
<b>6. Removal of construction material and debris from roadway causing hindrance to traffic.</b>					
(a)	Issuing notice to other departments carrying out construction	Concerned Division Office	Concerned Junior Engineer	07 Days	To concerned authority
(b)	Construction carried out by P.W.D or local personal / agency	Concerned Division Office	Concerned Junior Engineer	03 Days	<b>(Notified in Right to Service Act)</b>
7.	Clearance of closed Cross Drainages on roads outside urban areas	Concerned Division Office	Concerned Junior Engineer	07 Days	In urban areas, where the road drainage is under municipal jurisdiction, similar provisions must be made in their Citizen's Charter
8.	N.O.C for installation of industry / power projects affecting road limits	Concerned Division Office	Concerned Executive Engineer	45 Days	Concerned S.E must also be intimated and prior approval must be taken, if necessary
9.	Cost assessment and Rent reasonability	Concerned Division Office	Concerned Assistant Engineer	45 Days	Only for Govt. / Semi Govt. organizations
<b>10. Renewal of Registration of Contractors</b>					
10.1	Class A	Head Office	Concerned AO/ SAO/CAO	45 days	Incomplete application to be returned within 07 Days
10.2	Class B	Zonal CE Office	Concerned AO/ SAO/CAO	45 days	
10.3	Class C	Concerned Circle Office	Concerned AO/SAO/CAO	45 days	
10.4	Class D	Concerned Division Office	Concerned AO/ SAO/CAO	45 days	
11.	Compensation of land/nap bhoomi to land owners for construction of roads(in PWD Jurisdiction)	Concerned Division Office	Concerned Assistant Engineer	03 Months	Subject to availability of funds
12.	Compensation of acquired buildings to owners for construction of roads(in PWD Jurisdiction)	Concerned Division Office	Concerned Assistant Engineer	03 Months	Subject to availability of funds
13.	Compensation of Daban by debries to land owners for construction of roads(in PWD Jurisdiction)	Concerned Division Office	Concerned Assistant Engineer	03 Months	Subject to availability of funds



14.	Refund of earnest money in case of supply tenders.	Concerned Division Office	Concerned Executive Engineer	Within 30 days	To be concern authority
15.	Refund of security deposit (SD) amount in the case of supply tender.	Concerned Division Office	Concerned Executive Engineer	Within 30 days	To be concern authority
16	Issuance of experience certificate of the contractor.	Concerned Division Office	Concerned Executive Engineer	01 Month	Incomplete application to be returned within 07 Days
<b>17. Verification of experience certificate of contractor.</b>					
17.1	Class A	Head Office	Concerned AO/ SAO/CAO	01 Month	Incomplete application to be returned within 07 Days
17.2	Class B	Zonal CE Office	Concerned AO/ SAO/CAO	01 Month	
17.3	Class C	Concerned Circle Office	Concerned AO/SAO/CAO	01 Month	
17.4	Class D	Concerned Division Office	Concerned AO/ SAO/CAO	01 Month	

## 8. Expectations from Citizens

1. The procedures stipulated by the department are to be followed to have the full benefit of the services and the citizens may avoid claims, which do not match with the working procedures of the department.
2. Any feedback on the working procedures can be suggested by the citizens for improving the efficiency and the activities of the Public Works Department for the benefit of the people at large.
3. The Citizens are requested not to encroach upon PWD land.
4. The Citizens are requested not to drain off wastewater on the PWD roads as it damages the roads.
5. The Citizens are requested not to cut PWD roads without approval of the competent Authority that is otherwise an offence.
6. The Citizens are requested not to obstruct drainage system of road.
7. Citizens are advised to take No Objection from department before starting any construction on PWD roadside.
8. Citizens are requested not to throw debris on roadside, which is illegal as well as a road safety threat.

## 9. Grievance Redressal Mechanism

Any citizen can have access to the Grievance Redressal mechanism as under:-

1. If grievance is related to concerned Division/Sub-Division of the area, then the Executive Engineer in charge concerned should be contacted either through e-mail/Telephone/in person or by post.
2. If the grievance is related to circle level then the concerned in charge Superintending Engineer should be contacted.
3. If the grievance of citizen is still not resolved the one can approach higher authority for the same. The telephone no's and e-mail ID are attached at Annexure A.
4. For any improvement in delivery of the services, citizens can send their feedback / suggestions to the department via email to [eicpwduk@nic.in](mailto:eicpwduk@nic.in)

## 10. Review / Revision of Citizen's Charter

We are committed to constantly revise and improve the services being offered under the Charter. The following officers would review the citizen's charter every 6 months.

Sl. No.	Reviewing Officer	Address	Contact No.
1.	Engineer in Chief / Head of Department	PWD Headquarters Yamuna Colony, Dehradun	0135-2531154 email id: <a href="mailto:eicpwduk@nic.in">eicpwduk@nic.in</a>
2.	Chief Engineer (Headquarter)	PWD Headquarters Yamuna Colony, Dehradun	0135-2531425 email id: <a href="mailto:cehq.pwduk@gov.in">cehq.pwduk@gov.in</a>