



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

Website-<http://pwd.uk.gov.in>E-Mail-cepwdua@gmail.com, eicpwduk@nic.inपत्रांक- ५१२ / 01 सेवा का अधिकार / 22
सेवा में,

दिनांक- 06/05/2022

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:- इस कार्यालय के पत्र संख्या-1110/01 सेवा का अधिकार/18 दिनांक-12.10.2018 एवं कार्मिक एवं सतर्कता अनुभाग-06 उत्तराखण्ड शासन देहरादून, के पत्र संख्या-146/XXX(6)/2022-20(05)16 दिनांक-12-04-2022

महोदय,

कृपया उपरोक्त विषयक सन्दर्भित पत्र का अवलोकन करने का कष्ट करें, जिसके पृष्ठ भाग पर "ए" सूची के क्रम संख्या-31 पर 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।

उक्त क्रम में पूर्व में इस कार्यालय के पत्र संख्या-1110/01 सेवा का अधिकार/18 दिनांक-12.10.2018 के द्वारा प्रेषित सिटीजन चार्टर में वर्तमान परिस्थितियों के अनुसार संशोधन करते हुए विवरण विभागीय वेबसाइट <http://pwd.uk.gov.in> पर अपलोड किया जा रहा है।

संलग्न:- पत्रानुसार।

(इं० अयाज अहमद)
प्रमुख अभियन्ता

प्रतिलिपि:-

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

संलग्न-यथोपरित।

2. अपर सचिव कार्मिक एवं सतर्कता अनुभाग-06 उत्तराखण्ड शासन देहरादून, को उनके पत्र संख्या-146/XXX(6)/2022-20(05)16 दिनांक-12-04-2022 के अनुपालन में निर्धारित प्रारूप पर अद्यतन सूचना सहित प्रेषित।

संलग्न-यथोपरित।

3. अपर सचिव सुराज, भ्रष्टाचार उन्मूलन एवं जनसेवा अनुभाग उत्तराखण्ड शासन देहरादून को सूचनार्थ प्रेषित।

संलग्न-यथोपरित।

4. उप सचिव लोक निर्माण अनुभाग-1 उत्तराखण्ड शासन देहरादून, को उनके अनुस्मारक-1 का पत्र संख्या-35895/111(1)/22-09(05) सा0मा0/2022 दि0-18.05.2022 के अनुपालन में प्रेषित।

संलग्न-यथोपरित।

5. अधिशासी अभियन्ता, (आई0टी0) कार्यालय प्रमुख अभियन्ता एवं विभागाध्यक्ष लो0नि0वि0 देहरादून, को सिटीजन चार्टर को उपरोक्त विभागीय Website पर अपलोड किये जाने हेतु प्रेषित।

संलग्न-यथोपरित।

31.5.2022
प्रमुख अभियन्ता

4/10/22
7/6/22

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

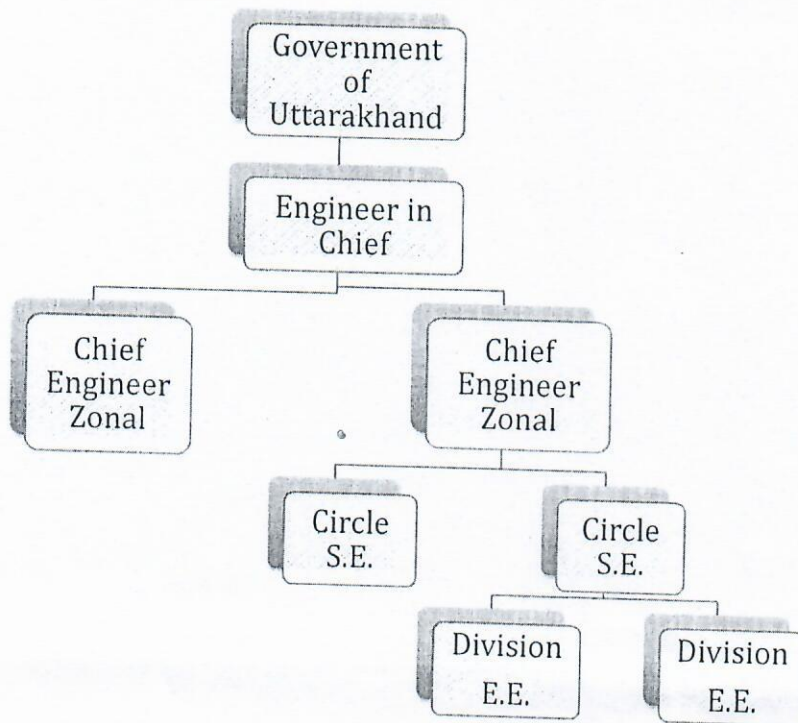
In addition to the rest of the country, other pilgrims and tourists from all over the world, the citizens of Uttarakhand state in particular, will be highly benefitted from the infrastructural development in the road sector, opening new gates for socio-economic development.

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 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 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

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.

7. Time line for various services

Sl. No.	Name of Service	Office	Examining Officers	Time limit for disposal of request	Remarks
1. Registration of Contractors					
	Class A	Head Office	Concerned AO/ SAO/CAO	45 days	Incomplete application to be returned within 07 Days(Notified in Right to Service Act)
	Class B	Zonal CE Office	Concerned AO/ SAO/CAO	45 days	
	Class C	Concerned Circle Office	Concerned AO/SAO/CAO	45 days	
	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 (Notified in Right to Service Act)
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. (Notified in Right to Service Act)
4. Repair of Pot Holes and Patch Repair works					
(a)	Dressing and leveling of pot holes with available local material	Concerned Division Office	Concerned Assistant Engineer	48 Hours after getting information	(Notified in Right to Service Act)
(b)	Repair of pot holes	Concerned Division Office	Concerned Assistant Engineer	1 month	Subject to availability of funds.
5. Joint Inspection of newly constructed road with administration and transport department.					
(a)	Joint inspection with R.T.O after completion of road work	Concerned Division Office	Concerned Assistant Engineer	03 Months	(Notified in Right to Service Act)
(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
6.	Removal of construction material and debris from roadway causing hindrance to traffic.				
(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	(Notified in Right to Service Act)
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

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

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: eicpwduk@nic.in
2.	Chief Engineer (Headquarter)	PWD Headquarters Yamuna Colony, Dehradun	0135-2531425 email id: cehq.pwduk@gov.in



ANNEXURE-A

List of Officers where complaints / suggestions may be submitted

SNo	Designation	Office Name	email ID	Contact No.
1	Engineer in Chief & HOD	E in C Office Dehradun	eicpwwduk@nic.in	0135-2531154
2	Chief Engineer (Headquarter)	P.W.D. Headquarter Dehradun	cehq.pwduk@gov.in	0135-2531425
3	Chief Engineer (Zonal)	Almora	cepwdkumaon@rediffmail.com	05962-230294
4	Chief Engineer (Zonal)	Haldwani	cepwdhaldwani@gmail.com	05946-221182
5	Chief Engineer (Zonal)	Dehradun	ceddnzone@gmail.com	0135-2674826
6	Chief Engineer (Zonal)	Pauri	cepwdgarhwal@rediffmail.com	01368-222372
7	Chief Engineer (Zonal)	National highways	cenhdhn@gmail.com	0135-2531868
8	Chief Engineer (Zonal)	World Bank	kksripwduk@gmail.com	0135-2669815
9	Chief Engineer (Zonal)	ADB	Provincial Divisionpmupwdadb@gmail.com	0135-2722825
10	Superintending Engineer	1st Circle Almora	sealm.pwduk@gov.in	05962-230295
11	Superintending Engineer	2nd Circle, PWD Nainital	sentl.pwduk@gov.in	05942-232030
12	Superintending Engineer	3rd Circle, Pithoragarh	septh.pwduk@gov.in	05964-225220
13	Superintending Engineer	4th Circle U.S.Nagar	seusn.pwduk@gov.in	05944-240921
14	Superintending Engineer	5th E/M Circle, Haldwani	seemhld.pwduk@gov.in	05946-220782
15	Superintending Engineer	6th Circle, Uttarakashi	seutk.pwduk@gov.in	01374-222127
16	Superintending Engineer	7th Circle, Gopeshwar	segop.pwduk@gov.in	01372-252173
17	Superintending Engineer	8th Circle, PWD Tehri	seteh.pwduk@gov.in	01376-232073
18	Superintending Engineer	9th Circle, PWD Dehradun	seddn.pwduk@gov.in	0135-2531152
19	Superintending Engineer	10th Circle, N.H. Dehradun	senh10@rediffmail.com	0135-2679772
20	Superintending Engineer	11th E&M Circle, PWD Dehradun	seemddun.pwduk@gov.in	0135-2666975
21	Superintending Engineer	Civil Circle, PWD Haridwar	sehdr.pwduk@gov.in	01334-221407
22	Superintending Engineer	NH Circle, PWD Haldwani	senhpwdhld@rediffmail.com	05946-280222
23	Director	Qualitycontrol cell, Dehradun	directorqcpwd@gmail.com	9412024432
24	Superintending Engineer	PIU UDRP-AF new tehri	se.wb.pwd.tehri@gmail.com	9412435659
25	Superintending Engineer	PIU UDRP-AF almora	septhwb@rediffmail.com	9412327068
26	Executive Engineer	Provincial Division Almora	eeProvincial Divisionalm.pwduk@gov.in	05962-230033
27	Executive Engineer	CD Almora	eeecdalm.pwduk@gov.in	05962-230091
28	Executive Engineer	Provincial Division Ranikhet	eeProvincial Divisionrnkt.pwduk@gov.in	05966-220679
29	Executive Engineer	Construction Division Ranikhet	eeecdnrkt.pwduk@gov.in	05966-220035



30	Executive Engineer	Provincial Division Pithoragarh	eeProvincial Divisionpit.pwduk@gov.in	05964-225115
31	Executive Engineer	Provincial Division Didihat	eeProvincial Divisionddht.pwduk@gov.in	05964-232124
32	Executive Engineer	Construction Division Askot	eeCdask.pwduk@gov.in	05964-238724
33	Executive Engineer	Temporary Division Berinag	eeTdbrng.pwduk@gov.in	05964-244117
34	Executive Engineer	Provincial Division Bageshwar	eeProvincial Divisionbgr.pwduk@gov.in	05963-220006
35	Executive Engineer	Construction Division Kapkot	eeCdkpt.pwduk@gov.in	05963-253385
36	Executive Engineer	Provincial Division Nainital	eeProvincial Divisionntl.pwduk@gov.in	05942-235572
37	Executive Engineer	Construction Division Nainital	eeCdnlt.pwduk@gov.in	05942-233764
38	Executive Engineer	Construction Division Ramnagar	eeCdrmr.pwduk@gov.in	05947-254591
39	Executive Engineer	Temporary Division Bhawali	eeTdbhwi.pwduk@gov.in	05942-220029
40	Executive Engineer	Construction Division Haldwani	eeCdhld.pwduk@gov.in	05946-223352
41	Executive Engineer	Provincial Division Rudrapur	eeProvincial Divisionrudp.pwduk@gov.in	05944-243319
42	Executive Engineer	Construction Division Khatima	eeCdkht.pwduk@gov.in	05943-250039
43	Executive Engineer	Construction Division Kashipur	eeCdksp.pwduk@gov.in	05947-275230
44	Executive Engineer	Provincial Division Champawat	eeProvincial Divisionchmp.pwduk@gov.in	05965-230034
45	Executive Engineer	PIU, dhuligarh tanakpur	Piuthuligarh@rediffmail.com	7409040600
46	Executive Engineer	PIU, badrinath	piupwdbadrinath@gmail.com	9719409447
47	Executive Engineer	Construction Division Lohaghat	eeCdlgt.pwduk@gov.in	05965-234525
48	Executive Engineer	Provincial Division Uttarakashi	eeProvincial Divisionuki.pwduk@gov.in	01374-222127
49	Executive Engineer	Provincial Division Bhatwari	eeProvincial Divisionbhr.pwduk@gov.in	01374-244321
50	Executive Engineer	Construction Division Uttarkashi	eeCduki.pwduk@gov.in	01374-222970
51	Executive Engineer	Construction Division Purola	eeCdpurola.pwduk@gov.in	01373-223324
52	Executive Engineer	Construction Division Barkot	eeCdbadkot.pwduk@gov.in	01375-224756
53	Executive Engineer	Provincial Division Dehradun	eeProvincial Divisionddn.pwduk@gov.in	0135-2531152
54	Executive Engineer	CD Dehradun	eeCdddn.pwduk@gov.in	0135-2729863
55	Executive Engineer	Temporary Division Sahiya	eeTdsby.pwd.uk@gov.in	01360-275536
56	Executive Engineer	TD Rishikesh	eeTdrishk.pwduk@gov.in	0135-2430660
57	Executive Engineer	Temporary Division Chakrata	eeTdchk.pwduk@gov.in	01360-272229

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58	Executive Engineer	Quality control cell, Dehradun	vinodkumarpwd7@gmail.com	9917967700
59	Executive Engineer	Provincial Division Haridwar	Provincial Divisionhdr.pwduk@gov.in	01334-227446
60	Executive Engineer	Construction DivisionRoorkee	eecdrork.pwduk@gov.in	01332-279215
61	Executive Engineer	Construction DivisionLaksar	cdlaksar.pwduk@gov.in	8279461401
62	Executive Engineer	Provincial Division Gopeshwar	eeProvincial Divisiongop.pwduk@gov.in	01372-252122
63	Executive Engineer	Provincial Division Karnprayag	eeProvincial Divisionknpg.pwduk@gov.in	01363-244204
64	Executive Engineer	Temporary DivisionTharali	eecdthrl.pwduk@gov.in	01363-271224
65	Executive Engineer	Temporary DivisionGauchar	eeddgauc.pwduk@gov.in	01363-240614
66	Executive Engineer	Construction DivisionGairsain	eecdgrsn.pwduk@gov.in	01363-278533
67	Executive Engineer	Construction Division, pokhari	eeepwdpokhari@rediffmail.com	9411166945
68	Executive Engineer	Provincial Division Rudraprayag	eeProvincial Divisionrpg.pwduk@gov.in	01364-233204
69	Executive Engineer	Construction DivisionUkhimath	eecdum.pwduk@gov.in	01364-284239
70	Executive Engineer	Temporary Division Guptkashi	eeepwdguptkashi@gmail.com eeddmapwd@gmail.com	01364-287444
71	Executive Engineer	Provincial Division New Tehri	eeProvincial Divisionnt.pwduk@gov.in	01376-233312
72	Executive Engineer	Temporary DivisionKirti Nagar	eeddkrt.pwduk@gov.in	01370-260070
73	Executive Engineer	Construction DivisionChamba	eeecdchm.pwduk@gov.in	01376-254062
74	Executive Engineer	Temporary DivisionGhanshali	eeddghansali.pwduk@gov.in	01379-258327
75	Executive Engineer	Construction DivisionNarendra Nagar	eeecdndnr.pwduk@gov.in	01378-227229
76	Executive Engineer	Temporary DivisionThathud	eeddthatyur.pwduk@gov.in	0135-2631759
77	Executive Engineer	E&M Rishikesh	eeemrishk.pwduk@gov.in	0135-2430305
78	Executive Engineer	E&M Gopeshwar	eeemgop.pwduk@gov.in	1372-253454
79	Executive Engineer	E&M Dehradun	eeemddun.pwduk@gov.in	0135-2725680
80	Executive Engineer	Provincial Division Pauri	Provincial Divisionpauri.pwduk@gov.in	01368-222512
81	Executive Engineer	Construction DivisionPauri	eecdpau.pwduk@gov.in	01368-222284
82	Executive Engineer	Construction DivisionSrinagar	cdsrng.pwduk@gov.in	01346-252191
83	Executive Engineer	Provincial Division Lansdown	eeProvincial Divisionlms.pwduk@gov.in	01386-262260
84	Executive Engineer	Construction DivisionDugadda	cddugadda.pwduk@gov.in	01382-251221
85	Executive Engineer	Construction Division Baijro	cdbajro.pwduk@gov.in	01348-227116

[Signature]

86	Executive Engineer	Construction Division Pabo	eeedpab.pwduk@gov.in	01368-224125
87	Executive Engineer	NH Dehradun	eenhddn@gmail.com	9411115445
88	Executive Engineer	NH Barkot	eenhpwdbarkot@gmail.com	01375-224426
89	Executive Engineer	NH Dhumakot	eenhdhumakot@rediffmail.com	01368-222319
90	Executive Engineer	NH Srinagar	chamoli.dk@gmail.com	9412094596
91	Executive Engineer	NH Haldwani	eenhhld@rediffmail.com	05946-220780
92	Executive Engineer	NH Ranikhet	eenhranikhet@gmail.com	05966-220078
93	Executive Engineer	ADB, CD Nainital	adbpiuntl@yahoo.com	05942 211125
94	Executive Engineer	ADB, Rudrapur	adbpiurudrapur@yahoo.com	05944 240514
95	Executive Engineer	ADB, CD Almora	anilpangty1966@gmail.com	05962 232989
96	Executive Engineer	E&M Bajpur	eeembajpur.pwduk.gov.in	05949 282002
97	Executive Engineer	E&M pithoragarh	eeempit.pwduk.gov.in	05964 225429
98	Executive Engineer	E&M bhimtal	eeembhimtal.pwduk.gov.in	05942 247381
99	Executive Engineer	PIU UDRP-AF, Dehradun	rajeshchandrapwd@gmail.com	7055700108
100	Executive Engineer	PIU UDRP-AF, tehri	ee.wb.pwd.tehri@gmail.com	9412381484
101	Executive Engineer	PIU UDRP-AF, uttarkashi	ee.wb.pwd.uk01@gmail.com	9412381484
102	Executive Engineer	PIU UDRP-AF, pauri	ee.wb.pwd.pauri@gmail.com	9412381484
103	Executive Engineer	PIU UDRP-AF, karnprayag	ee.fpiu.udrpaf.karnprayag@gmail.co	9412381484
104	Executive Engineer	PIU UDRP-AF, bageshwar	ee.wb.bageshwar@gmail.com	9756456594
105	Executive Engineer	PIU UDRP-AF, berinag	ee.wb.berinag@gmail.com	9756456594
106	Executive Engineer	PIU UDRP-AF, haldwani	ee.udrp.af.haldwani@gmail.com	7310771962

[Signature]