

कार्यालय मुख्य आयुक्त
उत्तराखण्ड सेवा का अधिकार आयोग

39/1, सहस्रधारा रोड, देहरादून।
दूरभाष: 0135-2608974, फ़ैक्स-2608973

श्री डी.एस. गर्ब्याल, आयुक्त महोदय की अध्यक्षता में लोक निर्माण विभाग के साथ हुई विभागीय बैठकों में लिये गये निर्णयों पर कृत कार्यवाही की समीक्षा बैठक दि. 27.06.2019 को संपन्न बैठक का कार्यवृत्त।

उपस्थिति :-

1. श्री डी.एस. गर्ब्याल, आयुक्त, उत्तराखण्ड सेवा का अधिकार आयोग, देहरादून।
- ✓ 2. श्री राजेश प्रताप सिंह, अधिशासी अभियंता, कार्यालय प्रमुख अभियंता, लोक निर्माण विभाग, यमुना कॉलोनी, देहरादून।
3. श्री बी.बी. ध्यानी, उप रजिस्ट्रार, उत्तराखण्ड सेवा का अधिकार आयोग, देहरादून।
4. श्री यशपाल सिंह गुसाई, समीक्षा अधिकारी, उत्तराखण्ड सेवा का अधिकार आयोग, देहरादून।
5. श्री जे.पी. सती, प्रशासनिक अधिकारी, कार्यालय प्रमुख अभियंता, लोक निर्माण विभाग, यमुना कॉलोनी, देहरादून।
6. श्री आर.एस. भण्डारी, प्रधान सहायक, कार्यालय प्रमुख अभियंता, लोक निर्माण विभाग, यमुना कॉलोनी, देहरादून।

अधोहस्ताक्षरी की अध्यक्षता में आहूत इस बैठक में लोक निर्माण विभाग के साथ उत्तराखण्ड सेवा का अधिकार अधिनियम, 2011 के क्रियांवयन के संबंध में चर्चा हुई।

2. अधिशासी अभियंता, लोक निर्माण विभाग, यमुना कॉलोनी द्वारा बैठक में अवगत कराया गया कि आयोग के साथ पूर्व में आहूत बैठकों के अनुपालन में उत्तराखण्ड सेवा का अधिकार अधिनियम, 2011 के अंतर्गत लोक निर्माण विभाग की 06 सेवाओं को अधिसूचित किये जाने का प्रस्ताव शासन को प्रेषित किया गया है, जिसमें से 04 सेवाओं को ही अधिसूचित किया गया है। विभागीय वेबसाइट पर "सेवा का अधिकार" बटन बनाया गया है तथा उस पर सिटिजन चार्टर को अपलोड किया गया है तथा उत्तराखण्ड सेवा का अधिकार आयोग की वेबसाइट का हाईपरलिंक बनाया गया है।

3. आयोग द्वारा विभागीय वेबसाइट का अवलोकन करने पर पाया कि विभागीय वेबसाइट पर Citizen Charter/RTS का बटन बनाया गया है, जिसके अंदर उत्तराखण्ड सेवा का अधिकार आयोग की वेबसाइट का हाईपरलिंक तथा नागरिक अधिकार पत्र को अंग्रेजी भाषा में अपलोड किया गया है।

4. उपरोक्त के क्रम में अधिशासी अभियंता, लोक निर्माण विभाग को निर्देशित किया गया कि वे निम्न कार्यवाहियाँ यथासमय पूर्ण कर दि. 13.08.2019 तक अनुपालन आख्या आयोग को उपलब्ध करायें:-

1. विभागीय स्तर पर उत्तराखण्ड सेवा का अधिकार अधिनियम, 2011 के अंतर्गत पुनः अधिसूचित किये जाने वाली सेवाओं को चिह्नित कर संशोधित प्रस्ताव शासन को

भेजा जाय तथा शासन स्तर पर सेवाओं को अधिसूचित किये जाने के संबंध में विभागीय स्तर से पैरवी की जाय।

2. विभागीय वेबसाईट के मुख्य पृष्ठ पर नागरिक अधिकार पत्र का बटन पृथक से बनाया जाय। इसके अतिरिक्त सिटीजन चार्टर के संबंध में सुझाव दिया गया कि इसमें विभाग की सभी सेवाओं का समावेश रहे तथा सेवा प्राप्त न होने की दशा में आवेदक जिस अधिकारी के समक्ष शिकायत/अपील दर्ज कर सकता है, उसका नाम, पदनाम, पता, मोबाईल नं., ई-मेल आदि का विवरण अंकित रहे। विभागीय स्तर पर शिकायत निवारण प्रकोष्ठ की व्यवस्था से ही नागरिक हितों की रक्षा हो सकेगी। उपरोक्त सुधार करने के उपरांत संशोधित सिटीजन चार्टर को हिन्दी भाषा में विभागीय वेबसाईट पर अपलोड करने की कार्यवाही की जाय।
3. विभागीय वेबसाईट के मुख्य पृष्ठ पर "सेवा का अधिकार" बटन के अलग से बनाया जाय तथा उसके अंदर अधिसूचित सेवाओं एवं उनसे संबंधित पदाभिहित अधिकारियों, प्रथम अपीलीय प्राधिकारियों एवं द्वितीय अपीलीय प्राधिकारियों के कार्यालय का पता, दूरभाष नंबर एवं ई-मेल आदि अपलोड किया जाय।
4. विभागीय वेबसाईट के मुख्य पृष्ठ पर उत्तराखण्ड सेवा का अधिकार आयोग की वेबसाईट का हाईपरलिंक बनाया जाय।
5. निर्धारित तिथि तक उपरोक्त बिंदुओं पर अनुपालन आख्या उपलब्ध न होने की स्थिति में कम से कम मुख्य अभियंता स्तर के अधिकारी दि. 13.08.2019 को पूर्वाह्न 11:30 बजे आयोग में उपस्थित होकर स्थिति स्पष्ट करें।

(डी.एस. गर्ब्याल)
आयुक्त।

संख्या :- 642 / 19-03(45) / 2017, दिनांक: 28 जून, 2019।

प्रतिलिपि: -

1. अपर मुख्य सचिव, लोक निर्माण विभाग, उत्तराखण्ड शासन।
2. प्रमुख अभियंता, लोक निर्माण विभाग, यमुना कॉलोनी, देहरादून।
3. बैठक में उपस्थित समस्त अधिकारीगण (नाम से)।

श्री. अ. ए. ल. 2019

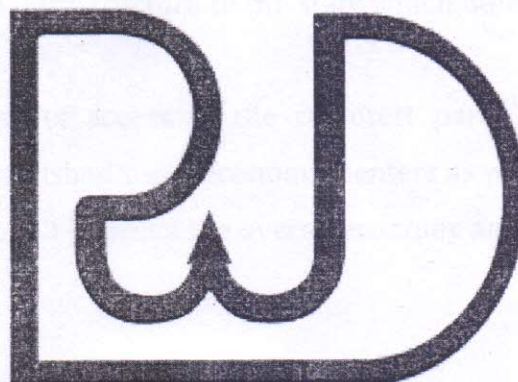
S.A.O/AO

दूरदर्शन शा. देहरादून शा. निर्माण विभाग
दि. 27/6/2019

(बी.बी. ध्यानी)
उप रजिस्ट्रार।

CITIZEN'S CHARTER

PUBLIC WORKS DEPARTMENT
UTTARAKHAND



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.

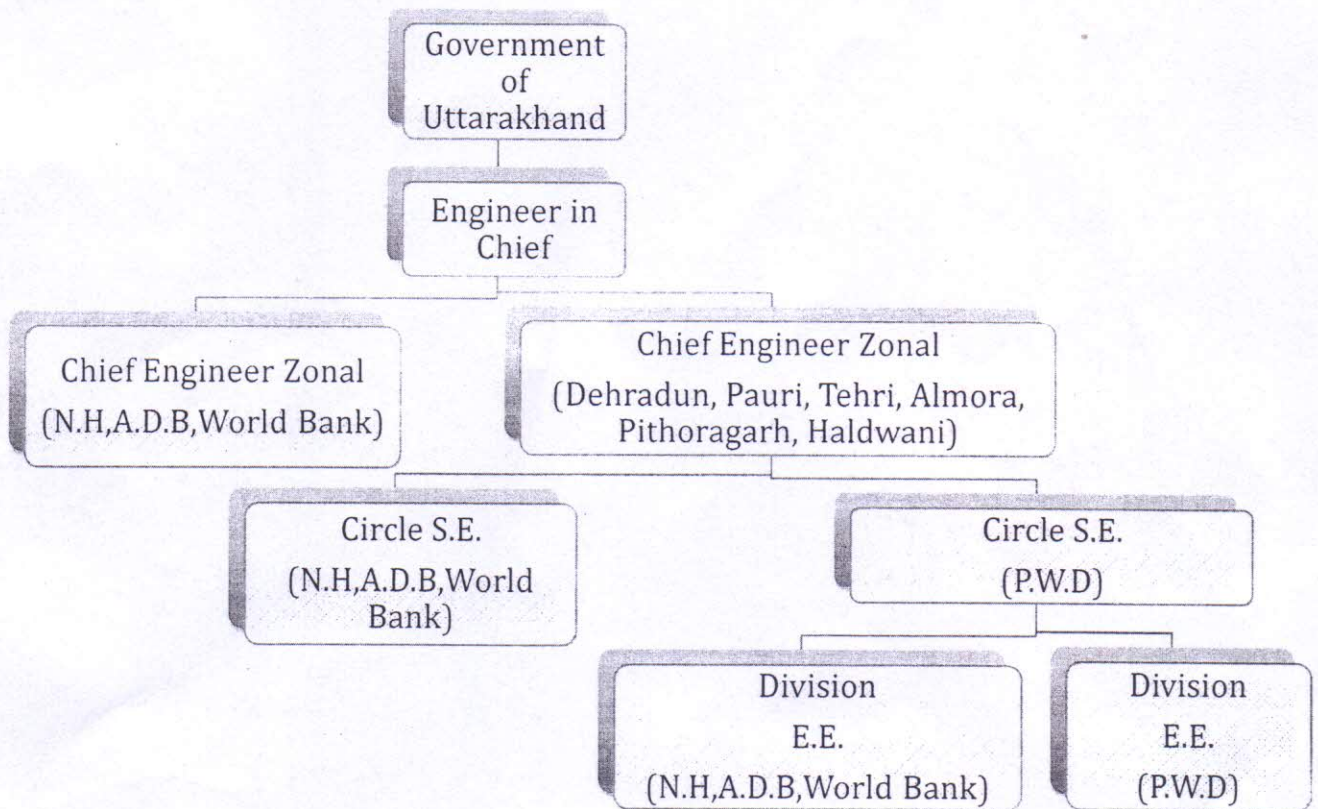
4. Our Beneficiaries

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 OR Chief Engineer (Zonal) 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)

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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 sorted out properly. List of officers under Grievance Redressal System is mentioned in Annexure-A.

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/ Zonal CE Office	Concerned AO/ SAO/CAO	03 Months	Incomplete application to be returned within 07 Days(Notified in Right to Service Act)
	Class B	Zonal CE Office	Concerned AO/ SAO/CAO	03 Months	
	Class C	Concerned Circle Office	Concerned AO/SAO/CAO	03 Months	
	Class D	Concerned Division Office	Concerned AO/ SAO/CAO	03 Months	
2.	Permission for Construction Activities along road side as per Road Side Land Control Act.	Concerned Division Office	Concerned Executive 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

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
10.	Providing information under R.T.I act	CE Office Circle Office Division office	Public Information Officer in concerned office	30 days	

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 eicpwwduk@nic.in

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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

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ANNEXURE-A

List of Officers where complaints / suggestions may be submitted

Sl.No	Designation	Office Name	email ID	Contact No.
1	Engineer in Chief & HOD	E in C Office Dehradun	eicpwduk@nic.in	0135-2531154
2	Chief Engineer (Headquarter)	P.W.D. Headquarter Dehradun	cehq.pwduk@gov.in	0135-2531425
3	Chief Engineer (Zonal)	Almora	cealm.pwduk@gov.in	05962-230294
4	Chief Engineer (Zonal)	Haldwani	cehld.pwduk@gov.in	05946-221182
5	Chief Engineer (Zonal)	Dehradun	ceddn.pwduk@gov.in	0135-2674826
6	Chief Engineer (Zonal)	Pauri	cepau.pwduk@gov.in	01368-222372
7	Chief Engineer (Zonal)	Tehri	ceteh.pwduk@gov.in	01376-232094
8	Chief Engineer (Zonal)	Pithoragarh	cepit.pwduk@gov.in	05964-224155
9	Chief Engineer (Zonal)	National Dehradun	cenhddn@gmail.com	0135-2531868
10	Chief Engineer (Zonal)	National Haldwani	cenhhaldwani@gmail.com	05946-266160
11	Chief Engineer (Zonal)	World Bank	kksripwduk@gmail.com	0135-2669815
12	Chief Engineer (Zonal)	ADB	Provincial Divisionpmupwdadb@gmail.com	0135-2722825
13	Superintending Engineer	1st Circle Almora	sealm.pwduk@gov.in	05962-230295
14	Superintending Engineer	2nd Circle, PWD Nainital	sentl.pwduk@gov.in	05942-232030
15	Superintending Engineer	3rd Circle, PWD Pithoragarh	septh.pwduk@gov.in	05964-225220
16	Superintending Engineer	4th Circle U.S.Nagar	seusn.pwduk@gov.in	05944-240921
17	Superintending Engineer	5th E/M Circle, Haldwani	seemhld.pwduk@gov.in	05946-220782
18	Superintending Engineer	6th Circle, PWD Uttarakashi	seutk.pwduk@gov.in	01374-222127
19	Superintending Engineer	7th Circle, PWD Gopeshwar	segop.pwduk@gov.in	01372-252173
20	Superintending Engineer	8th Circle, PWD Tehri	seteh.pwduk@gov.in	01376-232073
21	Superintending Engineer	9th Circle, PWD Dehradun	seddn.pwduk@gov.in	0135-2531152
22	Superintending Engineer	10th Circle, PWD N.H. Dehradun	senh10@rediffmail.com	0135-2679772
23	Superintending Engineer	11th E&M Circle, PWD Dehradun	seemddun.pwduk@gov.in	0135-2666975
24	Superintending Engineer	12th Circle, PWD Pauri	sepui.pwduk@gov.in	01368-222373
25	Superintending Engineer	Civil Circle, PWD Rudraprayag	serud.pwduk@gov.in	01364-233626
26	Superintending Engineer	Civil Circle, PWD Bageshwar	sebag.pwduk@gov.in	05963-220214
27	Superintending Engineer	Civil Circle Champawat	sechp.pwduk@gov.in	05965-230034
28	Superintending Engineer	Civil Circle, PWD Haridwar	sehdr.pwduk@gov.in	01334-221407
29	Superintending Engineer	NH Circle, PWD Haldwani	senhpwdhld@rediffmail.com	05946-280222
30	Superintending Engineer	World Bank Circle, Rudraprayag	se.wb.pwd.rudraprayag@gmail.com	01364-287444
31	Superintending Engineer	World Bank Circle, Tehri	se.wb.pwd.tehri@gmail.com	01376-232198
32	Superintending Engineer	World Bank Circle, Pithoragarh	septhwb@rediffmail.com	05964-228309

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33	Superintending Engineer	ADB Circle, PWD, Tehri	sepmsgsyadbtehri@gmail.com	01376-232103
34	Superintending Engineer	ADB Circle, PWD, Pithoragarh	sepmsgsy@yahoo.com	05964-227595
35	Director	Qualitycontrol cell, Dehradun	directorqcpwd@gmail.com	9412024432
36	Executive Engineer	Provincial Division Almora	eeProvincial Divisionalm.pwduk@gov.in	05962-230033
37	Executive Engineer	Construction Division Almora	eecdalm.pwduk@gov.in	05962-230091
38	Executive Engineer	Provincial Division Ranikhet	eeProvincial Divisionrnkt.pwduk@gov.in	05966-220679
39	Executive Engineer	Construction Division Ranikhet	eecdrnkt.pwduk@gov.in	05966-220035
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