

## **CITIZENS' CHARTER**

# **HIMACHAL PRADESH PUBLIC WORKS DEPARTMENT (BUILDING & ROADS)**

<http://hppwd.gov.in/>

**Nirman Bhawan Nigam Vihar  
Shimla-171002**

**Introduction:-** This citizens' charter contains the public entitlement to the services of Public Works Department (Building & Road), access to general information, layer of decision making and time bound schedule of different services.

**Our Mission:-** Himachal Pradesh Public Works Deptt. (B & R) is a premier agency in respect of road development in the state of H.P. The department is engaged in Planning, Designing, Construction and maintenance of Road, Buildings and Bridges in the H.P State. The department also executes deposit works for other Government Departments like Transport Department, D.C's deposits, Education Deptt., Police Deptt, GAD, Health Deptt, Vety. Deptt. Civil Defence, Judiciary etc.

**Organization Set Up:-** The administrative & professional Head of the Department is Engineer-in-Chief. There are 7 Chief Engineers i.e. (i) Chief Engineer (SZ), Chief Engineer (MZ), Chief Engineer (HZ), Chief Engineer (KZ), Chief Engineer (PMGSY), Chief Engineer (SRP), Chief Engineer (NH). There are 17 civil Circles :- (i) 1<sup>st</sup> Circle Mandi (ii) 3<sup>rd</sup> Circle Solan (iii) 4<sup>th</sup> Circle Shimla (iv) 5<sup>th</sup> Circle Palampur (v) 6<sup>th</sup> Circle Kullu (vi) 7<sup>th</sup> Circle Dalhausie (vii) 8<sup>th</sup> Circle Hamirpur (viii) 9<sup>th</sup> Circle Nurpur (ix) 10<sup>th</sup> Circle Bilaspur (x) 11<sup>th</sup> Circle Rampur (xi) 12<sup>th</sup> Circle Nahan (xii) 14<sup>th</sup> Circle Rohru (xiii) 15<sup>th</sup> Circle Una (xiv) Jogindernagar Circle (xv) Arb. Circle Solan (xvi) NH Circle Shaphur (xvii) NH Circle Shimla. There are Two (Mech.) Circles and Two (Elect.) Circles. There are 57 Civil Divisions, 5 Electrical Divisions, 7 Mechanical Divisions and 5 National Highway Divisions. Divisions are headed by Executive Engineers consisting of three to four Sub Divisions. Sub-Divisions consist of Three to four Sections headed by Junior Engineer. Besides this there is quality control wing headed by E-in-C (QC&D).

Public Works Department assures of its best efforts for fulfilling the requirements and dedicate itself in the service to the public in time bound manner repair patchwork, removal of encroachments on PWD land, restoration of flood/ rain damages, maintenance and cutting of bushes on sides and berms, c/o speed breakers, road sign boards and for C/o original works etc.

## **Services offered by the Department:-**

1. **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 then tenders are called for the execution of work. The availability of this service will be intimated to the citizen in the following manner:-
  - i) Issuing tender notices by post to the registered contractors.
  - ii) By displaying the tender notice on the Notice Board of PWD Offices.
  - iii) By publishing tender notice in at least two Daily Newspapers, both in Hindi & English.
  - iv) In case of costs more than Rs. 10 Lac tenders are invited online through department's web site [www.hppwd.gov.in](http://www.hppwd.gov.in)

Normal Tentative time schedule for various tender related activities is as under:-

1. Preparation of estimate	15 days-60 days
2. Approval of estimate	30-90 days
3. Preparation of DNIT	15 days-30 days
4. Approval of DNIT	15 days-30 days
5. Call of tenders	35 days-45 days
6. Approval of tenders	30 days-45 days

## **2. Other maintenance works:-**

The following time schedule is given for the general information.

- i) The normal pot holes and patch repairs will be completed normally within 15 days from the date of receipt of complaint.
- ii) Removal of any obstructions on roads will be completed in about 2 days. (Maximum)
- iii) Permissions for the erection of pandals/ banners, cleaning, roadside drains etc. will be examined and issued within a

week. Decision regarding permission for cutting/damaging roads for laying public utility services, will be communicated within 4 weeks after the receipt of application and full/advance payment has to be made to the Executive Engineer.

- iv) Requisition for speed breakers, Major repair works will be examined in three months from the date of requisition.
- v) Routine maintenance of Govt. buildings is completed within one month time, However special repair can only be undertaken after approval of the estimate and provision of funds.
- vi) Major works and construction of new roads will normally be completed within a period of 6 months to 24 month's time.
- vii) The N.O.C for construction of building or other activity under Road infrastructure protection Act, Roadside control act etc. shall normally be issued within 90 days.
- viii) The NOC for installation of industry/power projects outside road limits shall normally be issued within 45 days.

### **3. Duties of Department during Natural calamities like floods etc:-**

A special cell has been created in the office of E-in-C (Tel No.0177-2625821) which receives information from field offices and send daily consolidated damage report to the Govt. regarding damages to the roads, bridges and buildings etc. on account of rains/flood.etc. Other details are available in Disaster Management Plan available on our website [www.hppwd.gov.in](http://www.hppwd.gov.in)

### **4. Enlistment of Contractors:-**

Any contractor, who is interested to enlist himself in various categories of enlistment, may apply to the Competent authority with requisite fees and other formalities given in the enlistment rules. The other full details can be downloaded from the departmental website [www.hppwd.govt.in](http://www.hppwd.govt.in).

Enlistment of contractors (C) in H.P. PWD (B&R) is being done under 4 categories. Enlistment details of Electrical/mechanical can be seen on our website.

<b>Class</b>	<b>Amount put to tender eligibility</b>	<b>Enlistment fee</b>	<b>Competent Authority</b>
Class –A	Unlimited	Rs.10000	Chief Engineer (Zone) on the recommendation of designated committee .
Class-B	UP to Rs. 2 crore	Rs 5000	-do-
Class –C	UP to Rs. 80 lacs	Rs. 2000	Superintending Engineer (Circle) on the recommendation of designated committee .
Class-D	UP to Rs. 30 lac	Rs. 1500	-do-

## **5. Cost assessment and rent reasonability of buildings :-**

Any Govt./ Semi Government Deptt. can approach PWD Authority for the cost assessments and rent reasonability of the buildings.

## **6. Services for the Government Department:-**

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

## **7. Undertaking Deposit Works:-**

The Deptt. is also undertaking deposit works for the Govt/ Quasi Govt. organizations, like Transport Deptt. DC's, Education Department. Police Department , GAD, Health Department etc.

## **8. Service under RTI Act:-**

Those who apply for getting information under the Right to information Act. can approach the appropriate authorities of the concerned area. The list of Public Information Officers and the Appellate Authorities is given as under:-

Assistant Public Information Officer	Sub-Division Level	Concerned Sub-Divisional Engineers
Public Information Officer	Divisional Level	Concerned Executive Engineer of the Field Division
	Head Office	Executive Engineer(P&M)

Other details are available in our web site.

## **9. Issue of NOC for C/o Building etc on PWD road side:-**

Those who apply for N.O.C. for any road side activity under various Acts may approach/apply to concerned Xen of the area as per rules/procedure.

## **10. Booking of Rest Houses:-**

Any citizen can book the PWD Rest Houses' accommodation for stay subject to availability of accommodation. The details/ contact No. are available on Department web site [hppwd.gov.in](http://hppwd.gov.in)

## **11. Public Grievances :-**

For any Grievances, the citizens may first approach the concerned officers and get the problems sorted out and can opt for taking up the matter further to the higher authorities only in genuine cases. List of officers posted in Head office is given in Annexure-A and the list of field officers is given at Annexure-B.

## **How citizens can help us to serve people better:-**

1. Only Eligible contractor should participate even though the tender schedule is sold to everyone who is willing to tender.
2. 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.

3. 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.
4. The citizens are requested not to encroach upon PWD land.
5. The citizens are requested not to drain off wastewater on the PWD roads as it damages the roads.
6. The citizens are requested not to cut PWD roads without approval of the competent Authority which is otherwise an offence.
7. The citizens are requested not to obstruct drainage system of road.
8. Citizens are advised to seek N.O.C. of department before starting any construction on PWD road side.
9. Citizens are requested not to throw debris on roadside which is illegal as well as road safety threat.

#### **Grievance Redressal all Mechanism:-**

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

- i) If grievance is related to concerned Division/Sub-Division of the area. Then Xen incharge concerned should be contacted either through e-mail/Telephone in person or by post contact details are available on our website.
- ii) If the grievance is related to circle level then the concerned incharge Superintending Engineer should be contacted.
- iii) If the grievance of citizen is still not resolved the one can approach higher authority for same. The telephone no's and e-mail ID are attached at Annexure A & B.  
Besides this the online grievance redressal mechanism is also available on our web site at [hppwd.gov.in](http://hppwd.gov.in)

### **Monitoring Mechanism:-**

The monitoring of standard of services shall be done by a committee headed by E-in-C time to time but at least once in a year for review and improvement. Citizens can send their feedback to the department on e-mail add i.e. [hp-shi6@nic.in](mailto:hp-shi6@nic.in) or otherwise.

## **Annexure-A**

### **List of Officers posted at Head Quarter to whom the Public should contact in respect of the works/complaints relating to the subject mentioned against each:-**

Sr. No.	Name of Designation	Telephone Nos.	Duties of the Officers
1.	Engineer-in-Chief (PWD)	0177-2621401	He is Head of the Department in respect of all the Technical as well as Administrative matters.
2.	Chief Engineer (SZ)	0177-2620474	He is over all incharge of all the Roads/ Bridge/Building works in Shimla Zone.
3.	Chief Engineer(MZ)	01905-224850	He is over all incharge of all the Roads/ Bridge/Building works in Mandi Zone.
4.	Chief Engineer(HZ)	01972-222925	He is over all incharge of all the Roads/ Bridge/Building works in Hamirpur Zone.
5.	Chief Engineer(KZ)	01892-224948	He is over all incharge of all the Roads/ Bridge/Building works in Kangra Zone.
6.	Chief Engineer(HPRIDC)	0177-2627602	He is over all incharge of all the Roads/ Bridge work under state road project.
7.	Chief Engineer(NH)	0177-2801416	--do- for all N.H. in Himachal Pradesh
8.	Chief Architect	0177-2628000	--do--for architectural wing of PWD.
9.	Superintending Engineer (Works)	0177-2625821	He is attached to E-in-C and head of works section
10.	Superintending Engineer (D- III)	0177-2629320	Deals with design & Est. &tender of various works
11.	Superintending Engineer (P&M)	0177-2629827	He is head of P&M Cell & deals with Planning & Monitoring of various works.
12.	Superintending Engineer (W.B)	0177-2628238	He looks after matters of W.B./ PMGSY,vigilance, I.T., Store purchase
13	Registrar	0177-2621403	He supervises the work of ES-1,II&III Branches.
14	Executive Engineer (Projects )	0177-2629317	He is incharge of Nabard/CRF works cell.

\* Other contact details can be seen on our website.

## Annexure-B

### **List of other Officers to whom Public should contact in respect of the works/complaints relating to the subject mentioned against each:-**

<b>Sr. No.</b>	<b>Name of Designation</b>	<b>Telephone Nos.</b>	<b>Duties of the officers</b>
1.	Engineer-in-Chief (QC &D)	0177-2658706	He is head of the Quality and designing and specifications matters.
2.	Superintending Engineer 1 <sup>st</sup> Circle HPPWD (B&R) Mandi	01905-224129 (O) 01905-225871(R)	He is incharge of Buildings/ Bridge/ Road works in his area.
3.	Superintending Engineer HPPWD 3 <sup>rd</sup> Circle Solan	01792-220675 (O) 01792-220676 (R)	--do--
4.	Superintending Engineer HPPWD 4 <sup>th</sup> Circle Shimla	0177-2653455 (O) 0177-2658771(R)	--do--
5.	Superintending Engineer HPPWD 11 <sup>th</sup> Circle Shimla	01782-233044 (O) 01782-233169 (R)	--do--
6.	Superintending Engineer HPPWD 12 <sup>th</sup> Circle Nahan	01702-222826 (O) 01702-224007 (R)	--do--
7.	Superintending Engineer HPPWD 14 <sup>th</sup> Circle Rohru	01781-240921 (O) 01781-241006 (R)	--do--
8.	Superintending Engineer HPPWD 5 <sup>th</sup> Circle Palampur	01894-230566 (O) 01894-230565 (R)	--do--
9.	Superintending Engineer HPPWD 6 <sup>th</sup> Circle Kullu	01902-222530 (O) 01902-222242 (R)	--do--
10.	Superintending Engineer HPPWD 7 <sup>th</sup> Circle Dalhousie	01899-240606 (O) 01899-240630 (R)	--do--
10.	Superintending Engineer HPPWD 8 <sup>th</sup> Circle Hamirpur	01972-223965 (O) 01972-222228 (R)	--do--
11.	Superintending Engineer HPPWD 9 <sup>th</sup> Circle Nurpur	01893-220098 (O) 01893-220097 (R)	--do--

12.	Superintending Engineer HPPWD 10 <sup>th</sup> Circle Bilaspur	01978-223466 (O) 01978-223948 (R)	--do--
13.	Superintending Engineer HPPWD 15 <sup>th</sup> Circle Una	01975-225883 (O) 01975-225882	--do--
14.	Superintending Engineer HPPWD Circle Jogindernagar	01908-224598(O)	--do--
16.	Superintending Engineer HPPWD (NH) Circle Shimla	0177-2657551 (O)	--do--
17.	Superintending Engineer HPPWD (NH) Circle Shahpur	01892-238669 (O) 01892-239311 (R)	--do--

\*Other contact details can be seen on our website.