



सत्यमेव जयते

GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER

For

Public Works Department

Office of Engineer-in-Chief,

For the year 2022

Address : Tuikhuahtlang, Aizawl

Website : <http://www.pwd.mizoram.gov.in>

Date of Issue : 04.05.2022

VISION AND MISSION

VISION :

To meet the States' need for the provision and management of the State roads network and building infrastructures to the best standards within the strategic policy framework set by the Govt. of Mizoram and thus promote the economic well being and the quality of life of the people.

MISSION :

- We Survey, Plan, Design, Estimate and execute various classes of roads as well as government buildings and other infrastructural facilities all over the state.
- We award contracts for road and building works in a transparent manner following codal formalities.
- We undertake preventive maintenance, repairs, renovations of roads, buildings and other Govt. infrastructures with the acutely limited fund allocated to us.
- We extend services such as water supply, electricity, air conditioning, lifts and fire fighting, rain water harvesting and landscaping.
- We provide employment to the people at various levels and categories.
- We send different categories of employees for essential training programmes to various institutions all over the country.
- We furnish information and assistance to the needy people in connection with the functioning of the department and related matters.

MAIN SERVICES

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organizations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department /office	Documents, if any, required for obtaining the service to be submitted by citizen/client	Fees, if any, for the service with amount
1	1. Plan, Estimate and construct various classes of roads, buildings and other infrastructural facilities in the State. 2. Maintenance of roads in the State 3. Maintenance of Govt Buildings and Quarters	Er.Bowman, Engineer-in-Chief	einc@mizopwd.org , 9436151144	Submission of DPR / Estimates to government for approval.	DPR copy, Sanction Order, Administrative Approval, Expenditure Sanction, Tender, Bidding Documents, Comparative Statements, Technical Sanction, Work Order.	NIL

SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/ office to citizens or other departments/ organizations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)2	Remarks, if any
1	Submission of DPR to government for administrative approval and Expenditure Sanction	2 weeks	NIL
2	Registration of Contractors Class-I and other Machinery for excavation of earth works, etc (subject to Board Meeting)	3 months	Committee is held about once in a year
3	Compilation / publication of Annual Report, Monthly/Quarterly Progress Report	1 month	NIL
4	Road cutting Permit	2 weeks	NIL

GRIEVANCE REDRESSAL MECHANISM

Website address to lodge grievance pgportal.gov.in

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact Number	Email	Time limit for redress of grievances
1	Er. Lalramhluna, Sr.EE (IT)	9436154036/8415901315	ramhluna13@gmail.com	2 weeks

LIST OF STAKEHOLDERS / CLIENTS

Sl. No.	Stakeholders / Clients
1	Contractors of buildings, Roads & Bridges
2	Public Road users
3	Departments of Office Buildings under constructions
4	Office buildings and quarters under maintenance of PWD
5	Transportation/Vehicle Associations
6	Firms / consultancy services / construction company
7	Local Councils / Village Councils
8	NGOs / Church

EXPECTATIONS OF THE DEPARTMENT / OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the department / office from citizens / service recipients
1	Submission of proposals / applications stating the importance and necessity of the project works
2	Sumission of Estimates / proposals complete in all respects from subordinate Offices or firms or individuals
3	Cross checking as per latest SOR of Estimates / DPRs
4	Award of contract and Monitoring of works.

RESPONSIBILITY CENTRES AND SUBORDINATE ORGANISATIONS

Sl. No.	Responsibility Centres and Subordinate Organisation	Landline Number	Email	Mobile Number	Address
1	PWD Secretariat	2335307		9436197039	MINECON, Aizawl
2	CEO, Mizoram Road Fund Board Secretariat	2313090		9856006121	Tuikhuahtlang, Aizawl
3	Chief Engineer, Roads	2325724	ce_rd@mizopwd.org	9436744998	Tuikhuahtlang, Aizawl
4	Chief Engineer, Buildings	2301538	ce_bdg@mizopwd.org	9436142629	Tuikhuahtlang, Aizawl
5	Chief Engineer, Highways	2326205	ce_hw@mizopwd.org	8414919962	Tuikhuahtlang, Aizawl
6	Chief Architect	2322891	archpwmrm@gmail.com	9436155812	Tuikhuahtlang, Aizawl

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

Sl. No.	Indicative expectations from service recipients
1	Providing smooth and comfortable construction and maintenance of Roads for the public
2	Providing safe and comfortable construction of government houses for the users
3	Immediate repair and renovate damaged constructions
4	Timely completion of works as per stipulated time