

**GOVERNMENT OF MIZORAM**  
**CITIZEN'S CHARTER**

**FOR**  
**PUBLIC WORKS DEPARTMENT**  
**Office of Chief Engineer, Highways**  
**For the year 2022**

Address : Tuikhuahtlang, Aizawl

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

Date of Issue : 11.5.2022

## **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 building 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.

Citizen's Charter for Chief Engineer, Public Works Department (2022)

**MAIN SERVICES**

Sl. No.	Services delivered by the department/office to citizens or other departments/organizations including non-governmental organization	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	<ol style="list-style-type: none"> <li>1. Plan, Estimate and construct various classes of roads, buildings and other infrastructural facilities in the State</li> <li>2. Maintenance of Highway in the State</li> <li>3. NIL</li> </ol>	C. Lalchhuana, Chief Engineer, Highways	<a href="mailto:cehighwaysmz@gmail.com">cehighwaysmz@gmail.com</a>	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

Citizen's Charter for Chief Engineer, Public Works Department (2022)

**SERVICE DELIVERY STANDARD**

<b>Sl. No.</b>	<b>Services delivered by the department/office to citizens or other departments/organizations including non-governmental organisations</b>	<b>Stipulated time limit for delivery of service (days/weeks/months)<sup>2</sup></b>	<b>Remarks, if any</b>
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**

<b>Sl. No</b>	<b>Name of the responsible officer to handle public grievance in the department/office</b>	<b>Contact Number</b>	<b>Email</b>	<b>Time limit for redress of grievances</b>
1	R.K Vanlalrema	9436155934	rk.vanlalrem@gmail.com	2 Weeks

Citizen's Charter for Chief Engineer, Public Works Department (2022)

**LIST OF STAKEHOLDERS/CLIENTS**

<b>Sl.No</b>	<b>Stakeholders/Clients</b>
1	Contractors of building, Roads & Bridges
2	Public Road users
3	NIL
4	NIL
5	Transportation/Vehicle Associations
6	Firms/consultancy services/construction company
7	Local Councils/Village Council
8	NGOs/Church

**EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM CITIZENS/SERVICE RECIPIENTS**

<b>Sl.No</b>	<b>Expectations of the department/office from citizens/service recipients</b>
1	Submission of proposals/applications stating the importance and necessity of the project works
2	Submission 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**

<b>Sl.No</b>	<b>Responsibility Centres and Subordinate Organisation</b>	<b>Landline Number</b>	<b>Email</b>	<b>Mobile Number</b>	<b>Address</b>
1	Vanlalngheta	2323346	<a href="mailto:ngheta2@gmail.com">ngheta2@gmail.com</a>	9436141563	Bawngkawn
2	Vanlaldika		<a href="mailto:dikamc1231@gmail.com">dikamc1231@gmail.com</a>	9862395542	Bethlehem
3	Zoramliana	2347189	<a href="mailto:hzrliana@gmail.com">hzrliana@gmail.com</a>	9436141635	Durtlang

**INDICATE EXPECTATIONS FROM SERVICE RECIPIENTS**

<b>Sl.No</b>	<b>Indicative expectations from service recipients</b>
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 damages constructions
4	Timely completion of works as per stipulated time