



सत्यमेव जयते

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

**For**

**Public Works Department**

**Office of Chief Engineer, Roads,**

**For the year 2022**

Address : Tuikhuahtlang, Aizawl

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

Date of Issue :8.06.2022

## **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, and other infrastructural facilities in the State. 2. Maintenance of roads in the State	Er. C.Lalhmingthanga, Chief Engineer Roads,	chawngthu lalhmingthanga46@gmail.com, 9436744998	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, Roads, 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 organizations</b>	<b>Stipulated time limit for delivery of service (days/weeks/months)2</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-II 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	1 month	NIL

**GRIEVANCE REDRESSAL MECHANISM**

Website address to lodge grievance [pgportal.gov.in](http://pgportal.gov.in)

<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	Er. R.Lalduhthanga	9436154265	duhthlanga@gmail.com	2 weeks

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

**LIST OF STAKEHOLDERS / CLIENTS**

<b>Sl. No.</b>	<b>Stakeholders / Clients</b>
1	Contractors of Roads & Bridges
2	Public Road users
3	Firms / consultancy services / construction company
4	Local Councils / Village Councils
5	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 Centers and Subordinate Organization</b>	<b>Landline Number</b>	<b>Email</b>	<b>Mobile Number</b>	<b>Address</b>
1	Engineer-in-Chief Office	0389-2323349	einpwmz@gmail.com	9436151144	Tuikhuahtlang, Aizawl
2	Superintending Engineer (Eastern Circle)	0389-2396191	seeasterncircle@gmail.com	9436142209	Laipuitlang, Aizawl
3	Superintending Engineer (Western Circle)	0389-2398991	sewcpwd@gmail.com	8974054951	Laipuitlang, Aizawl
4	Superintending Engineer (Lunglei Circle)	0372-2324720	pwdlungleicircle@gmail.com	9612671401	Lunglei
5	Project Director, Work Bank Project	0389-2324001	<a href="mailto:piupwd@gmail.com">piupwd@gmail.com</a>	9436157618	Tuikhuahtlang, Aizawl

**INDICATIVE 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	Immediate repair and renovate damaged constructions
3	Timely completion of works as per stipulated time