

GOVERNMENT OF MIZORAM
CITIZEN'S CHARTER

FOR

PUBLIC WORKS DEPARTMENT

Office of the Chief Engineer, Buildings & Other Departments

For the year 2022

Address : Tuikhuahtlang, Aizawl

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

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VISION AND MISSION

VISION:

To meet the States' need for the provision and management of the state 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 government building and other infrastructural facilities all over the state.
- We award contracts for building works in a transparent manner following codal formalities.
- We undertake preventive maintenance, repairs, renovations of 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 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	<p>1. Plan, estimate, construct and maintain various classes of Govt. of Mizoram buildings and other infrastructural facilities in and outside the state.</p> <p>2. Maintenance of Govt. of Mizoram buildings in and outside the state.</p>	<p>B. Lalawmpuia, Chief Engineer, Buildings & Other Departments</p>	<p>cebuilding2020@gmail.com</p> <p>Mob. No. - 9436142629</p>	<p>Submission of DPR/Estimates to government for approval.</p>	<p>DPR copy, Sanction Order Administrative Approval, Expenditure Sanction, Tender, Bidding Documents, Comparative Statements, Technical Sanction, Work Order</p>	<p>NIL</p>

Citizen's Charter for Chief Engineer (Buildings & Other Departments), Public Works Department (2022)

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 – 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

GRIEVANCE REDRESSAL MECHANISM

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	Vanlalruata Sailo	9436147303	rsailo89@gmail.com	2 Weeks

LIST OF STAKEHOLDERS/CLIENTS

Sl.No	Stakeholders/Clients
1	Contractors of buildings and other infrastructures.
2	Departments of office buildings under constructions.
3	Office buildings and quarters under maintenance of PWD.
4	Firms/consultancy services/construction company
5	Local Councils/Village Council
6	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	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

Sl.No	Responsibility Centres and Subordinate Organisation	Landline Number	Email	Mobile Number	Address
1	Superintending Engineer, Project Circle	2314169	projectcirclepwd15@gmail.com	8794610093	Treasury Square, Aizawl.
2	Superintending Engineer, Other Department Circle	2391091	odc.pwd@gmail.com	9436143394	Laipuiltlang, Aizawl.
3	Superintending Engineer, Mechanical & Electrical Circle	2391090	sepwdmechandelectcircle2022@gmail.com	9436144436	Laipuiltlang, Aizawl.

INDICATE EXPECTATIONS FROM SERVICE RECIPIENTS

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