

J&K
PUBLIC WORKS, (R&B)
DEPARTMENT
Jammu

CITIZENS CHARTER- 2015

PUBLIC WORKS, (R&B) DEPARTMENT JAMMU

1. INTRODUCTION:

This Citizens Charter represents the commitment of the Public Works Department towards standard quality, time frame, transparency and accountability to the people of Jammu Province consisting of ten districts.

2. COMMITMENT:

To Plan, Design, Construct and Maintain Public Buildings, Roads & Bridges,

3. VISION:

An excellent core road network, a grid of bridges for socio-economic growth of the area and creating an effective infrastructure for the people of Jammu. Creation of human resource pool with spectrum of technical competence.

4. MISSION:

- Plan, design, construct and maintain a safe and cost effective core road network / National Highways
- Standards for uninterrupted flow of traffic with better safety features.
- Enhanced connectivity to remote and far flung and isolated areas with Major District Roads and construction of bridges.
- Adoption of modern technology for roads, buildings and bridges.
- Redress the grievances received from the citizens directly or through the Hon'ble Chief Minister's Grievance Redressal Cell.
- Furnishing information to Public under J&K Right to Information Act, 2009.
- Coming forward to help J&K people during disaster management.

5. ORGANISATION:

5.1 Administrative Setup

For administrative reasons, Public Works Department is having the following Engineering staff under the control of Principal Secretary, Public Works Department J&K Govt.

- ❖ Chief Engineer, PWD (R&B), Jammu
- ❖ Superintending Engineer, PWD (R&B) Jammu-Kathua Circle, Jammu
- ❖ Superintending Engineer, PWD (R&B) Circle, Udhmapur
- ❖ Superintending Engineer, PWD (R&B) Circle, Doda
- ❖ Superintending Engineer, PWD (R&B) Circle, Rajouri
- ❖ Executive Engineer, PWD (R&B) Division. I/II/III Tawi bridge cum Medical College/Samba / Kathua / Basohli / Kishtwar / Doda / Bhaderwah / Chatroo / Marwah / Gandoh / Ramban / Rajouri / Poonch / Nowshera / Udhampur / Reasi / Katra/ Mahore.
- ❖ Executive Engineer, PWD (R&B), Electrical Division Jammu
- ❖ Collector, Land Acquisition PWD (R&B), Jammu.

The list of officers up to the level of the Executive Engineers is given below:

S. NO	Name of the Officer/Official	Office	Mobile
1.	Mr. Alok Mengi Chief Engineer R&B Jammu	Off- 2471788 Fax 2471866	94191-40527
2.	Shri. S.P.Manhas, Superintending Engineer Jammu.	2471883/ PA 94191 41621Sunil 99063-30582	94191-68289
3.	Shri. Mohd. Abdullah, Executive Engineer Construction Division. No: I Jammu.	2471889/ HC 94193-83136/CC 94192-04884	94191-70512
4.	Shri. Rajesh Bhagat, Executive Engineer Construction Division. No: II Jammu	2471893/HC 94191-67047	94191-91768
5.	Shri. Rajan Mengi, Executive Engineer Construction Division. No. III Jammu.	2471772/HC 94191-82839	94191-82496
6.	Shri Jaspaul Singh, Executive Engineer Medical College Division, Jammu	2545029/I/C 9086140142/T.O/94191-23152/Accountant 94191-99659	94191-85720
7.	Sh. Dinesh Rampal, Executive Engineer, Division Samba	01923-246552/Rakesh 9858555755	94191-82509
8.	Shri. K.S Nathyal, Executive Engineer, Division Kathua.	01922-234768/P/ HC 94192-46050	94191-26376
9.	Shri. Suman Bhaskar, Executive Engineer, Division Basohli.	01921251202/251017(Fax)\CC-94192-75217/	94191-50698
10	Shri. P.S. Seghal Superintending Engineer. Udhampur.	0-1992-270729/271753 fax	94191-86396
11	Shri. Uttar Kumar Sharma Executive Engineer, Division Udhampur.	0-1992 -270208/ Babu 94192-15198	94191-94962
12	Shri. S. S. Andhi, Executive Engineer, Division Reasi.	0-1991 -244125/CC Rajiv 9469230444/9419806496	94191-94975
13	Shri. T.L Thapa Executive Engineer, Division Katra.	0-1991-232043/Puran 9469366307	94191-96584
14	Shri. Rajinder Kumar Executive Engineer, Division Mahore	0-1999 -222315/Mateen 94191-56708	94191-45428
15	Shri. Des Raj Superintending Engineer Rajouri.	0-1962-264040/262397/Technical Officer 9697207898	94191-06536
16	Sh. Abdul Majid Executive Engineer, Division Rajouri	0-1962-263534/Head Clerk	94191-30403
17	Sh. Kabir Shah Executive Engineer, Division Poonch.	0-1965-220168/HC 9797362333 (Latif) Technical Officer 9419256290	94196-29285/8493855915
18	Shri. Mohd. Parvez Executive Engineer, Division Nowshera	0-1960-230231/ CCBali/ 94192 66636/Head clerk /Driver 9797486744	94191-36296
19	Sh. D.K Razdan Superintending Engineer, Doda.	0-1996-233544 Statistical Officer Flal Singh 9906201626 Head Draftsman 9419169146	94191-93732
20	Sh. Madan Lal Bains , Executive Engineer, Division Doda	0-1996-234394/Account Assistant Officer 94191-68489 CC/94191-68617	94191-47977
21	Sh. Amar Nath Kundal Executive Engineer,	0-1997-244159-160/HC/94199-	94192-11726

.	Division Bhaderwah.	15695	
22	Sh. Amar Singh Katoch Executive Engineer, Division, Ramban	0-1998-266649/ HC 94191-63739	8492000303
23	Sh. Mohinder Kumar Executive Engineer, Division, Gandoh	0-1997-225125/CC 9858651349 Driver 9697278003	99060-48262 94191-54951
24	Sh. Abdual Rashid Bhat, Executive Engineer, Division Marwah	01995-259258/HC 94691-75553	94191-74012
25	Sh. Ghulam Nabi Ahangar, (Babar) Executive Engineer, Division Kishtwar	0-1995-259397HC Bashir 9797458956	94191-74009
26	Sh. H.L. Bhagat Executive Engineer, Division Chhatroo. ,	HD 94191-54208 Computer Operator 9596319446	9697557300
27	Sh. Mohan Lal Langah Executive Engineer, Electric Division Jammu.	0191-2471714	9596971882
28	Sh. Rajinder Sapru Technical Officer to Chief Engineer	0191-2471866	94196-69499
29	Sh Beer Singh, FA/CAO (Selection Grade) PWD Department, Jammu	0191-2471760	9419183383
30	Mohd. Khurshied Ahmad Deputy Director (P&S)	0191-2470423	94198-22662
31	Surjeet Singh Collector Land Acq.	0191-2471734	94192-30401
32	Mohd. Arif Khan Personal Law Officer	0191-2471788	94191-24534
33	Mr. Nasir Ahmad Private Secretary to Chief Engineer	0191-2471866	94192-11810
34	Section Officer Chief Offic (Tenders)	0191-2471866	99062-77290
35	Mr. Farooq Ahmad (Head Draftsmen)	0191-2471866	94192-88060
36	Smt. Savita Sharma S.O Planning	0191-2471866	94695-03401

5.2 Functions:

1. Development & maintenance of National Highways, State Highways & Major District Roads.
2. Construction and maintenance of Office accommodations and residential quarters.
3. Assist all government departments & local bodies in the preparation of DPRs.
4. Providing technical and engineering suggestion/solutions to other line departments.
5. Construction of new bridges, maintenance of existing bridges.

6. SERVICES:

6.1 Registration as contractors:-

The interested public, firms, agencies & companies can Register as PWD contractors for taking up departmental Civil & Electrical works including supplies if any, fulfilling the prescribed conditions stipulated for the same.

Prevailing classes of Registration: The Department provides Registration for classes A,B,C and D subject to the fulfilment of conditions for each category of Registration. The registration can be done in offices headed by the Chief Engineer for Class-A and for class B,C,& D in respective Circles headed by the Superintending Engineers. The details of documents required for registration is enclosed as Annexure -A. The confirmation of registration or rejection of the application intimated within **30 days** from the receipt of all the relevant documents.

6.2. Tender Procedures:

Transparency in Public procurement (award of contract) is maintained in the Department by way of e - procurement. The works costing more than Rs.5.00 lakh are tendered through e-portal system and on the official web site <http://www.jktenders.gov.in>

Standards of service:The availability of this service will be intimated to the citizen in the following mode:

By displaying the tender notices in notice board of Office of the concerned Executive Engineer.

By publishing tender notice in the Daily News magazines, both in English and vernacular press through the State Information Department. By uploading the NIT in official website.

Standard tender documentsare used in finalization of contract.

The contractor shall adhere to the terms & conditions of Standard tender documents & shall provide documentary proof for conditions necessitating the same.

Standard tender documents of all category are published in PWD website for information of general public and contractors.

The contractor can down load the tender documents from e-portal for the works costing more than 5 lakh on the date & time fixed. The tenders are usually awarded within **90 days** from the date of opening of tenders.

Pre-bid meetings:The details of this service can be had from respective territorial Executive Engineers of the department.

Grievance Redressal:Problems can be solved by contacting the respective Executive Engineer, Superintending Engineer & Chief Engineer of the Department in person and can also appeal to the Grievance cell of the Government.

Cost / Charges for the works costing more than Rs.5.00 lakh under e-portal system:Any contractor who is willing to participate in the tender can access the Departmental e-portal. The mode of payment can be done through the mode prescribed in the notice inviting tender.

6.3. OTHER SERVICES TO PUBLIC:

6.3.1 Quality testing:The quality tests as per the Bureau of Indian Standard, codal provisions under taken by the Quality control sub divisions. The facilities/tests available and the rates are given below:

S. No.	Name of Test	Rate
1.	Proctor Compaction test	Rs. 1000/-
2.	Atterbergs Limits (liquid limit and plastic limit test)	Rs. 1000/-
3.	C.B.R (un soaked)	Rs. 1260/-
4.	C.B.R (soaked)	Rs. 1510/-
5.	Grain size	Rs. 1250/-
6.	In-situ density by using core cutter	Rs. 500/-
7.	Cube testing when delivered in the laboratory	Rs. 140/-
8.	Cube test when cubes are taken from site (i) Up to 3 cubes (ii) Additional	Rs. 840/- Rs. 140/-
9.	Physical Tests of cement i.e. (a) Compressive strength test of cement (b) Initial and final setting time of cement (c) Consistency test	Rs. 3500/-
10.	Aggregate impact value	Rs. 1760/-
11.	Water absorption test	Rs. 300/-
12.	Flakiness/Elongation test	Rs. 2800/-
13.	Bitumen content	Rs. 750/-
14.	Bricks (full test)	Rs. 2400/-

The rates are likely to be revised.

6.3.2 Fixation of Fair Rent for Buildings:The owner who lets out his building for Rent for Government purpose can approach the Executive Engineer concerned for fixing reasonable rent through hiring department. The Public Works Department only assesses the rent. The final rent is approved by the designated Committees either in the Estates department or respective Deputy Commissioners.

6.3.3 Preparation of estimates:The Department extends facility for preparation of drawings, designs & estimation for the work specified by the other departments.

6.3.4 Scrutiny of estimate:The scrutiny of estimates of other departments will be done on request of the line department.

6.3.5 Accommodation facilities at Guest Houses, Inspection Bungalows:The Department maintains Inspection Bungalows at District Head Quarters for the comfortable stay of the Govt officers on duty (State & other states), & for the Public on chargeable basis.

The stay is restricted to the prescribed period. The Executive Engineer & Assistant Executive Engineer of the concerned PWD (R&B) Divisions & Sub Divisions may be contacted for room reservation.

6.3.6 Permission for Road Cutting:Any organization willing to provide utility services to the public or for own purpose has to seek permission of the concerned Executive Engineer, PWD (R&B) Division before taking up the cutting work within the road margin (across or parallel) by submitting a written requisition with the details of the location, extent of cutting and the purpose of cutting. The permission can be obtained by paying the fee prescribed as the case may be. The permission for road cutting will be issued within **30 days** from the date of receipt of necessary fee and submission of requisite papers/formalities.

6.3.7 Permission for erection of hoardings, construction of structures along the PWD roads: Any person who wishes to erect hoardings or construct any type of structure (commercial or residential) along National Highways, State Highways and Major District Roads shall obtain the permission of the respective Executive Engineer who is notified as the estates officer with a written request providing details of the structure, location & purpose etc; The NOC will be issued within normally **30 days** from the date of receipt of written application from the party.

6.4. SERVICES FOR THE GOVERNMENT DEPARTMENTS:

All the Government departments can approach PWD for the construction and the maintenance of the buildings required for them through appropriate channels.

The Government departments shall convey their requirements, get the proposals from Public Works Department and obtain financial sanction from the Government for executing the works.

Regarding the maintenance of the Public Buildings, the Government allots funds department wise in the budget annually. The respective departments have to finalize their priority list of works to enable PWD to take up the maintenance works within the limits of allotted funds. (Minor works such as proper up keeping of the premises and the interior of the buildings such as garbage removal, cleaning and maintenance of toilets etc are to be done by the respective departments only)

6.5. DEPOSIT CONTRIBUTION WORKS:

The department undertakes deposit contribution works for the Quasi Governmental Organizations, Societies, local bodies based on their request.

7. SERVICES UNDER RIGHT TO INFORMATION 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 Nodal Officers is furnished is given below:

List of First Appellate Authority and Public Information Officers of PW (R&B) Department Jammu under J&K RTI Act 2009

Name of the officer Smt/Shri	Phone No.	Designation	Designated as	Remarks / level of jurisdiction
S.P.Manhas	9419168289	Superintending Engineer, Jammu Kathua Circle Jammu	Ist Appellate Authority	Jammu Kathua Circle Jammu District Jammu , Kathua, Samba
Des Raj Bhagat	9419106536	Superintending Engineer, Circle Rajouri	Ist Appellate Authority	PWD (R&B) Circle- Rajouri District Rajouri, Poonch
Paramjit Singh Sehgal	9419186396	Superintending Engineer, Circle Udhampur	Ist Appellate Authority	PWD (R&B) Circle Udhampur District Reasi, Udhampur
DK Razdan	9419193732	Superintending Engineer, Circle Doda	Ist Appellate Authority	PWD (R&B) Circle Doda Distict Doda, Ramban, Kishtwar

R.K. Sapru	01912471715	Technical Officer to Chief Engineer PW(R&B) Department Jammu	PIO	Chief Engineer's Office only
Surjit Singh	9419230401	Collector Land Acquisition	PIO in r/o land acquisition cases	Collector Land Acquisition PWD (R&B) Jammu
Mohd. Abdulla	9419170512	Executive Engineer Const. Divn –I Jammu	PIO	PWD (R&B) Const. Divn No–I Jammu
Rajesh Bhagat	9419191768	Executive Engineer Const. Divn –II Jammu	PIO	PWD (R&B) Const. Divn No –II Jammu
Rajan Mengi	9419182496	Executive Engineer Const. Divn –III Jammu	PIO	PWD (R&B) Const. Divn No –III Jammu
DK Rampal	9419182509	Executive Engineer Division Samba	PIO	PWD (R&B) Division Samba
Jaspal Singh	9419185720	Executive Engineer MC Division Jammu	PIO	MC Division Jammu
KS Nathyal	9419126376	Executive Engineer Division Kathua	PIO	PWD (R&B) Division Kathua
Suman Bhaskar	9419150698	Executive Engineer Division Basohli	PIO	PWD (R&B) Division Basohli
Abdul Majid Wani	9419130403	Executive Engineer Division Rajouri	PIO	PWD (R&B) Division Rajouri
Mohd. Parvez	9419136296	Executive Engineer Division Nowshera	PIO	PWD (R&B) Division Nowshera
Kabir Shah	9419629285	Executive Engineer Division Poonch	PIO	PWD (R&B) Division Poonch
Utter Kumar	9419194962	Executive Engineer Division Udhampur	PIO	PWD (R&B) Division Udhampur
S.S Andhi	9419194975	Executive Engineer Division Reasi	PIO	PWD (R&B) Division Reasi
TL Thapa	9419196584	Executive Engineer Division Katra	PIO	PWD (R&B) Division Katra
Rajinder Kumar	9419145428	Executive Engineer Division Mahore	PIO	PWD (R&B) Division Mahore
Madan Lal	9419147977	Executive Engineer Division Doda	PIO	PWD (R&B) Division Doda
Amar Singh Katoch	8492000303	Executive Engineer Division Ramban	PIO	PWD (R&B) Division Ramban
AN Kundal	9419211726	Executive Engineer Division Baderwah	PIO	PWD (R&B) Division Baderwah
G N Ahanger	9419174009	Executive Engineer Division Kishtwar	PIO	PWD (R&B) Division Kishtwar
H.L Bhagat	9697557300	Executive Engineer Division Chatroo	PIO	PWD (R&B) Division Chatroo
Abdul Rashid Bhat	9419174012	Executive Engineer Division Marwah	PIO	PWD (R&B) Division Marwah
Mahinder Kumar	9419154951	Executive Engineer Division Gandoh	PIO	PWD (R&B) Division Gandoh
Mohan Lal Langah	9596971882	Executive Engineer Electric Division Jammu	PIO	Electric Division Jammu

8. EXPECTATIONS FROM THE CLIENTS:

8.1 The procedures stipulated by the department are to be followed to have the full benefit of the service and the citizens may avoid claims, which do not match with the working procedures of the Department.

8.2 For any grievances, the citizens may approach the concerned officers first and get the problems sorted out and can opt for taking the matter further to the higher authorities only in genuine cases.

8.3 Don'ts:

- Unauthorised road cutting and roadside construction.
- Construction of un-scientific road humps in the village limits.
- Use of road land as manure pits and as harvest yard.
- Encroachment of road boundary.
- Closure of roadside drains.
- False allegations on the quality of work and also on the departmental officers.
- Throwing trash, garbage on the roads.
- Allowing effluents from houses to damage bituminous surface of the roads.

8.4 Any feed back 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.

8.5 For registration as contractor the filled up application along with the copies of documents like, solvency for the required value, experience certificate and details in support of financial capacity, etc., and original documents for verification are to be given to the Registration Authority as the case may be.

