

CITIZEN CHARTER

APWD- 2017

1.0. PREAMBLE:

Andaman Public Works Department, the premier construction Agency in the Union Territory of Andaman and Nicobar Islands, is responsible for Planning, Designing, Construction and Maintenance of Building, Roads, Bridges, Irrigation and Public Health Engineering in all the three Districts of A&N Islands namely South Andaman, North & Middle Andaman and Nicobar District. The Department is also responsible for maintaining essential services like Water Supply and Management of Water Resources etc.

2.0. PURPOSE:

This Citizen's Charter is brought out to create public awareness on the activities of the Department which is solely functioning for the betterment of the people of A & N Islands, and to provide more responsive and effective services to the Public and to introduce transparency in its administration. It is about to create awareness among the public about their entitled services from Andaman Public Works Department, standard of services, access to general information, layers of decision making and time bounds schedule of various services. However, this documents is not legally challengeable.

3.0. VISION STATEMENT – Excellence in Public Works

4.0. MISSION STATEMENT- Flawless service to Public

5.0. Details of services rendered :

The details of various services rendered by various APWD offices and Officers to be contacted are given in the following paragraphs:

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S.L.No.	Service/ Works being provided	Document Required	Officer(S) responsible for disposal of the service	Time frame for Disposal	Appellate Officer
1.	Providing of individual water tap connection (15 mm dia)	i. Latest record entry in form-F and sketch map. In case of old one authentication by Patwari, Revenue Inspection and Tehsildar is must. ii. Copy of legal heir certificate in case death of original tenant obtained from Tehsildar. iii. No objection certificate in case of joint property from Co-tenant. iv. Contact Phone/ Mobile No. v. All photocopies are to be either attested by Govt. Officer or to be self attested.	EE, PHED, Prothrapur Ph.No.264669 AE, Havelock Ph.No.282105 EE, CD-I Ph.No.232851 EE/CD, APWD, Diglipur Ph. No.272203 EE/NACD, APWD, Mayabunder Ph. No.262909 EE/CD-I, Rangat Ph.No.274237 AE, Kadamtala Ph. No.267003 AE, Baratang Ph. No.279515 EE/RCD, Wimberlygunj Ph.No.255800 EE, MID, Hut Bay Ph.No.284545	30 days from the date of submission of filled application	Superintending Engineer, PBCC, Port Blair -do- Superintending Engineer, CC-I, Port Blair -do- -do- -do- -do- -do-

			EE, CD, Car Nicobar Ph.No.265956		Superintending Engineer, Car Nicobar
			EE, CD, Kamorta Ph.No.263347		-do-
			AE, Katchal Ph.No.262385		-do-
			AE, Terassa Ph.No.268268		-do-
			EE. CD, Campbell Bay Ph.No.264218		-do-

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S.L.No.	Service/ Works being provided	Document Required	Officer(S) responsible for disposal of the service	Time frame for Disposal	Appellate Officer
1.	Road cutting permission	Order copy of Water Tap connection issued by PBMC or concerned division	EE/SAD,Port Blair Ph.No.232217 AE, Havelock Ph.No.282105 EE, CD-I Ph.No.232851 EE/CD, APWD, Diglipur Ph. No.272203 EE/NACD, APWD, Mayabunder Ph. No.262909 EE/CD-I, Rangat Ph.No.274237 AE, Kadamtala Ph. No.267003 AE, Baratang Ph. No.279515 EE/RCD, Wimberlygunj Ph.No.255800 EE/CD-III, Prothrapur Ph.No.253672 EE, MID, Hut Bay Ph.No.284545	30 days from the date of submission of filled application	Superintending Engineer, PBCC, Port Blair -do- Superintending Engineer, CC-I, Port Blair -do- -do- -do- -do- -do- -do-

			EE, CD, Car Nicobar Ph.No.265956		Superintending Engineer, Car Nicobar
			EE, CD, Kamorta Ph.No.263347		-do-
			AE, Katchal Ph.No.262385		-do-
			AE, Terassa Ph.No.268268		-do-
			EE. CD, Campbell Bay Ph.No.264218		-do

5.1. Sound Planning and Design

- a) All buildings norms and specification to be standardized. The APWD follows norms and specification as per CPWD specifications with some changes as per Local environment.
- b) Architectural and structural design to be undertaken and coordinated to evolve an efficient building system compliance with latest Indian Standard.

5.2. Engineered Construction

- (a) Mechanization in construction including use of innovative materials and techniques.
- (b) Conservation of energy and natural resources and clean environment in construction stage.

5.3. Effective Maintenance

To preserve and maintain buildings and services in good operating condition and to adopt latest state of development taking place in built environment.

5.4. Benchmarking the standards

- 5.4.1 Updation of Standards and Specifications for public works suitable for these Islands and their publication at regular interval based on the CPWD norms.
- 5.4.2 Updation of Schedule of Rates and Analysis of Rates based on Delhi Schedule Rates. Updation of works Maintenance Manual on regular basis & their publication in accordance with CPWD.

5.5. Capacity Building

- 5.5.1 Updation of technical knowledge of engineers, architects through training and high level refresher courses and participation in seminars, workshops etc.
- 5.5.2 Target oriented training to maintenance workers on contemporary skills and behavioral science to improve service delivery mechanism.

5.6. Manpower planning

- 5.6.1 To achieve excellent working opportunities and professional environment.
- 5.6.2 To provide performance and ability based approach to career development as per policy of the Government.

5.7. Transparency in work management

5.7.1. e-tendering has been introduced on pilot basic in 2016-17.

5.7.2. e-Procurement has been introduced in store division of APWD for purchase of materials.

5.7.3 The payment of all employee's including DRM's are done through bank.

5.7.4. Effective use of websites in discharge of regulatory, enforcement and other functions being introduced through integrated computerization.

5.7.5. Web based work progress monitoring system is being introduced.

6.0. MANDATE FOR APWD

6.1. Construction works:

6.1.1. Provide Project Management services from concept to completion of buildings with inbuilt quality assurance, financial and technical accountability.

6.2. Maintenance Services

6.2.1 Provide a comprehensive network of service centers, manned by Junior Engineers for recording, redressal and monitoring of complaint through single window system

6.3 Grievance Redressal Mechanism

6.3.1. The respective Assistant Engineer in their jurisdiction shall be approached for redressal of Public Grievances in that area.

6.3.2 Further redressal at the Divisions level will be provided by Executive Engineer. He will ensure that processes needed for rendering effective services to users are established, implemented and maintained including getting feedback on user satisfaction.

6.3.3 A public Grievance Cell is functioning in the Chief Engineer's Office, Andaman Public Works Department. One officer has been designated as Public grievance officer assisted by an Assistant Public Grievance officer. The public can approach the Cell on all working days to register their grievances in person or through letter.

6.3.4 The provisions contained in the Charter and the corresponding services rendered by the Department will be reviewed half- yearly by the Chief Engineer.

7.0. SOLICITS FROM USERS

7.1. Construction works:

7.1.1. Assistance and cooperation by providing ownership documents etc. for land and building to take up the work to take over the completed work expeditiously.

7.2. Maintenance services

- 7.2.1. Not to make any unauthorized construction of any additions/alteration, tempering of installations of the premises allotted to them.
- 7.2.2. Maintain the accommodation allotted and the surroundings in a hygienic manner and conform to the rules and regulations of the local bodies in this regard.
- 7.2.3. To produce “No Dues Certificate” from service provider at the time of vacation.

8.0. TOWN & COUNTRY PLANNING UNIT

Town & Country Planning Unit hereby makes known its commitment in delivering services to the Citizens of Andaman & Nicobar Islands through this charter.

1. Extend people friendly Administration.
2. Introduce of transparency and openness in all its dealings.
3. Make available of the information on rules and norms followed.
4. Prescribe time limit for delivery its services to the citizens of Andaman & Nicobar Islands.
5. Encourage public consultation in the process of formulating the Master Plans for various settlements and other Physical Development Plans.

8.1. ROLE AND RESPONSIBILITIES

1. Town & Country Planning Unit is attached to the Chief Engineer’s Office, APWD, Port Blair and is headed by the Town Planner/ Chief Engineer.
2. Preparation of Master Plans for various settlements (Port Blair Planning Area, Havelock & Neil Islands Planning Area, Rangat, Mayabunder & Diglipur Planning Area) and other major settlements in Andaman & Nicobar Islands.
3. Regulate developmental activity in accordance with these plans.
4. Identify formulate projects envisaged in the plans.
5. Coordinate implementation Centrally Sponsored Schemes.
6. Preparation of GIS based maps for all major settlements & islands in Andaman & Nicobar Islands.

8.2. OUR MISSION

Improve environmental quality as well as quality of life through planning process to ensure self-sustaining community by keeping in view of fragile ecosystem of the islands and implementation of plans for Urban& Regional development.

8.3. OUR AIMS

1. Plan for the future of the towns & settlements.
2. Implement plans and projects to achieve the desired pattern of urban development.
3. Control and regulate the developments and thus promote better living conditions.
4. Co-ordination with various Agencies in implementing the projects contemplated.
5. Transparency in all operations& extend care and courtesy towards Citizens.

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MASTER PLAN FOR PORT BLAIR PLANNING AREA

S.L.No.	Service/ Works being provided	Document Required	Officer(S) responsible for disposal of the service	Time frame for Disposal	Appellate Officer
1.	Issue of Planning Permission	<ul style="list-style-type: none"> • Five Copies of Key Plan, Site plan, Layout Plan / Building Plan • Statement about the Proposed Development / Redevelopment • Document of Ownership and Title & Record Entry Sketch (issued by the Revenue Department within 6 months from the date of application for Planning Permission. • Fee for Planning Permission / Approval of Layouts by way of Demand Draft in favour of EO to Chief Engineer, APWD, Port Blair. • NOC from Environment & Forest Department under CRZ (If applicable) NOC for Taking up developments in the vicinity of Airfield from A & N Command (If applicable) 	Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	<p>Total – 30 Days</p> <p><i>communication of deficiencies in the proposal (if applicable) – within 10 working days</i></p> <p><i>Planning Permission/ Approval (After attending deficiencies in the proposal) (if applicable) – 20 working days</i></p>	Town & Country Planner
2.	Approval of Residential Layouts	<ul style="list-style-type: none"> • Five Copies of Key Plan, Site plan, Layout Plan / Building Plan • Statement about Proposed Development / Redevelopment • Document of Ownership and Title & Record Entry Sketch (issued by the Revenue Department within 6 months from the date of application for Planning Permission. • Fee for Planning Permission / Approval of Layouts by way of Demand Draft in favour of EO to Chief Engineer, APWD, Port Blair. • NOC from Environment & Forest Department under CRZ (If applicable) NOC for Taking up developments in the vicinity of Airfield from A & N Command (If applicable) 	Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	<p>Total – 45 Days</p> <p><i>communication of deficiencies in the proposal (if applicable) – within 15working days Planning Permission/ Approval (After attending deficiencies in the proposal) (if applicable) – 30 working days</i></p>	Town & Country Planner

S.L.No.	Service/ Works being provided	Document Required	Officer(S) responsible for disposal of the service	Time frame for Disposal	Appellate Officer
3.	Offering opinion for Land Conversion under LR & LRR, 1966	<ul style="list-style-type: none"> Two copies Document of Ownership and Title &Record Entry Sketch (scale not less than 1:2000). Detail Project Report 	Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	30 working days	Town & Country Planner
4.	Reply to Complaints / Grievance petitions		Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	10 Working Days	Town & Country Planner
5.	Furnishing Information on Land use zoning, permissible activities under each land use zone and information on DCR parameters	Document of Ownership and Title &Record Entry Sketch	Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	1 Working Day	Town & Country Planner

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MASTER PLAN FOR HAVELOCK AND NEIL ISLANDS

S.L.No.	Service/ Works being provided	Document Required	Officer(S) responsible for disposal of the service	Time frame for Disposal	Appellate Officer
1.	Issue of Planning Permission	<ul style="list-style-type: none"> • Five Copies of Key Plan, Site plan, Layout Plan / Building Plan • Statement about Proposed Development / Redevelopment • Document of Ownership and Title & Record Entry Sketch (issued by the Revenue Department within 6 months from the date of application for Planning Permission. • Fee for Planning Permission / Approval of Layouts by way of Demand Draft in favour of EO to Chief Engineer, APWD, Port Blair. • NOC from Environment & Forest Department under CRZ (If applicable) NOC for Taking up developments in the vicinity of Helipad from Civil Aviation Department (If applicable) 	Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	<p>Total – 40 Days</p> <p><i>communication of deficiencies in the proposal (if applicable) – within 15 working days</i></p> <p><i>Planning Permission Approval (After attending deficiencies in the proposal) (if applicable) – 25 working days</i></p>	Town & Country Planner
2.	Approval of Residential Layouts	<ul style="list-style-type: none"> • Five Copies of Key Plan, Site plan, Layout Plan / Building Plan • Statement about Proposed Development / Redevelopment • Document of Ownership and Title & Record Entry Sketch (issued by the Revenue Department within 6 months from the date of application for Planning Permission. • Fee for Planning Permission / Approval of Layouts by way of Demand Draft in favour of EO to Chief Engineer, APWD, Port Blair. • NOC from Environment & Forest Department under CRZ (If applicable) NOC for Taking up developments in the vicinity of Helipad from Civil Aviation Department (If applicable) 	Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	<p>Total –50 Days</p> <p><i>communication of deficiencies in the proposal (if applicable) – within 20working days</i></p> <p><i>Planning Permission Approval (After attending deficiencies in the proposal) (if applicable) – 30 working days</i></p>	Town & Country Planner

S.L.No.	Service/ Works being provided	Document Required	Officer(S) responsible for disposal of the service	Time frame for Disposal	Appellate Officer
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4.	Reply to Complaints / Grievance petitions		Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	10 Working Days	Town & Country Planner
5.	Furnishing Information on Land use zoning, permissible activities under each land use zone and information on DCR parameters	Document of Ownership and Title &Record Entry Sketch	Associate Town & Country Planner, Town & Country Planning Unit, CE's Office, APWD, Port Blair-744101 Contact No. 03192-232181	1 Working Day	Town & Country Planner