

CITIZEN CHARTER

APWD- 2013

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, National & State Highways, 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:

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 will be introduced by 2013.

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

5.7.3 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:

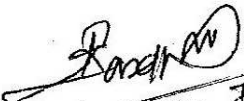
7.1.1. Assistance and cooperation by providing ownership documents etc. for land and building to take up the work to take over the completed work expeditiously.

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.



Engineer Officer
to Chief Engineer

7.2.14


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