

CITIZEN CHARTER

ROAD AND BUILDING MAINTENANCE

VISION

To operate and maintain the road & building ensuring their safe, commutable, reliable and efficient functioning with the help of sustainable materials, user-centric methods and maintenance solutions in time bound and cost effective manner.

MISSION

- To achieve professional excellence in delivering road & building maintenance solutions of high quality.
- To develop, maintain and manage road vested in it by the state Government.
- To introduce innovative procedures maintenance system to ensure user satisfaction.
- To maintain all roads & buildings in good working order for users comfort and safety, thus promote economic well being and quality of life to the people.

OBJECTIVES

Maintenance involves activities to sustain, restore or improve facilities and services to currently acceptable standards. The objectives of maintenance are :

- (a) To preserve road & building services in good operating condition.
- (b) To ensure safety of the commutes & occupants
- (c) To maintain update, renovate or retrofit the facilities to improved specifications and standards, where so required.

TYPES OF MAINTENANCE COMPLAINTS

The maintenance complaints handled by PWD are grouped as given below :-

- (a) **Minor Complaints :** These include works which are attended on regular basis, such as filling pot holes, patch repair, berm maintenance, cracking upto 5% of surface area, removing blockage of drainage system, restoration of water supply, repairs to faulty switches etc.
- (b) **Major Complaints:** As the road & building ages, there is deterioration and it becomes necessary to restore them back to original condition. The major complaints include repairs to road & building like renewal of road, providing frames and shutters, plumbing & sanitary installation, internal wiring, electrical equipment, earthing etc.
- (c) **Periodical Complaints :** These include works of periodical nature like jungle clearance, road marking, white or colour washing, distempering, painting etc.
- (d) **Upgradation :** In some cases road strengthening and widening is required due to additional traffic similarly in residential & government buildings addition & alteration is required under upgradation.

BUDGET

Budget is provided by the government under the Major Head 3054-Maintenance & Repairs of roads & under 2059 & 2216 - Repair for buildings, respectively. Since the budget given under these heads is generally less than the requirement, the maintenance works are prioritized according to importance and necessity.

TIME FRAME FOR ATTENDING COMPLAINTS

The time frame (working hours or days) of attending complaints is given under. While every effort will be made to adhere to the time frame, non-availability of adequate budget and maintenance personnel may cause delay.

1.	Road repair and Maintenance		
(a)	Carriageway and paved shoulders		
	Complaint Description	Time	Contact Details of the responsible Officer
(i)	Breach or Blockade	Temporary / restoration of traffic within 24 hours ; permanent restoration within 15 days	Concerned AEN/EE
(ii)	Pot Holes	4 days	Concerned AEN/EE
(iii)	Patch repair (upto 15% of the surface area)	60 days	Concerned AEN/EE
(iv)	Renewal (patch in excess of 15% surface area)	90 days	Concerned EE/SE
(b)	Hard/Earth shoulders, side slopes, drain, bridge and culverts		
(i)	Rain cuts/ gullies in slope	7 days	Concerned AEN/EE
(ii)	Damage to or slitting of culverts and side drains during and immediately preceding the rainy season	14 days	Concerned AEN/EE
(iii)	Defective bridge decks area and bump at approach (max. permissible)	30 days	Concerned Xen/SE
(c)	Road side furniture including road signs and pavement marking		
(i)	Damage to shape or position; poor visibility or loss of retro-reflectivity	5 days	Concerned AEN/EE
(ii)	All road signs, km stones & road marking in good condition	7 days	Concerned AEN/EE

Building works

S No	Complaint Description	Time	Contact Details of the Responsible Officer
1	Emergency nature e.g. blocked drains, no power, no water, etc.	Within 2 days	Concerned Aen/Xen
2	Cleaning of drains, water overflow, faulty switches, etc.	3 days	Concerned Aen/Xen
3	Repairs to doors, windows, plumbing, internal wiring, etc	30 days	Concerned Aen/Xen
4	White washing, painting, cleaning water tanks, etc.	60 days	Concerned Aen/Xen
5	Upgradation (Addition & Alteration)	90 days	Concerned Aen/Xen