

## CITIZEN'S CHARTER

### PREAMBLE

The Central Public Works Department, as an attached office of the Ministry of Urban Development has been entrusted with the execution of Public Works of all Central Government Organizations (except Defence and Railways). It is also charged with the responsibility of maintaining the building assets of the Central Government. The CPWD has traditionally taken a lead role in establishing standards and benchmarks for the building construction industry in India. The Director General of CPWD is the principal advisor to the President of India for all matters related to the construction sector.

### VISION

To create and maintain a sustainable and inclusive built environment within the available resources while ensuring world class quality.

### MISSION

CPWD envisages a lead role for itself in the execution, maintenance and standardization of the built environment in India, while continuing to play the role of a government department in facilitating the implementation of policies for sustainable development and transparency in governance alongwith assimilation of knowledge and experience. CPWD will strive to educate its clients to aspire for green buildings and develop norms for the same.

### OBJECTIVES

To construct atleast 3 STAR rated Green & Barrier free buildings for all General Pool Office Accommodation and General Pool Residential Accommodation projects at various locations.

To attain a 10% annual growth in construction workload.

To achieve timely attendance of complaints in at least 90% of the residential maintenance complaints.

To achieve client satisfaction in at least 80% of residential maintenance complaints.

To achieve complete project completion within the time stipulated in the sanction/ preliminary estimates as counted from the date of sanction or date of fund transfer, whichever is later.

Periodic updation of CPWD Works Manual and General Conditions of Contract, Delhi Schedule of Rates and Analysis of Rates.

To introduce and attain at least 90% compliance over the next two years in the e-Governance initiatives in Web Based Project Management System, Personnel Information Management System, e-Tendering (Earnest Money through Payment Portal), e-lekha (Centralized Accounting) and e-Samarth (Centralized General Provident Fund Management)

### DETAILS OF SERVICES RENDERED BY CPWD :

CPWD primarily provides construction and maintenance services to central government ministries and departments, and to other Public Sector Undertakings and autonomous organizations. CPWD, being an attached office of the Ministry of Urban Development, also provides technical inputs to matters relating to construction and infrastructure sectors to the Government of India. We provide benchmarking of construction activities in the country through our manuals, specifications, and schedules of rates.

### CPWD'S CLIENTS AND ITS RELATIONSHIP WITH THEM :

Some of our major clients and the service provided by CPWD to them are tabulated below :

| S.No. | Name of Ministry / Organization | Nature of Service Provided |             |          | Remarks |
|-------|---------------------------------|----------------------------|-------------|----------|---------|
|       |                                 | Construction               | Maintenance | Advisory |         |
| 1.    | Ministry of Urban Development   | Yes                        | Yes         | Yes      |         |

|     |   |     |     |     |  |
|-----|---|-----|-----|-----|--|
| 2.  | Ministry of Home Affairs                  | Yes | Yes | Yes |  |
| 3.  | Border Security Force                     | Yes | No  | No  |  |
| 4.  | Central Reserve Police Force              | Yes | No  | No  |  |
| 5.  | Indo Tibetan Border Police                | Yes | No  | No  |  |
| 6.  | Sashastra Seema Bal                       | Yes | No  | No  |  |
| 7.  | Income Tax Department                     | Yes | Yes | No  |  |
| 8.  | Customs and Central Excise Department     | Yes | Yes | No  |  |
| 9.  | Ministry of External Affairs              | Yes | No  | No  |  |
| 10. | Sports Authority of India                 | Yes | No  | No  |  |
| 11. | Survey of India                           | Yes | No  | No  |  |
| 12. | Geological Survey of India                | Yes | No  | No  |  |
| 13. | Indian Institutes of Technology           | Yes | No  | No  |  |
| 14. | IISER                                     | Yes | No  | No  |  |
| 15. | Accountant General of India               | Yes | No  | No  |  |
| 16. | Banaras Hindu University                  | Yes | No  | No  |  |
| 17. | Central Bureau of Investigation           | Yes | No  | No  |  |
| 18. | Central Universities                      | Yes | No  | No  |  |
| 19. | Indira Gandhi National Open University    | Yes | No  | No  |  |
| 20. | Indian Institutes of Management           | Yes | No  | No  |  |
| 21. | National Institutes of Fashion Technology | Yes | No  | No  |  |

#### DELIVERY STANDARDS :

##### Nature of Service

##### Service Delivery Standards

##### Constraints

- |    |                |   |  |
|----|----------------|---|--|
| a) | Construction - | To complete projects within time as stipulated in sanctioned PE counting from accord of sanction or allotment of budget | Large No. of variables outside the control of CPWD |
| b) | Maintenance -  | To attend 90% of complaints of various categories   | On account of unforeseen delays                    |

## AVAILABILITY OF INFORMATION:

Information can be obtained from our officers listed below during office hours :

| S. No. | Information         | Name of the Officer | Designation                    | Located at | Telephone / Fax / email   |
|--------|---------------------|---------------------|--------------------------------|------------|---|
| 1.     | Directorate General | Sh. K.P. Singh      | Technical Staff Officer to DG  | New Delhi  | 011-23061584 (O)<br>011- 23061884 (F)                                 |
| 2.     | Delhi Region        | Sh. A.P.Mathur      | Deputy Director General (HQ)DR | New Delhi  | 011-23062804 (O)<br>ddgbdrr.cpwd@gmail.com                            |
| 3.     | Northern Region     | Sh. B.M.Khateek     | Deputy Director General (HQ)NR | New Delhi  | 011-26166672 (O)<br>011- 26175189 (F)<br>sdgnr.cpwd@nic.in            |
| 4.     | Eastern Region      | Sh. D.K.Garg        | Deputy Director General (HQ)ER | Kolkata    | 033-22877415 (O)<br>033- 22982808 (F)<br>ddghqer@gmail.com            |
| 5.     | Western Region      | Sh. S.K.Roy         | Deputy Director General (HQ)WR | Mumbai     | 022- 22058308 (O)<br>022-22058308 (F)<br>ddghqwrpww@gmail.com         |
| 6.     | Southern Region     | Sh. R.Sampath       | Deputy Director General (HQ)SR | Chennai    | 044- 24465169/4711 (O)<br>044-24464688 (F)<br>sampathsecpww@yahoo.com |

Information about the structure and functions of CPWD is also available on its website [www.cpwd.gov.in](http://www.cpwd.gov.in)

### WE SEEK YOUR COOPERATION ON THE FOLLOWING :

Citizen's Charter is a joint effort between CPWD and its Clients to improve the quality of service provided by CPWD and we request the Client to help us in the following way :

#### From Construction Clients :

- Clients are requested to interact with the nodal officers and give them the requested inputs.
- Matters be escalated to the next higher level only if it is not sorted out by the nodal officer.
- Clients are requested to take up matters related to issue of funds with the competent authority in their organization for timely and adequate fund flows.
- Construction clients are requested to avoid scope change in sanctioned Preliminary Estimates.
- The clients' assistance and cooperation is necessary for providing ownership documents, etc. for land and buildings, so as to obtain approval of building plans and clearances for service connections on their behalf from local bodies.
- Clients are also requested to take over the completed work expeditiously through joint inspections. The minor defects may be pointed out and conveyed to CPWD for speedy redressal during the defect liability period of the various contracts.
- Client may give requisition / requirement approved by competent authority, only after a decision of such authority to entrust the work to CPWD.

#### From Maintenance Clients :

- Maintenance clients are requested to maintain the accommodation and its surroundings in a hygienic manner and not make any unauthorized additions / alterations in the government buildings / property.
- They are requested to proactively suggest improvements during meetings / through email.

### GUIDE BOOKS / HAND BOOKS / CONSUMER HELPLINE :

We have published our Specifications for original works and Maintenance Manual for maintenance works which are available on our website [www.cpwd.gov.in](http://www.cpwd.gov.in)

Our helpline numbers for maintenance clients (under the aegis of e-Sewa) are:  
**1800-2664499** and **1800-114499**.

We are committed to constantly revise and improve the services being offered under the Charter.  
This charter shall come into force with effect from April 1<sup>st</sup>, 2014 and will be revised after **ONE** year.

**LET US JOIN HANDS AND COME FORWARD TO MAKE THIS CHARTER A SUCCESS!**