

Citizen Charter (2013-14)

Preamble

1.0 Central Public Works Department (CPWD) under Ministry of Urban Development is entrusted with construction and maintenance of buildings for most of the Central Government Departments, Public undertakings and Autonomous bodies.

2.0 Vision Statement – Excellence in Public Works.

3.0 Mission Statement

3.1 Sound Planning and Design

3.1.1 All buildings norms and specification to be standardized.

3.1.2 Architectural and structural design to be undertaken and coordinated to evolve an efficient building system compliant with latest Indian Standard.

3.2 Engineered Construction

3.2.1 Mechanization in construction including use of innovative materials and techniques.

3.2.2 Conservation of energy and natural resources and clean environment in construction stage.

3.3 Effective Maintenance

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

3.4 Benchmarking

3.4.1 Updation of Standards and Specifications for public works and their publication at regular interval.

3.4.2 Updation of Delhi Schedule of Rates and Analysis of Rates Updation of works and Maintenance Manual on regular basis & their publication.

3.5 Capacity Building

3.5.1 Updation of technical knowledge of engineers, architects through training and high level refresher courses and participation in seminars, workshops etc.

3.5.2 Target oriented training to maintenance workers on contemporary skills and behavioral science to improve service delivery mechanism.

3.6 Manpower planning

3.6.1 To achieve excellent working opportunities and professional environment.

3.6.2 To provide performance and ability based approach to career development as per policy of the Government.

3.7 Transparency in work management

3.7.1 e-tendering being introduced.

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

3.7.3 Web based work progress monitoring system is being introduced.

4.0 Mandate for CPWD

4.1 Construction works:

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

4.2 Maintenance Services

4.2.1 Provide a comprehensive network of service Centres for recording, redressal and monitoring of complaint through single window system.

4.3 Grievance Redressal Mechanism

4.3.1 Designated Grievance Officer shall ensure effective redressal of Public Grievances.

4.3.2 Designated Nodal Officer at Directorate shall:

Ensure that processes needed for rendering effective services to users are established, implemented and maintained including getting feedback on user satisfaction.

5.0 Solicits from Users

5.1 Construction works:

5.1.1 Assistance and cooperation by providing ownership documents etc. for land and building to obtain approval of building plans and clearances for service connections of their behalf from local bodies and to take over the completed work expeditiously.

5.2 Maintenance services:

5.2.1 Not to make any unauthorized construction of any additions / alteration, tempering of installations of the premises allotted to them.

5.2.2 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.

5.2.3 To produce “No Dues Certificate” from service provider at the time of vacation.

MISSION STATEMENT

Sound Planning and Design

- 1. All building norms and specifications to be standardized.**
- 2. Architectural and structural design to be undertaken in-house as far as possible.**
- 3. Detailed planning of all services to make the buildings operational in all respects.**
- 4. Architectural and structural designs to be coordinated to evolve an efficient building system compliant with latest Indian Standards.**

Engineered Construction

- 1. Standardization of different building elements including their pre-fabrication, mechanization in construction, use of innovative materials and technologies adopting clean development mechanism resulting in conservation of energy and natural resources.**

Effective Maintenance

- 1. To preserve and maintain buildings and services in good operating condition.**
- 2. To improve the specifications depending upon the development that is taking place in the built environment.**

Benchmarking the Standards

- 1. Updation of Specifications and standards for public works including Delhi Schedule of Rates, Analysis of Rates, Works and Maintenance Manual on regular basis.**

Capacity Building

- 1. Updation of technical knowledge of engineers, architects by effective training and participation in seminars, workshops etc.**
- 2. Effective training to develop managerial skills and handling public grievances so that engineers, architects and horticulturists become development managers for tomorrow.**

3. Target oriented training to workers on contemporary skills and behavioral science to improve service delivery mechanism.

Public Private Partnership

1. To undertake contract or concession agreement with private sector company for delivering General Pool Residential Accommodation and General Pool Office Accommodation on payment of user charges (1) to increase the stock of dwelling units thereby providing housing to government employees and (2) to increase the office space thereby providing comfortable working environment to government employees.

Manpower Planning

1. To provide the manpower of CPWD with professional environment, excellent working opportunities and state of art technology.
2. To provide performance and ability based approach to career development as per policy of the Government.

Transparency in Management of Works

1. e- tendering shall be introduced.
2. Effective use of websites in discharge of regulatory, enforcement and the functions shall be introduced through integrated computerization.
3. Web based work progress monitoring system shall be introduced.