



पत्रांक- 499 /01सेवा का अधिकार/18
सेवा में,

दिनांक-06 /06 /2018

प्रमुख सचिव,
सुराज भ्रष्टाचार उन्मूलन एवं जनसेवा अनुभाग,
उत्तराखण्ड शासन,
देहरादून।
विषय:- सेवा का अधिकार अधिनियम, 2011 के अन्तर्गत नागरिकों को प्रदान की जा रही सेवाओं को समयबद्ध रूप से प्रदान किये जाने हेतु सिटीजन चार्टर निर्मित किये जाने के सम्बन्ध में।

सन्दर्भ:- शासकीय पत्र संख्या-373/।।। (3)/18-38(सामान्य)/2017 दिनांक-17.04.2018 ।

महोदय,

कृपया उपरोक्त विषयक सन्दर्भित पत्र का अवलोकन करने का कष्ट करें, जिसके द्वारा उत्तराखण्ड सेवा का अधिकार अधिनियम, 2011 के अन्तर्गत नागरिकों को प्रदान की जा रही सेवाओं को समयबद्ध रूप से प्रदान किये जाने हेतु सिटीजन चार्टर तैयार कर विभागीय वैबसाईट पर अपलोड कर उपलब्ध कराने हेतु लिखा है ।

उक्त क्रम में अवगत कराना है कि प्रमुख सचिव, सुराज भ्रष्टाचार उन्मूलन एवं जनसेवा उत्तराखण्ड शासन, देहरादून द्वारा दिनांक 17.04.2018 को आहूत बैठक में दिये गये निर्देशों के अनुपालन में सिटीजन चार्टर तैयार कर लोक निर्माण विभाग के website <http://pwd.uk.gov.in> अपलोड किया जा रहा है ।

संलग्न:-यथोपरि ।

(आर0सी0 पुरोहित)
प्रभारी प्रमुख अभियन्ता

प्रतिलिपि:-

1. अपर मुख्य सचिव, लोक निर्माण विभाग, उत्तराखण्ड शासन, देहरादून।
संलग्न:-यथोपरि ।
2. सचिव, कार्यालय मुख्य आयुक्त, उत्तराखण्ड सेवा का अधिकार आयोग, 39/1, सहस्रधारा रोड़, देहरादून।
संलग्न:-यथोपरि ।
3. संयुक्त सचिव, लोक निर्माण अनुभाग-2, उत्तराखण्ड शासन, देहरादून।
संलग्न:-यथोपरि ।
4. अपर सचिव, लोक निर्माण अनुभाग-1, उत्तराखण्ड शासन, देहरादून।
संलग्न:-यथोपरि ।
5. उप सचिव, सुराज, भ्रष्टाचार उन्मूलन एवं जनसेवा अनुभाग उत्तराखण्ड शासन देहरादून।
संलग्न:-यथोपरि ।
6. अधिशासी अभियन्ता, (आई0टी0), कार्यालय प्रमुख अभियन्ता एवं विभागाध्यक्ष लो0नि0वि0, देहरादून को सिटीजन चार्टर को उपरोक्त विभागीय website पर अपलोड किये जाने हेतु प्रेषित।
संलग्न:-यथोपरि ।

(आर0सी0 पुरोहित)
प्रभारी प्रमुख अभियन्ता

New Draft
29.05.2018

30.05.2018

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CITIZEN'S CHARTER

UTTARAKHAND PUBLIC WORKS DEPARTMENT



<http://www.pwduk.gov.in/>

Lok Nirman Bhawan

Yamuna Colony, Dehradun - 248001

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1. Introduction:

Public Works Department of Uttarakhand is a premier and nodal government agency for road and bridge construction works in the state. In a short period of time, the department has gained well-deserved reputation by effective management and execution of road infrastructure works in the state. The disaster prone nature of our Himalayan state has proved to be a challenge in the infrastructure development since a long time. The development works done by the department have provided connectivity to the majority of the population and settlements and increasingly improve and strengthen the riding surface.

The Citizen's Charter aims to provide for an easier access and delivery of services in a time bound manner to everyone for better efficiency and grievance management improvement.

2. Vision

Public Works Department Uttarakhand aims to provide the best road infrastructure facilities to the state and its people using the available resources. This also aims at providing sustainable road infrastructure to the state which otherwise is disaster prone due to many factors.

This will provide the ease of access to the remotest parts of the state and thus connecting them to the established socio-economic centers as well as help in developing new market places. Thus it will improve the overall economy and life style of such areas.

3. Mission

To provide sustainable road infrastructure system and establish best possible engineering practices in the State in a time bound and citizen centric manner.

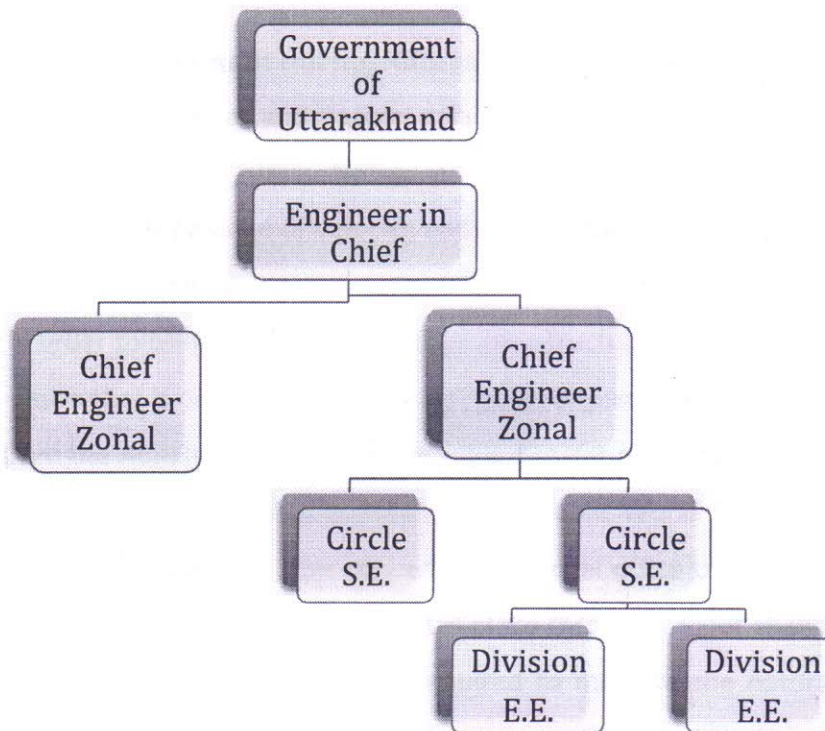
4. Our Beneficiaries

In addition to the rest of the country, other pilgrims and tourists from all over the world, the citizens of Uttarkhand state in particular, will be highly benefitted from the infrastructural development in the road sector, opening new gates for socio-economic development.



In short term goals the department assures of its best efforts for fulfilling the requirements and dedicate itself in the service to the public in a time bound manner for various immediate relief measures such as patchwork repair, removal of encroachments on PWD land, restoration of flood / rain damages, maintenance and cutting of bushes on sides and berms, construction of speed breakers, road sign boards and original works.

5. Organization Structure



6. Services covered by the department

A. Execution of Works:-

At the first instance proposal is made after inspection of the site. Then a preliminary rough cost estimate is prepared and submitted to the competent authority for according Administrative Approval expenditure sanction. On receipt of Administrative Approval, detailed estimate is prepared and the Financial Approval is obtained from the competent authority. The work is then sent for technical sanction to the concerned authority. After technical sanction order, tenders are called for the execution of work.

The availability of this service will be intimated to the citizen in the following manner:-

