



GOVERNMENT OF KERALA

CITIZEN'S CHARTER

**NATIONAL HIGHWAYS WING
KERALA PUBLIC WORKS DEPARTMENT**

National Highways

The Kerala P.W. D. National Highways Wing is in charge of the investigation, design, construction and maintenance of all public works undertaken by the State Government, such as National Highways, Bridges, irrespective of the source of funds for the same.

The wing is responsible for:

- ❖ Design, implementation and maintenance of all public works under undertaken by the Government of Kerala.
- ❖ Economic development of the Nation by providing required road infrastructure
- ❖ Road safety
- ❖ Enhanced mobility of the people and goods and services

The operational units of the wing are geographically distributed and tiered by Circles, under which are the Divisions that generally correspond to the National Highways located in district of Kerala. Under Divisions there are Sub-divisions. All programmed delivery activities such as design, construction, operations and maintenance delegated to the wing are further redistributed to the Circles, Divisions and Sub-divisions.

Vision

Developing the National Highways wing of Kerala P W D as a prestigious institution of international standards playing a major role in decision-making on all activities relating to infrastructure development in the State as per the view of the Union Government.

Mission

The mission of the National Highways Wing of Kerala P W D is to function as an institution for meeting the growing infrastructure needs of the state in developing the communication networks and transportation facilities for public works in a time limit manner. It is to be the authority to advise the government in taking decision on the development of Highways and one part of the overall infrastructure in the State. It is to be upgraded to enable it function as an efficient agency to take up any of civil engineering works at the national and international levels by the use of the latest technologies and facilities.

General Organizational Set Up.

This branch is under the Administrative and Technical control of the Chief Engineer, PWD, National Highways, Thiruvananthapuram. There will be one Deputy Chief Engineer and three Superintending Engineers under the Chief Engineer, each in charge of a Circle as South, Central and North. Each consists of a number of

Divisions in charge of Executive Engineers. The Divisions are divided into a number of Sub-divisions in charge of Assistant Executive Engineers.

As indicated above, the lowest executive unit of the organizational set up is the Sub-division and the lowest executive official is Assistant Engineer who ensured to work under Sub-division having jurisdiction may be territorial or functional. In the case of territorial sections, all the works of the particular branch within the area of jurisdiction of the officials will be in charge of the Assistant Engineer. For carrying out executive and supervisory functions the section will have the required number of Overseers and other executive staff like Drivers, Operators, etc.

The Assistant Engineer has to maintain the initial records of all transactions relating to works, supplies and services under their charge and render accounts to their superior authority as prescribed in the rules.

The work of a number of territories is controlled by a sub-division under the charge of a Sub divisional Officer (Assistant Executive Engineer), who generally is vested with powers, within certain limits, to sanction estimates, enter in to contracts make payments. The Assistant Executive Engineer has also to guide subordinate officers in the matter of investigation and preparation of estimates, and take all steps necessary to examine that works under charge of the subdivision are properly executed. Assistant Executive Engineer has to maintain and render accounts as prescribed in the rules or orders in force. To assist the Assistant Executive Engineer in discharging duties, necessary ministerial and technical staffs are provided in the subdivision offices as per staff pattern.

The main executive unit of the wing is the Division in charge of an Executive Engineer, who controls the work of all the Subdivisions under the jurisdiction of the division. The Executive Engineer is responsible for the proper execution of all works in their jurisdiction and also guiding and controlling the subordinate technical officers in regard to investigation, design, estimates, etc. They have also powers for sanctioning estimates and entering into contracts within certain limits. As the disbursing officer of the wing all payments for execution of works, supplies and services are made in the Divisions and Subdivisions under their and to render the prescribed accounts to the Accountant General periodically. The functioning of the Division offices entrusted in two branches viz the Technical and Accounts and Establishments. The Technical branch is under a Technical Assistant in the cadre of Assistant Executive Engineer with necessary supporting technical staff such as Head Draughtsman (Assistant Engineer), Draughtsman, Tracer, etc. The Accounts and Establishments is under is under separate Superintendents with supporting ministerial staff and payments, disbursements and preparation of accounts are under the overall control of a Divisional Accountant who is appointed by Finance Department .

The Administrative unit of the wing is the circle in charge of a Superintending Engineer who is responsible to the Chief Engineer for the administration and general professional control of public works within their circle. The Superintending Engineer has also powers for Sanctioning estimates and entering into contracts within the limits prescribed in the delegation powers. The circle Officer will generally have a Personal Assistant in the cadre of Executive Engineer who will assist the Superintending Engineer to control of the technical branch, drawing and disbursement of salaries, etc., and preparation of accounts. There will also be a Financial Assistant appointed by Finance Department to assist the Superintending Engineer in financial matters. There will be technical branch and administrative branches with suitable officers and supporting staff.

The Chief Engineer is the administrative and professional head of National Highways Wing . The Chief Engineer also is in control of and is responsible for the efficient functioning of the wing. Chief Engineer is the professional advisor to Government on all matters relating to the National Highways Wing of Kerala P W D. The Chief Engineer is assisted by a Deputy Chief Engineer in the cadre of Superintending Engineer. The office organization include different

Technical units such as works, project preparation unit, public private participation unit, etc., are functioning under overall supervision by the Deputy Chief Engineer having Executive Engineer with suitable supporting subordinate staff. Finance Wing and Administrative Wing are also functioning in the Office of the Chief Engineer, under the charge of Senior Finance Officer and Administrative Assistant with necessary supporting staff.

Senior Finance Officer

The Senior Finance Officer is to assist the Chief Engineer/Deputy Chief Engineer in exercising financial control in the working of the National Highways Wing. Preparation/scrutiny/finalization of Budget Estimates in accordance with rules in force and orders of the Chief Engineer. Making arrangements for distribution of L. S. allotments in the sanctioned budget based on directions of the Chief Engineer/Deputy Chief Engineer, Reconciliation of Departmental Accounts with figures booked in the Accountant General's Office. Assisting the Chief Engineer/Deputy Chief Engineer in controlling the Departmental Revenue and Expenditure. Scrutiny of all proposals involving financial commitments sent to Government/Chief Engineer. Advising the Chief Engineer/Deputy Chief Engineer on all matters relating to Finance, Accounts and application of Code Rules.

Administrative Assistant

The Administrative Assistant is to assist the Chief Engineer in the management of the office and functioning as treasury officer. Administrative Assistant is the drawing and disbursement officer of the office of the Chief Engineer, National Highways Wing.

Service offered by the National Highways Wing

At the first instance project/work proposal is made after inspection of the site. Then a rough estimate is prepared and submitted to the competent authority for according administrative approval. On receipt of administrative sanction and special sanction and technical sanction is accorded. Then competitive tenders are invited from prospective contractors for the execution of work. The availability of this service will be intimated to the citizen in the following manner.

1. By displaying the tender notices on the Notice Board of offices concerned.
2. By publishing tender notice in the daily newspapers.
3. Tenders are also displayed on Departmental website. www.keralapwd.gov.in

Tentative time schedule for various activities are as given below.

- | | |
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| 1. Preparation of estimate | 15 days. |
| 2. Administrative approval of estimate | 30 – 90 days. |
| 3. Preparation of Detailed Estimate | 15 days. |
| 4. Technical approval of Detailed Estimate | 15 days |
| 5. Call of Tenders | 35 days |
| 6. Approval Tenders | 30 days |

Other maintenance work

The above time schedule is given for the general information.

Registration of Contractors

The registration of contractors in the National Highways Wing of Public Works Department of Kerala will be vested with the offices as given below.

<u>Category</u>	<u>Registering Authority</u>
A & B Category Contractors	Superintending Engineers of all circles.
C Category	Executive Engineers of all Divisions.
D Category	Assistant Executive Engineers of all Sub Divisions.

Limits for various categories of contractors for taking up works.

A Category	Unlimited.
B Category	Works upto Rs. 55 lakhs.
C Category	Works upto Rs. 15 lakhs.
D Category	Works upto Rs. 6 lakhs.

Undertaking Deposit Works

The department is also undertaking deposit works for the Govt./Quasi Govt. Organization, like Kerala Water Authority, BSNL, KSEB, etc.

Services under RTI Act

Those who apply for getting information under Right to information Act can approach the appropriate authorities of the concerned area.

Public Grievances

For any grievances, the citizens may approach the concerned officers first and get the problems sorted out and can opt for taking up the matter further to the higher authorities only in genuine cases.

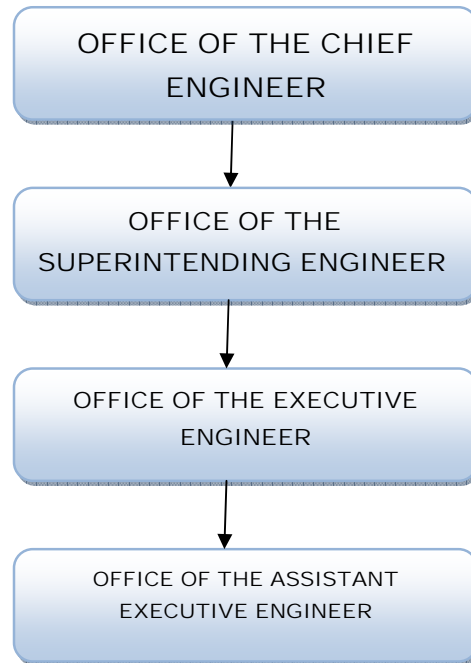
Toll free Telephone facility(1800-425-7771)

KPWD is having round the clock 24 X 7, toll free telephone facility available. The general public can register their grievances through this telephone number any day any time. The complaint a t will get a reply/remedy adherence with in 24 hours by the concerned Assistant Executive Engineer.

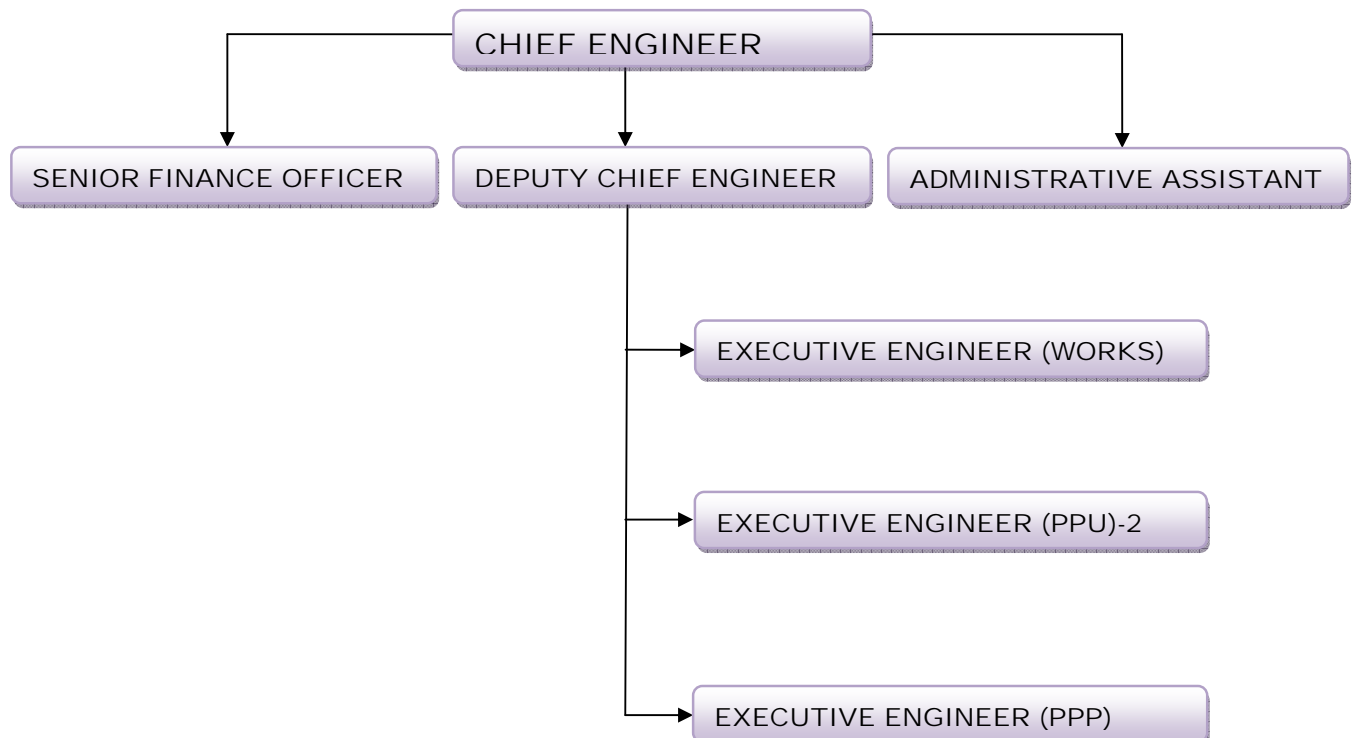
How Citizens can help us to serve people better:

1. Only eligible contractor should participate even though the tender schedule is sold to everyone who is willing to tender.
2. The procedures stipulated by the department are to be followed to have the full benefit of the services and the citizen may avoid claims, which do not match with the working procedures of the department.
3. Any feedback on the working procedures can be suggested by the citizens for improving the efficiency and the activities of the Public Works Department for the benefit of the people at large.
4. The citizens are requested not to encroach upon PWD land.
5. The citizens are requested not to drain off waste water on the PWD roads as this damages the road.
6. The citizens are requested not to cut PWD roads without approval of the competent authority which is an offence.
7. The citizens are requested to minimize/avoid legal litigation in land acquisition for road development in the larger interest of states infrastructural facility.

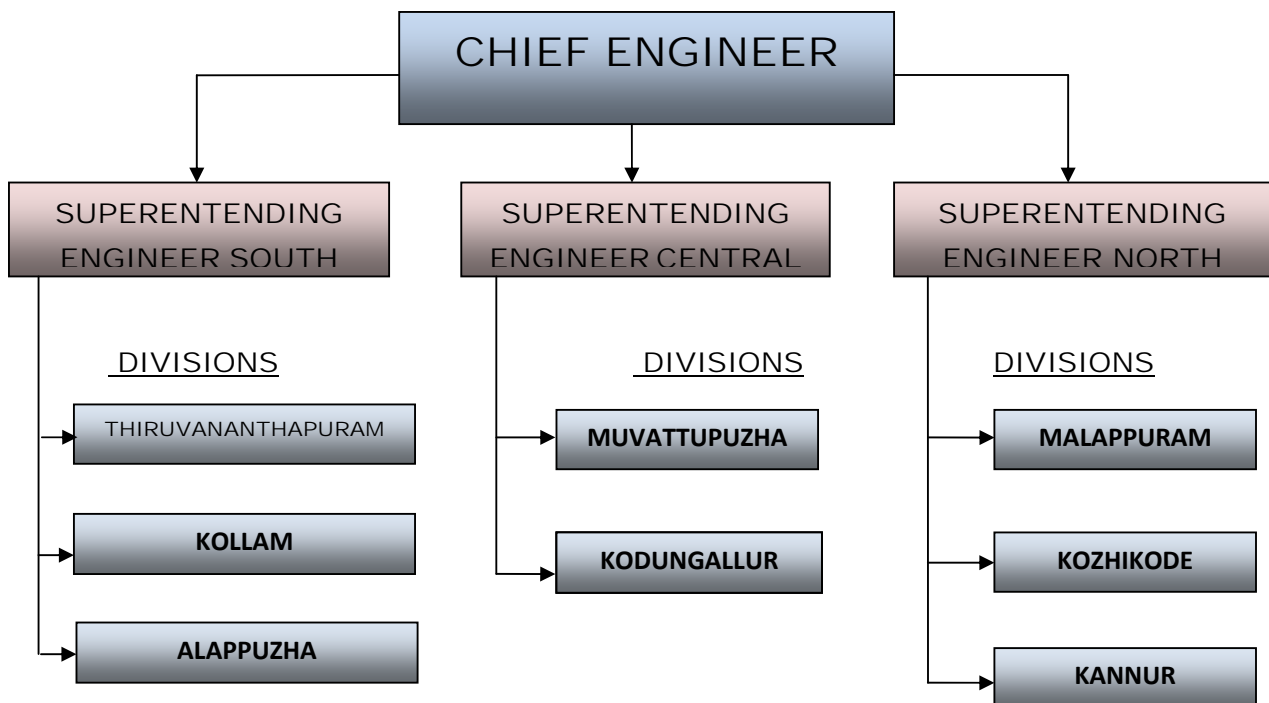
OFFICE HIERARCHY



CHIEF ENGINEERS'S OFFICE SETUP



ORGANISATIONAL SET UP IN THE STATE



List of Regional Officers to whom Public should approach for Project sanction and tendering of works.

1. **Superintending Engineer,**
PWD, National Highways South Circle,
PMG – Plamood Road,
Vikasbahvan . P.O.
Thiruvananthapuram.
Ph. 0471-2308925 Fax: 0471-2306905
Email: sescnh@pwd.kerala.gov.in

2. **Superintending Engineer,**
PWD, National Highways Central Circle,
Vytila, Kochi.
Ph: 0484-2304434 Fax: 0484-2304434
Email: scccnh@pwd.kerala.gov.in

3. **Superintending Engineer,**
PWD, National Highways North Circle,
PWD Complex, Opp. Head Post Office,
Mananchira, Kozhikode,
Ph: 0495-2725683 Fax: 0495-2722268
Email: sencnh@pwd.kerala.gov.in

Chief Engineer's Office

Chief Engineer,
PWD, National Highways,
Public Office, Vikasbahvan.P.O.
Thiruvananthapuram – 695 033.
Ph: 0471-2326147

Fax: 0471-2320991
Email: cenh@pwd.kerala.gov.in

Grievance module in PWD website – www.keralapwd.gov.in

Toll free Telephone facility – 1800 425 7771