

CITIZEN'S CHARTER

The Union Territory of Puducherry comprises of four regions viz; Puducherry, Karaikal, Mahe and Yanam and the same is under the direct administration of Government of India. The Public Works Department the premier technical organization in the Union Territory of Puducherry is involved in the infrastructure development activities in Planning, Designing, Construction and Maintenance of Buildings, Roads, Bridges, National Highways, Irrigation, Flood Control Water Supply and Public Health Engineering in all the four regions namely, Puducherry, Karaikal, Mahe and Yanam. The Department is also responsible for maintaining essential services like Water Supply, Sewerage, and Management of Water Resources etc. This Citizen's Charter is brought out to create public awareness on the activities of the Department which is solely functioning for the betterment of the people of Puducherry, its environs and to provide more responsive and effective services to the Public and to introduce transparency in its administration. This Citizens' Charter is published to create awareness among the public about their entitled services from Public Works Department, standard of services, access to general information, layers of decision making and time bound schedule of various services. However, this document is not legally challengeable.

A public Grievances Cell is functioning in the central Office, Public Works Department under the control of the Engineering Assistant to Chief Engineer. The public can approach the Cell on all working days to register their grievances in person or they can register their complaints over phone or through letter. A Complaint Box exists in the premises of the Office of the Chief Engineer to enable the public to drop their written complaints.

The provisions contained in the Charter and the corresponding services rendered by the Department will be reviewed half-yearly by the Chief Engineer.

The details of various services rendered by various PWD offices and Officers to be contacted are given in the following paragraphs:

1. WATER SUPPLY AND SEWERAGE SECTOR

1. Water Supply / Sewerage Service Connection:

- (a) Application forms for obtaining the Water Supply / Sewerage Connection will be issued free of cost in the Offices of the Junior Engineers / Assistant Engineers of respective areas on all working days during office hours.
- (b) The filled up application form with all supporting documents shall be submitted in the Office of the respective Assistant Engineer. The party can obtain acknowledgement from the office.
- (c) In case of eligible applications intimation to pay scrutiny charges will be communicated to the applicant within **Fifteen Days** from the date of receipt of application. The rejected application will be returned to the party.
- (d) Work order for the service connection will be issued within **Seven days** from the date of payment of scrutiny charges / production of permission for road cutting issued by concerned road authorities.

2. Complaints on Water Supply Services:

- (a) Complaints on Water Supply Services such as leakages in distribution mains / breakdown of supply / shortage in supply / quality of water will be received at all the pumping stations of the respective area round the clock on all days and also in the Divisional / Sub-Divisional Officers during office hours or to be entered in the complaint register also available in the table of the pump house.
- (b) Remedial Action on the complaints will be taken within **Three Days** from the date of receipt of complaint / occurrence.
- (c) The public shall contact the following officials in respect of the above for operation and maintenance of water supply systems.

Water Supply System of Urban areas in Puducherry Region .. **Assistant Engineer (Water Works)**
Public Health Division
Public Works Department
Subbiah Salai
Puducherry – 605 001
Phone: 0413-2336520

Water Supply Systems of peripherals Areas of Puducherry and Rural areas of Villianur, Thirubuvanai, Nettapakkam, Maducarai, Ariyankuppam and Bahour in Puducherry Region .. **Assistant Engineer (Peripheral)**
Lawspet
Overhead Tank Complex
Public Works Department
Tagore Arts College Campus
Lawspet, Puducherry – 605 008
Phone: 0413-2253220

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| Water Supply Systems in Karaikal Region | .. Assistant Engineer Water Works Sub-Division Public Works Department Thirunallar Road, Karaikal – 609 602 Phone: 04368-222592 |
| Water Supply Systems in Mahe Region | .. Assistant Engineer Roads and Water Supply sub Division Mini Civil Station Complex Public Works Department Mahe – 673 310 Phone: 0490-2333200 |
| Water Supply Systems in Yanam Region | .. Assistant Engineer Sub-Division-II(Water Supply & Buildings) Public Works Department Pedapudi Street, Yanam – 533 464 Phone: 0884-2321273 |

3. Complaints on Underground Sewerage Services:

- (a) Complaints on Underground Sewerage Services such as blockages in sewer lines/over flowing manholes and inspection chambers/missing (or) broken manhole covers, inspection chamber covers etc. shall be given at the Office of the Assistant Engineer, Drainage Sub-Division, Puducherry on all working days during office hours and special duty staffs on holidays.
- (b) Action on the above will be taken immediately or within **Three Days** from the date of receipt of complaints / occurrence.
- (c) The underground drainage system in Nellithope, and Orleanpet area has been completed. Hence the inhabitants of the area are requested to extend their internal drainage connection to the underground sewage system. The permission for the same may be issued by the Assistant Engineer, Drainage Sub-Division, Lal Bahadur Sastri Street, Puducherry-605 001, on receipt of the duly filled up application and submission of the same to the Sub Divisional Officer, Drainage sub division.

The following are the extended areas which are already functioning under the town underground drainage system;

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| 1) Muthiamizh Nagar | 11) Raja Iyyer Thottam |
| 2) Raja Nagar | 12) Kuyavarpalayam |
| 3) Iyyanar Nagar | 13) Arunthathi Nagar |
| 4) Mangalakshmi Nagar | 14) Pillai Thottam |
| 5) Shanthi Nagar | 15) Naveena Garden |
| 6) Ilango Nagar | 16) Bharathi Nagar |
| 7) Rajiv Gandhi Nagar | 17) Gubert Nagar |
| 8) Sanjay Gandhi Nagar | 18) Govindasalai |
| 9) Subbiah Nagar | 19) Nehru Nagar |
| 10) Doctors Colony | 20) Calve Bungalow |

The application for the connection can be obtained from the Assistant Engineer/ Junior Engineer, Drainage Sub Division at Lal Bahadur Sastri Street, Puducherry – 605 001.

The general publics are hereby requested to connect all sullage and sewage linked in the underground drainage system except rain water.

All other details are given in the respective application form.

- d) The public shall contact the following officials in respect in respect of operation and maintenance of Underground Sewerage.

In-charge of Underground Sewerage within the Boulevard, Muthialpet and Colas Nagar, Lawspet Farm in Puducherry Region. .. **Assistant Engineer**
Drainage I & II
Public Health Division
PWD, Lal Bahadur Sastri Street,
Puducherry – 605 001
Phone: 0413-2336076

In-charge of Underground Sewerage in Karaikal Region .. **Assistant Engineer**
Irrigation & Public Health Division
Public Works Department
Karaikal
Phone: 04368-222592

In case of any difficulties in getting the grievances redressed, the public shall approach the higher level officers of the Department namely the concerned Executive Engineer, Superintending Engineer and Chief Engineer for remedial measure.

II. ROADS

Complaints in respect of roads can be registered with the Offices of the Executive Engineer, Central, North, South and National highways in Puducherry, Karaikal, Mahe and Yanam on all working days during office hours. The following time schedule is given for general information.

- a) Potholes and patches will be rectified within **Fifteen Days** from the date of receipt of complaint / occurrence.
- b) Obstruction on Roads such as heaps of dismantled materials, unattended road cuttings, fallen / overhanging trees will be attended within **Seven Days** from the date of complaint / occurrence.
- c) Permission for erection of temporary Pandal, Shamiyanahs and banners will be issued within **Seven Days** from the date of remittance of prescribed licence fee.
- d) Permission for cutting roads to take house service connections will be issued within **Seven Days** from the date of remittance of prescribed charges.

- e) Speed breakers are strictly prohibited on National Highways and State Highways. However, request for speed breakers on other roads will be examined and provided within **Ninety Days** from the date of requisition.

The Public shall contact the following officials in respect of Operation and Maintenance of Roads.

In-charge of Roads in Ariankuppam, partly Villianur Commune .. **Assistant Engineer**
Sub-Division-III
B&R (South) Division
Public Works Department
Gorimedu, Puducherry
Phone: 0413-2274648

In charge of Roads in Bahour Commune .. **Assistant Engineer**
Sub-Division-IV
B&R (South) Division
Public Works Department
Gorimedu, Puducherry
Phone: 0413-2274663

In-charge of Roads in Nettapakkam Commune .. **Assistant Engineer**
Sub-Division-V
B&R (South) Division
Public Works Department,
Gorimedu, Puducherry
Phone: 0413-2273423

In-charge of Roads in Rc-12 Sanyasikuppam Road (Moolakulam Road to Konerikuppam river bridge), Rc-16 Koodapakkam road, Rc-16 Bis (West and North Madaveethi), Rc-22 Sedarapet road, Mathur road, Kurumbapet road (connecting Rc-4 and Gopalan Kadai) Porayur road (Junction of Rc-4 and Rc-16) Koodapakkam Village road (connecting Rc-16 and Rc-12), Alankuppam road, Pillaiyarkuppam road, Perambai road, Ariyur to Anandapuram road, Ariyapalayam road, Kalathumettupathai road, Road linking Rc-12 Sanyasikuppam road. .. **Assistant Engineer**
Sub-Division-I,
B&R (North) Division,
Gandhi Nagar,
Public Works Department,
Puducherry
Phone: 0413-2278403

In-charge of Roads in Katterikuppam to Lingareddipalayam up to Sugar Mill, Suthukeny to Pudukuppam, Koonichampet to Sellipet road, Rc-29 Thirubuvanai road, starting from Thiruvandarkoil to TVS Road and from TVS junction up to kothapurinatham road Thethampakkam road connecting Rc-4 to Rc-7 Vinayagampet to Sorapet road, Katterikuppam to Valudavour road up to State border, Thirubuvanai road from .. **Assistant Engineer**
Sub-Division-II,
B&R (North) Division,
Gandhi Nagar,
PWD, Puducherry
Phone: 0413-2278239

NH-45A to Thirubuvanai Police Station, Pudukuppam to Lingareddipalayam, Thirubuvanai Rice Mill to Sanyasikuppam road, Thirubuvanai to Athukuchipalayam (via) Sanyasikuppam, Rc-7 Suthukeny road (Koonimudakku to Suthukeny) Rc-13 Valudhavur road, Rc-21, P.S. Palayam Road, Rc-32 Thirukanur road, TVS Road from Nh-45A at Thiruvandarkoil.

Rc-4 Valudhavour road from Rajiv Gandhi Square to Iyyankuttipalayam (State border) connecting road of Transport City from Mettupalayam Valudhavour road, Moolakulam road from Salai Street to Valudhavour road at Mettupalayam, PWD road in Oulgaret Commune, Lawspet, Muthialpet, Gorimedu, Thattanchavady villages. Cuddalore road from Venkatasubbareddiar statue to Marapalam, Bharathi Mill road from Cuddalore road. Ambedkar salai from South boulevard, Subbiah salai, Cuddalore road Nellithope to Marapalam, Lenin road, Puliansalai road, Anna Salai, S.V.Patel Salai, Goubert Salai, Ellaipillaichavady ring road, M.G.Road, J.N. St., Maraimalai Adigal Salai, Lal Bahadour Sastri Street, etc.

In-charge of Roads in the **Urban** area of Puducherry (South)

In-charge of Roads (ECR) from Rajiv Gandhi Square to Ganagachettikulam.

In-charge of roads (NH-45A) from Indira Gandhi Square to Madagadipet State border.

In-charge of roads (NH-45A) from Indira Gandhi Square to Mullodai State border.

In-charge of roads (NH-66) from Indira Gandhi Square to Gorimedu State border.

Assistant Engineer

Roads & Bridges (Central) Division
2nd Floor, Circle-III, Office Building
Labordonnais street,
Puducherry
Phone: 0413-2338973

Assistant Engineer

B&R (Central) Division
PWD Stores,
Labordonnais Street, Puducherry
Phone: 0413-2338973

Assistant Engineer

National Highways Sub-Division – I (ECR)
PWD, Puducherry

Assistant Engineer

National Highways Sub-Division - II
PWD, Puducherry
Phone: 0413-2337712

Assistant Engineer

National Highways Sub-Division III
PWD, Puducherry
Phone: 0413-2337712

Assistant Engineer

National Highways Sub-Division - IV
PWD, Puducherry
Phone: 0413-2337712

- In-charge of all PWD Roads in Karaikal region .. **Assistant Engineer**
B&R Division
Mada koil Street,
PWD, Karaikal – 609 602
Phone: 04368-222617
- In-charge of all PWD Roads in Mahe Region .. **Assistant Engineer**
Roads & Water Supply Sub-Division,
Mini Civil Station,
PWD, Mahe
Phone: 0490-2333200
- In-charge of all PWD Roads in Yanam Region .. **Assistant Engineer**
Sub-Division-I
PWD, Yanam
Phone: 0884-2321273

III. IRRIGATION, FLOOD CONTROL AND SURFACE DRAINAGE

Request / complaints on Irrigation, Flood Control and Drainage system viz; release of water for Irrigation, desilting of Minor Supply channels, breaches during floods and cleaning of drains shall be given at the office of the Executive Engineer as below:

Puducherry Region

1. Irrigation and flood control in Puducherry region .. **Executive Engineer**
Irrigation Division
Public Works Department,
Evache Street
Puducherry
Pin: 605 001
2. Drainage carrier on roads side in Puducherry region .. **Executive Engineer**
Buildings & Roads (North) (South) & (Central) Divisions,
Public Works Department,
Labourdonnais Street,
Puducherry
Pin: 605 001

Karaikal Region

3. Irrigation and flood control in Karaikal .. **Executive Engineer**
Irrigation & Public Health Division,
PWD, Karaikal
Pin: 609 602
4. Drainage carrier on roads side in Karaikal region .. **Executive Engineer**
Buildings & Roads Division
PWD, Karaikal
Pin: 609 602

Mahe Region

5. Irrigation and flood control in Mahe region **Executive Engineer**
PWD
Mahe
Pin Code:673 310

Yanam Region

6. Irrigation and flood control in Yanam region **Executive Engineer**
PWD
Yanam
Pin Code: 533 464

- (a) Request for release of water for irrigation will be complied within Seven Days from the date of receipt of request in respect of Ossudu and Bahour Tank, which are under the control of PWD.
- (b) Desilting of minor irrigation canals belonging to PWD will be done within **Thirty Days** of date of requisition.
- (c) Cleaning of Urban / Sub Urban drains belonging to PWD will be done within **Fifteen Days** from the date of request.
- (d) Breaches of river / canal / tank bunds will be attended to with due urgency.

CENTRAL OFFICE

1. Er. **S. MANOHAR** 0413-2338233(O) Head of Department
Chief Engineer 0413-2336394(O)
Central Office, PWD 0413-2336395(O)
34, Lal Bahadur Sastri Street 0413-2331815(F)
Puducherry – 605 01 0413-2292558(R)
94432 20603

2. Er. **A. Nagaraju** 0413-2336772(O) Designs and Training
Executive Engineer (Designs)
Central Office, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001

3. Er. **C. Rajan** 0413-2336509(O) Obtaining Administrative approval
Executive Engineer (Planning) 0413-2213036(R) and expenditure sanction,
Central Office, PWD 94429 93040 technical approval of projects of
34, Lal Bahadur Sastri Street other Government agencies and
Puducherry – 605 001 undertakings, public grievances
etc.,

4. Ar. **Y. Gopalakrishnan** 0413-2336490(O) Architectural design and planning
Architect 0413-2251600(R)
Central Office, PWD
34, Lal Bahadur Sastri Street
Puducherry

5. 0413-2336394(O) Budget, audit and public accounts
Senior Accounts Officer 0413-2336395(O) committee
Central Office, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001

6. Er. **S. Latha** 0413-2330420(O) Establishment matters of the
Engineer Assistant 0413-2336394(O) Department administration and
Central Office, PWD 0413-2336395(O) staff grievances
34, Lal Bahadur Sastri Street 0413-2253717(R)
Puducherry

7. Er. **S. Sowrirajan** 0413-2336394(O) Quality Control, Vigilance and
Assistant Engineer 0413-2336395(O) Technical Auditing
Quality Control, PWD Complex 93445 89956
Subash Chandra Bose Street
Puducherry – 605 001

8. Er. **R. Vasanthi Janarthani** 0413-2220054(O) All legal matters related to PWD
Law Officer office
Central Office, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001

CIRCLE-I

1. Er. **S. Manohar**
Superintending Engineer
Circle-I, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001
0413-2334049(O)
0413-2292558(R)
94432 20603
Head of Circle-I and controlling officer for the Divisions of B&R (South), Special Buildings Division-I, National Highways & RWS and B&R (Karaikal)
2. Er. **S. Sridhar**,
Executive Engineer
Special Buildings Division-I
Evache Street
Puducherry – 605 001
0413-2336212(O)
0413-2228434(R)
94439 57017
Buildings pertaining to Health, Public works, Government Automobile Workshop, Directorate of Accounts and Treasuries, Revenue, Planning and Research, Police, Fire Service, Tourism, Agriculture, Economics and Statistics and Civil Supplies
3. Er. **R. Sowrirajan**
Executive Engineer
Buildings & Roads (South)
Division, Dr. Ambedkar Salai
Puducherry – 605 001
0413-2225278(O)
94436 58500
Investigation, designs and laying of roads located south of NH45A and buildings pertaining to electricity, Stationery & Printing and Fisheries
4. Er. **R. Saisubramanian**
Executive Engineer
National Highways
Subash Chandra Bose Street
Puducherry – 605 001
0413-2337712(O)
94870 87313
NH45A & ECR within the Puducherry limit. NH66 and NH45A (Extension)
5. Er. **N. Sureshnathan**
Executive Engineer
Buildings & Roads (Central)
Labourdonais Street
Puducherry – 605 001
0413-2338973(O)
94434 59118
Roads in the urban outskirts of Puducherry and Buildings pertaining to Raj Nivas, Chief Secretariat, Legislative Assembly, Hon'ble Ministers residences, Quarters of Secretaries to Government, Government Servant Quarters, Guest House at Indira Nagar, Library Buildings etc.,
6. Er. **V. Sathiamoorthy**
Executive Engineer
Buildings & Roads (North)
Division
Labourdonais Street
Puducherry-605 001
0413-2336404(O)
94421 65585
Roads located north of NH45A and buildings belonging to Adi Dravidar Welfare Department, Social Welfare Department, Labour Department etc.,

CIRCLE-II

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| 1. | Er. N. Manthaiyan Superintending Engineer, Circle-II, PWD, Evache Street Puducherry – 605 001 | 0413-2337090(O) 0413-2255420(R) 99444 49349 | Head of Circle-II and controlling officer for the Division of Public Health Division Irrigation, Irrigation & PH (Karaikal), Yanam Division and Public grievances. |
| 2. | Er. J.Jayakumar Executive Engineer Public Health Division Subbaiah Salai Puducherry – 605 001 | 0413-2336068(O) 0413-2221989(R) 0413-2250722(R) 94422 50722 | Urban and Rural Water Supply and provision and underground sewerage facilities |
| 3. | Er. S. Mahalingam Executive Engineer Irrigation Division Evache Street Puducherry – 605 001 | 0413-2336399(O) 94431 90229 | Minor Irrigation and Flood Control Works of Puducherry Region |
| 4 | Er. M. Ravishankar Executive Engineer Special buildings –II Evache Street Puducherry- 605 011 | 0413-2222752(O) 0413-2336626(R) 94422 45859 | Construction and maintenance of all buildings of Education Department |
| 5. | Er. O. Pradeep Kumar Executive Engineer PWD, Mahe Division Mahe | 0490-2332524(O) 0490-2333280(F) 094957 22344 | PWD works of Mahe Region |
| 6. | Er. Surendiran Palentavida Executive Engineer PWD, Yanam Division Yanam | 0884-2321273(O) 0884-2321759(F) 094956 79838 | PWD works at Yanam region |
| 7. | Er. N. Sureshnathan Executive Engineer Comprehensive Sewerage Scheme, PWD, Puducherry | 94434 59118 | Comprehensive Sewerage Scheme for left out areas of Puducherry Town Under JNNURM |

CIRCLE-III

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| 1. | Er. P. Swaminathan Superintending Engineer-III, PWD, Karaikal | 04368-228262(O) 04368-228263(F) 98425 28431 | Head of Circle-III and controlling officer for the B&R Division and I&PH Division, PWD, Karaikal |
| 2. | Er. A. Rajasegaran Executive Engineer Buildings & Roads Division Church Street, Karaikal | 04368-222617(O) 9497050318 | Roads and buildings of Karaikal region. |
| 3. | Er. R. Manickavasagam Executive Engineer, Irrigation & Public Health Church Street Karaikal – 609 602 | 04368-222592(O) 94884 83377 | Irrigation and Public Health, Flood Control and Water Supply in Karaikal Region. |
| 4. | Er. V. Shanmugasundaram Executive Engineer, Karaikal – 609 602 | 98429 37090 | Thirunallar Temple Town Development Project, Karaikal |