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-Developmental 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
3. Complaints on Underground Sewerage Services:

(a) Complaints on Underground Sewerage Services such as blockages in sewer lines/overflowing 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;

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

In-charge of Underground Sewerage in Karaikal Region

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

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

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

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

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

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

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

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

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. Sureshnanthan**  
   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.,
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

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