

CITIZENS CHARTER

PUBLIC WORKS DEPARTMENT, GOA

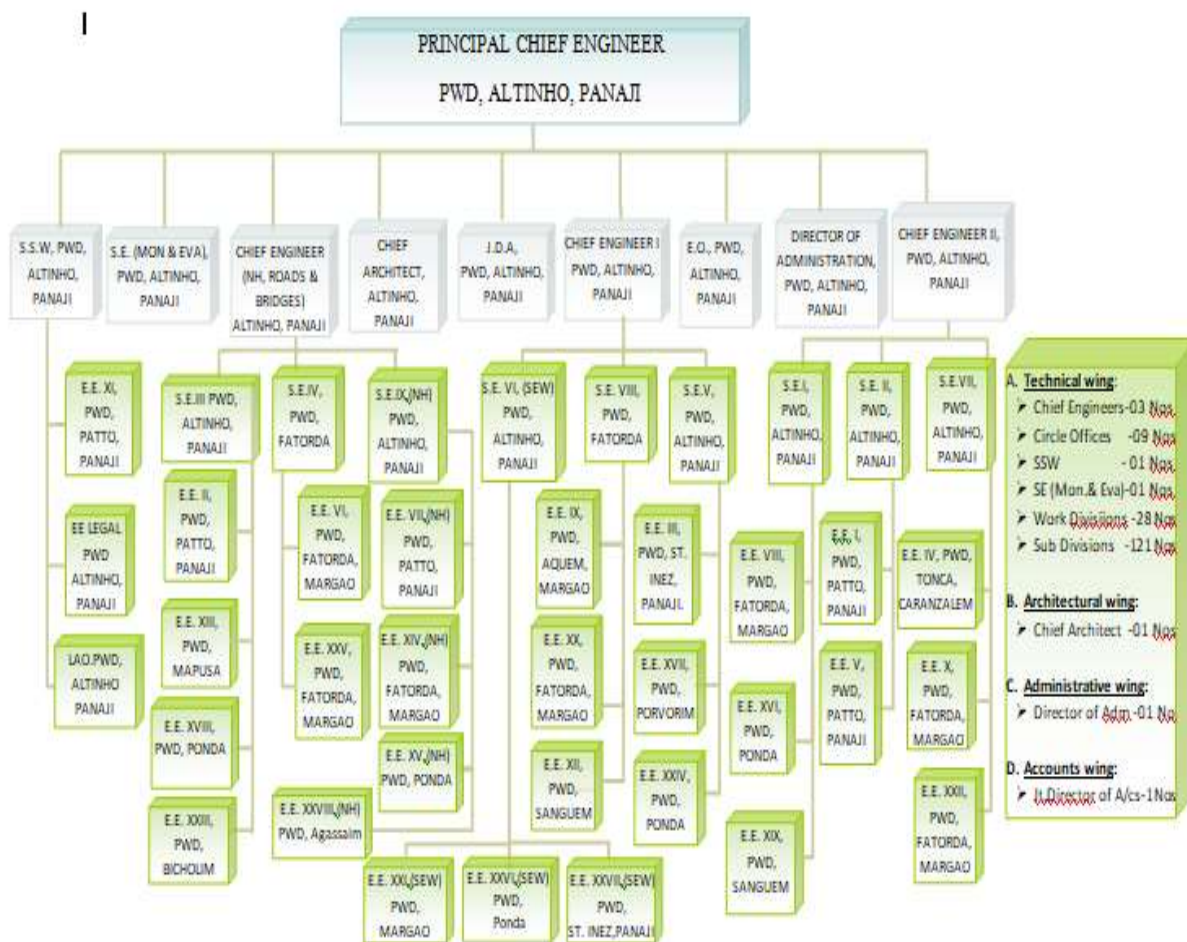
- Public Works Department aims to promote the Government's objectives of economic development, good governance and raising living standards and prosperity. It is one of the key Departments, entrusted with works of planning, designing, construction & maintenance of three major Government sectors.

- (1) Water Supply & Sanitation
- (2) National Highways, Roads & Bridges
- (3) Buildings

- Public Works Department is headed by **Principal Chief Engineer & Ex-Officio Additional Secretary** and assisted by **Chief Engineer-I(WSS)**, **Chief Engineer-II(Bldgs)** and **Chief Engineer(NH-R&B)**

Organisational Set-up of PWD, Goa

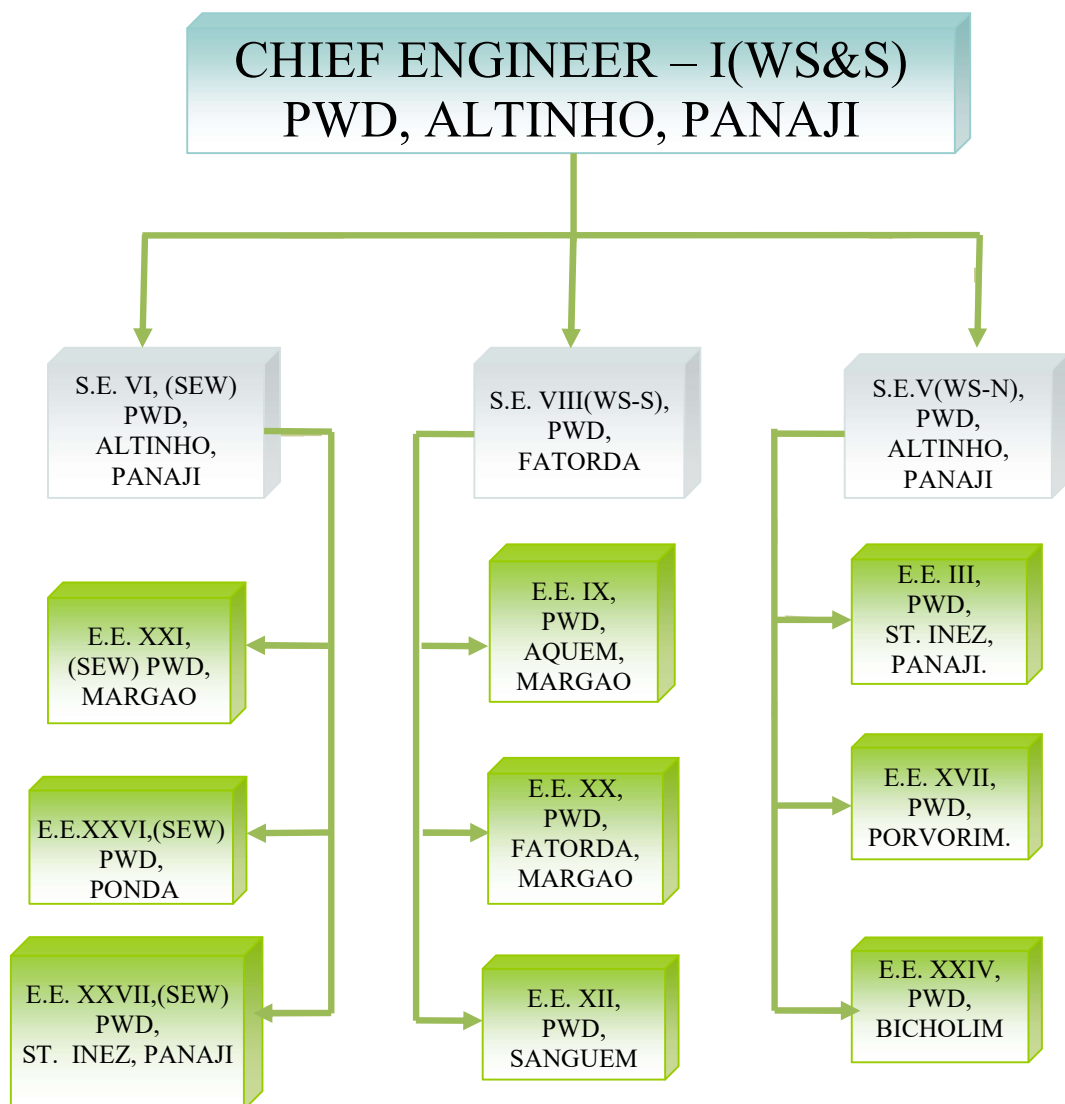
Organizational Chart of Public Works Department, Goa



(A) Water Supply & Sanitation Sector

Organisational Set-up

- The Water Supply & Sanitation Sector is headed by a **Chief Engineer–I(WS)** and assisted by **Superintending Engineer–V(WS-North), PWD, Altinho**, **Superintending Engineer–VI(SEW), PWD, Altinho** and **Superintending Engineer VIII(WS-South), PWD, Margao**.



- This Sector ensures potable water supply to the public for domestic, commercial, industrial and institutional purposes all over Goa. It looks after maintenance & repairs of the public water supply network up to the meter box of consumers, besides water billing and collection of water charges from the consumers.
- **Under Water Supply & Sanitation Sector, the department offers the following services to the citizens:-**
 - (1) *On-line Water Bill payment*
 - (2) *Release of metered water supply connections*
 - (3) *Release of sewer connection*
 - (4) *NOC towards water supply facilities for development of land for non agricultural purposes*
 - (5) *Supply of water through Tankers*

(1) On-line Water Bill Payment

- This e-service of on-line water bill payment is made available to the citizens on the portal ***goaonline.gov.in*** under **Citizen Services as well as under Ease of Doing Business (EoDB)**. The water consumers can view their latest water bill, make payment, download paid receipt and also track the payment status.
- **Procedure :**
 1. Enter your 'Consumer Id' and click on Preview to view your latest bill details; (*Consumer ID is 8 digit number printed on your bill*)
 2. Click on Proceed to make payment to pay your bill online.
 3. Enter your Credit/Debit card details and make the payment.

(2) Release of Metered Water Supply connection

- This service of availing metered water connection is also made available to the citizens on the portal ***goaonline.gov.in*** under **Citizen Services as well as under Ease of Doing Business (EoDB)**.
- The citizens can avail metered water supply connections for following purposes, wherever feasible.
 - *Domestic*
 - *Commercial*
 - *Industrial*
 - *Institutions/establishments such as Offices, Schools etc.*
- The procedure for availing metered water supply connection, list of documents to be uploaded, Sample forms, payment mode, etc. have also been uploaded on the portal ***goaonline.gov.in***. The applicant can track the status of the application from the date of on-line submission of application till the release of the connection.

➤ **Procedure:**

1. Register yourself on goaonline.gov.in and login.
2. Fill in the application form.
3. Upload relevant documents.
4. Submit the application and note the acknowledgement no. for tracking
5. Inspection will be carried out by concerned Assistant Engineer/Junior Engineer for necessary Technical Feasibility Report
6. On Technical Feasibility, the concerned Sub Divisional Office prepares Installation bill for payment by the applicant
7. On receipt of payment, the water connection is released

➤ **Documents required**

1. Affidavit duly notarized (on Rs 100/- stamp paper) in the prescribed Format
2. Plumber Certificate
3. Site Plan
4. Plumbing layout
5. Form I & XIV/Form D/Sale Deed (Ownership Document)
6. Neighbour's water bill (latest)
7. Identity Proof (Aadhaar/Epic)
8. NOC from Panchayat/CCP/Health Act Order
9. Latest House Tax paid Receipt (in case of Domestic Connections)
10. Occupancy Certificate (in case of New Premises)
11. Floor wise plan
12. Power of Attorney (in case of Rented Premises)
13. Trade License (in case of Non-Domestic)

➤ **Designated Officials**

Designated Officer : Concerned Assistant Engineer
Appellate Authority: Concerned Executive Engineer

➤ **Processing time : 30 days**

(3) Release of Sewer Connection

- Presently, House Sewer Connections are released by Public Works Department under two categories:
- (a) **Subsidized** (For areas under Works Division XXI(PHE), PWD, Fatorda)
 - (b) **Non –Subsidized** (For areas under Works Division XXI(PHE), PWD, Fatorda and Works Division XXVII(PHE), PWD, St. Inez)
- The citizens can avail sewer connection for **Domestic or Commercial** purposes, wherever feasible.
- The procedure for availing sewer connection, list of documents required, Sample forms, payment mode, etc. have also been uploaded on the PWD website *pwd.goa.gov.in*.

➤ **Procedure for Subsidized (Domestic) House Sewer Connection**

1. Fill in the application forms.
2. Attach relevant documents.
3. Submit the application **physically** in the concerned Sub Divisional Office of **Works Division XXI(PHE), PWD, Fatorda**
4. Inspection will be carried out by concerned Assistant Engineer/Junior Engineer for necessary Technical Feasibility Report
5. On Technical Feasibility, the concerned Sub Divisional Office prepares Installation bill for payment by the applicant by Demand Draft or e-challan
6. On receipt of payment, the sewer connection is released

➤ **Documents required**

1. Application Form (duly filled in)
2. Agreement Form duly filled in (in duplicate) , affixed with Rs. 2/- special Adhesive stamp
3. Affidavit duly notarized (on Rs 100/- stamp paper) in the prescribed Format
4. Site Plan
5. Form I & XIV/Form D/Sale Deed(Ownership Document)
6. Identity Proof (Aadhaar/Epic)
7. NOC from Panchayat/CCP/Health Act Order
8. Latest House Tax paid Receipt from Village Panchayat/Municipality
9. Latest paid Water Bill
10. Occupancy Certificate(In case of New Premises)
11. Floor wise plan
12. Irrevocable N.O.C. from land owner on Rs. 100/- stamp paper, duly notarized (*in case proposed sewer line crosses private property/land*)

➤ **Procedure for Non- Subsidized House Sewer Connection (Domestic & Commercial)**

1. Fill in the application forms.
2. Attach relevant documents.
3. Submit the application **physically** in the concerned PWD Sewerage Division Office, either **Works Division XXVII(PHE), PWD, St. Inez, or Works Division XXI(PHE), PWD, Fatorda**
4. Inspection will be carried out by concerned Assistant Engineer/Junior Engineer for necessary Technical Feasibility Report
5. On Technical Feasibility, the concerned Sub Divisional Office prepares Installation bill for payment by the applicant by Demand Draft or e-challan
6. Under this non-subsidized scheme, the applicant has to carry out the allied work of House Sewer Connection upto the Manhole at his own cost, from a licensed Plumber/Contractor under the supervision of PWD.
7. On receipt of payment and on completion of the allied sewer work by the applicant, the sewer connection is released

➤ **Documents required**

1. Affidavit duly notarized (on Rs 100/- stamp paper) in the prescribed Format
2. Agreement Form duly filled in(in duplicate) , affixed with Rs. 2/- special Adhesive stamp
3. Site Plan
4. Form I & XIV/Form D/Sale Deed(Ownership Document)
5. Identity Proof (Aadhaar/Epic)
6. Certificate from registered Plumber with sewer layout
7. NOC from Panchayat/Municipality/CCP/Health Act Order
8. Latest House Tax paid Receipt from Village Panchayat/Municipality/CCP
9. Latest paid Water Bill
10. Occupancy Certificate(In case of New Premises)
11. Floor wise plan
12. Irrevocable N.O.C. from land owner on Rs. 100/- stamp paper, duly notarized (*in case proposed sewer line crosses private property/land*)

(4) NOC towards water supply facilities for development of land for non agricultural purposes

➤ **Procedure**

1. The developer has to take prior approval for the design & drawings from the concerned Executive Engineer
2. Adequate size of distribution network is to be provided by the developer
3. After necessary approvals from The Town Planning Office/Planning & Development Authorities/Village Panchayat, NOC is issued after technical scrutiny within 30 days of the receipt of such request from the Developer.

(5) Supply of water through Tankers

At the request of any citizen, treated water is supplied through tankers, subject to availability of water, as per the prevailing rates.

Complaints/Grievances

For any suggestions/complaints/grievances as regards Water Supply & Sanitation Sector, the Citizens can either –

- (1) Physically approach the concerned Water Supply/Sewerage Division/Sub-Division Office of PWD Goa
- (2) Lodge on-line Complaint/Grievance on PWD website ***pwd.goa.gov.in***
- (3) Lodge on-line Complaint/Grievance on State Public Grievance Portal (PGRS) ***publicgrievances.goa.gov.in***

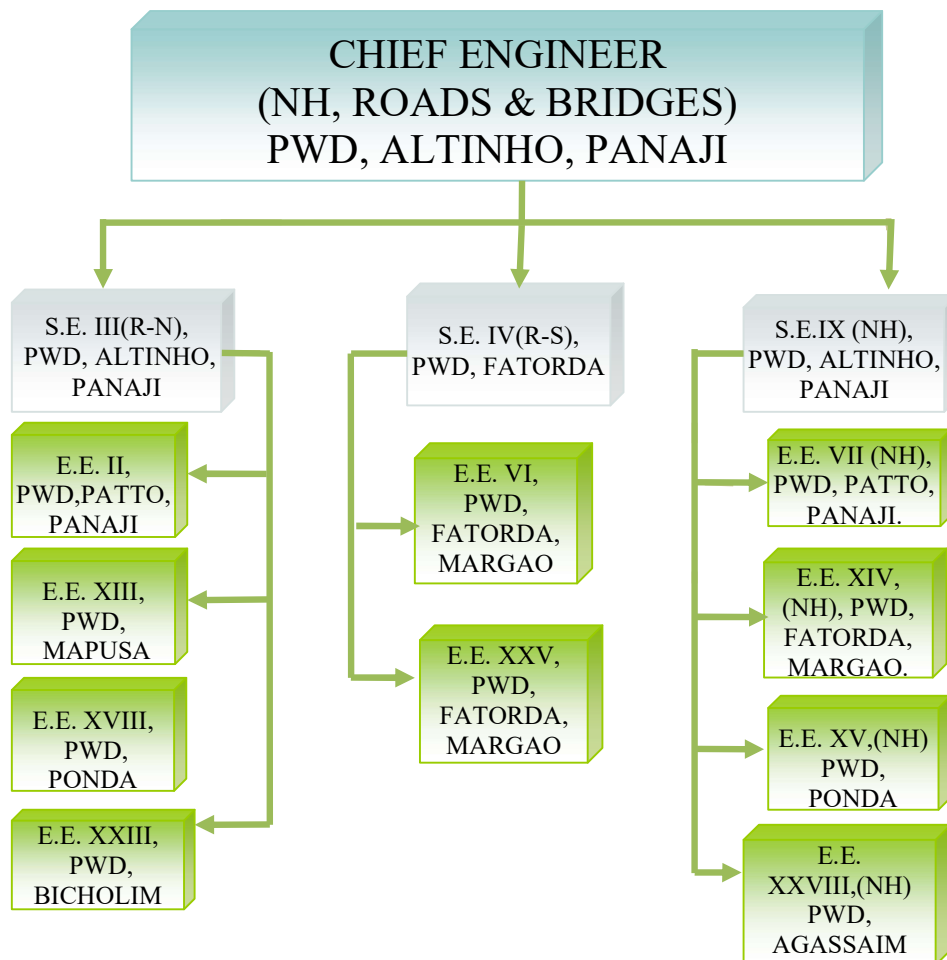
List of Water Supply & Sanitation Offices with addresses

For information to the Citizens, a list of Water Supply Divisions and Sub-Divisions there under with their addresses is exhibited in **Annexure A**, attached herewith. The citizens can fetch the contact details of the officers, if required from the link provided under PWD website *pwd.goa.gov.in*.

(B) National Highways, Roads & Bridges Sector

Organisational Set-up

- The National Highways, Roads & Bridges Sector is headed by a **Chief Engineer–NH-R&B** and assisted by **Superintending Engineer–III(R-North), PWD, Altinho**, **Superintending Engineer IV(R-South), PWD, Margao** and **Superintending Engineer–IX(NH), PWD, Altinho**.



- The National Highways, Roads & Bridges Sector is headed by a **Chief Engineer–NH-R&B** and assisted by **Superintending Engineer–III(R), PWD, Altinho, Superintending Engineer–IX(NH), PWD, Altinho and Superintending Engineer IV(R), PWD, Margao.**
- The works under this Sector includes Construction of new roads & bridges, regular maintenance & repairs of existing road infrastructure (SH, MDR & VR) to improve traffic and commuter safety and also execution of National Highway projects funded by the Central Government.
- **Under this Sector, the department offers the following services to the citizens:-**
 - (1) On-line Road cutting permission*
 - (2) Goa Telecom Infrastructutre Policy, 2020*
 - (3) NOC for setback of structures along National Highways(NH)*
 - (4) NOC for laying cables & other utility services along NH*
 - (5) Access Permission to Fuel Stations, Retail Outlets, etc. along NH*
 - (6) MoRTH Online permission for movement of Over Weight & Over Dimensional (OW/OD) Consignment*

(1) On-line Road cutting permission

- This service of availing on-line road cutting permission is made available to the citizens on the portal ***goaonline.gov.in*** under **Citizen Services as well as under Ease of Doing Business (EoDB)..**
- The procedure for on-line road cutting permission, list of documents to be uploaded, Sample forms, payment mode, etc. have also been uploaded on the portal ***goaonline.gov.in***. The applicant can track the status of the application from the date of on-line submission of application till the issue of NOC.
- **Procedure:**
 1. Register yourself on goaonline.gov.in and login.
 2. Fill in the application form.
 3. Upload relevant documents.
 4. Submit the application and note the acknowledgement no. for tracking
 5. Inspection will be carried out by concerned Assistant Engineer/Junior Engineer for necessary Technical Feasibility Report
 6. On Technical Feasibility, the concerned Sub Divisional Office informs the applicant for payment
 7. On receipt of payment, NOC is issued

➤ **Documents required**

1. Form I & XIV/Form D/Sale Deed (Ownership Document)
2. Site Plan
3. NOC from land owner (in case water pipeline crosses other property)

➤ **Designated Officials**

Designated Officer : Concerned Assistant Engineer

Appellate Authority: Concerned Executive Engineer

➤ **Processing time : 30 days**

(2) **Goa Telecom Infrastructure Policy, 2020 :**

➤ This service of availing on-line Mobile Tower Permission is made available to the citizens on the portal ***goaonline.gov.in*** under **Ease of Doing Business (EoDB)**..

➤ The procedure for on-line road cutting permission, list of documents to be uploaded, Sample forms, payment mode, etc. have also been uploaded on the portal ***goaonline.gov.in***. The applicant can track the status of the application from the date of on-line submission of application till the issue of permission.

➤ **Procedure:**

1. Register yourself on goaonline.gov.in and login.
2. Fill in the application form.
3. Upload relevant documents.
4. Submit the application and note the acknowledgement no. for tracking
5. Inspection will be carried out by concerned Assistant Engineer/Junior Engineer for necessary Technical Feasibility Report
6. On Technical Feasibility, the concerned Sub Divisional Office informs the applicant for payment
7. On receipt of payment, Permission is granted

➤ **Documents required**

1. Consent of the owner of building/land except in the case of land and buildings belonging to the Government.
2. Copy of SACFA clearance /copy of SACFA application for the said location submitted to WPC wing of DoT registration number as WPC acknowledgement along with undertaking that in case of any objection/rejection TSPs will take corrective actions/remove.
3. Route plan along with GIS Map.
4. Copy of relevant licence/infrastructure Provider Registration Certificate from Department of Telecommunication(DoT).

5. Copy of structural stability certificate.
6. Copy of the type test certificate issued by Automotive Research association of India[ARAI] to the manufacturers of Diesel Generator[DG]sets.
7. Copy of clearance from Fire Safety Department only in case of high rise building where Fire Clearance is mandatory.
8. For Forest Protected areas Copy of clearance from state environment and forest department

➤ **Designated Officials**

Designated Officer : Concerned Assistant Engineer

Appellate Authority: Concerned Executive Engineer

➤ **Processing time : 30 days**

(3) N.O.C. for setback of structures along National Highways :

- The N.O.C. for set back of new construction/renovation of all kinds of structures along National Highways in Goa (NH-66/(NH-17), NH-366/(NH-17A), NH-566/(NH17-B) NH-748/(NH-4A)) is issued by concerned Executive Engineer(NH), PWD, Goa within their jurisdiction.

(4) N. O. C. for laying cables, & other utility services / bus bays, bus shelters etc. along National Highways

- N.O.C. for laying cables and any other utilities like cutting of road along National Highways for laying telephone lines, by concerned department or by private parties is issued by Regional Officer , Ministry of Road Transport and Highways (MORTH) Mumbai in concurrence with the guideline of Ministry of Road Transport and Highways, vide circular No. RW/NH-33044/29/2015/S&R(R), dated 22/ 11/2016.
- The applicant has to submit all documents as per MORTH circular No. RW/NH-33044/29/2015/S&R(R), dated 22/11/2016 to the concerned Executive Engineer. A scrutinised application is then forwarded to the Ministry of Road Transport & Highways, Mumbai for grant of permission for accommodating utility services on National Highways.
- Necessary payment is to be made to The Regional Officer in Demand Draft & License Agreement has to be entered into with the concerned Executive Engineer(NH), PWD, Goa.

(5) Access permission for Fuel Stations, Retail Outlets, etc. along NH:

- This service of availing on-line access permission for Fuel Stations, Retail Outlets is made available to the citizens on the portal of Ministry of Road Transport & Highways, (MoRTH), Government of India, New Delhi, *morth.nic.in*, under **Citizen Corner**, with all the needful details.

(6) MoRTH Online permission for movement of Over Weight & Over Dimensional (OW/OD) Consignment:

- This service of availing on-line permission for movement of Over Weight & Over Dimensional (OW/OD) Consignment is made available on the portal of Ministry of Road Transport & Highways, (MoRTH), Government of India, New Delhi, *morth.nic.in*, under **Highways**, with all the needful details.

Complaints/Grievances

For any suggestions/complaints/grievances as regards National Highways, Roads & Bridges Sector, the Citizens can either –

- (1) Physically approach the concerned National Highways, Roads & Bridges Division/Sub-Division Office of PWD, Goa
- (2) Lodge on-line Complaint/Grievance on PWD website *pwd.goa.gov.in*
- (3) Lodge on-line Complaint/Grievance on State Public Grievance Portal (PGRS) *publicgrievances.goa.gov.in*

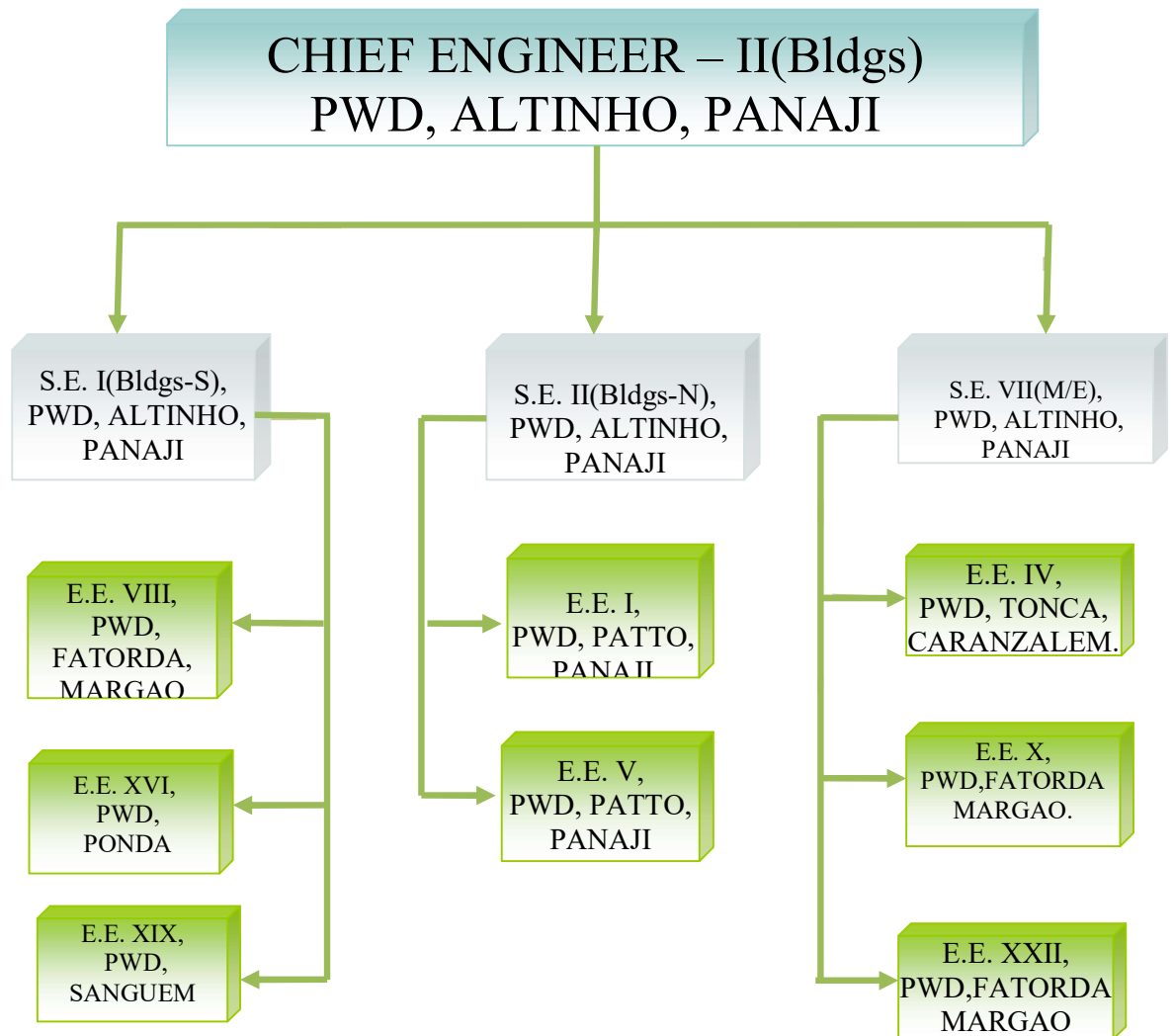
List of National Highways, Roads & Bridges Offices with addresses

For information to the Citizens, a list of National Highways, Roads & Bridges Divisions and Sub-Divisions there under with their addresses is exhibited in **Annexure B**, attached herewith. The citizens can fetch the contact details of the officers, if required from the link provided under PWD website *pwd.goa.gov.in*.

(C) Buildings Sector

Organisational Set-up

- The Buildings Sector is headed by a **Chief Engineer–II(Bldgs)** and assisted by **Superintending Engineer–I(Bldgs-South), PWD, Altinho, Superintending Engineer–II(Bldgs-North), PWD, Altinho** and **Superintending Engineer VII(M/E), PWD, Altinho**.



- The works under this Sector includes construction of new Government Projects, upkeep & maintenance of existing infrastructure of Government offices/Residential Buildings including allied internal electrical works.
- **Under this Sector, the department offers the following services to the citizens:-**
 - (1) *Valuation of Government Buildings/Offices in private premises*

Complaints/Grievances

For any suggestions/complaints/grievances as regards Buildings Sector, the Citizens can either –

- (1) Physically approach the concerned Buildings Division/Sub-Division Office of PWD, Goa
- (2) Lodge on-line Complaint/Grievance on PWD website *pwd.goa.gov.in*
- (3) Lodge on-line Complaint/Grievance on State Public Grievance Portal (PGRS) *publicgrievances.goa.gov.in*

List of Buildings Offices with addresses

For information to the Citizens, a list of Buildings Divisions and Sub-Divisions there under with their addresses is exhibited in **Annexure C**, attached herewith. The citizens can fetch the contact details of the officers, if required from the link provided under PWD website *pwd.goa.gov.in*.

(D) Other General Services

The Public Works Department also offer the following services of general nature:

(1) Enlistment of Contractors under PWD/WRD

- The persons/firms desiring to register themselves as Contractors for execution of works in PWD under appropriate Class & Category, can enlist under Rules the prevailing “*Rules of Enlistment of Contractors in PWD/WRD, 2020*” as per the eligibility criteria set in the Rules.
- The “*Rules of Enlistment of Contractors in PWD/WRD, 2020*” alongwith the required Application & other Forms have been uploaded on the PWD website pwd.goa@gov.in
- The citizens can download the Application Forms from the pwd website
- The duly filled in Application alongwith the required documents is to be submitted in the Office of The Engineering Officer, PWD, Altinho.
- Duly scrutinised application is then processed for the approval of the Committee constituted for the purpose.
- On accord of approval by the Committee, the applicant is informed to make the payment as per the prevailing Notification
- On successful payment by the applicant, the Ensitment Order is issued.

(2) Chief Minister’s Rojgar Yojana for Engineering Proffessionals

- The Government of Goa has recently launched “**Chief Minister’s Rojgar Yojna 2020 for Engineering Proffessionals**”, vide Gazette Notification dated 10/12/2020 to provide hands on experience to young Diploma/Degree Engineers in execution of small works.
- The Gazette Notification dated 10/12/2020 has been uploaded on the PWD website pwd.goa.gov.in, so that the Engineering youth can avail benefit under this scheme.

(3) Redressal of Public Grievances

For any complaints/grievances as regards Buildings Sector, the Citizens can either –

- (1) Physically lodge a Complaint/Grievance in the concerned Divisional/Sub-Divisional Office
- (2) Lodge on-line Complaint/Grievance on PWD website pwd.goa.gov.in
- (3) Lodge on-line Complaint/Grievance on State Public Grievance Portal (PGRS) publicgrievances.goa.gov.in

(4) Information under Right to Information Act

- Under Right to Information Act, Monitoring Officer, PWD, Altinho – Panaji has been designated as the Nodal Officer for the department.
 - All the Executive Engineers of PWD have been designated as Public Information Officers (P. I. Os) under RTI Act, 2005.
 - The citizens desiring information under RTI Act can submit their application either with the Nodal Officer or in the office of the concerned Executive Engineers (P. I. O.s)
-