

Office of the Chief Engineer

Public Works Department
(Roads & Bridges and Administration)
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The PWD website was inaugurated on 24-7-2009 by the Chief Minister of Kerala. The software for grievance module is developed in PWD and incorporated in the PWD website in the Intranet. The public are regularly utilizing this module for entering their grievance related to PWD works. The grievances thus received are assigned to concerned officers (Superintending Engineers and Executive Engineers). Only certain officers are responding to the grievances assigned and report furnishes to Grievance module online for onward transmission to the aggrieved party. On reviewing the statistics, it is observed that we cannot furnish a reply to the aggrieved party even after getting repeated reminders from the aggrieved party. This kind of response cannot be appreciated. Hence all the users (Superintending Engineers and Executive Engineers) have to submit replies immediately for the grievances assigned to them in the grievance module of the PWD Website about the details under their concerned jurisdiction. The circular may please be acknowledged.


Chief Engineer,
Roads& Bridges and Administration, PWD

To

The Chief Engineer, Projects for information.

The Chief Engineer, Buildings and Local Works, PWD.

The Chief Engineer, National Highways, PWD.

The Chief Engineer, Operations, PWD.

All Superintending Engineers and Executive Engineers, PWD.

The Senior Finance Officer, Roads/NH/Buildings.