

Office of the Chief Engineer

Public Works Department (Roads & Bridges and Admn)
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No. CE/R&B/ IT/General/2010

Dated 30-06-2010

To

The Superintending Engineer,
Roads & Bridges/National Highways/Buildings and Local works
South/Central/North/Judicial circle
Thiruvananthapuram/Aluva/Kozhikkode/Thrissur/Ernakulam

Sir,

Sub: – Public information Cell of PWD and response to the toll free numbers by the
Assistant Executive Engineers of PWD –**reg.**

Ref:- Discussion with the Minister for Finance and Public Works dated 28-6-2010 & 30-6-2010

The Minister for Finance and Public Works has commended that the Assistant Executive Engineers are not timely responding to the complaints received in the toll free numbers. The Minister for Finance and Public Works have given the following directions

To submit the daily report from Public information Cell of PWD to the Minister about the action taken by the Assistant Executive Engineers in response to the complaints received in the Toll free number.

To publish the details of the complaints and action taken in the website.

To make the complaints received in Public information Cell recorded in voice recorder so as to make a document.

The Minister has informed that lapse in attending the calls from the public through the Public information Cell of PWD will be viewed seriously and disciplinary action will be taken against the officers concerned.

The Minister has also directed to hand over the list of **Roads/Buildings** pertaining to each section office, Road length, name of Taluk in which the road is situated, name of the Assistant Engineer, Name of Sub Division office and its location, Name of Assistant Executive Engineer etc to be given to the Public information Cell of PWD in soft copy by the Executive Engineers so as to make a database of the Officers and Roads/Buildings.

All the subdivision offices should be equipped with computer and net connection immediately. The direction for taking the net connection from BSNL has already been communicated to you vide this office letter dated CE/IT/connectivity/11 dated 10-9-2009. All the concerned officers should personally take interest in the matter and attend all the

calls from the Public information Cell of PWD and reported within **48 hours** along with a copy to the concerned Chief Engineers.

The Minister has given direction to issue official email id to all Assistant Executive Engineers within **Ten days**. Till then the service of the Akshaya kendras may be utilised. Necessary direction will be issued to Akshaya kendras within **Two days**.

Yours faithfully,



Chief Engineer Roads & Bridges and Administration

Copy to the Chief Engineer, Buildings and Local Works, Thiruvananthapuram

Copy to the Chief Engineer, National Highways, Thiruvananthapuram

Copy to the Chief Engineer (Projects), KSTP, Jagath Buildings, Keston Road, Thiruvananthapuram

Copy to the Chief Engineer DRIQ), Operation, Thiruvananthapuram