

MANUAL-I CE(C-III)

Particulars of Organization Function and Duties

Section 4(1)(b)(i)

- **Aims and objectives of the organization:** CE(C-III) deal with the planning and design circle, water supply, sewerage project and sewer maintenance.
- **Mission/Vision:** To maintain upto the mark the provide services all residence in NDMC Area.
- **Brief history and background for its establishment:** The Zone of CE(C-III) was introduced to provide the facilities at better level.
- **Allocation of business:** As per item no. 1, 2 and 3 as above
- **Duties to be performed to achieve the mission:** Smooth functioning of the actives falling in the jurisdiction of CE(C-III).
- **Details of services rendered:** -do-
- **Citizen's interaction:** first appellant authority in respect of para no. 1, 2 and 3.
- **Postal address of the main office, attached/subordinate office/field units etc.:** Office of CE(C-III), Room No-1602, 16th floor, Palika Kendra, New Delhi-110001.
- **Map of office location:** Palika Kendra situated at Sansad Marg in front of Jantar-Mantar, Connaught Place, New Delhi.
- **Working hours both for office and public:** 9.00 A.M. to 5.30 P.M.
- **Public interaction, if any:** through public hearing
- **Grievance redress mechanism:** -do-

MANUAL-I ACE

Particulars of Organization Function and Duties

Section 4(1)(b)(i)

- **Aims and objectives of the organization:** ACE(C) deal with the planning and design circle.
- **Mission/Vision:** Proper scrutiny of various schemes pertains to Civil Engg. Department.
- **Brief history and background for its establishment:** The Zone of ACE(C) reintroduce for thorough scrutiny of cases with reference to manual/ procedures.
- **Allocation of business:** As above
- **Duties to be performed to achieve the mission:** Smooth functioning of the actives falling in the jurisdiction of ACE(C).
- **Details of services rendered:** -do-
- **Citizen's interaction:** N/A
- **Postal address of the main office, attached/subordinate office/field units etc.:** Office of ACE(C), Room No-1515, 15th floor, Palika Kendra, New Delhi-110001.
- **Map of office location:** Palika Kendra situated at Sansad Marg in front of Jantar-Mantar, Connaught Place, New Delhi.
- **Working hours both for office and public:** 9.00 A.M. to 5.30 P.M.
- **Public interaction, if any:** through public hearing
- **Grievance redress mechanism:** -do-

MANUAL-I SE(PH)

Particulars of Organization Function and Duties

Section 4(1)(b)(i)

- **Aims and objectives of the organization:** To scrutinize, approval and monitoring the technical cases in respect of delegation of powers by the competent authority.
- **Mission/Vision:** prompt services with improved quality of work.
- **Brief history and background for its establishment:** As per CPWD manual.
- **Allocation of business:** checking and approval of proposal, estimates, NIT, Tenders, work order etc upto the delegation of powers.
- **Duties to be performed to achieve the mission:** As prescribed in the CPWD works manual, CPWD account Code and powers delegated by NDMC under NDMC Act 1994.
- **Details of services rendered:** To provide all facilities in respect of water supply, sewerage and there connection in NDMC area.
- **Citizen's interaction:** PIO(PH)
- **Postal address of the main office, attached/subordinate office/field units etc.:** Office of the SE(PH), Room No-1508, 15th Floor, Palika Kendra, New Delhi-110001.
- **Map of office location:** Palika Kendra situated at Sansad Marg in front of Jantar-Mantar, Connaught Place, New Delhi.
- **Working hours both for office and public:** 9.00 A.M. to 5.30 P.M.
- **Public interaction, if any:** N.A.
- **Grievance redress mechanism:** N.A.

MANUAL-I SE(P)

Particulars of Organization Function and Duties

Section 4(1)(b)(i)

- **Aims and objectives of the organization:** To scrutinize and monitoring the technical cases in respect of delegation of powers by the competent authority.
- **Mission/Vision:** prompt services with improved quality of work.
- **Brief history and background for its establishment:** As per CPWD manual.
- **Allocation of business:** checking of estimates, NIT, Tenders, work order etc.
- **Duties to be performed to achieve the mission:** As prescribed in the CPWD works manual, CPWD account Code and powers delegated by NDMC under NDMC Act 1994.
- **Details of services rendered:** N.A.
- **Citizen's interaction: PIO(Planning)**
- **Postal address of the main office, attached/subordinate office/field units etc.:**
Office of SE(Planning), Room No-1514, 15th floor, Palika Kendra, New Delhi-110001.
- **Map of office location:** Palika Kendra situated at Sansad Marg in front of Jantar-Mantar, Connaught Place, New Delhi.
- **Working hours both for office and public:** 9.00 A.M. to 5.30 P.M.
- **Public interaction, if any:** N.A.
- **Grievance redress mechanism:** N.A.

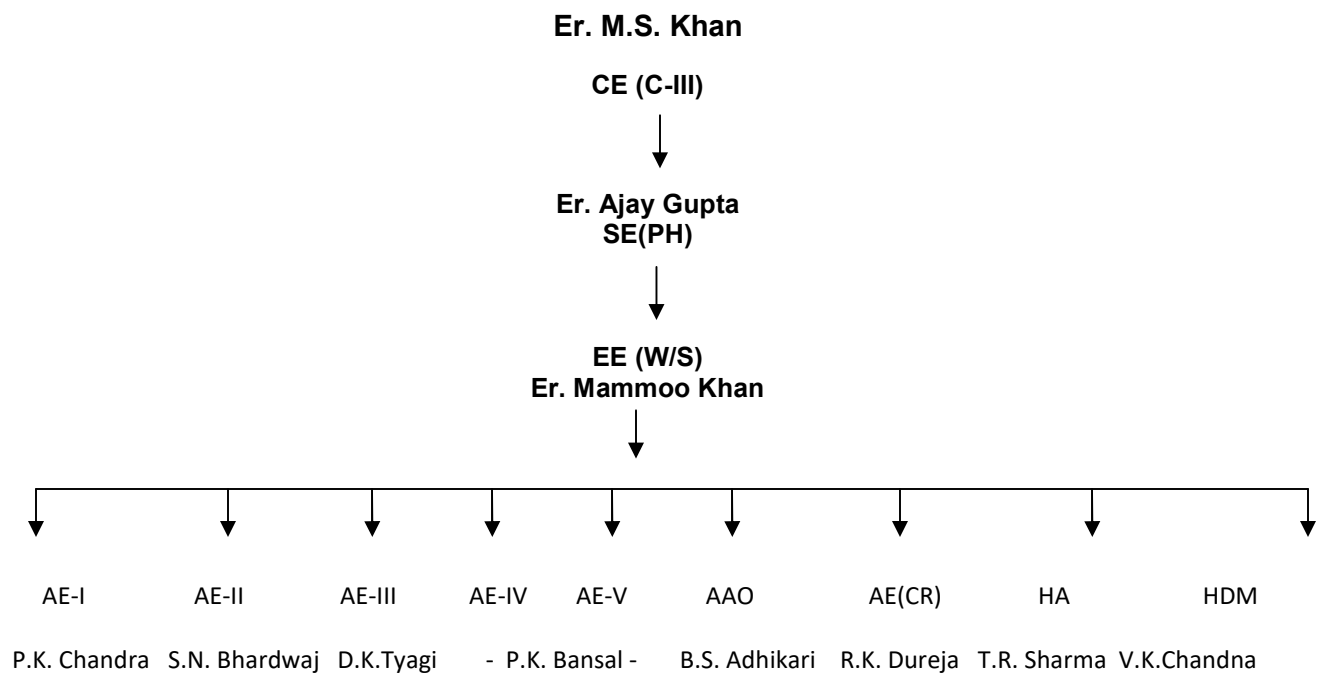
Manual-I (Water Supply)

Particulars of Organization, Functions and Duties

[Section 4 (1) (b) (I)]

- **Name of Department:** Water Supply Division
- **Aims and objectives of the organization:** Supply of water and maintenance of water lines & WBS.
- **Mission/ Vision:** Water Supply
- **Brief history and background for its establishment:** As per CPWD manual.

Organization Charts



Manual-I (Sewerage Maintenance)

Particulars of Organization, Functions and Duties

Section 4(1) (b) (i)

1. Aims and objectives of the organization

To provide smooth and efficient working of Sewerage System in order to obtain the best possible results.

2. Mission/Vision

To have proper functioning of the Sewerage System giving trouble free service to the public at large.

3. Brief history and background for its establishment

The sewerage system of NDMC area consists of 300 kilometers of sewer line of 150mm dia to 2100mm dia, 15,000 nos. circular / rectangular manholes of various sizes and about 600 vent shafts for ventilation of sewers. On an average 100 MLD of drinking water is supplied in its area of which 80% quantity is generated as sewage discharge. Most of the sewage flows through gravity to 2 numbers sewage pumping stations i.e. Kilokari & Pragati Vihar Pumping Stations maintained by Delhi Jal Board. However, sewage discharge from a very small portion of its area is pumped into sewer mains after collecting the same into a sewage sump at Bharti Nagar located in NDMC area. The NDMC area has been divided into six service centers, one sewerage pumping station & one sewerage control room are located in different pockets, detailed under :-

- Todarmal Lane Service Centre
- Scindia House Service Centre
- Mandir Marg Service Centre
- Khan Market Service Centre
- Malcha Marg Service Centre
- Sarojini Nagar Service Centre
- Bharti Nagar Sewage Pumping Station
- Sarojini Nagar Sewerage Control Room

5. Allocation of business

Each service centre is headed by a Junior Engineer with labour & machinery etc who is responsible for the upkeep and maintenance of the sewer line within the area of his jurisdiction.

6. Duties to be performed to achieve the mission

Each Labour is assigned the job on day to day basis for the maintenance of sewer line, manholes etc. from the manhole and sewer line from time to time as soon as the complaint are received.

7. Details of service rendered

To clean sewer line, manholes and to remove the blockages of the municipal sewer lines.

8. Citizen interaction

Citizen friendly atmosphere is created to give a patient hearing to the problem of the consumer and after due consideration the problems are resolved to the entire satisfaction of the complainant.

9. Postal address of the main office attached / subordinates office/field units etc.

Office of the Executive Engineer	Office of the Asstt. Engineer	Name of service centre
Room No.220 S.B.S Place Gole Market New Delhi-110001 Ph. 23347352	Sub-Division - I Room No. 301, S.B.S. Place, Gole Market	1. Todarmal Lane Service Centre Tel No. 23326840 2. Scindia House Service Centre Tel No. 23351009
	Sub-Division - II Room No. 210, S.B.S. Place, Gole Market	Mandir Marg Service Centre Tel No. 23345839
	Sub Division - III Room No. 212, S.B.S. Place, Gole Market	1. Bharti Nagar Pumping Station Tel. No. 24635123 2. Khan Market Service Centre Tel No. 24647295
	Sub-Division - IV Room No. 218, S.B.S. Place, Gole Market	Malcha Marg Service Centre Tel. No.23011168
	Sub-Division - V Room No. 218, S.B.S. Place, Gole Market	1. Sarojini Nagar Service Centre Tel No. 24121190 2. Sarojini Nagar Control Room Tel No. 26870249

11. Working hours

Office timings are 9.00 A.M. to 5.30 P.M. with Saturday, Sunday and Gazetted holidays as closed days.

The Service Centre Timings are 9.00 A.M. to 5.00 P.M. with Sunday and Gazetted holidays as closed days.

The control room functions on 24x7x365 basis at X-Y Block, Sarojini Nagar. The complaints are received after office hours for the entire area and attended immediately. This control room is well equipped with labour, material and machinery to meet with any exigencies.

12. Public interaction, if any

Meeting with RWAs and MLAs / MP's are held with the representative of these bodies for redressal of problems if any. Besides this, grievances of the public raised during the inspection of area MLAs and MPs are also redressed.

13. Grievance redress mechanism

Executive Engineer (SM), AAO(SM), HA(SM), Drawing Branch (SM).

The complaints received are passed on to JE/ mate / maintenance gangs and the complaints are attended within 24 hours manually/mechanically. Repairs if any required for the damaged lines/manholes are got carried out in the shortest possible time between 15-60 days (After giving immediate relief) depending upon the nature/gravity of the repairs

Manual-I (Sewerage Project)

Particulars of Organization, Functions and Duties

Section 4(1) (b) (i)

S. No.	Designation of Post	Powers	Duties attached
1.	EE(S/P)	As per delegation of powers circulated by NDMC	Overall control of the Sewerage project Division
2.	AE(Civil)	Nil	Overall control of the sub-division including processing and execution of sewerage schemes for Augmentation and rehabilitation in S.P. Division
3.	JE(Civil)	Nil	Processing and execution of Sewerage schemes for Augmentation and rehabilitation of the sub-division in SP Division
4.	AAO(SP)	Nil	Overall control on accounts matter and preparation of NITs tender related functions and passing of bills, muster roll and submission of reports and return, Broad sheet etc.
5.	Draftsman	Nil	Checking of all the estimates, NITs justifications etc. of the division.
6.	Sr. Assistant	Nil	Working in the accounts branch of the division and performing, various duties as assigned, preparation and submission of reports and return and Broad sheet etc.
7.	Jr. Assistant	Nil	Diary dispatch of the dak of the division/sub division and maintaining all relevant records.

MANUAL-I (P-I)

Particulars of Organization Function and Duties

Section 4(1)(b)(i)

- **Aims and objectives of the organization:** To scrutinize the technical cases for approval of the competent authority.
- **Mission/Vision:** prompt services with improved quality of work.
- **Brief history and background for its establishment:** As per CPWD manual.
- **Allocation of business:** checking of estimates, NIT, Tenders & work order etc.
- **Duties to be performed to achieve the mission:** As prescribed in the CPWD works manual, CPWD account Code and powers delegated by NDMC under NDMC Act 1994.
- **Details of services rendered:** N.A.
- **Citizen's interaction:** N.A.
- **Postal address of the main office, attached/subordinate office/field units etc.:**
Office of Planning Div.-I, Room No-1515, 15th Floor, Palika Kendra, New Delhi-110001.
- **Map of office location:** Palika Kendra situated at Sansad Marg in front of Jantar-Mantar, Connaught Place, New Delhi.
- **Working hours both for office and public:** 9.00 A.M. to 5.30 P.M.
- **Public interaction, if any:** N.A.
- **Grievance redress mechanism:** N.A.

MANUAL-I (P-II)

Particulars of Organization Function and Duties

Section 4(1)(b)(i)

- **Aims and objectives of the organization:** To scrutinize the technical cases for approval of the competent authority.
- **Mission/Vision:** prompt services with improved quality of work.
- **Brief history and background for its establishment:** As per CPWD manual.
- **Allocation of business:** checking of estimates, NIT, Tenders & work order etc.
- **Duties to be performed to achieve the mission:** As prescribed in the CPWD works manual, CPWD account Code and powers delegated by NDMC under NDMC Act 1994.
- **Details of services rendered:** N.A.
- **Citizen's interaction:** N.A.
- **Postal address of the main office, attached/subordinate office/field units etc.:** Office of Planning Div.-II, Room No-1401, 14th Floor, Palika Kendra, New Delhi-110001.
- **Map of office location:** Palika Kendra situated at Sansad Marg in front of Jantar-Mantar, Connaught Place, New Delhi.
- **Working hours both for office and public:** 9.00 A.M. to 5.30 P.M.
- **Public interaction, if any:** N.A.
- **Grievance redress mechanism:** N.A.

MANUAL-I (P-III)

Particulars of Organization Function and Duties

Section 4(1)(b)(i)

- **Aims and objectives of the organization:** To check estimates, justifications, scrutiny of tenders & recommendations in respect of roads divisions, having amounts of 10 lacs & above and other allied matters.
- **Mission/Vision:** To ensure timely scrutiny of estimates & tenders etc.
- **Brief history and background for its establishment:** Planning Division- III have been created to facilitate proper scrutiny, checking of Estimates etc. pertaining to Roads.
- **Allocation of business:** scrutiny of estimates & tenders of roads divisions & other allied matters.
- **Duties to be performed to achieve the mission:** To follow CPWD manual, CPWD account code etc & powers delegated by NDMC.
- **Details of services rendered:** To check estimates, justifications, scrutiny of tenders & recommendations in respect of roads divisions, having amounts of 10 lacs & above and other allied matters.
- **Citizen's interaction:** There is no direct interaction with the public.
- **Postal address of the main office, attached/subordinate office/field units etc.:** Office of Planning Div.-III, Room No-1506, 15th Floor, Palika Kendra, New Delhi-110001.
- **Map of office location:** Palika Kendra is situated at Sansad Marg in front of Jantar-Mantar, Connaught Place, New Delhi.
- **Working hours both for office and public:** 9.00 A.M. to 5.30 P.M.
- **Public interaction, if any:** N.A.
- **Grievance redress mechanism:** Available at NDMC Web Site ndmc.gov.in or write to SE (P) Address: Room No-1514, 15th Floor, Palika Kendra New Delhi-110001.

MANUAL- I (Design Division)

Particulars of organization, function and duties

(Section 4(1)(b)(i))

- **Aim and objectives of the organization:** Preparation of structural design and minor retro-fitting suggestion for existing departmental buildings.
- **Mission/Vision:** Preparation of structural design.
- **Brief history and background for its establishment:** As per CPWD Manual. Design Division was established in 1977.

Organization Charts

- **Allocation of business:** Structural design for various departmental buildings.
- **Duties to be performed to achieve the mission:** As prescribed in the CPWD Manual.
- **Details of services rendered:** Structural design for various departmental buildings.
- **Citizen's interaction:** N.A.
- **Postal address of the main office, attached/subordinate office/field units etc.**
: Room No.233, SBS Place, Gole Mkt. New Delhi.
- **Map of office location:** Near Gole Mkt New Delhi.
- **Working office hours :** 9.00 A.M. to 5.30 P.M.
- **Public Hours:** Nil
- **Public interaction, if any :** Nil
- **Grievance redress mechanism:** N.A.