



मोतीलालनेहरू राष्ट्रीय प्रौद्योगिकीसंस्थानइलाहाबाद (प्रयागराज)
Motilal Nehru National Institute of Technology Allahabad (Prayagraj)
सिविलअनुरक्षणकार्यप्रभाग-कार्यालय
Office of the Civil Works & Maintenance Section

No. CWM/Citizen Charter/2022-23/303

Dated: 27/10/2022.

Copy of the Civil and Electrical Works Maintenance Committee Resolution No.1, dated 20/10/2022

Agenda No.1: To consider the draft of Citizen's Charter for services rendered by the CWM/ESWM section of the institute.

Resolution: In view of recommendation of the Director on the recommended draft of Citizen's Charter in its meeting held on 06.09.2022, Committee further discussed all the points in details after deliberation recommended the following draft for consideration:

CITIZEN'S CHARTER FOR SERVICES RENDERED BY THE CWM/ESWM SECTION OF THE INSTITUTE

Sl. No.	Details of the service	Process/Requirement from the stake holders	Check List	Maximum processing time for the office	Contact details of the concerned official
1.	Request for the work / estimate for work.	After the receipt of request from the concerned department/office/unit of Institute in the office of the CWM/ESWM section, technical staff will go to the concerned department/office/unit for inspection and in the presence of user and after inspection, work will be put up to the C&EWM committee for further consideration.	1. Request letter duly signed & forwarded by the head of the department/Section. 2. Request letter should have mobile no./contact no. and e-mail of the user. 3. Clear requirement of user be given & his presence is must at the time of site inspection for preparation of the proposal.	03 working days	J.E.
2.	Work to be considered for in-principal approval.	Works will be considered for in-principal approval by the C&EWM committee and the same will be	Request letter duly signed & forwarded by the head of the department/Section.	02 working days	Members of the C&EWM Committee

[Handwritten signature]

		<p>approved by the Director. If the meeting not get held due to some administrative reasons, the time may increase.</p> <p>As per direction of higher authority or as per urgent requirement of the work File may be placed directly for AA/ES sanction.</p>			
3.	Preparation of Estimate of the proposed work.	After the receiving of Administrative approval of the proposed work, technical staffs/engineers of CWM/ESWM section will inspect the site and prepare the detailed estimate.	Administrative approval of the subject work.	05 working days	Sr.E.E./E.E./A.E./J.E.
4.	Budget allocation and Financial Approval of the proposed work.	Estimate of the proposed work will be put up for the budget allocation and Financial Approval by the competent authority.	Estimate of the approved work and the availability of budget.	03 working days	Members of the C&EWM Committee and Registrar office.
Tender processing till issue of work order/agreement					
5.	Tender preparation / uploading on the CPPP portal	After the receiving of clear AA/ES sanction from the competent authority, the technical staffs/engineers of CWM/ESWM section will prepare the tender document / BoQ for	<ol style="list-style-type: none"> 1. Approval of AA/ES 2. Estimate copy 3. BoQ 	02 working days	Sr.E.E./E.E./A.E./J.E.

[Handwritten Signature]

		the tender process. The tender document / BoQ is duly checked & signed by the technical staffs and converted into tender by the J.E./E.E./S.E.E. and to upload on the website for the advertisement/ publication.			
6.	Publication of tender	As per rules & regulations the tender documents / BoQ will be uploaded on Institute website/ CPP portal to invite the quotations/tenders from the registered or empanelled vendors/contractors of CWM/ESWM section of MNNIT Allahabad, Prayagraj.	Tender quotations invited from registered / empanelled bidders in a prescribed time period.	05 days for emergent/urgent works and 07 days for normal works.	Sr.E.E./E.E./A.E./J.E.
7.	Special Case : Tender Extension (whenever applicable)	If sufficient bid/quotation is not received in the office of C&EWM, or on find of some technical fault , the tender time may be retender or extended to attract more number of eligible bidders with the approval of competent authority.	Minimum three quotations are required to be received for opening in any tender process otherwise time extension will be given by the competent authority as per requirement.	Processing time for approval of retender : 02 working days for further publication of tender for the period 05 to 07 days	CWM/ESWM Office
8.	Tender document checking and verification	It is depending on the number of bids/tenders documents invited	Tender opened by a committee and given to concerned staffs for checking	03 working days for Limited tender and 10 working days to	Sr.E.E./E.E./ A.R (Admin-IV)/A.E./J.E./ Superintendent

Deliver

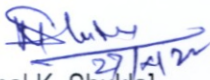
	by technical staff	by CWM/ESWM section and opened by Tender Opening Committee; Tender documents will be checked & verified by the OS/technical staffs of the CWM/ESWM office for further process.	of qty., rate & other relevant documents submitted by the bidders.	check technical tender and financial tender for open tenders per approval of BWC.	
9.	Preparation of Comparative statement and checking of eligible L-1 bidder.	As per the average size of tender documents/BoQ in which minimum 03 bids are received, comparative statement will be prepared and checked by the CWM/ESWM office technical staffs. This time line may increase accordingly, if number of bidders submits their bids/tender documents and the tender BoQ size is above average i.e. the items in the tenders are more than 6.	Comparative statement prepared by office staff and fully checked & signed by technical team in respect of all prescribed requirement of the tender.	02 working days	Sr.E.E./E.E./ A.R (Admin-IV)/ A.E./J.E./ Superintendent
10.	Signature of the Comparative statement by all the members of the tender opening committee.	If all the required members are available for signing on the comparative statement through circulation.	Comparative statement will be duly signed by committee members after checking Comparative statement for further process.	02 working days	CWM/ESWM Office and all concerned members of the tender opening committee.
11.	Approval of budget and draft of work order in	Work order will be prepared by CWM/ESWM office in favour of L-1	Draft of work order will be prepared after all the necessary required	04 working days	CWM/ESWM Office and all concerned members of C&EWM committee and

	favour of L-1 bidder.	bidder. After being duly signed by all the authorities, it will be sent to Registrar / Director Office for the approval.	formalities completed in a tender award process in favour of L-1 bidder		Registrar office.
12.	Issue of the Acceptance letter to the concerned contractor (lowest bidder)	After approval of the draft of work order in favour of L-1 acceptance letter will be issued by the office of the CWM/ESWM section to deposit the non-judicial stamp paper for the issue of work order.	1. Approval of AA/ES 2. Approval of lowest tender.	02 working days (Contractor be asked to deposit the Non-judicial stamp within 07 working days for issue of work order.)	Sr.E.E./E.E./ A.E./J.E./ Superintendent
13.	Issue of the work order to the concerned contractor (lowest bidder)	After submission of non-judicial stamp paper by the contractor, work order will be issued by the CWM/ESWM office.	1. Approval of AA/ES 2. Approval of lowest tender. 3. Non-judicial stamp paper of Rs.100.00 in the name of the agency.	02 working days	Sr.E.E./E.E./ A.R (Admin-IV)/ A.E./J.E.
14.	Work completion time	As per tender document	Hindrance free work area.	01months for emergent/urgent works and 02 months for normal maintenance works through limited tender and 05 months or times for works through open tender as per approval of BWC will be decided as per nature of work.	Sr.E.E./E.E./A.E./J.E.
15.	Preparation of M.B./	Concerned Engineer will put up	M.B./Bill with completion	10 days	Sr.E.E./E.E./A.E./J.E.

[Handwritten signature]

	Process of bill	the M.B./ bill for the payment	certificate from the user.		
16.	Payment of work after submission of M.B. /Bills	CWM/ESWM section will put up the M.B./Bill of the work done as per work order.	Signed M.B. and Bill by the concerned Engineers.	10 working days	A.R. (Actt-I)/Registrar
Note : Proposed times may be varied on occurrence of any technical /administrative problems.					

The Director has approved the same. This is for your kind information and necessary action, please.

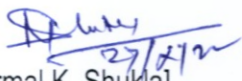

 [Nirmal K. Shukla]
 Assistant Registrar (Admin-IV)

No. CWM/Citizen Charter/2022-23/303

Dated: 27/10/2022

Copy to:

1. Director
2. Members of C&EWM Committee
3. All concerned


 [Nirmal K. Shukla]
 Assistant Registrar (Admin-IV)