

# **Facilities available to citizens for obtaining information.**

**Citizen Charter in relation to the HPHC is annexed at 'E' for the information of the public**

**HARYANA POLICE HOUSING CORPORATION LTD., PANCHKULA****CITIZEN’S CHARTER**

The main object of this Corporation is the construction of residential as well as non-residential buildings for the Police Department. The non-residential buildings include Police Stations, Police Lines, Police Posts, Training Centres, Offices, Welfare Centres, Schools etc. whereas residential buildings include houses for all ranks of Police Force, Barracks, Messes etc. In addition, the Corporation undertakes construction of houses and other buildings for Jails Department, Government Departments, Boards, Corporations and Government Undertakings as deposit works. The Corporation has also taken up repair works of non residential buildings of Police Department since 2006 as per requirement of Police department.

The main features of the working procedure of this Corporation are that the construction works are divided into various projects, which are controlled by SEs at Circle level & XENs at the divisional level. Proper control is maintained on storage and distribution of material and a strict watch is kept from the date of allotment of work till the work is completed. The Corporation is committed to adopt modern techniques of constructions. Overhead expenditures of the Corporation are low as compared to other construction agencies doing the same kind of work in Haryana. HPHC has established its reputation for maintaining speed, economy, quality and excellent construction.

Any contractor or person who is interested in participating in the tenders floated by the Corporation can apply to MD/ CE/SE concerned for enlistment according to Haryana Police Housing Corporation Limited (Regulation and Enlistment of contractors Rules-2010 amended from time to time uploaded in Corporation’s web site ) in any one of the following categories:-

| Tendering Limit           | Class | Enlistment fee (for three years) |
|---------------------------|-------|----------------------------------|
| Works Above Rs. 1000 lacs | “AAA” | Rs. 25,000/-                     |
| Works Upto Rs. 1000 lacs  | “AA”  | Rs. 20,000/-                     |
| Works Upto Rs. 500 lacs   | “A”   | Rs. 15,000/-                     |
| Works Upto Rs. 250 lacs   | “B”   | Rs. 10,000/-                     |
| Works Upto Rs. 50 Lacs    | “C”   | Rs. 5,000/-                      |

The original enlistment is for three years and subsequent renewal of enlistment can be had by depositing half of the original fee. To have healthy competition, the contractors who have been enlisted by any Government department, Board or Corporation have been allowed to bid but they will get enlisted with the Corporation after allotment of works if they are not earlier enlisted with the Corporation.

Similarly, the suppliers for building materials like public health, electrical, joinery, flooring, false ceiling etc. are also being empanelled. A token fee of Rs.5000/- each is charged from them.

## **TIME TO DELIVER THE SERVICE**

The whole process from receipt of the proposal to allotment of work takes about three to four months as detailed below. The bills submitted by contractors are passed promptly. Drawings are prepared by the Architecture Branch of the Corporation or consultant Architect engaged by the HPHC. The suggestions of the client are incorporated to his satisfaction and all endeavours are made to adhere to the time schedule.

## **TIME CHART AS PER HARYANA ENGINEERING WORKS PORTAL**

Details of Citizen Services delivered by the Haryana Police Housing Corporation.

| Sr.No.   | Name/Particulars of the service      | Current mode of delivery of service (Manual/electronic) (HEWP) | Time lines prescribed for delivery of the service, if any,                                                                          |
|----------|--------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> | <b>Receipt of proposal:-</b>         |                                                                |                                                                                                                                     |
| (i)      | Preparation and approval of drawings | Manual                                                         | 20 days                                                                                                                             |
| (ii)     | Preparation of Rough Cost estimates  | Electronic                                                     | 30 days                                                                                                                             |
| <b>2</b> | <b>Receipt of funds</b>              |                                                                |                                                                                                                                     |
| (i)      | Preparation of detailed estimate.    | Electronic                                                     | 30 days                                                                                                                             |
| (ii)     | Detailed Notice Inviting Tender      | Electronic                                                     | 45 days                                                                                                                             |
| (iii)    | Receipt of tenders                   | E-tendering                                                    | 45 days                                                                                                                             |
| (iv)     | Preparation of Comparative statement | Electronic                                                     | 15 days                                                                                                                             |
| (v)      | Tender Allotment Committee meeting   | Manual/Electronic                                              | 15 days                                                                                                                             |
| (vi)     | Allotment of work by XEN             | Electronic                                                     | 15 days                                                                                                                             |
| <b>3</b> | <b>Execution of works</b>            |                                                                |                                                                                                                                     |
| (i)      | Payment of running bills             | Electronic                                                     | Concerned division has to submit bill/s on monthly basis and after receipt of bill at Head Office payment is released within 7 days |
| (ii)     | Completion of work                   | Manual                                                         | Time for completion depends on the quantum and type of work and ranges from 6 months to 24 months generally                         |
| (iii)    | Final Bills of completed works       | Electronic                                                     | Submitted to Head Office within 3 months of completion of works.                                                                    |

|      |                                                                          |            |                                                                                                                              |
|------|--------------------------------------------------------------------------|------------|------------------------------------------------------------------------------------------------------------------------------|
| (iv) | Checking of final bills by Accounts Branch and sending to Drawing Branch | Electronic | 15 days                                                                                                                      |
| (v)  | Checking of final bills by Drawing Branch and submitting for sanction    | Electronic | 15 days                                                                                                                      |
| (vi) | Release of payment                                                       | Electronic | After checking and resubmission of final bill by Drawing Branch the payment is released within a week via e-payment system . |

The time for completion depends on the quantum and type of work and ranges from 6 months to 18 months generally.

### **REDRESSAL OF GRIEVANCES**

The Executive Engineer(V&Q) has been appointed as Nodal Officer for Redressal of Public Grievances of this Corporation addressed to the CM's Grievance Redressal. Officers upto the level of XEN remain available at divisional office between 11.00 A.M and 12.00 noon during working days for the purpose of meeting the public, for prompt Redressal of their grievances and complaints.

### **WHOM TO CONTACT IF THINGS GO WRONG**

Problems faced by the contractors, clients and employees are sorted out at the level of S.Es and XENs in the first instance. Their names and contact numbers are as follow:-

| <b>Sr. No.</b> | <b>Name and designation</b>                                                          | <b>Telephone no.</b> |
|----------------|--------------------------------------------------------------------------------------|----------------------|
| 1              | Sh. Satish Sharma, Chief Engineer(additional charge of Circle Office HPHC Madhuban)  | 0184-2380666         |
| 2.             | Sh. Vikas Sharma, Superintending Engineer, Circle Office HPHC Gurugram               | 0124-2329648         |
| 3.             | Sh. Sanjeev Verma, Superintending Engineer, Circle Office HPHC, Panchkula            | 0172-2861095         |
| 4              | Sh. Dhiraj Kumar Gupta, Executive Engineer(V&Q) (additional charge), HPHC, Panchkula | 0172-2861033         |
| 5              | Sh. Balwinder Rana, Executive Engineer(Electrical), HPHC, Panchkula                  | 0172-2861028         |
| 6              | Sh. Dhiraj Kumar Gupta, Executive Engineer, HPHC, Panchkula                          | 01733-253061         |
| 7              | Sh. Ankur Hooda, Executive Engineer, HPHC, Ambala                                    | 94667-26171          |
| 8              | Sh. Kapil, Executive Engineer, HPHC Hisar                                            | 0129-2270011         |
| 9              | Sh. Manoj Singhal, Executive Engineer(Electrical)(CDC), HPHC, Gurugram               | 0124-2328648         |
| 10             | Sh. Harish Sharma, Executive Engineer, HPHC, Rohtak                                  | 01662-277550         |
| 11             | Sh. Lalit Nanda, Executive Engineer, HPHC, Faridabad                                 | 0129-2270011         |
| 12             | Sh. Vikas Kumar, Executive Engineer, HPHC, Rewari                                    | 01274-250100         |
| 13             | Sh. Inder Pal, Executive Engineer, HPHC Gurugram                                     | 0124-2328648         |
| 14             | Sh. Naresh Kumar, Executive Engineer, HPHC, Madhuban                                 | 0184-2390384         |
| 15             | Sh. Pardeep, Executive Engineer(Elect.), HPHC, Madhuban                              | 95920-47790          |

However, the Chairman, Managing Director, and Chief Engineer at Head office (see below) are also available to listen to and sort out the problems of the contractors, clients and employees. Their details are as follow:-

|    |                                                 |                              |
|----|-------------------------------------------------|------------------------------|
| 1. | Sh. Shatrujeet Kapur, IPS,<br>Chairman          | 0172-2861006                 |
| 2  | Sh. Om Prakash Singh, IPS,<br>Managing Director | 0172-2561838                 |
| 3  | Sh. Satish Sharma,<br>Chief Engineer            | 0172-2566410<br>0172-2861011 |

