

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,
1	Receipt of proposal: -		
(i)	Preparation and approval of drawings	Manual	20 days
(ii)	Preparation of Rough Cost estimates	Electronic	30 days
2	Receipt of funds		
(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
3	Execution of works		
(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 remains 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:-

Sr. No.	Name and designation	Telephone no.
1	Sh. Naresh Kumar, Superintending Engineer, Circle Office HPHC Madhuban)	0184-2380666
2.	Sh. Vikas Sharma, Superintending Engineer, Circle Office HPHC Gurugram	0124-2329648
3.	Sh. Dhiraj Kumar Gupta, Superintending Engineer(HQ) & V&Q and Circle Office HPHC, Panchkula	0172-2861095
4	Sh. Dhiraj Kumar Gupta, Superintending Engineer(HQ) & V&Q and Circle Office HPHC, Panchkula	0172-2861033
5	Sh. Balwinder Rana, Executive Engineer(Electrical), HPHC, Panchkula	0172-2861028
6	Sh. Harish Sharma, Executive Engineer, HPHC, Panchkula	01733-253061
7	Sh. Vivek Kumar Behl, Executive Engineer, HPHC, Ambala	09810321370
8	Sh. Lalit Nanda, Executive Engineer, HPHC Hisar	0129-2270011
9	Sh. Manoj Singhal, Executive Engineer(Electrical)(CDC), HPHC, Gurugram	0124-2328648
10	Sh. Vikas Kumar, Executive Engineer, HPHC, Rohtak	01662-277550
11	Sh. Kapil Kumar, Executive Engineer, HPHC, Faridabad	0129-2270011
12	Sh. Ankur, Executive Engineer, HPHC, Rewari	01274-250100
13	Sh. Rajesh Kumar, Executive Engineer, HPHC Gurugram	0124-2328648
14	Sh. Inder Pal, 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.	- Chairman	0172-2861006
2	Sh. Alok Mittal, IPS, DGP and Managing Director	0172-2561838
3	Sh. Sanjeev Verma, Chief Engineer	0172-2566410 0172-2861011

