

DCSEM

Citizen Charter

I. VISION:

Directorate of Construction, Services & Estate Management (DCSEM) constituent unit of Department of Atomic Energy (DAE) has set itself the following vision to support the vision of DAE.

1. To provide full support towards realization of Vision of DAE.
2. To provide good Housing and Conducive Environment to the Scientists/Engineers of DAE.

MISSION

The mission of DCSEM is to provide support to DAE in transforming its vision into reality. Scientists, Technicians and other supporting Staff members of DAE family working in various units who are striving hard towards achieving the vision of the Dept. deserve to be provided conducive environment and proper housing facilities in order to achieve functional effectiveness in their respective fields.

DCSEM is dedicated towards providing of the following:

1. Proper housing and its management. Presently there are 9569 flats of different categories in Anushaktinagar Township and other locations at Mumbai.
2. Educational institutions, Health care centers, hospitals and also proper maintenance of all the buildings under the control of DCSEM in Mumbai.
3. Security to all Dept. residential buildings in Mumbai specially Anushaktinagar township which is a gateway to BARC where important R&D facilities of national importance are located.
4. To help the residents/users in their day to day basic needs and save their time and energy by making provision for shops at various locations, for various commodities / items within the township. Presently the township houses about 200 shops.
5. Acquisition of Land for various activities of the Department in Mumbai, Construction of Office, Laboratories, Hostels, Residential, Schools, Hospitals, Sports Complex and various other Public buildings for units of Department of Atomic Energy.
6. Operate and maintain various services viz. Estate Management and providing security services to Anushaktinagar Township and for various installations of Department of Atomic Energy at Mumbai.

II. BUSINESS TRANACTED / SERVICES PROVIDED BY DCSEM

Planning, Designing, Engineering, Execution, Testing and Commissioning of Civil, Public Health, Electrical Mechanical, Air-Conditioning and Ventilation works for Housing, Hostels, Schools, Hospitals, Academic Institutions, Laboratories and Various Public Buildings in and outside of Mumbai, for units of DAE including its aided institutions, PSUs, autonomous bodies and partly for other departments such as Dept. of Science & Electronics, Dept of Bio-technology and Ministry of Human Resources Development.

This Directorate is responsible for operation and maintenance of various services, estate management and security for the various installations of DAE at Mumbai and is transacting its business in the following manner:

1. Planning & designing of architectural and other services.
2. Execution of works
3. Testing and commissioning of works.
4. Conducting allotment of quarters every month maintaining absolute transparency at every step.
5. Carrying out maintenance of Residential and Non-Residential buildings.
6. Making provisions for shops within Anushaktinagar premises to take care of day to day needs of the residents without the worry of going out of the township.
7. Arranging a dedicated force of Security Staff and training them about the special security needs of the Dept. in general, Anushaktinagar township and other residential buildings located in Mumbai in particular.
8. Allotment of Community Hall in Anushaktinagar premises and Lawns to carry out obligatory family functions.

III. DETAILS OF CUSTOMERS/CLIENTS

INTERNAL CUSTOMERS:-

- (A) All the Allottees of departmental residential flats under the control of DCSEM.
- (B) All the units, Aided Institutions and PSU's under DAE but those which need construction/maintenance support from DCSEM.

EXTERNAL CUSTOMERS:-

- (A) Allottees of Shops within the premises of Anushaktinagar township.
- (B) Applicants of Tenders for various requirements tendered by DCSEM, including allotment of shops,
- (C) Contractors who have been awarded contracts for various works.
- (D) Applicants (General Public) for various posts against vacancies advertised by Recruitment Section DCSEM and other DAE units.

- (E) Various other Govt. Organisations like Dept. of Science & Electronics, Dept of Bio-technology and Ministry of Human Resources Development etc.
- (F) Banks/Post Office/MTNL/Oil Cos. for the premises allotted or leased to them.

IV. SERVICES PROVIDED TO EACH CITIZEN / CLIENT

INTERNAL CUSTOMERS

GROUP – A & B

The following services are being provided to our internal customers:

- (i). Allotment of quarters:
The information regarding the following is regularly uploaded in the website of DCSEM to maintain transparency, accountability and citizen centric governance:
 - (a) Schedule for monthly allotment for different categories of flats.
 - (b) List of vacant flats for allotment every month.
 - (c) Status report of coverage every month.
 - (d) Circulars/Notifications related to allotment of Departmental accommodation done.
- (ii). Allotment of Community Hall, Lawns for marriages and other functions of employees and their children..
- (iii). Maintenance of Gardens to give residents clean and green environment.
- (iv). Maintenance of quarters.
- (v). Periodic and day-to-day repair and maintenance for ensuring habitability and aesthetics of buildings.
- (vi). Efficient and prompt operation, maintenance and upkeep of various services like Water Supply, Electricity, Air-conditioning, Lifts, Fire Fighting, Drainage and Garbage System.
- (vii). Maintenance of roads and footpaths.
- (viii). Maintenance of storm water drains.
- (ix). Cosmetic maintenance and surrounding cleaning.
- (x). Tree Plantation.
- (xi). Providing support to Creche, School for handicapped, Bio Gas plant for treatment of wet Garbage. Sports Centre. Cultural Groups, Facilitates: Banking facilities, ATM Counters, Ration Shops (PDS), Sports Training facilities, Community T.V. Service etc.

GROUP – B

Construction, Maintenance of office, laboratories, residential colonies etc.

V. SERVICES PROVIDED TO EXTERNAL CUSTOMERS

- (A) Allotment of space/shops.
- (B) Notice Inviting Tender and Tender Document with offer quotation format is regularly uploaded in the website of DCSEM by giving equal opportunity to all vendors and to maintain transparency.
- (C) Status of bill payments to contractors / suppliers etc. are placed on the website.
- (D) Advertisements for recruitment to various posts and Select Panel thereof, are being placed on the website of DCSEM.
- (E) Project Management Consultancy services.
- (F) Lease of Land Premises for Banks/Post Offices & Oil Companies.

VI. GRIEVANCE REDRESSAL MECHANISM

- (1) As per the directives of the Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances, the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) has been implemented and Chief Administrative Officer, DCS&EM has been designated as the Grievance Officer. This serves as a platform for dissemination of information related to Public Grievances and to monitor the redress of the Public Grievances online. Grievances / Complaints can be registered on-line at www.pgportal.gov.in by the complainants which CAO, DCSEM receives via. DAE. The same will be redressed / replied on-line within the prescribed maximum time limit of two months.
- (2) In pursuance of Government of India, National Commission for Women orders, a Women Cell has been constituted, in order to review the plan schemes/ programmes to ensure the aspect of women development, monitoring such programmes for proper implementation, maintenance of data regarding employment of women in office according to their educational status and to promote all round development of women employees, women/ girl dependants of the male as well as female employees through non formal education, health care, family care, training for skill formation etc. The Women Cell also functions as **Complaints Committee** for sexual harassment of women at work place. Further, in terms of OM No. 35021/2/2009-Estt.(C) dated 03.07.2009, special care is taken to prominently indicate in all the advertisements issued for recruitment by this Directorate that “Government strives to have a workforce which reflects gender balance and women candidates are encouraged to apply”.

- (3) In pursuance of Government of India, National Commission for SC/ST instructions, **A Special Cell SC/ST** has been constituted under the direct control of Chief Administrative Officer, DCS&EM as the Liaison Officer. The cell ensure the compliance of the orders of reservations issued from time to time in favour of Scheduled Castes/ Scheduled Tribes and prompt disposal of the grievance of employees of these categories.
- (4) Under Right to Information Act, 2005, an applicant can seek information from Chief Public Information Officer (CPIO)/Assistant Public Information Officer (APIO) by paying fee towards cost of providing information. In DCSEM, Shri V.K. Jain, Chief Project Engineer (Mechanical), DCSEM, Mumbai has been designated as **CPIO** and Shri K. Mahapatra, Project Engineer, DCSEM (Eastern Works), Kolkata has been designated as **APIO**.

VII. EXPECTATIONS FROM THE CITIZENS / CLIENTS

- i. Allottees of Departmental quarters to ensure that they comply with the allotment rules.
- ii. To follow security measures and extend cooperation in following the required guidelines.
- iii. Irregularities, if any, noticed should be promptly reported to the concerned for further action.
- iv. Feedback on the services provided by DCSEM.
- v. Suggestions to improve.

The complaints/feedback/suggestions may either be communicated telephonically to the concerned officer (Tel. Nos. of important authorities/officers in DCSEM have been placed on the website), by email to grievance officer or personally meeting Director/Chief Administrative Officer, DCSEM with prior appointment.
