

## Annexure 2

Points raised during discussions with Zonal Commissioners and Ward Officers of PMC

- i) Budgetary allocation given at Ward office level for reinstatement works is insignificant considering the volume of work to be done.
- ii) The Staff at the ward office level is heavily loaded in terms of number of works of small magnitude is large. Hence it becomes difficult for a single person to concentrate on all the works at the same time and give undivided attention to details.
- iii) Supervisory staff is highly inadequate both at the ward office and also at the Main department level. This has led to lack of supervision which causes faulty workmanship at times.
- iv) Use of new technologies require heavy machinery and also use of costly materials. Considering the space crunch in the internal bye lanes and roads it becomes an added burden to implement such issues.
- v) Traffic department permissions are not available on time.
- vi) Budgetary allocation dictate what work is to be carried out. In case budget is available for road work and not for water supply then there is no choice left then to carry out road work. When budget is made available for water supply then there is no choice but to dig up the don road which leads to further complaints. Also due to use of heavy machinery the old pipelines burst after the work is done which needs to be repaired. But the under the name of lack of coordination the road department is blamed for the fault.
- vii) Cost of work is too high.
- viii) Utility contractors are not qualified enough and hence roads are dug up by heavy machinery leading to breakage.
- ix) At present Road ownership is not fixed. Hence any agency digs up the road as and when required. If an Agency is appointed and the road is handed over to the agency, it will be properly maintained and digging activity should be carried out in presence of or with permission of the agency only. Any violations to be punished.
- x) Survey regarding Length of the roads should be done at the earliest. Survey of roads that has been done needs to be constantly upgraded as on paper the length of the roads looks small, but in actual practice the length is more and hence budgetary allocation and maintenance becomes a problem. Proper survey will help in required budget allocation.
- xi) Engineer is entrusted with the job of Planning, Execution, Tendering, maintenance and other office related works. He is heavily loaded and cannot do justice to all the works.
- xii) Safety norms are not followed by contractors. Penal action should be officially drafted.
- xiii) Confined norms /guidelines are not there regarding when to construct CC/BT roads. Hence when a requirement comes up, work is done as per given in the budget. A set of guidelines should be followed at the earliest.
- xiv) Contractor does not have the required technical know-how.

- xv) Diversion of funds from the Main road to internal roads is not a good practice.
- xvi) Third party Agencies needs to be surprised checked.
- xvii) There is no system of mapping of done works.
- xviii) When there is change in site as suggested by the Corporator, estimates are not modified accordingly.
- xix) Footpath works are carried out after every 2 years.
- xx) Lack of proper coordination amongst Main Office and Ward office.
- xxi) Planning Cell department should be formed and it should be under the jurisdiction of Hon Commissioner or Add. Commissioner as it will be heavily pressurized.
- xxii) Ducts in the footpath are haphazardly used by the Utility providers.
- xxiii) Work record should be planned well in advance and in the Short term, Mid Term and Long term format and Budget should be made available accordingly. This will control a lot of unplanned works.
- xxiv) Standard Policy cannot be implemented all the City. Hence the City should be divided into Common Point zones and policies for each zone should be worked out accordingly. For ex, what is good for core city area might not be necessary for fringe areas and VV.
- xxv) Policy are overlapping and needs to be segregated.
- xxvi) Complaint system should be made more streamlined.
- xxvii) EE of main building should go to Ward office Prabhag Samiti/Mohalla Committee so that proper coordination will be maintained.

## Annexure 3

### Points of discussion with Utility Service Providers.

- i) Trenching activity timeline should be strictly followed.
- ii) Safety norms are not followed by the Utility provider during excavation works.
- iii) Debris are not lifted by the contractor which cause a lot of hardship to the common citizens.
- iv) Submission of application should be all year activity and permission time should be specified.
- v) Early notification of non-viable points will help in streamlining the application process thereby reducing the time lag and get things under control for utility providers.
- vi) There is undue pressure while working on the field by scrupulous elements. Action against them should be supported by PMC.
- vii) Separate ducts should be provided specifically for individual company like MSDCL, MNGL so that inter mixing is not done and security is maintained at all times.
- viii) As Pune City is divided into Municipal Limit and Cantonments becomes difficult for layman to plan trenching activity of it falls between the jurisdiction of the two. If Cantonment Officers are also involved in the Steering committee, then it will help in proper coordination and executive of work at the earliest.
- ix) City Map with Road network and its ownership to be displayed on the official website.
- x) Overhead line to be allowed for Roads under DLP as service needs to be provided and if permission is not given it leads to huge revenue loss. The same lines can be laid underground once the DLP is over and any requisite charges will be filled by the Utility service provider.
- xi) Henceforth, Trenchless technology is to be the norm for excavation done in PMC.
- xii) The Decision to levy rates and fines should primarily rest with the Chief Engineer Roads and the General Body of PMC should work on giving away necessary powers to the Chief Engineer. Also the revenue collected in the form of digging charges should be accumulated under a separate Road head in the Audit Department and all reinstatement works should be carried out from this revenue collected.