



Bridge



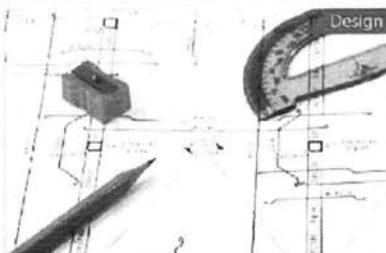
Housing



Infrastructure



Water Connection



Design



Drainage Connection



Roads



Maintenance

## Process Manual for Engineering Department

City and Industrial Development Corporation of Maharashtra Ltd.

CIDCO Bhavan, CBD Belapur, Navi Mumbai - 400 614

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As of Date: 01/07/2015

## **Chief Vigilance Officer's Message**

The Vigilance Department, CIDCO, has been working towards bringing clarity in roles and responsibilities across all the Departments of CIDCO. Towards this transparency initiative, a full-fledged drive is initiated to document functions of each department, rules and policies for these functions, Officers responsible for each step of the process and the approximate timelines within which, each of these functions will be executed.

Since this Manual is a public document, it will be available on the Vigilance Department's webpage at [http://cidco.maharashtra.gov.in/CIDCO\\_VIGILANCE\\_MODULE\\_NEW/UserLogin.aspx](http://cidco.maharashtra.gov.in/CIDCO_VIGILANCE_MODULE_NEW/UserLogin.aspx). It is expected that the openness in this endeavor will help CIDCO's staff in this department to work with full clarity on roles and responsibilities, remove any public misconceptions on the working of this department and also bring accountability of this department to the citizens of Navi Mumbai, who are served by this Department.

This Manual will be updated by the Department on an annual basis by the end of each calendar year.

Dr. Pradnya Saravade, IPS  
Addl. Director General of Police  
**Chief Vigilance Officer, CIDCO**

## Contents

<b>1. ABOUT THE DEPARTMENT</b>	<b>5</b>
<b>2. DESIGN</b>	<b>13</b>
2.1 STRUCTURAL DESIGN / WATER SUPPLY DESIGN / STORM WATER DESIGN / SEWAGE SYSTEM DESIGN	13
2.1.1 REFERENCES	13
2.1.2 LINE PROCESS FOLLOWED FOR THIS FUNCTION	13
2.1.3 DETAILED PROCESSES WITH TIMELINES	14
<b>3. EXECUTION</b>	<b>16</b>
3.1 COST ESTIMATION	16
3.2 TECHNICAL SANCTION AND ADMINISTRATIVE APPROVAL UP TO CE LEVEL	17
3.3 ADMINISTRATIVE APPROVAL (VC&MD / BOARD)	18
3.4 BIDDING PROCESS (EXCEPT FOR SPECIALIZED PROJECTS WHERE PREQUALIFICATION IS REQUIRED)	19
3.5 AWARD OF WORK	20
3.6 PROJECT EXECUTION/MONITORING / TECHNICAL CLOSURE	22
3.7 VENDORS BILL PROCESSING FOR INTERIM PAYMENT CERTIFICATE	24
3.8 VARIATION (EXCESS SAVING / EXTRA ITEMS)	25
3.9 EXTENSION OF TIME FOR COMPLETION	26
3.10 FINAL PAYMENT CERTIFICATE	27
3.11 DISPUTE RESOLUTION PROCESS (AS PER CL.67 OF G.C.C.)	28
3.12 HANDING OVER PROCESS (FOR RESIDENTIAL / COMMERCIAL PROJECTS)	29
<b>4. QUALITY AUDIT</b>	<b>30</b>
4.1 STRUCTURAL AUDIT OF OLD STRUCTURES/ PERFORMANCE AUDIT FOR ROADS	30
4.1.1 RULES & POLICIES GOVERNED BY ...	30
4.1.2 LINE PROCESSES FOLLOWED FOR THIS FUNCTION	30
4.1.3 DETAILED PROCESSES WITH TIMELINES	31
4.2 QUALITY MANAGEMENT SYSTEMS (ISO)- FOR MASS HOUSING AND SPECIAL PROJECT	32
4.2.1 LINE PROCESSES FOLLOWED FOR THIS FUNCTION	33
4.2.2 DETAILED PROCESSES WITH TIMELINES	34
4.3 THIRD PARTY QUALITY AUDIT (TPQA)	36
4.3.1 PARTICULARS	36
4.3.2 DETAILED PROCESSES WITH TIMELINES	36

<b>5. CERTIFICATE ISSUANCE</b>	<b>38</b>
5.1 DRAINAGE CONNECTION CERTIFICATE (DCC) ISSUANCE TO RESPECTIVE PLOT / TENEMENT OWNERS	38
5.1.1 REQUIREMENT FOR DRAINAGE CONNECTION CERTIFICATE	38
5.1.2 DETAILED PROCESSES WITH TIMELINES	38
5.2 WATER SUPPLY CONNECTION CERTIFICATE ISSUANCE TO PLOT / TENEMENT OWNERS	39
5.2.1 REQUIREMENTS FOR WATER SUPPLY CONNECTION	39
5.2.2 DETAILED PROCESSES WITH TIMELINES	39
5.3 ISSUANCE OF REGISTRATION CERTIFICATE TO CIVIL AND ELECTRICAL CONTRACTORS FOR CIDCO PROJECTS	40
5.3.1 DETAILED PROCESSES WITH TIMELINES	40
5.4 REGISTRATION FOR VENDORS WHO ARE MANUFACTURING VARIOUS PRODUCTS TO BE USED IN CIDCO PROJECTS FOR CIVIL/ ELECTRICAL WORK	41
5.4.1 QUALIFYING CRITERIA / ELIGIBILITY CRITERIA	41
5.4.2 DETAILED PROCESSES WITH TIMELINES	42
<b>6. MAINTENANCE</b>	<b>44</b>
6.1 SEWERAGE NETWORK	44
6.1.1 DETAILED PROCESSES WITH TIMELINES	44
6.2 STORM WATER DRAINAGE SYSTEMS	44
6.2.1 DETAILED PROCESSES WITH TIMELINES	44
6.3 ROADS	45
6.3.1 DETAILED PROCESSES WITH TIMELINES	45
6.4 WATER SUPPLY SYSTEM	45
6.4.1 DETAILED PROCESS WITH TIMELINE	45
6.5 ELECTRICAL NETWORK	46
6.5.1 DETAILED PROCESS WITH TIMELINE	46
6.6 SOLID WASTE MANAGEMENT	46
6.6.1 DETAILED PROCESS WITH TIMELINE	46
<b>7. EMPANELMENT OF VARIOUS CONSULTANTS</b>	<b>47</b>
7.1.1 QUALIFYING CRITERIA / ELIGIBILITY CRITERIA	47
7.1.2 LINE PROCESS FOLLOWED FOR THIS FUNCTION	47
7.1.3 DETAILED PROCESSES WITH TIMELINES	47
<b>8. FUNCTIONING OF CIDCO'S MATERIAL TESTING LABORATORY</b>	<b>48</b>
8.1.1 DETAILED PROCESSES WITH TIMELINES	48

## List of Abbreviations

Sr. No.	Acronym	Full Form
1.	Tr. AE	Trainee Assistant Engineer
2.	AE	Assistant Engineer
3.	AEE	Assistant Executive Engineer
4.	EE	Executive Engineer
5.	SE	Superintending Engineer
6.	ACE	Additional Chief Engineer
7.	CE	Chief Engineer
8.	CP	Chief Planner
9.	ATPO	Additional Town Planning Officer
10.	TIA	Tender Inviting Authority
11.	DOP	Delegation of Power
12.	EAC	Extension Analysis Committee
13.	QC	Quality Control
14.	RA	Running Accounts
15.	IS	Indian Standards
16.	ISO	International Organization for Standardization

## 1. About the Department

The Government of Maharashtra has entrusted CIDCO to plan and create environment friendly model urban settlement with full-fledged physical and social infrastructure to meet residential, commercial and industrial needs of the population at present and in the years to come.

In addition to taking up regular infrastructure works and housing schemes in various nodes as per approved master plan CIDCO is undertaking big projects like Navi Mumbai Metro Rail and Navi Mumbai International Airport. For the Navi Mumbai International Airport, the Engineering department is involved in the development of offsite infrastructure for resettlement and rehabilitation of the project affected people and land development of Project Area.

To bring in more transparency and to streamline the citizen centric services eg., vendor registration, approval of products, water supply connection, drainage connection and attending customer grievances related to potholes sewerage and drainage choke up, the Government of Maharashtra has approved the standardization of processes and finalization of the action plan for the same. Detailed information about the Department's processes has been incorporated in the policy.

The timelines in this documents are considered with assumption of staff strength for execution office 1:3:9 i.e. EE (1), AEE(3), AE(9) for design 1:3:6. Considering new projects of NAINA, Chikhaldhara, JNPT, NMIA, Palghar etc. Engineering Department as proposed restructuring. Assumption of timelines is made as per the proposed restructuring of Engineering Department.

This Document was prepared & finalized by the four member Executive Engineer Panel and Four Member Superintending Engineer Panel. The Panel members are as under :

### Executive Engineer Panel

- |    |                 |   |           |
|----|-----------------|---|-----------|
| 1) | P.V. Vidyasagar | - | EE(NM)    |
| 2) | R.J. Giri       | - | EE(QC)    |
| 3) | S.A. Nadgauda   | - | EE(MR-II) |
| 4) | P.S. Joshi      | - | EE(NMIA)  |

### Superintending Engineer Panel

- |    |               |   |                    |
|----|---------------|---|--------------------|
| 1) | S.G.Rokade    | - | SE(HQ)             |
| 2) | V.C.Kamble    | - | SE(TP-III)         |
| 3) | K.K.Phanse    | - | SE(K&K) & ADMN.    |
| 4) | R.B.Dhayatkar | - | SE(KHR-II) & ADMN. |

The Engineering Department is very thankful to the Vice Chairman and Managing Director, Shri

Sanjay Bhatia, Jt. Managing Director, Smt. V Radha, Chief Vigilance Officer Dr. Pradnya Saravade and other Colleagues for their guidance and co-operation for successfully implementing new reforms and action plans which is the need of an hour to bring-in better regulation and governance. Through this manual, the department aims to enable the stakeholders to know about the work of the department, its processes in order to make the citizen centric process easy for both the workforce of CIDCO as well as public applicants. This manual is part of the transparency initiative of CIDCO.

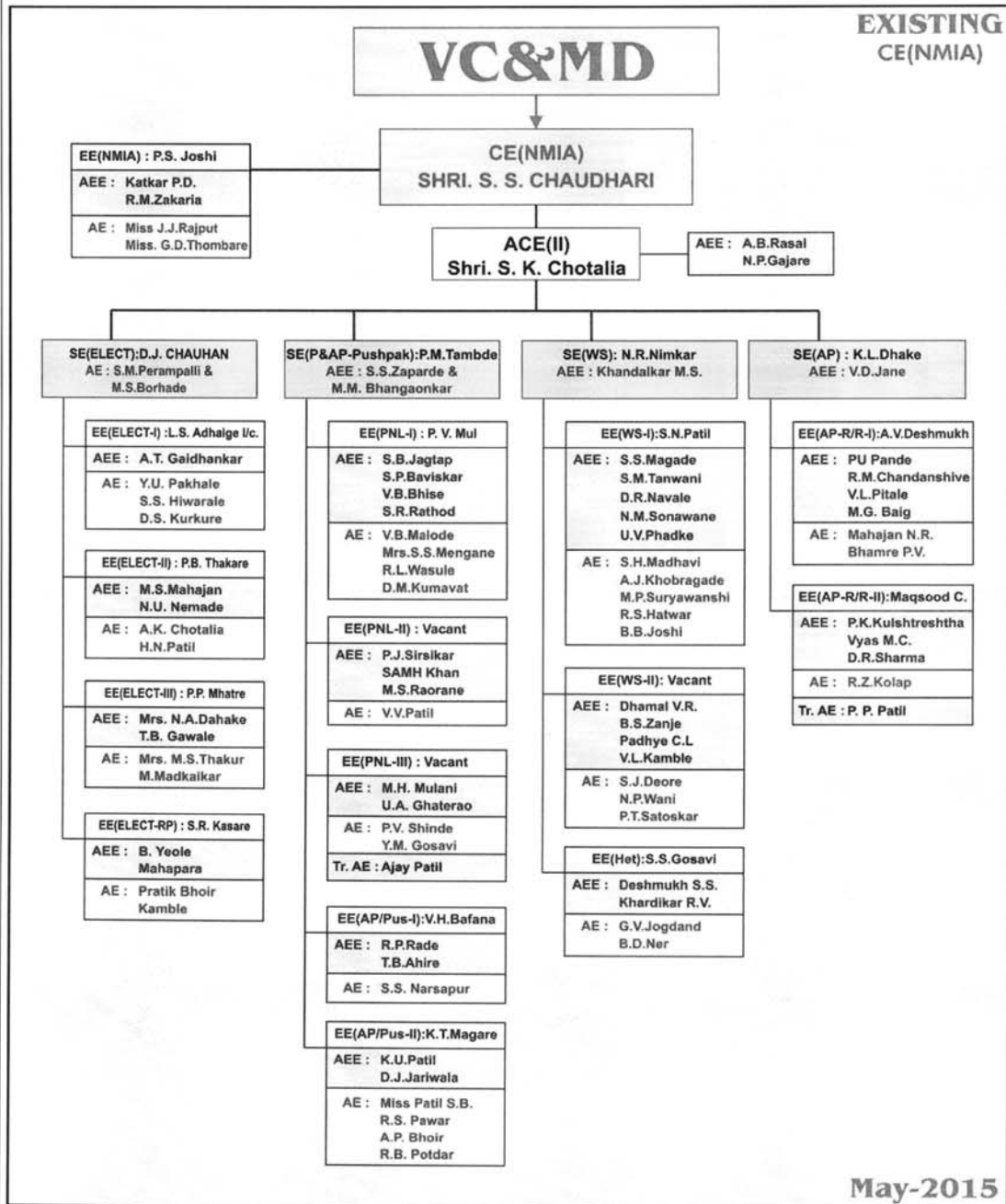
**Mr. Keshav K Varkhedkhar**  
Chief Engineer, Navi Mumbai

Engineering Department hierarchy can be defined as,

EXISTING  
CE(NM)

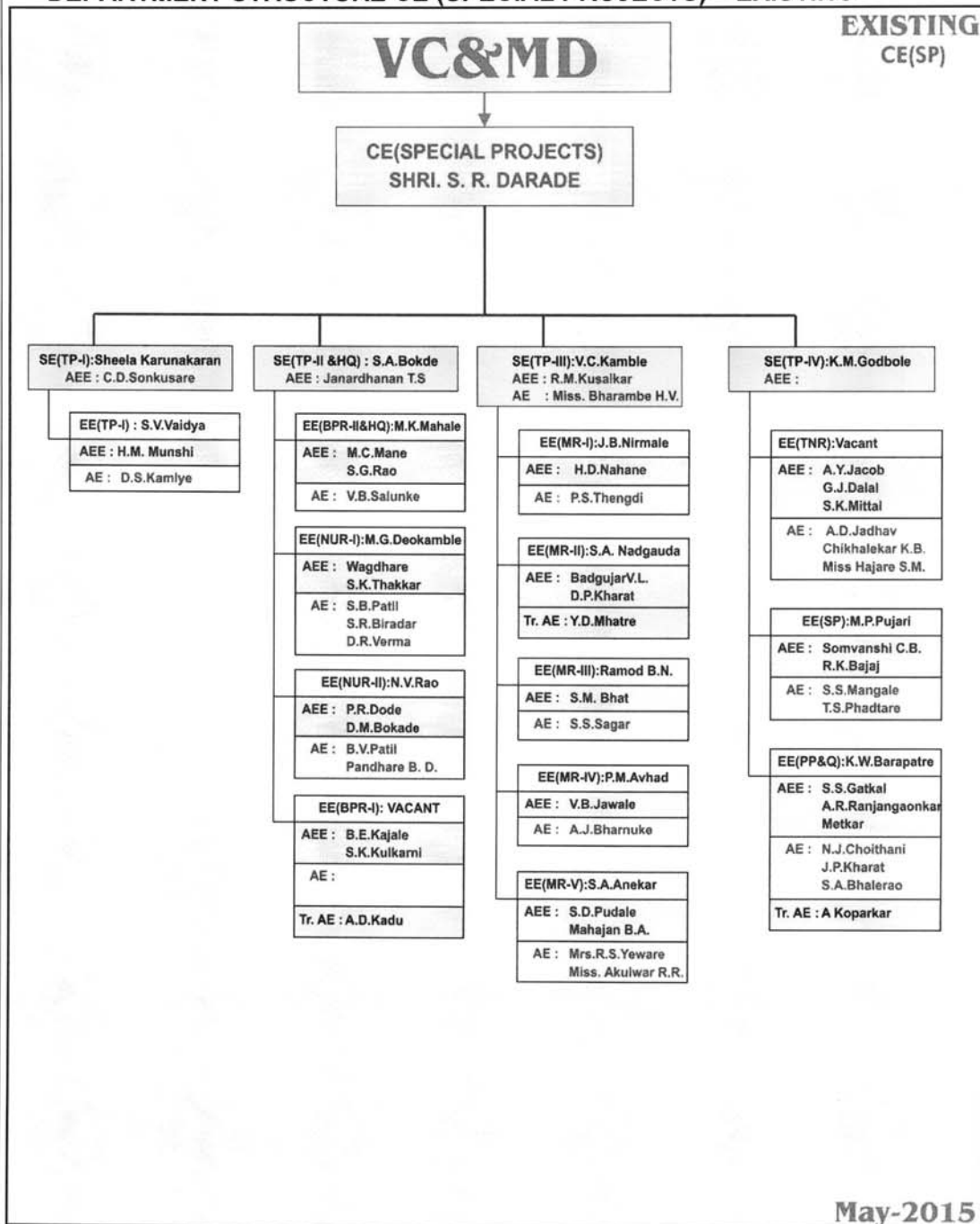




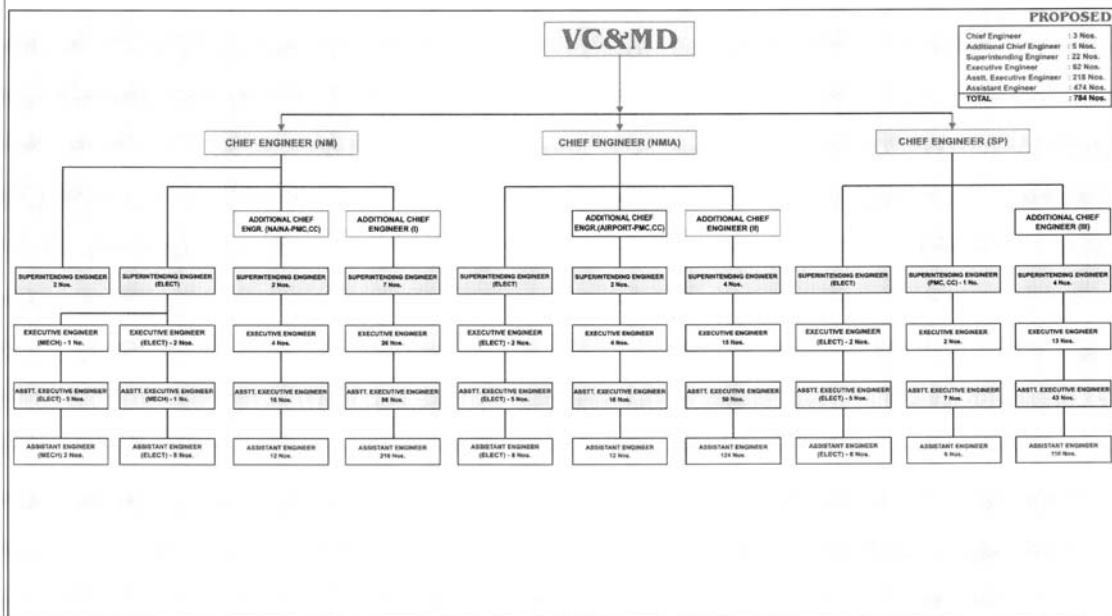
**DEPARTMENT STRUCTURE CE (NAVI MUMBAI INTERNATIONAL AIRPORT) – EXISTING**


May-2015

## DEPARTMENT STRUCTURE CE (SPECIAL PROJECTS) – EXISTING



**PROPOSED DEPARTMENT STRUCTURE CE**



## Functions of Engineering Department

The Department has the following functions:

Sr. No.	Functions
<b>1.0</b>	<b>Design - Structural / Water Supply / Storm Water / Sewage System</b>
<b>2.0</b>	<b>Execution Functions</b>
2.1	Cost Estimation
2.2	Technical Sanction + Administrative Approval upto CE Level
2.3	Administrative Approval (VC&MD / Board)
2.4	Bidding Process (Except for specialized Projects where prequalification is required)
2.5	Award of Work
2.6	Project Execution/Monitoring / Technical Closure
2.7	Vendors Bill processing for interim Payment Certificate
2.8	Variation (Excess – Saving / Extra Item)
2.9	Extension of Time for Completion
2.10	Final Payment Certificate
2.11	Dispute Resolution process (as per Cl.67 of G.C.C.)
2.12	Handing Over Process (For Residential / Commercial Projects)
<b>3.0</b>	<b>Quality Audit</b>
3.1	Structural Audit of Old structures/ Performance audit for roads
3.2	Quality Management Systems (ISO)- For Mass Housing and Special Project
3.3	Third Party Quality Audit (TPQA)
<b>4.0</b>	<b>Certificate Issuance</b>
4.1	Drainage Connection Certificate Issuance to respective Plot/Tenement Owners
4.2	Water Supply Connection Certificate Issuance to Plot/Tenement Owners
4.3	Issuance of Registration Certificate for Civil and Electrical Contractors for CIDCO projects
4.4	Registration for Vendors who are manufacturing various products to be used in CIDCO projects

<b>5.0</b>	<b>Maintenance of :</b>
5.1	Sewerage Network
5.2	Storm Water Drainage System
5.3	Roads
5.4	Water Supply System
5.5	Electrical Network
5.6	Solid Waste Management
<b>6.0</b>	<b>Empanelment of Various Consultants</b>
<b>7.0</b>	<b>Functioning of CIDCO's Materials Testing Laboratory</b>

## 2. Design

### 2.1 Structural Design / Water Supply Design / Storm Water Design / Sewage System Design

Based on approved project report and budget, works to be taken up for the current financial year are identified. The execution office requires execution drawings and requests for it from design section. The design of various infrastructural works is either taken up in-house or obtained from consultant depending on its complexity.

#### 2.1.1 References

- Bureau of Indian Standard codes (BIS) / or MORTH, ASTM, IRC, NBC, CPHE Manual and any other relevant codes.
- Conditions of Contract of CIDCO Ltd
- Delegation of Powers

#### 2.1.2 Line Process followed for this function

Sr. No.	Department Actions
1	Based on architectural plans, location plan, soil investigation reports, hydraulic reports and other relevant data the Assistant Engineer & Assistant Executive Engineer carries out the design in-house and gets it recommended by Executive Engineer and approved by Superintending Engineer.
2	The approved drawings are released for execution

### 2.1.3 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate Timeline (Working days)
1.	Verification of input data for adequacy	AE & AEE	5 days
2.	If all relevant data is not available, then intimate to concerned about the missing data	AE, AEE & EE	5 days
3.	If all relevant data is available, then prepare input data including load calculations	AE & AEE	8 days
4.	If all relevant design assumptions are given, then analyze the input data with the available design software and get output	AE & AEE	8 days
5.	If all relevant design assumptions are not given, then decide the remaining /balance assumptions	AE & AEE	6 days
6.	If the design software is validated for process, then obtain at least one alternative output	AE & AEE	4 days
7.	If the design software is not validated for process, then validate software as per process	AE & AEE	6 days
8.	If it is not possible to decide an economical design after comparing outputs with pre-determined inputs, then obtain at least one more design output	AE & AEE	6 days
9.	If it is not possible to decide an economical design after comparing outputs with pre-determined inputs, then prepare design pack for releasing to estimate and keep record	AE, AEE & EE	8 days
10.	Review the design pack released earlier based on the comments suggestions from field division for estimation and tendering purpose.	AE & AEE	6 days
11.	If the design need any change, then redesign with changed input data and keep record	AE & AEE	4 days
12.	If the design does not need any change, then release the design brief to execution department	SE (D & QC)	4 days
13.	Review the design pack released earlier based on the comments suggestions from field / execution staff before execution at site.	AE, AEE & EE	6 days

14.	If the design need any change, then redesign with changed input data	AE & AEE	6 days
15.	Submission to Superintending Engineer for Approval & release for execution	EE	4 days
16.	If any changes made in design, then scan the document & keep record	AEE	4 days
17.	If no changes are made in design, then certify as built drawings on completion of the Project and keep record after scanning.	EE	4 days



### 3. Execution

#### 3.1 Cost Estimation

Sr. No.	Process	Authority	Approximate timeline (Working days)
1.	Upon the receipt of design plan, survey reports and soil investigation reports, visit the respective site and make notes	AE & AEE	6 days
2.	Prepare quantity estimate for all items of work a) Infrastructure works b) Building Works	AE	20 days 30 days
3.	Insert rates for all items from approved schedule of rates	AE	8 days
4.	If all rates are not available in schedule of rates, then prepare rate analysis for such items of work	AE	15 days
5.	Review the estimate with Assistant Executive Engineer	AEE	5 days
6.	If any corrections are required to be made, then revise the estimate and submit to Assistant Executive Engineer	AE	5 days
7.	Determine the period of completion by resource planning	AEE	5 days
8.	Finalize estimate and calculate unit cost	AEE	3 days
9.	If unit cost is acceptable, then Project / budget heads and Project / budget sub heads are identified under which project cost will be charged	AEE	3 days
10.	Review of Estimate by EE if any corrections are required, revise the estimate	EE	5 days
11.	If any correction are required, revised the estimate	AE / AEE	5 days
12.	Project provision , budget provision is identified and mentioned in the proposal and it is sent for Technical sanction	AEE& EE	3 days

### 3.2 Technical Sanction and Administrative Approval up to CE Level

Sr. No.	Process	Authority	Approximate Timeline (Working days)
1.	Check quality plans, resource requirements estimated and unit cost	As per DOP	4 days
2.	Visit the site and reconfirm feasibility	EE	4 days
3.	Prepare note for technical sanction indicating I. Feasibility II. Project report provision or pricing parameters III. Budget provisions/planning IV. Cash flow requirements V. Resources estimated and class of intended bidders VI. Completion period VII. Critical work activities from a. Completion point of view b. Quality point of view c. Cost point of view VIII. Approved make of materials IX. Specifications	EE	5 days
4.	Submission of note for technical & Admin. Approval to SE.	EE	2 days
5.	Technical Sanction & Administrative Approval note checked recommended by SE	SE	5 days
6.	If any corrections are required, then proposal for technical sanction needs to be revised and resubmitted	EE	4 days
7.	If no corrections or after corrections are required then technical sanction is granted or recommended to ACE.	SE	5 days
8.	Approved / Recommendation of proposal by Additional CE. (As per DOP)	ACE	10 days
9.	If any corrections, proposal to be revised	EE	4 days
10.	Additional CE recommends to CE (as per DOP)	ACE	2 days

11.	Proposal forwarded for Technical Scrutiny	SE(HQ)/EE(NM)	15 days
12.	If any corrections proposal to be revised	EE	8 days
13.	Verification of Compliance	SE(HQ) / EE(NM)	7 days
14.	If no corrections / after corrections CE accords Technical Sanction	CE	3 days
15.	Accounts functions (if no corrections)	CAO / Sr. AO	15 days
16.	Accounts functions (in case of corrections)	CAO / Sr. AO	10 days additional
17.	To accord Administrative Approval upto CE Level	EE/ SE / ACE / CE	3 days

### 3.3 Administrative Approval (VC&MD / Board)

Sr. No.	Process	Authority	Approximate timeline (Working days)
1	Proposal forwarded to VC& MD	Chief Engineer	7 days
2	If any corrections are required, then send the proposal for revision to Engineering department	Chief Engineer	10 days
3	Proposal AA within DOP of VC & MD	VC & MD	7 days
4.	Proposal AA within DOP of Board		
	1 Draft Agenda Note	ACE / CE	10 days
	2 Approval of Draft Agenda Note by VC & MD	VC & MD	7 days
	3 Submission to CS & Approval by Board	Board	30 days

### 3.4 Bidding Process (Except for specialized Projects where prequalification is required)

Sr. No.	Process	Authority	Approximate timeline (Working days)
1.	Recheck the resource requirement of work and prepare the eligibility criteria to be laid down in bid document based on Standard NIB Booklet.	EE	6 days
2.	Prepare Notice Inviting Tender for inviting applications from prospective bidders as per eligibility criteria as per standard NIB Booklet.	EE / SE	4 days
3.	Approval to NIB & draft Bid Document.	As per DOP TIA	10 days
4.	Publish Notice in Newspapers and uploading on CIDCO Web site.	EE	3 days
5.	Upload bid document for e-bidding on CIDCO Web site.	AEE/ EE	1 day
6.	E-Bidding programme to follow : Please refer standard e-bidding schedule available on CIDCO's website & e-bidding programme for individual works being uploaded for each contract on e-bidding web site <a href="http://cidco.maharashtra.etenders.in">cidco.maharashtra.etenders.in</a>		As per Bidding Programme.
	a) Monitoring Authority	EE	
	b) Approval of Reply of Bid Queries	Tender Inviting Authority (TIA)	
	c) Scrutiny of Technical Bids received on-line.	TIA	
	d) Approval to qualifying bidders and opening of Financial Bid.	TIA	
7.	Prepare Comparative Statement of offers received / generated from system.	EE	10 days

### 3.5 Award of Work

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	Calculate the unit cost based on lowest offer received	AEE	2 days
2.	Compare unit cost with available data, and prepare detailed tender committee note and submit to all tender committee members	EE	7 days
3.	Convene the tender committee meeting and record decision of tender committee	SE	4 days
4.	If tender committee does not agree with the lowest offer received for the work from the successful bidders, action to be taken as per the directive of Tender Committee.	SE	5 days
5.	If Administrative approval & award is within the DOP of VC&MD level, Submit a detailed note for seeking approval of competent authority for award of work based on recommendations of Tender Committee.	EE / SE	4 days
6.	If there are any corrections directed by competent authority, then revise the award of work note and resubmit for approval of Competent Authority	EE / SE	4 days
7.	After acceptance of the offer submit proposal for revised Admin. Approval based on accepted offer.	EE/ SE / ACE / CE / VC&MD	5 days
8.	In Case of any corrections suggested by the competent authority revise & resubmit the proposal.	SE	5 days
9.	Administrative approval is granted to the amount of work and contracting agency within DOP of VC & MD.	EE/ SE	5 days
10.	Issue Office order	EE(NM)	2 days
11.	Issue Letter of Intent for Unbalance Bid for B.G. .	EE(NM)	5 days
12.	Issue LOA	EE & SE(Field)	5 days
13.	If Admin Approval & Award is within the DOP of Board prepare draft Agenda Note for Approval of	ACE & CE	15 days

	VC & MD.		
14.	Submission of Agenda Note to CS for Approval of Board	ACE / CE	30 days
15.	Letter of acceptance is issued to agency after issue of office order.	EE	5 days
16.	Original administrative file approved by CE/MD/Board are kept in EE(NM) office for records	EE	2 days

### 3.6 Project Execution/Monitoring / Technical Closure

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	Ensure submission from the contractor the statutory contract deposit after issuance of LoA	EE	15 days
2.	Execution of Contract Agreement	EE	15 days
3.	Issue Work Order	EE	2 days
4.	Ensure compliance of all balance contractual documents from issuance of Work Order.	EE	15 days
5.	Obtain all the architectural / design drawings relevant to the work for execution purpose (duly proof checked, in – house / through outsourcing, as the case may be) from issue of Work Order	AEE	30 days
6.	Obtain work plan from the contractor including CPM/PERT chart and resource planning (manpower/materials) from issue of LOA.	AEE	15 days
7.	Obtain quality assurance manual from the contractor including quality plans for each item of work from Work Order.	AEE	15 days
8.	Identify and record the critical activities from the time, cost and quality point of view from Sr. No. 5	EE	7 days
9.	Plan for monitoring of these critical activities and also prepare format for reporting progress of work for Major Projects	AEE	5 days
10.	Review the work plan at planned intervals and report to Superintending Engineer for areas of concern	EE	Every 15 days
11.	Record the measurements of work done and due payments to the contractor at planned intervals	AE	Every 30 days
12.	Report the time, cost and quality deviations to Superintendent Engineer as soon as they are anticipated	EE	7 days
13.	If delay is due to CIDCO, then record the reason for delay in site review meeting, as reasons for extension In time limit, as evidence for approval to extension of time for completion.	EE	15 days

### 3.7 Vendors Bill processing for interim Payment Certificate

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	If bills are not submitted timely by contractor, then prepare the bill every month as per contract conditions	AE	10 days
2.	If bills are submitted by contractor as per conditions of contract, then Scrutiny and verification of bill in all respect and record the same in the measurement book and submitted to AEE	AE	8 days
3.	Bill are checked, verified and submitted to EE	AEE	4 days
4.	Bills are checked against contractual terms and conditions	EE	2 days
5.	Submission of bill to accounts section for release of payment	EE	2 days
6.	If vendor bills are not as per conditions of contract, then bill is sent back to Executive Engineer for making corrections	AO	2 days
7.	If vendor bills are as per conditions of contract, then payment is released 1 75% of Certified Payment 2 Balance Payment	AO	7 days 14 days



### 3.8 Variation (Excess saving / Extra Items)

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	On submission details of varied items by Contractor, Order for preparation of excess saving proposal to Assistant Executive Engineer	EE (Field)	2 days
2.	Preparation of excess saving proposal	AEE (Field)	15 days
3.	Approval /Recommendation of the proposal as per DOP	EE (Field)	5 days
4.	Forwarding proposal to SE for approving items within his DOP.	SE (Field)	10 days
5.	Forwarding proposal to ACE for approving items within his DOP.	ACE	10 days
6.	Forwarding proposal to CE for approving items within his DOP.	CE	15 days
7.	Forwarding proposal for Accounts scrutiny and financial concurrence	CAO/Sr. AO as per DOP	10 days
8.	If any corrections are required for financial concurrence, then forward the proposal to Executive Engineer	Sr.AO	2 days
9.	If any corrections are not required then provide financial concurrence, then forward the proposal to competent authority as per delegation of power	CAO/Sr.AO as per DOP	3 days
10.	If any corrections are not required, proposal is approved	Competent Authority	3 days
11.	If the proposal requires Revised Admin. Approval within DOP of VC & MD, CE to recommend accordingly & obtain approval.	CE	7 days
12.	If Proposal requires revised Admin. Approval of Board, put up a Draft Board Note for Approval of VC & MD.	ACE/ CE	10 days
13.	Submission of Board Note to CS & Approval of Board.	ACE/ CE	5 days
14.	Approval of Board	Board	30 days
15.	Order is issued and sent to the concerned EE	EE(HQ)	3 days

### 3.9 Extension of Time for Completion

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	On receipt of letter from contractor for extension of time limit and revised work plan with reason for delaying project EE to forward the submission to AE/AEE for Scrutiny.	EE	3 days
2.	AE/AEE to verify the reasons and carryout investigations of submissions.	AEE/AE	10 days
3.	AEE to put up the findings/facts to EE for approval / recommendation of SE	AEE	3 days
4.	Recommendation of proposal	EE	5 days
5.	SE to approve / recommend as per DOP	SE	5 days
6.	ACE to approve / recommend as per DOP	ACE	5 days
7.	CE to approve / recommend as per DOP	CE	10 days
8.	If proposal requires approval of VC & MD as per DOP, CE to submit it to EAC	CE	3 days
9.	Recommendation by EAC	EAC	15 days
10.	Approval by VC & MD on the basis of EAC's recommendation	VC & MD	3 days
11.	On approval, issuance of order for extension of time limit	EE(HQ)	4 days
12.	Proposal is sent back to EE for record & needful	EE	2 days

### 3.10 Final Payment Certificate

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	On receipt of final bill from contractor, forwarding to AE/AEE for scrutiny.	EE	3 days
2.	Scrutiny of final bill in all respect and submit it to AEE	AE	14 days
3.	Checking of final bill and submit it to EE including preparation of history sheet.	AEE	5 days
4.	Certification of final bill and checking for audit paras, if any.	EE	7 days
5.	Submission of final bill to the authority which has granted technical sanction for the project a) Scrutiny & Approval / recommendation by SE b) Scrutiny & Approval / recommendation by ACE c) Scrutiny & Approval / recommendation by CE	EE SE ACE CE	 10 days 10 days 15 days
6.	If the final bills are not as per requirement, then file is forwarded to Executive Engineer for making corrections	SE / ACE / CE	15 days
7.	If the final bills are as per requirement, then file is forwarded to Accounts section	SE / ACE / CE	5 days
8.	If final bills are not as per conditions of contract, then file is forwarded to Executive Engineer for making corrections	AO	5 days
9.	Correction done by EE and forwarded to Account Section	EE	3 days
10.	If final bills are as per conditions of contract, then payment is released and file is forwarded to EE for records (Including SAP)	AO	10 days

### 3.11 Dispute Resolution process (as per Cl.67 of G.C.C.)

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	On receipt of claim/s from contractor, Engineer to give his decision to Employer & Contractor	EE	90 days
2.	<p>If dissatisfied with decision, contractor may appeal within 30 days to first appellate authority, competent authority to give decision within specified time line</p> <p>a) Upto Contract Value 10 Cr.  b) Upto Contract value between ₹. 10 Cr. To ₹.25 Cr.  c) Contract value above ₹.25 Cr.</p> <p>NB – In respect of Cl.67.2 of G.C.C. Contractor has to deposit 5% of total claim amount.</p>	<p>SE  CE  MD</p>	<p>30 days  45 days  60 days</p>
3.	<p>If dis-satisfied with decision of first appellate authority, the Contractor may appeal within 30 days to Second appellate authority (Cl.67.2 &amp; 67.3 of G.C.C.) Competent Authority to give decision within specified timeline –</p> <ul style="list-style-type: none"> <li>• Upto Contract value ₹. 10 Cr.</li> <li>• Upto Contract value between ₹. 10 To ₹.25 Cr.</li> <li>• Contract value above ₹.25 Cr.</li> </ul>	<p>CE  MD  DRB</p>	<p>60 days  60 days  90 days</p>
	(DRB to be constituted as per Cl.67.4.2) NB – Procedure of DRB shall be as per Cl.67.4.1 to 67.4.4 of G.C.C.)		

### 3.12 Handing Over Process (For Residential / Commercial Projects)

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1.	Preparation of maintenance manual, feedback form, handing over documents	AE/AEE/EE	30 days
2.	Upon completion of project detailed inventory, completed tenements / offices / shops etc.	AE / AEE	30 days
3.	Preparation of list of defects & communicate to the agency for rectification	AEE / EE	10 days
4.	Verification of compliance of defects	AE / AEE	15 days
5.	Handing over keys of tenements / office / shop to the buyer along with documents and keeping records.	AE	Continuous Process
6.	Provision of watch & ward arrangements till completion of handing over, for period after contract liability expires.	EE	-
7.	Open complaint register with columns for a) Complaint of the Owner b) compliance by contractor c) Checking of compliance by engineer	AEE / EE	2 days
8.	Joint inspection is done with each owners	AE	3 days
9.	If there are any defects pointed by owners, then rectification of defects and verification including keeping records.	AE	7 days
10.	If there are any defects pointed by owners, then prepare and submit compliance report to Additional Chief Engineer and ISO cell including giving feedback to planning and marketing. (If required)	AE	Periodic
11.	Check compliance and submit report	EE	3 days

## 4. Quality Audit

### 4.1 Structural Audit of Old structures/ Performance audit for roads

Based on quality policy, property register and earlier inspection reports, the inspection and audit of structures is taken up. The frequency of structural audit is once in every 5 years as per occupancy certificate issued by ATPO.

#### 4.1.1 Rules & Policies Governed by ...

##### 1. For Building

- Maharashtra Co-op Society's (Amendment) Act 2013
- GDCR Navi Mumbai.
- National Building code.

##### 2. For Bridges / Culverts

- IRC Code
- MORTH

##### 3. Water Retaining Structure

- IS Codes
- CPHE Manual

#### 4.1.2 Line Processes followed for this function

Sr. No.	Department Actions
1.	Inspection of structure as per the check list for all systems
2.	Preparation of detail report in approved format, including highlighting serious observations & recommended repairs/corrective actions
3.	Submission of report to Superintending Engineer
4.	If there are no serious observation after evaluation of report and inspection of the structure, then update the record in property register, history card
5.	If there are serious observations after evaluation of report and inspection of the structure, then check if standard repairing methodology available for repair to be carried out there are any methodology recommended by In-house for repairs to be carried out.

6.	If standard repairing methodology available for repairs to be carried out then prepare proposal & carry out repairs after approval of competent authority
7.	If standard repairing methodology not available for repairs to be carried out, then appoint empaneled expert consultants and outsource further methodology of repairing.
8.	Repairs are carried out by awarding work through e-tendering
9.	Supervision of repairs work till completion
10.	Joint inspection with consultants is done and obtain certificate of safety & stability
11.	Documentation and submission of report to Chief Engineer
12.	Update the record in property register, history card

#### 4.1.3 Detailed Processes with Timelines

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1	Inspection of structure as per the check list for all systems – Individual Structures	EE	30 days
2	Inspection of structure as per the check list for all systems – Mass Housing Complex	EE	60 days
3	Preparation of detailed report in approved format, including highlighting serious observations & recommended repairs/ corrective actions & submission of report	EE	15 days
4	If there are no serious observations after evaluation of report and inspection of the structure, then update the record in property register, history card	SE	7 days
5	If there are serious observation after evaluation of report and inspection of the structure, then check if standard repairing methodology available for repairs to be carried out. In case of any serious repairs, take immediate action to resolve the same.	SE	10 days
6	If standard repairing methodology available for	EE	60 days

	repairs to be carried out, then prepare proposal & obtain approval of competent authority		
7	Process of e-tendering & award of work	AEE	60 days
8	If standard repairing methodology not available for repairs to be carried out, then appoint empaneled expert consultants and outsource the design consultancy.	SE	30 days
9	If there are any methodology recommended by In-house for repairs to be carried out, then prepare proposal & obtain approval of competent authority	EE	60 days
10	Process of e-tendering & award of work	AEE	60 days
11	Repairs are carried out	EE	As per contract period
12	Joint inspection with consultants is done and certificate of safety & stability is obtained.	SE	5 days
13	Documentation and submission of report to ACE/CE	EE	7 days
14	Update the record in property register, history card	EE	3 days

#### 4.2 Quality Management Systems (ISO)- For Mass Housing and Special Project

Based on quality policy, management review, reports, previous internal audit reports and project works, audit of quality management system is taken up. [Click here](#) to view the Circular for ISO Audit. The [Board Resolution](#) for Consultancy Services for Third Party Quality Audit for Building and Infrastructure Projects.

**At present CIDCO has adopted ISO9001:2008 for Housing Project under Engineering Department and all works under Special Projects Department.**

- Standard Documents of ISO System
- Quality System Manual
- Quality System Procedure Manual



#### 4.2.1 Line Processes followed for this function

Sr. No.	Department Actions
1.	Inspection of structure as per the check list for all systems
2.	Schedule the audits as per pre-decided frequency
3.	Carry out internal audit once in 6 months and records non-conformance
4.	Ensure correction and submit correction, corrective and preventive action report, response based on root cause analysis in 15 days' time
5.	Prepare input for management review based on corrective action report within 15 days
6.	Organize management review as per process and record decisions in next 15 days' time
7.	Communicate and implement the management decision in next 15 days' time
8.	Verify implementation of management review decisions in next 15 days' time
9.	Check effectiveness of implementation in next round of audits
10.	Submit report on effectiveness of the quality management system and continual improvement to the management
11.	The external audit takes place once in 6 months
12.	The correction, corrective and preventive action are taken on observations and non – conformance and a compliance report is sent to the External Auditor for closure of the audit report
13.	The external auditor closes the audit report after verification of the compliance report in their next audit visit

#### 4.2.2 Detailed Processes with Timelines

Sr. No.	Process Steps	Authority	Approximate Timeline (days)
1	Schedule the audits as per pre-decided frequency	Dy. Management Representative – SE(HQ) / SE(TP-IV)	3 days
2	Carry out internal audit once in 6 months and record Nonconformance & Communicate to all concerned.	Dy. Management Representative – SE(HQ) / SE(TP-IV)	4 days
3	Submit correction, corrective and preventive action report , response based on root cause analysis	SE (Field)	15 days
4	Audit of Dy. MR & M.R.'s office.	Auditor	2 days
5	Prepare input for management review based on corrective action report	Dy. Management Representative– SE(HQ) / SE(TP-IV)	15 days
6	Organize management review as per process and record decisions	SE(Field) Dy. Management Representative– SE(HQ) / SE(TP-IV)	15 days
7	Communicate and implement the management decision	SE(Field)	3 days
8	Verify implementation of management review decisions in next 15 days' time	Ext. Auditor	5 days
9	Check effectiveness of implementation in next round of audits	Ext. Auditor	4 days
10	Submit report on effectiveness of the quality management system and continual improvement to the management	Dy. Management Representative– SE(HQ) / SE(TP-IV)	4 days
11	The external audit takes place once in 6 months	Management Representative- CE(NM) / CE(SP)	2 days
12	The correction, corrective and preventive action are taken on observations and non – conformance and a compliance report is sent to the External Auditor for closure of the audit Report	Dy. Management Representative SE (HQ) / SE(TP-IV)	4 days
13	The external auditor closes the audit report after verification of the compliance report in	External Auditor	7 days

	their next audit visit		
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### 4.3 Third Party Quality Audit (TPQA)

The Circular for the Consultancy Services for Third Party Quality Audit for Building and Infrastructure projects.

#### 4.3.1 Particulars

- The TPQA has been made mandatory for all contracts. For works above Rs. 50 lacs TPQA is conducted through empaneled Third Party Quality Auditors.
- The frequency of TPQ Audits is generally bi-monthly for building / housing works and quarterly for other works.

#### 4.3.2 Detailed Processes with Timelines

Sr. No.	Process Steps	Responsibility	Time Schedule	
1	Preparation of list of works to be taken up for Third party quality audit	SE (HQ) / EE(PA&NAINA) / EE(NMIA) / SE(TP-II)	Within 1 months of work order	
2	Call of request for proposal from empaneled consultants for third party quality audit	SE (HQ) / EE(PA&NAINA) / EE(NMIA) / SE(TP-II)	14 days from Sr.No.1	
3	Appointment of third party quality auditor	SE (HQ) / EE(PA&NAINA) / EE(NMIA) / SE(TP-II)	14 days from Sr. No.2	
4	Preparation of schedule for the site visits of third party quality auditor	Concerned CE office and SE (D&QC)	Within 7 days after Sr. No.3	
5	Visit of site and submit observations memo in form of report (6 copies) to CE(Concerned)	TPQA	Within 10 days after visit (as per contract)	
6	Forward report to SE (concerned site) for further needful and one copy to SE(D&QC) for needful	SE (HQ) / EE(PA&NAINA) / EE(NMIA) / SE(TP-II)	Within 7 days	
7	Forwarding report to EE(concerned site) for compliance	SE(concerned site)	3 days	
8	Preparation of proposal file and preparation of compliance and forward it to SE(concerned site)	EE(concerned site)	1 <sup>st</sup> Instance 21 days	2 <sup>nd</sup> Instance 10 days
9	Perusal of compliance after site visit and give recommendations and forward the	SE(concerned site)	5 days	2 days

	copy of compliance report to TPQA if satisfactory otherwise send back to concerned EE for needful. Otherwise forward the file to SE(D&QC) if satisfactory after compliance by TPQA within 14 days.			
10	Perusal of the compliance by EE(QC)/SE(D&QC) and forward to SE (concerned site) if not acceptable otherwise to CE (concerned) for acceptance.	SE(D&QC)	14 days after process No.9	
11	Acceptance of compliance report file & forward to SE(D&QC) & then SE(D&QC) to SE(concerned office) or EE (concerned office)	CE	7 days	
12	Issue of closure Certificate & retain the file for record	EE(PA&NAINA) / EE(BPR-II) / EE(NMIA)	3 days	
13	Quarterly MIS report to the management (All CE, CVO & MD)	SE (D&QC)	Quarterly	

## 5. Certificate Issuance

### 5.1 Drainage Connection Certificate (DCC) Issuance to respective plot / tenement owners

The department also takes care of the issuance of permission of drainage connection to respective plot / tenement owners based on their application in the prescribed format.

#### 5.1.1 Requirement for Drainage Connection Certificate

- Application in prescribed proforma to Nodal EE duly signed by owner & licensed plumber along with the following documents.
- Commencement Certificate
- Plinth completion issued by ATPO
- Work Completion Certificate from Architect
- No dues Certificate from Estate Dept.
- Detailed set of architectural & plumbing drawings duly certified by licensed plumber.

#### 5.1.2 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	On Receipt of Application in prescribed format along with requisite valid enclosures, forward to AEE	EE	1 day
2.	Scrutiny of documents	AEE	4 days
3.	Information about shortfall in documents	AEE	2 days
4.	Resubmission of documents	Applicant	7 days
5.	Joint Site Survey with prior intimation	AE/AEE with applicant	2 days
6.	Information about payment for DCC	AEE	2 days
7.	Payment	Applicant	7 days
8.	On Submission of receipt approval for connection	EE	2 days
9.	Commencement of excavation for connection	Applicant	2 days
10.	Information by applicant about completion of	Applicant	5 days

	connection to street Manhole		
11.	Joint inspection of connection	AEE with applicant	2 days
12.	Back filling / site cleaning	Applicant	2 days
13.	Final inspection	AEE	2 days
14.	Issue of DCC	EE	2 days

## 5.2 Water Supply Connection Certificate Issuance to plot / tenement owners

This function takes care of granting and releasing water connection to plot / tenement owners.

### 5.2.1 Requirements for Water Supply Connection

- Application in prescribed proforma to Nodal EE duly signed by owner & licensed plumber along with the following documents.
- Work Completion Certificate from Architect
- No dues Certificate from Estate Dept.
- Detailed set of architectural & plumbing drawings duly certified by licensed plumber.
- Occupancy Certificate issued by ATPO
- Fire NOC.
- Stamp Paper Rs. 500/-.

### 5.2.2 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	On receipt of application in prescribed format with enclosures, forward to AEE.	EE	1 days
2.	Scrutiny of the documents is done, upon the receipt of application and requisite valid enclosures.	AEE	4 days
3.	Information about shortfall to applicant	AEE	2 days
4.	Resubmission of details	Applicant	7 days
5.	Joint survey with prior intimation	AE / AEE with	2 days

		Applicant	
6.	Applicant is informed to do payment for Water Supply Connection	AEE	2 days
7.	Payment	Applicant	7 days
8.	Approval of W/S connection	EE	3 days
9.	Agreement with applicant	EE	2 days

### 5.3 Issuance of Registration Certificate to Civil and Electrical Contractors for CIDCO projects

Application format & various formats required are available on CIDCO's Website under vendor registration.

#### 5.3.1 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	On Receipt of application form submitted by agency for Electrical/Civil work, forward to AEE/AE for scrutiny	EE(NM)	1 day
2.	Scrutiny of Application form detail checking as per checklist	AE (NM)	7 days
3.	Checking of application form	AEE (NM)	3 days
4.	Preparation of letter to be issued to the applicant if there is any shortfall of document. The letter includes a covering note and balance required documents as per checklist	AEE (NM)	3 days
5.	Issue of letter to the applicant who has not submitted all the documents. After receipt of balance documents steps 1 to 5 are repeated within time schedule of 14 working days for the first time and within time schedule of 8 working days for second time till complete submission of balance documents.  If the applicants did not respond to the letter issued at step 5 within 14 days then final notice of 14 days will be issued to submit the balance documents. If the applicant fails to submit the documents the file will be closed.	EE (NM)	3 days



6.a	After all documents have been obtained the various departments are asked for Confidential reports. A proforma of confidential report and covering letter is prepared and sent to various departments. (This process will depend on the receipt of confidential reports from other departments.)	AEE (NM)	6 days
6.b	Verification and signing of covering letter	EE (NM)	1 day
7.	Preparation of challan for payment of registration fee after receipt of CR and issue the challan	AEE (NM)	1 day
8.	Preparation of proposal for approval after receipt of confidential reports	AE (NM)	7 days
9.	Checking of proposal	AEE (NM)	3 days
10.	Forwarding of proposal after verification and processing	EE (NM)	3 days
11.a	File recommendation for approval after verification. If not in order clarification from EE shall be obtained	SE (HQ)	3 days
11.b	File recommendation from SE(Elect) after verification – <b>Only for Electrical Works</b>	SE (Elect)	7 days
12.	Approval to proposal	All CE	15 days
13.	Preparation of registration certificate to applicant	AEE (NM)	2 days
14.	Issue of Registration Certificate	EE (NM)	4 days

#### 5.4 Registration for Vendors who are manufacturing various products to be used in CIDCO projects for Civil/ Electrical Work

Approval of vendors who are manufacturing various products that is to be used in CIDCO projects for a given validity period.

##### 5.4.1 Qualifying Criteria / Eligibility Criteria

- Conditions as per Informatory Booklet / Brochure available on CIDCO's Web site under the head of Vender Registration.

#### 5.4.2 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	On Receipt of application form submitted by vendor for approval of product, forward to AEE/AE for payment of scrutiny charges	EE (Product Approval)	1 day
2.	Preparation of challan for payment of scrutiny fee and issue of challan	AEE (Product Approval)	1 day
3.	Scrutiny of application form after detailed checking as per checklist	AE (Product Approval)	7 days
4.	Checking of application form second check as per check list	AEE (Product Approval)	3 days
5.	Preparation of covering letter along with list of balance required documents as per checklist, to be issued to the applicant if there is any shortfall of documents	AEE (Product Approval)	3 days
6.	Issue of letter to the applicant who has not submitted all the documents. After receipt of balance documents steps 1 to 5 are repeated within time schedule of 14 working days for the first time and within time schedule of 8 working days for second time till complete submission of balance documents. If the applicants did not respond to the letter issued at step 5 within 14 days then final notice of 14 days will be issued to submit the balance documents. If the applicant fails to submit the documents the file will be closed.	EE(Product Approval)	3 days
7.	Final scrutiny of documents & preparation of file proposal and noting	AE (Product Approval)	7 days
8.	Checking proposal by checking noting and documents for approval	AEE (Product Approval)	4 days
9.	approval after verification	EE (Product Approval)	3 days
10.	Perusal of proposal & forward to SE(Elect) through SE(HQ) for Electrical items & to SE(HQ) for Civil items for their scrutiny / recommendations after verification and if not in order obtain clarification	SE (Elect) SE (HQ)	3 days

	from EE(PA)		
11.	Scrutiny of proposal & if in order recommendation for factory visit after verification	SE (Elect) SE (HQ)	7 days
12.	Factory visit & submission of inspection report along with photos and test reports etc. The factory visit involves inspecting the factory; witness the testing of materials at factory & submission of inspection report and photographs. <b>The visit is jointly conducted by one Engineer from Civil department along with one Engineer from Electrical department for electrical products and two engineers from Civil department for civil products.</b>	SE (Elect) SE (HQ) EE (Product Approval)	15 days
13.	Updating proposal and noting for approval of CE(NM)	AE (Product Approval)	6 days
14.	Checking updated proposal and noting	AEE (Product Approval)	3 days
15.	Forwarding final updated proposal after verification and process	EE (Product Approval)	2 days
16.	Perusal of proposal & forward for their final recommendation after verification to SE(Elect) for Electrical Works	SE (HQ)	3 days
17.	Verify and issue final recommendation on proposal - Only for Electrical Works	SE (Elect)	2 days
18.	Submission for approval of CE (NM) for recommendation for civil & Electrical Products.	SE (HQ)	3 days
19.	Approval of product	CE (NM)	5 days
20.	Preparation and Issue of challan for payment of balance registration fee	AEE (Civil)	2 days
21.	Preparation of product registration certificate	AEE (Civil)	3 days
22.	Issuance of product registration certificate	AEE (Civil)	1 day

## 6. Maintenance

### 6.1 Sewerage Network

Any citizen can file a complaint in the format of his choice regarding sewerage. The department will attend and ensure that the complaint is resolved.

#### 6.1.1 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	Site survey is done upon the receipt of complaint from Citizen	AE / AEE	1 day
2.	Co-ordination with maintenance agency for resolution of complaint	AE / AEE	2 days
3.	Action taken report is submitted	AEE	1 days

### 6.2 Storm Water Drainage Systems

Any citizen can file a complaint in the format of his choice regarding storm water drainage complaint. The department will attend and ensure that the complaint is resolved

#### 6.2.1 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	Site survey is done upon the receipt of complaint application from Citizen	AE / AEE	1 day
2.	Co-ordination with maintenance agency for resolution of complaint	AE / AEE	2 days
3.	Action taken report is submitted	AEE	1 days

### 6.3 Roads

Any citizen can file a complaint in the format of his choice regarding potholes. The department will attend and ensure that the problem is resolved.

#### 6.3.1 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	Site survey is done upon the receipt of complaint from Citizen	AE / AEE	1 day
2.	Co-ordination with maintenance agency for resolution of complaint	AE / AEE	3 days
3.	IF maintenance agency is not in place a) Prepare estimate based on site survey b) TS & A.A. - to estimate c) Invitation of bids thro' E- Tendering and award d) Execution of work	AE/AEE EE EE AEE	5 days 15 days 30 days 30 days
4.	Action taken report is submitted.	AEE	1 day

### 6.4 Water Supply System

Any citizen can file a complaints in the format of his choice for complaints related to Water Supply. The Dept. will attend & ensure that the complaint is resolved.

#### 6.4.1 Detailed Process with timeline

Sr. No.	Process	Authority	Approximate timeline (days)
1.	Site inspection is done upon the receipt of complaint from citizen	AE / AEE	1 day
2.	Co-ordination with maintenance agency to carry out repairs for resolution of complaint	AE / AEE	2 days
3.	Action taken report is submitted.	AEE	1 day

## 6.5 Electrical Network

Any citizen can file a complaints in the format of his choice for complaints related to Electricity. The Dept. will attend & ensure that the problem is resolved.

### 6.5.1 Detailed Process with timeline

Sr. No.	Process	Authority	Approximate timeline (days)
1.	Site inspection done upon the receipt of complaint	AE/ AEE (Elect)	1 day
2.	Co-ordination with maintenance agency to carry out repairs for resolution of complaint	AEE (Elect)	2 days
3.	Action taken report is submitted.	AEE (Elect)	1 day

## 6.6 Solid Waste Management

### 6.6.1 Detailed Process with timeline

Sr. No.	Process	Authority	Approximate timeline (days)
1.	Inspection	AE/ AEE (SWM)	1 day
2.	Co-ordination with SWM agency	AEE (SWM)	1 day
3.	Action taken report is submitted.	AEE (SWM)	1 day

## 7. Empanelment of Various Consultants

Applications from Professional Consultants from various fields are scrutinized and Class is awarded to each applicant, so that the applicant becomes eligible to CIDCO projects for limited e-bid process. Authority may revise the empanelment so as to include new firms & exclude those whose performance is not good.

### 7.1.1 Qualifying Criteria / Eligibility Criteria

- Different criteria as applicable to the applicants from various classes from various fields will be described in the Expression of Interest Booklet

### 7.1.2 Line Process followed for this function

### 7.1.3 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	Invitation of applications from professional consultants in the various fields as described in the booklet	SE (HQ) / HOD	15 days
2.	Applicant should pay for the cost of booklet and submit the documents on or before the date mentioned in the booklet to the appropriate authority	Applicant	As per EOI
3.	The documents are scrutinized as per annexure in the booklet	EE (Navi Mumbai) / Concerned HOD	5 days
4.	The submitted documents are evaluated against the criteria and class is proposed and submitted to Competent Authority	Committee including External Consultant	5 days
5.	Proposal is approved by Competent Authority	CE (NM)/ MD	5 days
6.	Letter is issued to Applicant listing his class	EE (Navi Mumbai)	7 days
7.	List of Approved Consultants is uploaded on website	EE (Navi Mumbai)	3 days

## 8. Functioning of CIDCO's Material Testing Laboratory

The materials are tested by CIDCO Lab as per the norms of Bureau of Indian Standard codes & other relevant codes / references, and as per Contract conditions.

### 8.1.1 Detailed Processes with Timelines

Sr. No.	Process	Authority	Approximate timeline (days)
1.	The material for testing is sent to CIDCO Lab in required format	AEE (Field)	1 day
2.	CIDCO Lab accepts the material for testing and acknowledges the receipt of the material	AEE (Lab)	1 day
3.	The material is tested by CIDCO Lab as per the norms of relevant BIS and other references as applicable	AEE (Lab)	3 days
4.	The test results are sent to Executive Engineer (Field)	AEE (Lab)	2 days
5.	The material testing charges are communicated by Asst. Executive Engineer to respective division for deduction in the Running Accounts bill	AEE (Lab)	2 days
6.	reconciliation statement of the testing charges is prepared by respective Executive Engineer before preparation of final bill and sent for confirmation from Asst. Executive Engineer (Lab)	AEE (Lab)	2 days
7.	Monthly reconciliation of testing & revenue	AEE (Lab)	3 days



