

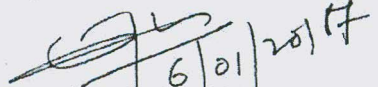
Dated: 6th January, 2017

कार्यालय / Office
वन सूचना विज्ञान प्रभाग
Forest Informatics Division
दिनांक 01-17
Diary No. 14

ORDER

The Forest Research Institute, Dehradun campus is spread over about 450 hectares, harboring various establishments and about 750 residential/ official buildings. These buildings were maintained earlier by Central Public Works Department, Government of India, till year 2000. Thereafter, works of civil/electrical maintenance was entrusted to the Division of Engineering and Service, FRI, Dehradun. Some of the buildings on FRI Campus are more than 80 years old now and require a lot of budget and resources for their upkeep and maintenance. In recent past, it has been observed that there is a significant increase in maintenance requests of residential and official building. Accordingly need has been felt of introducing a robust monitoring system with proper check and balances for prioritization, quality control and completion of works.

1. Two different formats aimed at addressing the concerns related to residential building (Format-I) and official premises (Format-II) including their Monitoring Mechanism have been devised. These formats will be operative in a serially paged and bounded register with effect from 01.01.2017 in the office of the Head Engineering and Service Division as per procedure defined below.
2. Every request / complaint letter will reach to the Head of Engineering & Service Division, who will decide its priority and mark it to the concerned officer / official for further necessary action.
3. The letter will be diarized with date in the divisional diary and handed over to the concerned officer / official.
4. The official / officer of the concerned section/ branch will enter various details (e.g., priority, work details etc.) in the concerned register, and will allot a Registration Number to every complaint to update the status and facilitate the follow up of action against the request / complaint.
5. The proposed works will be inspected at site and estimates of expenditure will be prepared depending upon the budget availability and nature of priority for the said work.
6. The estimated amount will be entered in the concerned register and status will be updated regularly in a phased manner.
7. Consequent upon administrative approval and financial sanction from competent authority, work shall either be executed through in-house resources or awarded to a contractor on competitive bidding system.
8. All ongoing works will be inspected by the Civil/ Electrical Engineer on regular basis. These works shall be subjected to random inspection by the Officer In-charge, Head of Engineering & Service Division and/or designated committee to ensure quality of work and their completion in a time bound manner.
9. No bill of any contractor shall be entertained by the office of the Head, Engineering and Service Division without obtaining a satisfactory work completion certificate from the user. In case of any dispute or grievance to the user, designated committee shall inspect work site, material used, quality of work, completion time etc., and submit its recommendations to the Director of the Institute for final decision.
10. On completion of the work, estimated amount will be updated as per actual, bill number and date will be entered in the concerned register.
11. These entries will finally be signed by the officer In-charge or Head of Division in the concerned register and complaint will finally be closed.
12. The complaint registers shall be placed for inspection before Head of Division or designated committee fortnightly with updates and resolution matrix.
13. Non adherence to the above defined procedure will lead to the disciplinary action against the officer/ official concerned.


(Dr. Savita, IFS)
Director, FRI

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