

## CHAPTER 2

### ( Manual I )

#### Particulars of Organisations, Functions & Duties

##### 2.1 Objective/Purpose

Construction & maintenance of public roads within Municipal limit excluding highways & freeways, flyovers of M.S.R.D.C., Roads in jurisdiction of M.M.R.D.A., M.H.A.D.A., P.W.D., Mb.P.T. which are not handed over to MCGM.

##### 2.2 Mission/Vision

The length of roads in City Limit is 506.4 kms in Western Suburb 727.65 kms in City and in Eastern Suburbs the length of the road is 507.05 kms. As such the total length of roads within Greater Mumbai is 1941.41kms.

Taking into consideration of smooth traffic of commuters and adaptability of roads to the changing weather condition the programme of concretization of roads was implemented in the year 1989 and up till now the work concretization of 720.83 kms of roads was completed in stages.

2.3 Brief History The Ch.Eng. (Roads & Tr.) department was established in year 1998 under the M.C.G.M. Earlier the Roads & S.W.D. Dept. were headed by one Ch.Eng. Considering the increasing responsibility of maintaining roads in Mumbai, a separate Ch.Eng. is appointed to head S.W.D Dept. The bridge Deptt. was merged in Ch.E.(Rds.& Tr.)Deptt. w.e.f. 18.11.2006. Again a separate Ch.Eng. is appointed to head Bridge Dept from April 2013.

#### 2.4 Duties of the Department are :

- i) To improve the deteriorated stretches of roads in Asphalt or Concrete as per the Specifications and available Budget provision.
- ii) To maintain the roads in motorable condition by supplying asphalt mixes from the Municipal plant to the individual Wards & through contractual agencies for major roads.
- iii) To prescribe Regular lines to widen the existing roads & new road lines for new proposed roads.
- iv) To provide dividers, kerbs, delineation, traffic signal in consultation with Traffic Police.
- v) To provide thermoplast lane marking, Zebra crossing paints on all major roads.
- vi) To offer road remarks/ guidelines to developers/ owners of the plot, to carryout improvement/ development of road setback portion/proposed road affecting their plots.
- vii) Registration of plants such as RMC, Asphalt, crusher, precast items manufacturing unit, Private material testing labs etc, for the purpose of supply to municipal works.

**2.5 The main activities of Ch.Eng. (Roads & Tr.) department are as follows :**

- i) Maintenance of existing roads
- ii) Construction of new roads
- iii) Providing & maintaining, thermoplast paint works, Road Dividers, Signals, delineation etc. (Road safety devices) in consultation with Traffic Police & Wards Offices.
- iv) Providing & maintaining street lights on roads through the B.E.S.T., Reliance Energy & M.S.E.B. in consultation with Traffic Police & Ward Offices.
- v) Prescribing Road widening based on traffic studies & new road lines for proposed new roads.
- vi) Formulating & implementing pay & park schemes in consultation with Traffic Police & Ward Offices.
- vii) To offer road remarks/ guidelines to developers/ owners of the plot, to carryout improvement/ development of road setback portion/proposed road affecting their plots.
- viii) Registration of plants such as RMC, Asphalt, crusher, precast items manufacturing unit, Private material testing labs etc, for the purpose of supply to municipal works.

## **2.6 List of services as follows :**

- i) Pay & Park Scheme - M.C.G.M. implements the Pay & Park Scheme on Municipal Roads, Island etc. after obtaining N.O.C. from Jt. Commissioner of Police (Traffic) and allows the general public to park their vehicles in these areas by paying parking charges approved by Municipal Corporation.
- ii) Provision & maintenance of street lights - M.C.G.M. provides street lights on existing roads, D.P. Roads issue work orders to B.E.S.T., Reliance Energy & M.S.E.B. in consultation with local Ward Offices to provide street lights as per the norms on "all in hire" basis. The payments are made to the said organizations on the said "all in hire" forms and the same are maintained by the respective organizations.
- iii) Providing & maintaining Road safety devices - M.C.G.M. is providing road safety devices such as Kerb Stone for footpaths, Railings, Road Dividers and painting of Road markings in consultation with Ward Officers by appointing contractors & supply of paint. Sometimes railings & beautification/ Street furniture etc. are provided through private sponsors.
- iv) Maintenance of existing roads - The M.C.G.M. maintains the major & minor roads through the Ward Departmental staff by supplying asphalt mix from the Municipal owned Asphalt Plant. In the monsoon, the major roads, bus routes are maintained through contractual agencies, supervised by the Ch.Eng. (Roads & Tr.)'s staff from the Zonal offices. The minor roads are

maintained in monsoon by the Ward through the asphalt mix supplied by Municipal Asphalt Plant.

- v) Control and streamlining of traffic will be facilitated by road dividers, direction/signage boards.
- vi) Control and streamlining of traffic will be facilitated by using modern traffic signal systems like Variable Messaging System (V.M.S.), Area Traffic Control (A.T.C.) etc.
- vii) Heritage walk will create greater awareness about Heritage Buildings and more and more tourists will be attracted towards Heritage Buildings and Heritage precincts.

The deteriorated stretches of road are taken up for improvement in consultation with Ward Offices, Municipal Councilors & public representatives, subject to the available budgetary provision by inviting public bids from Registered contractors in appropriate class & category in M.C.G.M., State Govt., Public Undertakings, etc

- viii) To implement pay & park policy , revision of rates preperation of Pay & park tenders including on street, off Street and amenity parking.

**CH.ENG.(ROADS & TRAFFIC) HEAD OFFICE WORLI****Engineering Staff**

Ch.Eng,. (Roads & Traffic) H.O.
Ex.Eng. ( Civil) - 2
A.E.(only Working)-1 nos.
S.E.-3
J.E.-3

**Administrative Staff**

Sr. No.	Posts	No. of post
1	Administrative Officer	2
2	Head Clerk	4
3	Clerk	13
4	Sr. Steno	1
5	Jr. Steno	1
6	Havildar	1
7	Naik	1
8	Peon	11

2.8 a) The Roads are damaged due to trenches taken by various utilities & Municipal agencies & individuals. Also, construction activity stacking of construction materials, constructing pandals, stalls by excavating pits etc. damage the roads.

b) To co-operate during traffic diversion while undertaking road improvement works.

c) To prevent damage to road assets & ensure compliance of traffic parking rules.

d) To adopt road stretches/ roads for cleaning, maintenance, beautification.

2.9 Letters can be addressed to the Deptt. or to the local Ward Offices giving suggestions, comments etc. The M.C.G.M. has a Central Complaint No. 1916 which can be used to forward complaints rendered.

2.10 The complaints of road potholes /bad patches are attended on war footing & are reviewed by the Assistant Commissioner of Ward, Zonal Dy. Ch. Eng's every month.

Also MCGM has provided Toll Free Numbers 1800221293 to receive the complaints from citizens regarding potholes. Mobile app MCGM 24 x 7 is functioning to receive the complaints of potholes from citizens. The citizen can upload photograph of their complaint on this app. Besides complaints can be lodged on [portal.mcgm.gov.in](http://portal.mcgm.gov.in). Also status of complaint can be tracked on mobile app & on MCGM website.