



Navi Mumbai Municipal Corporation



Manual For Annual Maintenance of Civic Infrastructure of NMCC

Appeal To Citizens

- NMMC is proposing to implement Annual Maintenance Contract as a preventive maintenance measure for timely and cost effective maintenance of Civic infrastructure in NMMC area as per the following presentation.
- Citizens are requested to please go through the presentation and mail their valuable feedback/suggestions to cenmmc@yahoo.co.in with a cc to bhogaonkar_r@nmmconline.com

Introduction

□ Present situation of maintenance and repairs

Once new footpath, roads or drains are constructed any defect noticed in the defect liability period is taken care by the agency which constructed it, which is normally 3 years for asphalt road, 5 years for concrete roads and 1 year for footpath and drains. However, damages due to other reasons not attributed to the contractor, such as trenching, excavation for providing various utilities such as Water Supply/electricity/telephone etc. are not being taken care of immediately as there is no provision to carry out the work. As such the conditions of roads/ footpath deteriorate further thereby increasing the cost of repairs as and when it is taken up. Further grievances also could not be attended in time. In order to overcome this situation the need for such a mechanism which could help maintain these services in a good condition throughout the year was felt. After many deliberations it was decided to try the concept of Annual Maintenance contract.

□ Annual Maintenance Contract

Annual Maintenance Contract is a legal agreement normally conducted between two companies wherein the later agrees to render the maintenance service annually to the former at an exchange of a pre-decided amount. It ensures that the later promises to provide maintenance services to the former all throughout the year on a regular basis.

□ Maintenance

Maintenance means to take care of or to protect. Maintenance is maintaining something, keeping it running, working, in good condition. Maintenance could also mean to fix or repair something.

Normally, the concept of Annual Maintenance is used for maintenance of machinery, computers etc. Preventive maintenance is done at fixed intervals to avoid break down maintenance. Regular preventive maintenance decreases the chance of break down and also reduces the cost of maintenance to be carried out due to break down. However, in civil construction especially in urban local bodies or Government undertakings for Civic infrastructure works such as roads, footpath, storm water drains, buildings etc. the concept of Annual Maintenance is usually not adopted and maintenance is done as and when required. However, with the increasing awareness among citizens of urban local bodies, it has become necessary to maintain roads, footpaths, storm drains in good condition throughout the year. Further Hon. High Court while hearing petitions regarding conditions of works has directed all civic bodies to develop a mechanism which could maintain civic infrastructure specially roads/footpath/drains etc. to accepted standards throughout the year.

Secondly, citizens charter (Annexure-A) published by local bodies promises to provide certain facilities within a time bound period. However, absence of any such mechanism wherein such repair services can be provided immediately as and when the need arises leads to noncompliance of services in the prescribed time, as stipulated in the citizen charter. To overcome the situation, it is proposed to implement Annual maintenance mechanism for maintaining roads, footpaths and storm water drains etc. in NMMC area.

□ Objectives

The objectives of implementing such a mechanism is as follows:-

- 1) To attend any complaint or grievance from citizens within the time stipulated in the citizens charter.
- 2) To maintain the services in good condition throughout the year.
- 3) To reduce maintenance cost which arises due to not attending small repairs on time which ultimately lead to bigger damages and cost.
- 4) Availability of agency throughout the year to carry out repairs as and when the need arises.
- 5) To comply with the directives of Honorable High court

□ Scope

The scope of work envisaged in the AMC is as follows :

- 1) Attending potholes/trenches on roads.
- 2) Providing covers on storm water drains opening.
- 3) Repair to kerb stone or dividers/grills, damaged due to accident or any other causes.
- 4) Regular painting of kerb stone and dividers/grills.
- 5) Maintaining lane marking, Zebra crossing in good condition throughout the year.
- 6) Repairing and providing sign boards.
- 7) Repairs to footpath paver blocks, chequered tiles etc.
- 8) Removal of obstructions which impedes vision and movement.
- 9) Removal of vegetation growth and creepers on structures such as bridges ,culverts ,dividers, kerbside, footpath, signage's etc.
- 10)Daily Inspection

□ Types

It is proposed to categorize the Annual Maintenance contract in two types:

- I. AMC for Roads, footpath and gutter (within defect liability period). The AMC for works within defects liability period shall consist of items so as to maintain the roads, footpath and gutters in a good condition throughout the year. This contract shall exclude all such works which are covered under the defect liability.
- II. The AMC for works (out of defects liability period) :The AMC for works out of defects liability period shall consist of bringing the roads, footpath and gutter to a good condition by carrying on major repairs within pre-specified time and then maintaining that condition throughout the year. Provision for all items required shall be made by assuming some percentage after thorough examination of existing condition.

□ Implementation plan

To ensure affective implementation of AMC, Penalties have been prescribed as enclosed in Annexure –B. These penalties shall ensure that the agency attends any minor/major repair within the stipulated time thereby maintaining the civic infrastructure in good condition throughout the year.

□ ANNEXURE –A

(Details of services and time limit for providing the same as published in the Citizen Charter)

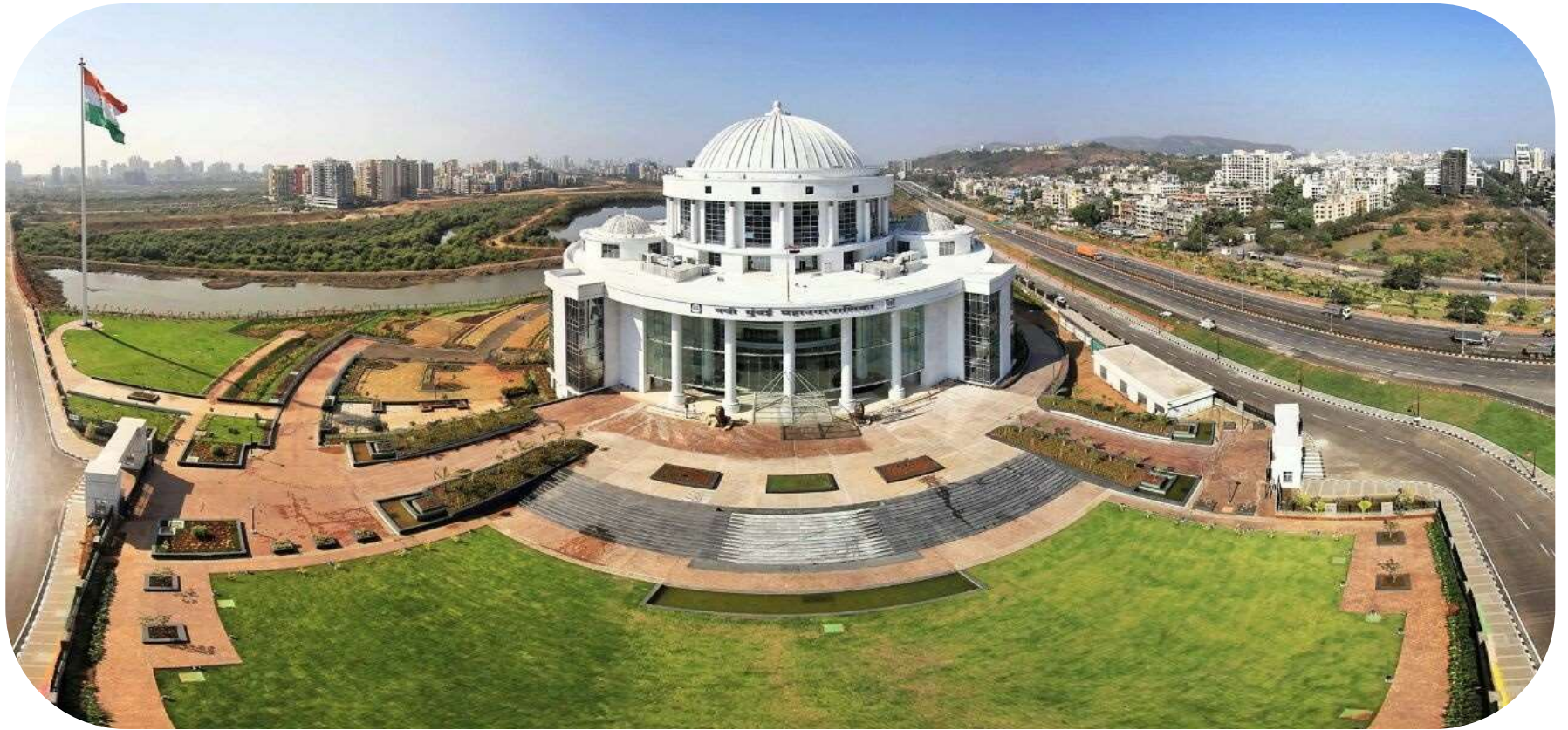
City Engineers Department

Sr.No	Details services	Officers responsible for providing services	Timings for Contact	Period for execution	Reporting Officer in case of failure to provide service
1.	Filling of potholes on roads	Executive Engineers of concerned department	10 a.m to 5.45 p.m	3 days	City Engineer
2.	Reinstatement of trenches	Executive Engineers of concerned department	10 a.m to 5.45 p.m	7 days	City Engineer
3.	Minor repairs to roads	Executive Engineers of concerned department	10 a.m to 5.45 p.m	7 days	City Engineer
4.	Minor repairs to storm water drains/fixing covers	Executive Engineers of concerned department	10 a.m to 5.45 p.m	3 days	City Engineer
5.	Major repairs to storm water drains/fixing covers	Executive Engineers of concerned department	10 a.m to 5.45 p.m	2 months	City Engineer
6.	Minor repairs to footpath	Executive Engineers of concerned department	10 a.m to 5.45 p.m	3 days	City Engineer
7.	Major repairs to footpath	Executive Engineers of concerned department	10 a.m to 5.45 p.m	2 months	City Engineer

□ ANNEXURE –B

The Period for execution & the penalties for non-compliance shall be as stated below:

SR No	Item	Period for Execution	Penalty in Rs/day	
			up to 3 occurrences	after 3 occurrences
a)	Pot Holes filling	3 days	125/location	250/location
b)	Reinstating trenches	7 days	125/location	250/location
c)	Thermoplastic lane marking, zebra, speed breakers	4 days	100	200
d)	Joint filling in concrete pavement	4 days	100	200
e)	Sign boards : 1) re-fixing/fixing	3 days	450	900
	2) fixing new	7days	450	900
f)	Kerb stone re-fixing/fixing/repairs	3 days	700	1400
	Up to 10 Rmt –	4 days	1400	2800
	Up to 20 Rmt --	7 days	3500	7000
	Above 20 Rmt --			
g)	Minor repairs to footpath	3 days	100	200
h)	RCC cover fixing with/without frame	3 days	200	400
i)	FRP cover fixing with/without frame	3 days	1600	3200
j)	Ms-Grill repairs /fixing new grills	3 days	150	300
k)	Minor repairs to storm water drains	3 days	750	1500
l)	Crash barrier 1) refixing/repairs	3 days	450	900
	2)fixing new	7 days	450	900
m)	Removal of debris from site	2 days	100	200
n)	Removal of metal, other material on carriage way	1 day	100	200



Thank You !