Through e-mail only

लोक निर्माण विभाग
PUBLIC WORKS DEPARTMENT
दूरभाष/Phone: +91-11-23317926/23766924
ई-मेल/e-mail: prcempwddelhi@gmail.com

प्रधान मुख्य अभियंता (अनुरक्षण एवं उद्यान)
लोक निर्माण विभाग (दिल्ली सरकार)
12वीं मंजिल, बहुमंजिला भवन
आई.पी. एस्टेट, नई दिल्ली-110002

Pr. Chief Engineer (Maint. & Hort.)
Public Works Department (GNCTD)
12th Floor, MSO building
I.P. Estate, New Delhi -110002

फाईल स. 23(52)/प्रधान मुख्य अभि. (अनु. एवं उद्यान)/लो.नि.वि./2026-27/1109 दिनांक:09.06.2026

कार्यालय ज्ञापन

विषय: Implementation of Standard Operating Procedure (SOP) for Shifting of Utility Services During Construction/Remodelling of Drains under PWD, Delhi.

In order to ensure smooth execution of drain construction/remodelling works and to avoid delays, damage to existing utility infrastructure, safety hazards, and public inconvenience, a Standard Operating Procedure (SOP) for shifting/protection/restoration of utility services such as water pipelines, sewer lines, and other electrical cables, transformers, panels etc. has been prepared.

The SOP aims to establish a uniform procedure for identification, coordination, approval, execution, monitoring, and restoration of utility services during execution of drain works under the jurisdiction of PWD, Delhi.

All concerned officers are hereby intimated to strictly adhere to the enclosed SOP during planning and execution of drain and other related works so as to ensure timely completion of projects, effective inter-departmental coordination, and compliance with safety and contractual provisions.

The field officers shall ensure that:

1. Utility agencies are consulted at the planning stage itself.
2. Necessary permissions/NOCs are obtained well in advance.
3. Utility shifting proposals are processed in a time-bound manner.
4. Adequate safety precautions and restoration measures are ensured during execution.

संलग्नः उपरोक्तानुसार (पृष्ठ सं. 1 से 5 तक)।

(जे.जे.आर. मीना)
प्रधान मुख्य अभियंता (अनु. एवं उ.)
लो.नि.वि.

सेवा में,

1. CE (East, North, South), PWD, GNCTD
2. Sh. Praveen Kumar, AGM, DJB, GNCTD (praveen.kumar@igl.co.in)
3. Sh. S.K. Singh, SE, DJB, GNCTD (acem4djb@gmail.com)
4. Sh. Joginder Chauhan, EE, DJB, GNCTD (eec18djb1517@gmail.com)
5. Sh. Raj Kumar Sharma, TPDDL (rajkumar.sharma@tatapower-ddl.com)
6. Sh. Avnish Gupta, BSES Rajdhani Power Ltd. (ceo.sectt@reliancegroupindia.com)
7. Sh. Navdeep Goal, IGL (navdeep.kumar@igl.co.in, Vikas.bansal@igl.co.in)
8. Guard File.

Through e-mail for necessary action w.r.t. meeting with Hon'ble Minister, PWD on 22.05.2026

प्रतिलिपि सूचनार्थ:

1. Pr. Secretary, PWD, GNCTD
2. Special Secretary-I, PWD, 3rd Floor, MSO Building, New Delhi.
3. Engineer-in-Chief, PWD, 12th Floor, MSO Building, New Delhi.
4. PWD, GNCTD website.

STANDARD OPERATING PROCEDURE (SOP)

For Shifting of Utility Services During Construction/Remodelling of Drains under PWD, Delhi

1. Purpose

This SOP lays down the procedure for identification, coordination, protection, shifting, restoration, and commissioning of underground/overhead utility services affected during construction, widening, remodelling, desilting, rehabilitation of drains, culverts, and allied works under PWD Delhi.

The SOP shall apply to utilities of IGL, BSES, TPDDL, DJB, Telecom Agencies, OFC Networks, Sewer, Water Supply, Gas Pipelines, Electrical Cables and all other statutory utility services.

2. Objectives

The objectives of this SOP are:

- To ensure timely shifting/protection of utility services.
- To avoid damage to existing utility infrastructure.
- To ensure uninterrupted public utility services.
- To maintain public and worker safety during execution.
- To establish clear responsibility and coordination mechanism among PWD, Utility Agencies, and Contractors.
- To minimize delays in execution of drain works due to utility conflicts.

3. Scope

This SOP shall apply to:

- Construction of new drains
- Remodelling/widening/deepening of drains
- Rehabilitation/desilting works
- Culvert and cross-drainage works
- Excavation works near utility corridors

4. Responsibilities

4.1 Engineer-in-Charge (PWD)

A. Pre-Construction Stage

- Identify utility conflicts during planning stage.
- Conduct joint survey with utility agencies within 10 days.
- Finalize utility shifting/protection plan and alignment.
- Obtain estimates from utility agencies within 21 days.
- This estimate of utility shifting as obtained from the utility department to be sent directly to competent authority to grant A/A & E/S.

- Process within the department and obtain A/A & E/S expeditiously within 2 months of submission to competent authority.
- Release payment to utility agencies within 10 days after receipt of A/A & E/S from competent authority.

B. During Execution

- Coordinate with utility agencies for timely commencement and completion of shifting work.
- Monitor progress, safety, and statutory compliance.
- Ensure construction work is planned in synchronization with utility shifting activities.
- Ensure no work commences without necessary utility clearance.

4.2 Utility Agencies

- Participate in joint inspections and verify utility alignments.
- Provide drawings, technical details, and safety requirements.
- Submit shifting/restoration estimates within stipulated time.
- Execute utility shifting works within approved timeline and sanctioned cost.
- Test, commission, and issue completion clearance/NOC after shifting.

4.3 Contractor

- Verify utility locations before excavation.
- Protect existing utilities during execution.
- Provide barricading, signage, lighting, and safety arrangements.
- Avoid mechanical excavation near live utilities.
- Immediately report any utility damage/leakage/fault.
- Maintain records of utility protection and safety compliance.

5. Procedure

5.1 Pre-Construction Activities

- Conduct joint reconnaissance with utility agencies.
- Identify and mark all existing utilities.
- Prepare Utility Conflict/Shift Plan.
- Carry out trial pits wherever required.
- Obtain necessary NOCs and approvals before commencement.

5.2 Safety Requirements Before Excavation

No excavation shall commence unless:

- Utility clearance/NOC is obtained.
- Barricading and traffic safety measures are in place.
- Emergency contact details are displayed at site.
- Utility representatives are present wherever required.

Manual excavation shall be carried out near live utilities.

6. Utility-wise Guidelines

6.1 Gas Pipelines (IGL)

- Mechanical excavation prohibited within 1.5 m of gas pipelines.
- Gas detectors and fire extinguishers shall be available at site.
- Exposed pipelines shall be properly supported and protected.
- In case of gas leakage, work shall be stopped immediately and IGL informed.

6.2 Electrical Utilities (BSES/TPDDL)

- Cable locator shall be used before excavation.
- No heavy machinery shall be used near HT cables.
- Excavation near cables shall be manual.
- Damaged electrical cables shall be immediately reported.

6.3 Water Supply/Sewer Lines (DJB)

- Utility invert levels and alignment shall be verified before excavation.
- Temporary bypass arrangements shall be made wherever required.
- Special care shall be exercised near trunk sewer lines.

6.4 Telecom/OFC Utilities

- Concerned telecom agency shall be informed before excavation.
- Manual excavation shall be adopted near OFC routes.
- Exposed OFC shall be protected with suitable sleeves/ducts.

7. Protection of Existing Utilities

Where shifting is not required, utilities shall be protected through suitable measures such as:

- PCC encasing
- RCC protection slabs
- Steel plate covering
- Hume pipe sleeving
- Concrete pedestals/supports

Protection methodology shall be approved by concerned utility agency.

8. Traffic and Safety Management

- Approved traffic diversion plan shall be implemented wherever required.
- Reflective barricading, blinkers, caution boards, and night lighting shall be provided.
- Pedestrian movement and emergency access shall be maintained at all times.
- PPE including helmet, reflective jacket, gloves, and safety shoes shall be mandatory.

9. Emergency Response

In Case of Gas Leakage

- Stop work immediately.
- Evacuate area and restrict traffic.
- Inform IGL emergency services.
- Prohibit smoking/open flames.

In Case of Electrical Fault

- Isolate affected area.
- Inform electricity utility agency.
- Do not touch exposed cables.

In Case of Water/Sewer Burst

- Stop excavation immediately.
- Inform DJB.
- Arrange dewatering and protect nearby structures.

10. Documentation

The following records shall be maintained:

- Joint inspection reports
- Utility drawings/layouts
- NOCs and approvals
- Safety inspection records
- Utility completion certificates
- As-built utility alignment drawings

11. Restoration and Final Clearance

After completion of utility shifting:

- Trenches shall be properly backfilled and compacted.
- Road/drain restoration shall be completed immediately.
- Debris and surplus material shall be removed.
- Utility agencies shall inspect and issue final clearance/NOC.

12. Quality Control

The following checks shall be ensured:

- Verification of utility alignment and levels
- Adequate cover and protection
- Proper compaction of backfilled trenches
- Leakage/pressure testing of pipelines
- Electrical insulation and continuity testing

13. Conclusion

All utility shifting/protection works shall be carried out with proper coordination, safety, and statutory compliance to ensure uninterrupted public services and timely completion of drain works under PWD Delhi.

