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/**1289** दिनांक: **08.07.2026**

OFFICE MEMORANDUM

Sub: Register of complaints relating to maintenance of National Flags in GNCTD.

PWD, Delhi is entrusted with the maintenance of **500 Indian National Flags** installed at various locations across the Government of NCT of Delhi (GNCTD). A list of the locations where the National Flags are being maintained by PWD is enclosed herewith for ready reference.

It has been observed that complaints relating to the maintenance of National Flags are often circulated through various social media platforms such as WhatsApp, Facebook, X (formerly Twitter), SMS, and telephonic communications to senior officers of the Department and the Government. Such instances create an avoidable and unpleasant situation for the Department.

It has also been observed that there is sometimes a delay in attending to such complaints due to the delayed receipt of information through social media or other indirect means.

In order to ensure prompt action, all PWD field officers shall immediately report any complaint relating to the National Flags directly to the concerned Assistant Engineer and Executive Engineer before such complaints are circulated on any social media platform or communicated to higher authorities.

Accordingly, all PWD field officers (JE/AE/EE/SE) are directed to immediately report complaints relating to National Flag maintenance to the following officers:

1. **Sh. Vivek Kumar, Assistant Engineer** – Contact No. **8729803232**
2. **Sh. Ravish Arya, Assistant Engineer** – Contact No. **9919320206**
3. **Sh. Dinesh Prakash, Executive Engineer, SWR-2** – Contact No. **9820881536**
4. **Sh. Pankaj Kumar Rawal, Superintending Engineer, South-West Circle (Nodal Officer)** – Contact No. **8971351016**

In addition, field officers may also register complaints through the PWD Helpline Numbers **1908** and **011-23490323** (Alternate Helpline).

All field officers are instructed to ensure that complaints are attended to on a priority basis and resolved without delay, so as to uphold the dignity of the National Flag at all times.

(जे.जे.आर. मीना)
प्र. मु. अभि. (अनु. एवं उ.)
लो.नि.वि.

– PTO –

Copy to:

1. Pr. Secretary (PWD), MSO Building, New Delhi.
2. Engineer-in-Chief, PWD GNCTD, MSO Bldg., New Delhi.
3. Special Secretary-I, PWD GNCTD, New Delhi.
4. Chief Engineer (East, North & South) Maintenance zone, PWD, GNCTD.
5. All Superintending Engineer, Road (M), PWD, GNCTD.
6. All Executive Engineer, (Road), PWD, GNCTD to direct all field officers (JE/AE) to take immediate action as directed vide this OM.
7. PWD GNCTD Website.
8. Guard File.