



**HARYANA GOVERNMENT**  
**Citizen's Charter**  
**Department of Architecture, Haryana**



Office of the Chief Architect  
Nirman Sadan, Plot No. 1,  
Sector 33-A, Chandigarh.  
Pin: 160020



# **Citizen's Charter of the Department of Architecture, Haryana**

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## **Preamble**

The Department of Architecture, Haryana, plays a pivotal role in shaping the public infrastructure of the State. It provides comprehensive architectural design and planning services to all Government Departments, Boards, Corporations etc. As the technical arm of the Government, the Department is committed to delivering innovative, cost-effective, energy-efficient, and user-centric design solutions for public buildings across the State.

The Department is actively involved in planning and executing projects for vital sectors including Revenue, Health, Education, Justice, Technical Education, Transport, Public Works Department (PWD), Social Welfare, Sports, and Industrial Training, among others. Working closely with client departments and engineering wings, the Department ensures that all building projects are functionally sound, structurally safe, environmentally sustainable, and contextually appropriate.

The Department also extends its support to various other Departments, Boards Corporations and Universities in the execution of their major developmental projects undertaken through outsourcing, technical experts, or consultants. It actively participates in committees constituted for these projects and provides technical opinions and inputs as required. It is committed to the adoption of the Haryana Building Code 2017, Energy Conservation Building Code (ECBC), and mandatory Government provisions such as Barrier-Free Built Environment for persons with Disability and Elderly Persons, Solar Heating Systems, and Rainwater Harvesting. Embracing digital governance, the Department has also integrated e-Office systems and electronic communication tools to enhance service efficiency and project delivery.

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## **Vision**

To be a pioneering force in public architecture that delivers sustainable, inclusive, and forward-thinking infrastructure, contributing to the holistic development of the State of Haryana.

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## **Workflow Structure**

### **1. Initiation of Request**

- The architectural design process begins when a Client Department/organization (e.g., Health, Education, PWD, etc.) submits a formal requisition to the Department of Architecture.
- This requisition must clearly outline the scope of work, the purpose of the proposed building, user requirements, and any specific functional needs.

### **2. Submission of Site details**

The Client/designated Executing Agency conduct a site survey and provides/arrange the site details. (**Annexure A - Site information checklist**)

### **3. Preparation of Preliminary Drawings**

- Based on the client's scope and site details, the Department of Architecture begins the design development process.
- The design team prepares preliminary architectural drawings with Conceptual layout plan and floor plans.

### **4. Submission for Client Approval**

- The preliminary drawings are formally shared with the Client Department.
- The client reviews the proposal and may provide feedback or suggestions.
- Any required modifications are made by the Department in consultation with the client.

### **5. Finalization of Architectural Drawings**

Once the drawings are approved by the client, then approved drawings are further detailed out and supplied to the executing agency & various engineering wing for Rough Cost estimates and arranging the structure advice, Energy Conservation Building Code (ECBC) advice, Mechanical/Electrical/Plumbing (MEP) advice and Schematic fire safety approvals from competent authorities.

### **7. Incorporation of advices/recommendations**

The Department compiles and incorporates all relevant technical advices/inputs received from the executing agency into the architectural plans.

## 8. Issuance for Working Drawings

The completed working drawings, along with material specifications are officially issued to the Executive Agency for detailed estimate and construction at site. The construction is taken up by the Executive Agency at site as per the availability of funds with the client department/organization.

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### Level and Timeframe of Architectural Services

- 1. Preparation of Concept / Preliminary Drawings :** *To be initiated upon receipt of the scope of work and complete site details from the client department.*

Built-up Area of the Project	Timeframe for Delivery
1 to 1000 Sq.m.	45 days
1001 to 5000 Sq.m.	60 days
5001 to 10000 Sq.m.	90 days
Above 10000 Sq.m.	120 days

- 2. Preparation of Architectural Drawings for Rough Cost Estimates and arranging the Advices.** *To be prepared upon approval of the concept plan by the client department.*

Built-up Area of the Project	Timeframe for Delivery
1 to 1000 Sq.m.	30 days
1001 to 5000 Sq.m.	30 days
5001 to 10000 Sq.m.	45 days
Above 10000 Sq.m.	60 days

- 3. Preparation of Working Drawings for Construction:** *To be prepared upon receipt of all the advices.*

Built-up Area of the Project	Timeframe for Delivery
1 to 1000 Sq.m.	60 days
1001 to 5000 Sq.m.	90 days
5001 to 10000 Sq.m.	120 days
Above 10000 Sq.m.	180 days

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## Mission

- To render professional and timely architectural services for the planning and development of Government infrastructure across all sectors.
  - To deliver innovative, sustainable, and context-sensitive designs based on technical standards and user department feedback.
  - To collaborate effectively with client departments, engineering wings, consultants, and stakeholders for seamless and efficient project implementation.
  - To adhere strictly to eco-friendly practices and Government-mandated building codes, ensuring energy efficiency and universal accessibility.
  - To promote modernization through the adoption of e-governance tools for faster, transparent, and paperless service delivery.
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## Objectives

1. To design and deliver efficient, economical, and aesthetically pleasing government infrastructure responsive to public needs.
  2. To ensure effective coordination between architectural planning and engineering execution at both conceptual and field levels.
  3. To implement sustainable design practices in accordance with the Haryana Building Code, ECBC, and Government mandates like Solar Heating, Rainwater Harvesting, and Barrier-Free Built Environment for persons with Disability and Elderly Persons.
  4. To continuously update departmental knowledge with modern construction trends, materials, and technologies.
  5. To provide fast and efficient service through digital platforms such as e-Office and electronic communication for drawings and technical inputs.
  6. To ensure transparency, accountability, and responsiveness in departmental operations, thereby enhancing citizen's trust in government infrastructure development.
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## Our Clients

1. Government Departments of the State.
2. Borads, Corporations, Authorities, Commissions of the State.
3. Universities of the State.

### Departmental Charges

a) Departmental charges for Architectural Services (Planning/Designing) are as under;

- i) There shall be no Departmental charges applicable to all the Government Departments of the State of Haryana.
- ii) Departmental Charges @ 2.5% of the project cost shall be applicable to all Boards, Corporations, Autonomous Bodies, Commissions etc. except Government Departments of the State of Haryana.
- iii) Departmental Charges @ 2.5% of the project cost shall be applicable on the projects of Central Government and other State Governments.
- iv) Private institutions may be excluded from the purview of Deposit works.
- v) The architectural charges shall be on the basis of the total work done, irrespective of the fact whether or not, the design includes repetitive work. Further, these charges shall be purely for the purpose of Architectural Services (Planning/Designing) only excluding structure & other engineering services or advices/ mandatory clearances involved.

b) The charges are payable in the following manner:

- (i) A sum of **Rs. 100,000/- (Rs. One Lakh only)** shall be payable as a **token advance** at the time of preparing the preliminary drawings of the scheme.
- (ii) A further amount equal to 1.50% of the estimated cost shall be payable within one month of commencement of work at site.
- (iii) The remaining balance out of total 2.50% of the estimated cost shall be payable at the time of casting of the topmost roof slab.

Note - GST shall be payable as per rules.

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## Redressal of Grievances

Client departments may contact the concerned officials listed below for redressal of grievances related to specific branches or matters:

### 1. Work Branch

- Primary Contact: Officer In charge (Works)
- Senior Authority: Chief Architect

### 2. Accounts Branch

- Primary Contact: Superintendent (Accounts)
- Secondary Contact : Accounts Officer
- Senior Authority : Chief Architect

### 3. Establishment Branch

- Primary Contact: Superintendent (Establishment)
- Senior Authority: Chief Architect

### 4. Matters under the Right to Information Act

- Contact: State Public Information Officer (S.P.I.O.)

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## Contact Details of Officers :

Sr. No.	Designation	Office Address	Contact Details
1	<b>Chief Architect</b>	Nirman Sadan, Plot No. 1, Sector 33-A, Chandigarh	Phone: 0172-2602066 Email: <a href="mailto:cahry@hry.nic.in">cahry@hry.nic.in</a>
2	<b>Senior Architect-I</b>	Same as above	Phone: 0172-2602073 Email: <a href="mailto:arch.sa1-hry@nic.in">arch.sa1-hry@nic.in</a>
3	<b>Senior Architect-II</b>	Same as above	Phone: 0172-2602069 Email: <a href="mailto:arch.sa2-hry@nic.in">arch.sa2-hry@nic.in</a>
4	<b>Senior Architect-III</b>	Same as above	Phone: 0172-2602071 Email: <a href="mailto:arch.sa3-hry@nic.in">arch.sa3-hry@nic.in</a>
5	<b>Senior Architect-IV</b>	Same as above	Phone: 0172-2602068 Email: <a href="mailto:arch.sa4-hry@nic.in">arch.sa4-hry@nic.in</a>

## Annexure – A

### Site Details Checklist for Design Initiation

S. No.	Requirement	Check	Detail/ Remarks
<b>1.</b>	<b>Total Station Survey Plan (AutoCAD Format)</b>		
1.a	Existing ground levels & approach road level/width		
1.b	North direction clearly marked		
1.c	Existing electrical lines (LT/HT) location		
1.c.	Electrical load details i		
1.c.	Confirmation on ii relocation feasibility		
1.d	Existing structures on-site		
1.d.	Covered area of the i existing structures		
1.d.	Status: to be ii retained/demolished		
1.e	Location of trees and notable features		
<b>2.</b>	<b>Documents of Clear title of the land</b>		
<b>3.</b>	<b>Documents of Possession of the land</b>		
<b>4.</b>	<b>Punjab Scheduled Roads and Controlled Areas Act, 1963</b>		
4.a	Confirmation of applicability		
4.b	Extent of restricted/green belt (if applicable)		
4.c	Verification from District Town Planner		
<b>5.</b>	<b>Development Plan – Green Belt Applicability</b>		
5.a	Confirmation of inclusion in Development Plan jurisdiction		
5.b	Extent of green belt in		



	meters (if applicable)		
5.c	Verification from District Town Planner		
<b>6.</b>	<b>Zoning Plan</b>		
<b>7.</b>	<b>Departmental Clearances</b>		
7.a	Need for clearance from departments (Irrigation, Forest, Pond Authority, Heritage/Monument Authority etc.)		
7.b	Obtain and forward NOCs, if required		
<b>8.</b>	<b>On-site Encumbrances &amp; Services</b>		
8.a	Underground services (e.g., pipelines, cables)		
8.b	Telephone/optical fiber cables		
8.c	Water supply, sewerage lines, etc.		
<b>9.</b>	<b>Whether flood prone/water logged</b>		
<b>10.</b>	<b>Site Photographs &amp; Imagery</b>		
10.a	Clear and recent site photographs (all directions)		
10.b	Satellite image of the site		
<b>11.</b>	Any other relevant information		

Note- Attach all the relevant documents for the above informations.

Signature of the Client