

Public User Manual

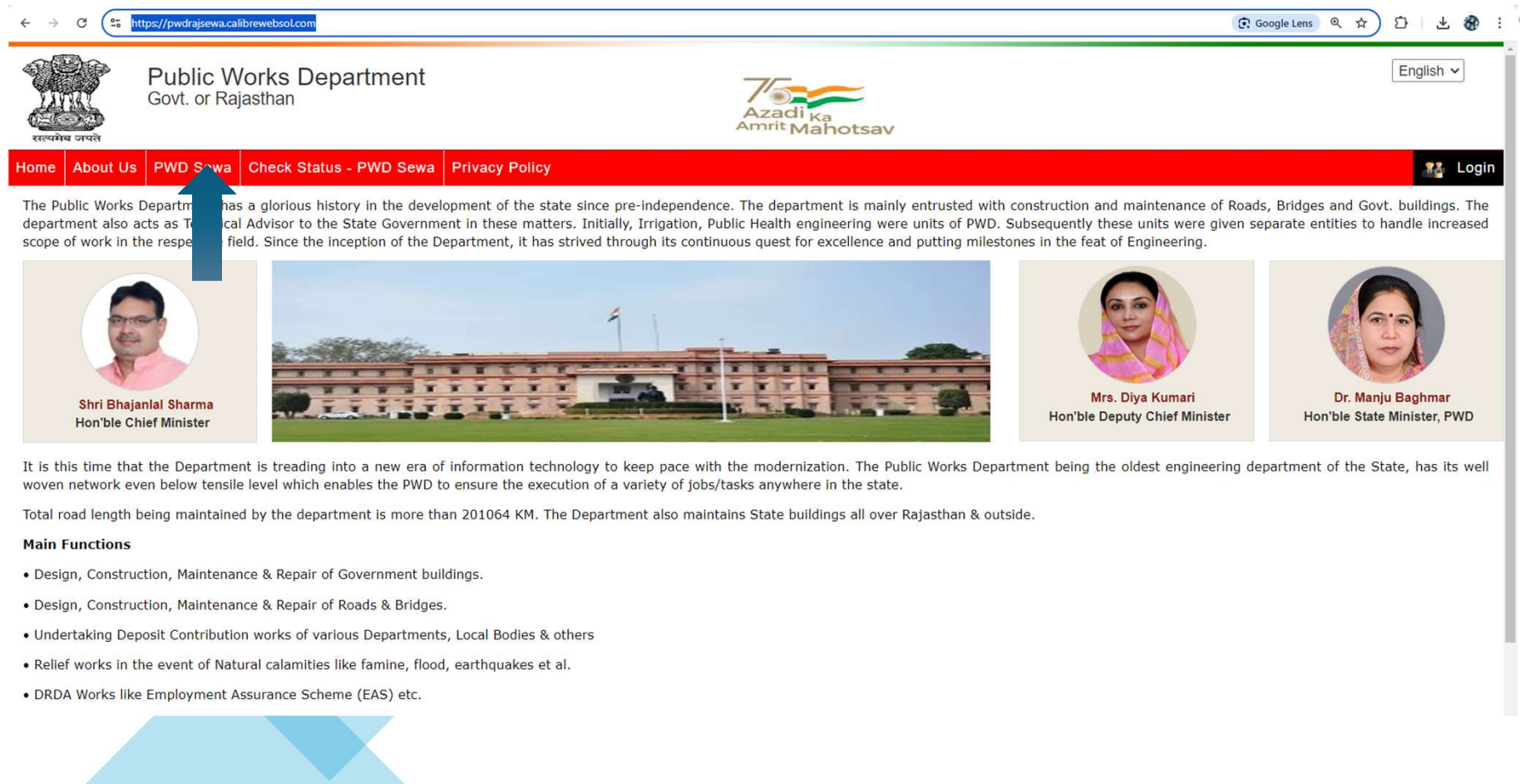
PWD RAJ SEWA

<https://pwdrajsewa.calibrewebsol.com/>

How to create complaint

Step 1: Open pwd raj sewa website on your browser (Site Url: <https://pwdrajsewa.calibrewebsol.com/>)

Step 2: Click on “PWD Sewa” (See arrow)



The screenshot shows the website <https://pwdrajsewa.calibrewebsol.com/>. The header includes the Government of Rajasthan logo, the text "Public Works Department Govt. of Rajasthan", and the "75 Azadi Ka Amrit Mahotsav" logo. A navigation menu at the top contains "Home", "About Us", "PWD Sewa", "Check Status - PWD Sewa", and "Privacy Policy". A blue arrow points to the "PWD Sewa" link. To the right of the menu is a "Login" button. Below the menu, there is a paragraph of text about the department's history, followed by portraits of Shri Bhajanlal Sharma (Hon'ble Chief Minister), Mrs. Diya Kumari (Hon'ble Deputy Chief Minister), and Dr. Manju Baghmar (Hon'ble State Minister, PWD). A large image of a government building is also present. Below the portraits, there is more text about the department's modernization and a list of main functions.

Home About Us **PWD Sewa** Check Status - PWD Sewa Privacy Policy Login

The Public Works Department has a glorious history in the development of the state since pre-independence. The department is mainly entrusted with construction and maintenance of Roads, Bridges and Govt. buildings. The department also acts as Technical Advisor to the State Government in these matters. Initially, Irrigation, Public Health engineering were units of PWD. Subsequently these units were given separate entities to handle increased scope of work in the respective field. Since the inception of the Department, it has strived through its continuous quest for excellence and putting milestones in the feat of Engineering.

Shri Bhajanlal Sharma
Hon'ble Chief Minister

Mrs. Diya Kumari
Hon'ble Deputy Chief Minister

Dr. Manju Baghmar
Hon'ble State Minister, PWD

It is this time that the Department is treading into a new era of information technology to keep pace with the modernization. The Public Works Department being the oldest engineering department of the State, has its well woven network even below tensile level which enables the PWD to ensure the execution of a variety of jobs/tasks anywhere in the state.

Total road length being maintained by the department is more than 201064 KM. The Department also maintains State buildings all over Rajasthan & outside.

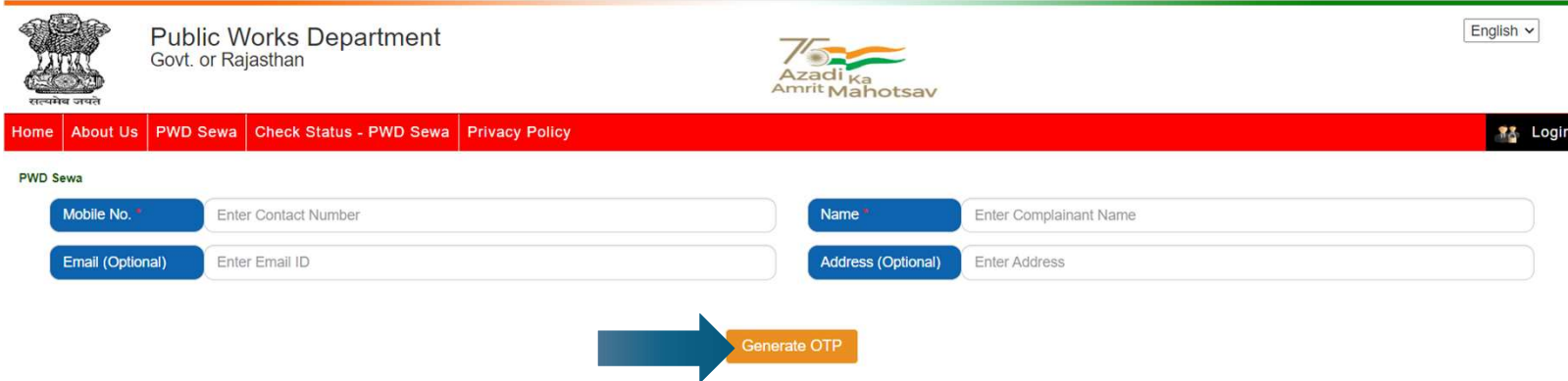
Main Functions

- Design, Construction, Maintenance & Repair of Government buildings.
- Design, Construction, Maintenance & Repair of Roads & Bridges.
- Undertaking Deposit Contribution works of various Departments, Local Bodies & others
- Relief works in the event of Natural calamities like famine, flood, earthquakes et al.
- DRDA Works like Employment Assurance Scheme (EAS) etc.

Step 3: Fill the below details:

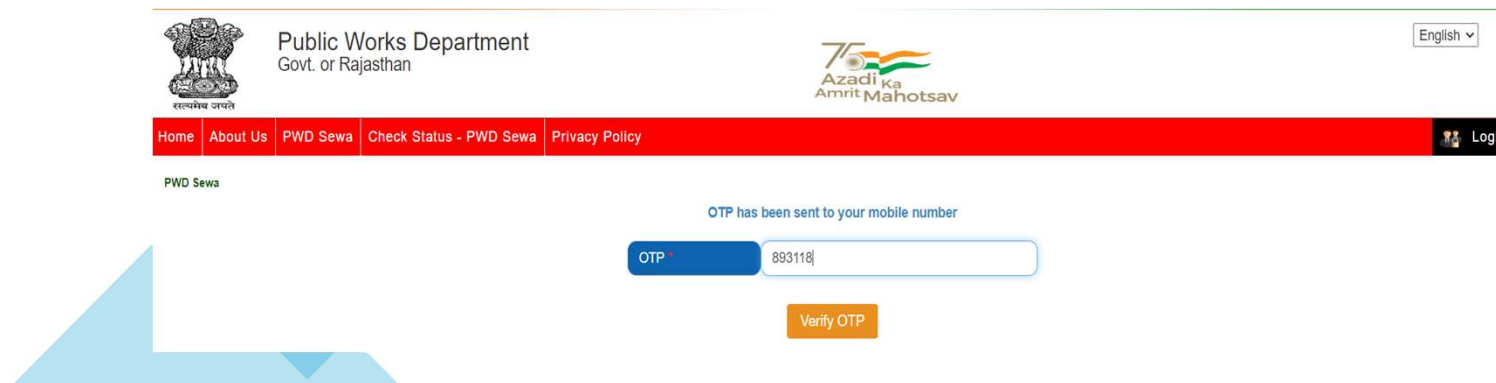
1. Mobile No. : This input field is mandatory
2. Name : This input field is mandatory
3. Email :
4. Address :

Step 4: Click on “Generate OTP Button” (See arrow)



The screenshot shows the top navigation bar of the Public Works Department website. The header includes the state emblem, the text 'Public Works Department Govt. of Rajasthan', and the '75 Azadi Ka Amrit Mahotsav' logo. A language dropdown menu is set to 'English'. Below the header is a red navigation bar with links for 'Home', 'About Us', 'PWD Sewa', 'Check Status - PWD Sewa', and 'Privacy Policy', along with a 'Login' button. The main content area is titled 'PWD Sewa' and contains four input fields: 'Mobile No.' (with a red asterisk), 'Name' (with a red asterisk), 'Email (Optional)', and 'Address (Optional)'. Each field has a placeholder text: 'Enter Contact Number', 'Enter Complainant Name', 'Enter Email ID', and 'Enter Address'. A blue arrow points to an orange 'Generate OTP' button located below the input fields.

Step 5: Verify your mobile no. through OTP



The screenshot shows the verification step of the PWD Sewa process. The header and navigation bar are identical to the previous screenshot. The main content area is titled 'PWD Sewa' and displays the message 'OTP has been sent to your mobile number'. Below this message is an input field labeled 'OTP' containing the number '893118'. An orange 'Verify OTP' button is positioned below the input field.

Step 5: Verify your mobile no. through OTP



सत्यमेव जयते

Public Works Department
Govt. of Rajasthan



English ▾

[Home](#) [About Us](#) [PWD Sewa](#) [Check Status - PWD Sewa](#) [Privacy Policy](#)

[Log](#)

PWD Sewa

OTP has been sent to your mobile number

OTP

893118

Verify OTP

Step 6: Select Status and Sewa category as per your choice

Create Complaint for Building

PWD Sewa

Status	Build Assets / Inventory	Sewa Category	Residential Building	District Name	Ajmer	Scheme Name	--All--
Colony Name	Ajmer						
Bungalow / Flat No.	A-23						

Type your own Complaint

Select Complaint from List

Create Complaint for Road

PWD Sewa

Status	Build Assets	Sewa Category	Roads	District Name	Ajmer	Scheme Name	--All--
Road Name	Bithoor to Bagsuri via Ajab Ka Badia						

Type your own Complaint

Select Complaint from List

Step 7: "Type your own complaint" Wise (It is same for Road and Building)

The image shows a web form for submitting a complaint. It is divided into two sections: "Type your own Complaint" and "Select Complaint from List".

Type your own Complaint:

- There is a text input field for the complaint description. An annotation points to it: "Click here to write complaint as per user desire".
- Below the text field is a file upload section with a "Choose File" button and the text "No file chosen". An annotation points to the "Choose File" button: "Choose file (this field is optional)".

Select Complaint from List:

- There is a text input field for selecting a complaint from a list. An annotation points to it: "Write Complaint".

Submit Button:

- At the bottom center is an orange button labeled "Submit Complaint". An annotation points to it: "Click here to save add complaint".

Step 7: "Select Complaint from List" Wise (It is same for Road and Building)

Create Complaint for Building

Type your own Complaint

Select Complaint from List

Select	Complaint	Description / Image, If Any
Civil Complaint		
Civil Work		
<input checked="" type="checkbox"/>	Brick work repair	<input type="text"/> Choose File No file chosen
<input checked="" type="checkbox"/>	Cleaning water tank	<input type="text"/> Choose File No file chosen
<input type="checkbox"/>	Unusual noise in Lift	<input type="text"/> Choose File No file chosen
<input type="checkbox"/>	Water Cooler Faulty	<input type="text"/> Choose File No file chosen
<input type="checkbox"/>	Water Pumpset not working	<input type="text"/> Choose File No file chosen

Select complaints, User can select multiple complaint

Click here to select complaint from list

Choose file (this field is optional)

Click here to add in list

Create Complaint for Road

Type your own Complaint

Select Complaint from List

Select	Complaint	Kilometre / Chainage	Description / Image, If Any
Dead Animals			
<input checked="" type="checkbox"/>	Dead Animals	<input type="text"/>	<input type="text"/> Choose File No file chosen
Encroachment			
<input checked="" type="checkbox"/>	Encroachment on Road	<input type="text"/>	<input type="text"/> Choose File No file chosen
<input type="checkbox"/>	Drainage Overflowing	<input type="text"/>	<input type="text"/> Choose File No file chosen
<input type="checkbox"/>	Silt dumped on Road	<input type="text"/>	<input type="text"/> Choose File No file chosen

Select complaints, User can select multiple complaint

Click here to select complaint from list

Choose file (this field is optional)

Click here to add in list

Step 8: “Select Complaint from List” Wise (It is same for Road and Building)

Create Complaint for Building

[Add In List](#)

Selected Complaints

S.No.	Complaint	Bungalow / Flat No.	Description / Image, If Any
Civil Complaint			
Civil Work			
1	Brick work repair II A-22	A-22	
2	Cleaning water tank II A-22	A-22	

[Submit Complaint](#) Click here to save add complaint

Create Complaint for Road

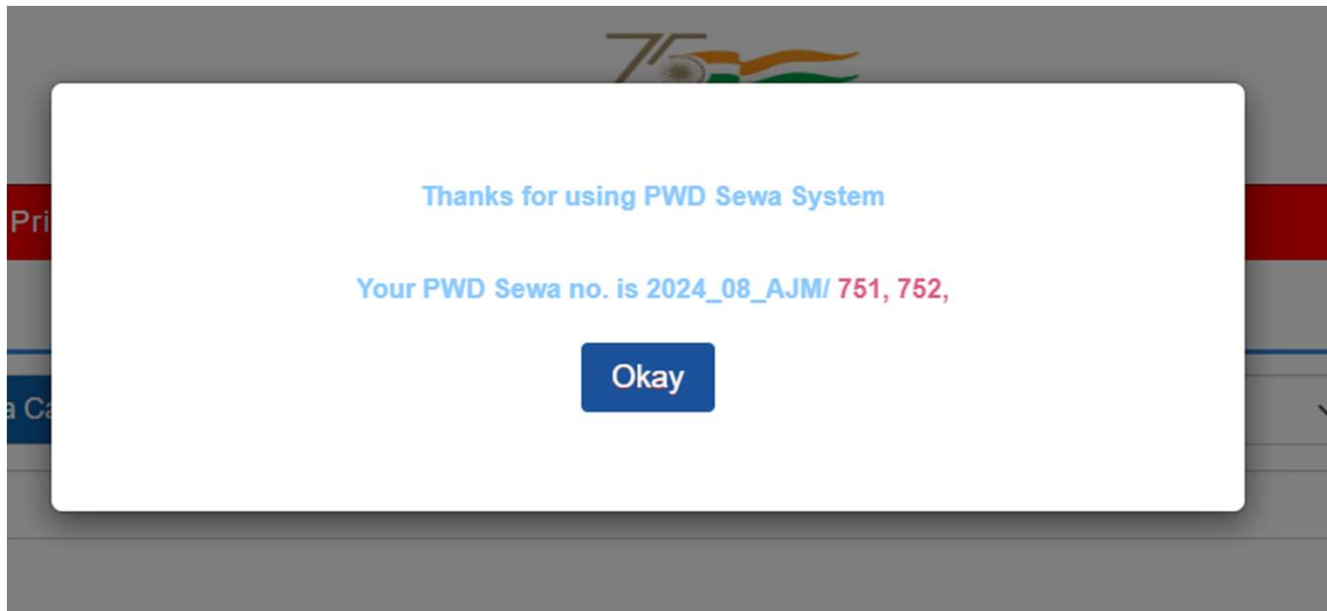
[Add In List](#)

Selected Complaints

S.No.	Complaint	Kilometre / Chainage	Description / Image, If Any
Dead Animals			
1	Dead Animals		
Encroachment			
2	Encroachment on Road		

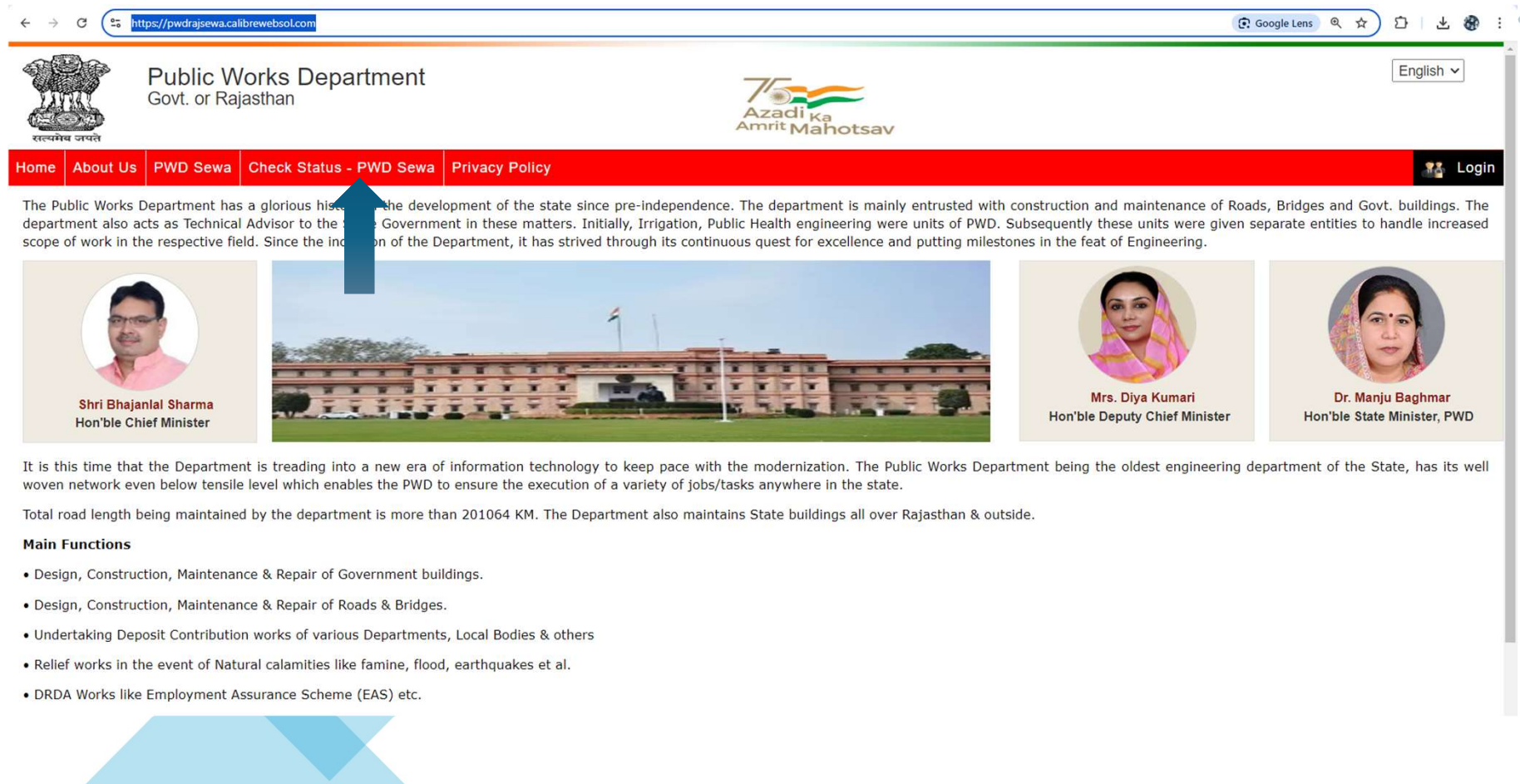
[Submit Complaint](#) Click here to save add complaint

Step 9: Success Message



How to Check Complaint Status

Step 1: Click on “Check Status - PWD Sewa” (See arrow)



The screenshot shows the website for the Public Works Department of Rajasthan. The browser address bar displays <https://pwwrajsewa.calibrewebsol.com>. The page header includes the state emblem, the text "Public Works Department Govt. of Rajasthan", and the "75 Azadi Ka Amrit Mahotsav" logo. A red navigation bar contains the following links: Home, About Us, PWD Sewa, Check Status - PWD Sewa, and Privacy Policy. A blue arrow points to the "Check Status - PWD Sewa" link. To the right of the navigation bar is a "Login" button. Below the navigation bar, there is a paragraph of text about the department's history and a large image of a government building. To the left of the building image is a circular portrait of Shri Bhajanlal Sharma, Hon'ble Chief Minister. To the right are circular portraits of Mrs. Diya Kumari, Hon'ble Deputy Chief Minister, and Dr. Manju Baghmar, Hon'ble State Minister, PWD. Below the building image, there is a paragraph of text and a section titled "Main Functions" with a list of bullet points.

Home About Us PWD Sewa **Check Status - PWD Sewa** Privacy Policy Login

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Step 5: Enter the number from which you have created the complaint



Public Works Department
Govt. of Rajasthan

English ▾

75
Azadi Ka
Amrit Mahotsav

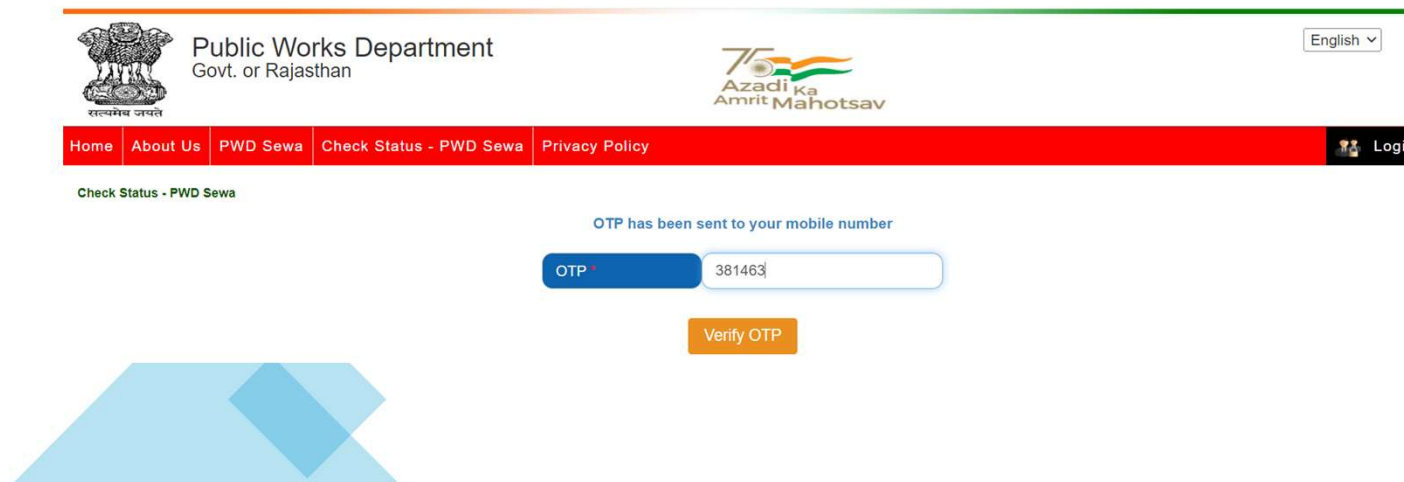
Home About Us PWD Sewa Check Status - PWD Sewa Privacy Policy Login

Check Status - PWD Sewa

Mobile No. * 7290020943

Generate OTP

Step 5: Verify your mobile no. through OTP



Public Works Department
Govt. of Rajasthan

English ▾

75
Azadi Ka
Amrit Mahotsav

Home About Us PWD Sewa Check Status - PWD Sewa Privacy Policy Login

Check Status - PWD Sewa

OTP has been sent to your mobile number

OTP * 381463

Verify OTP

Step 6: Here you can see the complaints that you have created

Check Status - PWD Sewa

Click on Sewa Number for Detail view

Total Record - 50

S. No.	Sewa No.	Sewa Date	Complaint	Status	Reply	Reply By	Reply Date	Image / Document
1	754	22/08/2024 04:28 PM	Identification paint is required on speed breaker Kilometre / Chainage 567	Open		Distt. Dn. Ajmer		View Complainant
2	753	22/08/2024 04:28 PM	Water Logging Kilometre / Chainage 123	Open	Complaint status	Distt. Dn. Ajmer		View Complainant
3	752	22/08/2024 03:57 PM	Cleaning water tank II A-22	Open		Ajmer, Zone		Click here to view image/document
4	751	22/08/2024 03:57 PM	Brick work repair II A-22	Open		Ajmer, Zone		
5	750	22/08/2024 03:50 PM	12th Floor, Phase-2 Fall Ceiling Light not working II A-23	Open		Ajmer, Zone		

