

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT AND POVERTY ALLEVIATION
LOK SABHA**

UNSTARRED QUESTION NO:2394
ANSWERED ON:07.08.2001
ESCORT SERVICE BY DDA
DUMPA MARY VIJAYAKUMARI

Will the Minister of URBAN DEVELOPMENT AND POVERTY ALLEVIATION be pleased to state:

- (a) whether the Government have decided to setup an escort service to help the common man coming to the office of Delhi Development Authority (DDA) in Vikas Sadan;
- (b) if so, the nature of service likely to be provided by the escort service; and
- (c) the time by which this service is likely to become functional?

Answer

MINISTER OF STATE FOR URBAN DEVELOPMENT & POVERTY ALLEVIATION (SHRI BANDARU DATTATREYA)

(a)&(b): DDA offices are open to the public every Monday and Thursday afternoon when they can meet senior officers without fixing prior appointment. On other days, they may meet senior officers by appointment. For on the spot guidance, DDA has provided services of a number of Counsellors and Facilitators at its reception desk to help the common people.

(b) DDA has recently decided to upgrade these services and increase the number of Counsellors for better personal guidance and service to the public visiting Vikas Sadan. The Counsellors will help in preparation of the documents, guide them about the procedures and provide ready information on various subjects/policies.

(c): The service is already being provided. It has been decided to increase the number of counsellor/facilitators gradually after due training.