

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

UNSTARRED QUESTION NO:3602
ANSWERED ON:19.08.2003
LAUNCHING OF WEBSITE BY CPWD
C. SREENVAASAN;PUTTASWAMY GOWDA

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

- (a) whether the Central Public Works Department (CPWD) has started its own Website for Registration of complaints for Government allottees whose flats are being maintained by CPWD;
- (b) if so, the date on which this site was launched;
- (c) the total money spent by CPWD thereon;
- (d) whether it is a fact that complaints registered on this site generally remain unattended for several days even for months together, particularly in regard to `J` Division;
- (e) if so, the reasons therefor;
- (f) the number of complaints received by CPWD Sewa Net during the last three months and the number of complaints attended to by the CPWD enquiry offices located in Delhi and particularly related to `J` Division;
- (g) whether some complaints registered on CPWD Sewa Net were erased completely by the CPWD offices;
- (h) if so, the details thereof and the reasons therefor; and
- (i) the action taken against the guilty officers?

Answer

MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT & POVERTY ALLEVIATION (SHRI PON RADHAKR)

(a)&(b): Yes, Sir. A pilot scheme was launched on 10.11.2001 at two service centres. It was subsequently extended to a total of 130 service centres in residential areas.

(c): An amount of Rs.67,17,000/- has been spent by The Central Public Works Department (CPWD) on this scheme.

(d)&(e): No, Sir. The complaints registered on the website `CPWDSEWA` as well as those registered otherwise are attended to as promptly as possible. Attending to a complaint after its registration may, however, take some time in case where the house is found locked or the nature of complaint is such that it requires to be attended to through a contractor.

(f): A total of 45643 complaints were received during 1.5.2003 to 1.8.2003 on CPWDSEWA. The number of complaints attended to by the CPWD enquiry offices was 41560 out of which 211 related to `J` Division.

(g): No, Sir.

(h) & (i): Do not arise in view of (g) above.