GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:1097
ANSWERED ON:30.07.2010
FUNCTIONING OF CPWD TOLL FREE NUMBER
Anandan Shri K.Murugeshan

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the Central Public Works Department (CPWD) service centres across Delhi has a toll free number to enable residents of the Government quarters to lodge their complaints for repair and other works;

(b) if so, whether the residents are finding it difficult to get their complaints lodged due to non-availability of this number as it is always engaged;

(c) if so, the reaction of the Government thereto;

(d) whether the Government propose to revert back to the old system to lodge complaints at their respective CPWD enquiry centres; and

(e) if not, the reason therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA ROY)

(a) to (e): With a view to improve the efficiency and quality of maintenance services being provided by CPWD Service Centres across Delhi, a new system of Computerized Registration of Complaints through a Toll-Free No. (1800 114499) has been started. The new service enables generation of computerized record for registration of complaints, their attendance, report to an feed-back from residents, etc. in an objective manner through a third party call centre. These records enable the department to generate automatic reports on the efficiency, promptness and the quality of service being provided by the CPWD Service Centres. In cases of delayed services or unsatisfactory services, the system provides for their onward transmission to senior supervisory officers automatically. However, since these services have been launched very recently, there are some initial glitches resulting into occasional complaints by the residents. Once the teething troubles are over, the new system is expected to substantially improve the efficiency and quality of services of CPWD Service Centres. In view of the advantages of the new system, there is no proposal to revert back to the old system.