

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:3069

ANSWERED ON:15.03.2011

DISPOSAL OF COMPLAINTS BY CPWD

Gaikwad Shri Eknath Mahadeo;Jeyadural Shri S. R.;Kodikunnil Shri Suresh

Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether the Central Public Works Department (CPWD) has started a call centre to lodge repairing and maintenance complaints through a toll free number;
- (b) if so, whether complaints registered through the said call centre are not being attended to in some of the CPWD enquiry offices;
- (c) if so, the details thereof alongwith the reasons therefor and the action taken thereon; and
- (d) the number of complaints converted into major category during the last one year and the current year?

Answer

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

- (a): Yes, Madam.CPWD has stated a Call Centre to lodge repair and maintenance related complaints through a toll free number for Govt. residential colonies in Delhi.The scheme is also operational for some of the office buildings in Delhi.
- (b) & (c): No, Madam. The general complaints are attended in time. However, attending of major complaints take some time as they involve work of major nature and are required to be done through the contractors. Execution of works through contractors requires the processes like getting sanction of the work, call of tenders and award of works to contractors etc.
- (d): Total number of complaints lodged through call centre and converted into major category during the last one year and the current year is 1,31,385.