

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:291
ANSWERED ON:02.08.2011
CPWD CALL CENTRE
Joshi Shri Mahesh

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 a large number of complaints registered through CPWD call centre are not being attended to in some CPWD enquiry offices for repairing seepage, drain blockage and removing of garbage etc;
- (c) if so, the details thereof alongwith the reasons therefor and the action taken thereon;
- (d) the number of complaints converted into major categories during the last one year and the current year;
- (e) the number of complaints which went unattended during the current year for more than 4-5 days by the various CPWD service centres; and
- (f) the corrective measures taken by the CPWD to avoid such complaints in future ?

Answer

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

(a) Yes , Madam.

(b) & (c) No, Madam. Most of general complaints are attended in time. However, as on date, 1723 complaints of blocked drain or seepage are pending.

Attending of major complaints take some time due to major work involved which is required to be executed through the contractors. It requires completion of processes like getting sanction of the work, call of tenders and award of work to contractors etc.

(d): The details are as under:

Year	Civil	Electrical
2010-11	193073	6352
2011-12 (As on date)	22581	4555

(e): The number of unattended complaints for more than 4-5 days by various CPWD Service Centres are as under:-

(i) Civil - 10,852

(ii) Electrical - 1,335

(iii) Horticulture - 1,282

(f) Maintenance is being strengthened by supplementing departmental labour with outsourcing of services, bringing transparency in the system, monitoring of CPWD Sewa on weekly basis by Senior Officers, close interaction with Resident Welfare Association of the area, etc.