

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:1220
ANSWERED ON:29.11.2011
MAINTENANCE OF FLATS
Mishra Shri Mahabal

Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) whether the CPWD places most of the complaints received from the allottees of the Government accommodations regarding maintenance of flats under major complaints;
- (b) if so, the time limit for attending to these complaints; and
- (c) the steps being taken by the Government to ensure proper maintenance of Government flats by the allottees and timely redressal of all the complaints by CPWD?

Answer

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

- (a): No, Madam.
- (b): Efforts are made to attend major complaints in 30 days time subject to availability of funds and running contracts.
- (c): Web based CPWD Sewa has been put in place & complaints are monitored at various levels by CPWD Officers. Feed back is obtained from occupants through Call Centre and SMS in Delhi.