

29

**STANDING COMMITTEE ON
URBAN DEVELOPMENT
(2013-2014)**

FIFTEENTH LOK SABHA

MINISTRY OF URBAN DEVELOPMENT

[Action Taken by the Government on the Recommendations contained in the Twenty Sixth Report (Fifteenth Lok Sabha) of the Standing Committee on Urban Development on "Role of Central Public Works Department (C.P.W.D.) in checking unauthorized occupation of government land and colonies and evaluation of their performance in maintaining Government buildings"]

TWENTY NINTH REPORT



**LOK SABHA SECRETARIAT
NEW DELHI**

February, 2014/Magha, 1935 (Saka)

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LOK SABHA SECRETARIAT

NEW DELHI

February, 2014/Magha, 1935 (Saka)

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CONTENTS

	PAGE
COMPOSITION OF THE COMMITTEE	(ii)
INTRODUCTION.....	(iv)

REPORT

CHAPTER I		
CHAPTER II	Observations/Recommendations which have been accepted by the Government	
CHAPTER III	Observations /Recommendations which the Committee do not desire to pursue in view of the Government's replies	
CHAPTER IV	Observations/Recommendations in respect of which replies of the Government have not been accepted by the Committee and require reiteration	
CHAPTER V	Observations /Recommendations in respect of which final replies of the Government are still awaited	

ANNEXURES

- I. Minutes of the Seventh sitting of the Standing Committee on Urban Development (2013-14) held on 12th February, 2014
- II. Analysis of the Action Taken by the Government on the recommendations contained in the Twenty Ninth Report of the Committee (15th Lok Sabha)

(i)

**COMPOSITION OF THE STANDING COMMITTEE ON
URBAN DEVELOPMENT (2013-2014)**

Shri Sharad Yadav - *Chairman*

MEMBERS

LOK SABHA

2. Shri Praveen Singh Aron
3. Shri Jayawant Gangaram Awale
4. Shri T.K.S. Elangovan
5. Shri Biren Singh Engti
6. Shri Anant Gangaram Geete
7. Smt. Kaisar Jahan
8. Shri Kailash Joshi
9. Shri Bapi Raju Kanumuru
10. Shri Mohinder Singh Kaypee
11. Shri Ramesh Kumar
12. Shri P.C. Mohan
13. Dr. Sanjeev Ganesh Naik
14. Shri Sonawane Pratap Narayanrao
15. Dr. Ramshankar
16. Shri Ratan Singh
17. Shri Anjan Kumar M. Yadav
18. Shri Prasun Banerjee
19. Vacant
20. Vacant
21. Vacant

RAJYA SABHA

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23. Dr. M.S. Gil
24. Md. Nadimul Haque
25. Shri Parvez Hashmi
26. Dr. Chandan Mitra
27. Shri Pyarimohan Mohapatra
28. Shri Avinash Pande
29. Shri Ajay Sancheti
30. Shri Amar Singh
31. Shri Khekiho Zhimomi

(ii)

SECRETARIAT

- | | | |
|-----------------------------|---|-------------------|
| 1. Shri R.K. Jain | - | Joint Secretary |
| 2. Shri D.S. Malha | - | Director |
| 3. Smt. J.M.Sinha | - | Deputy Secretary |
| 4. Dr.(Maj.)Jagmohan Khatry | - | Committee Officer |

(iii)

INTRODUCTION

I, the Chairman of the Standing Committee on Urban Development (2013-2014) having been authorized by the Committee to submit the Report on their behalf, present the Twenty Ninth Report (15th Lok Sabha) on the action taken by the Government on the recommendations contained in the Twenty Sixth Report (15th Lok Sabha) of the Standing Committee on Urban Development on “Role of Central Public Works Department (C.P.W.D.) in checking unauthorized occupation of government land and colonies and evaluation of their performance in maintaining Government buildings” of the Ministry of Urban Development.

2. The Twenty Sixth Report was presented to Lok Sabha on 29 August, 2013. Replies of the Government to all the recommendations contained in the Report were received in 9th December, 2013.

3. The Standing Committee on Urban Development considered and adopted this Report at their sitting held on 12 February, 2014.

4. An analysis of the action taken by the Government on the recommendations contained in the Twenty Fourth Report (Fifteenth Lok Sabha) of the Committee is given at Annexure-V.

5. For the facility of reference and convenience, the Observations/Recommendations of the Committee have been printed in bold letters in the body of the Report.

NEW DELHI;

YADAV 12 February, 2014
Chairman, 23 Magha 1935 (Saka)
Urban Development

SHARAD
Standing Committee on

CHAPTER I

REPORT

This Report of the Standing Committee on Urban Development (2013- 2014) deals with the action taken by the Government on the recommendations contained in their Twenty Sixth Report (Fifteenth Lok Sabha) on the subject “Role of Central Public Works Department (C.P.W.D.) in checking unauthorized occupation of government land and colonies and evaluation of their performance in maintaining Government buildings” which was presented to Parliament on 29 August, 2013.

1.2 Action Taken Replies have been received from the Government in respect of all the 14 recommendations contained in the Report. These have been categorized as follows:

(i) Recommendations /Observations, which have been accepted by the Government. (Chapter II):

Recommendation Nos. 3,4,5,6,10,12,13 and 14 (Total -08)

(Chapter-II)

(ii) Recommendations /Observations, which the Committee does not desire to pursue in view of Government's replies. (Chapter-III):

Recommendation No.- Nil (Total -Nil)

(Chapter-III)

(iii) Recommendations /Observations, in respect of which replies of Government have not been accepted by the Committee (Chapter IV):

Recommendation Nos.1, 2, 7, 8,9 and 11 (Total -6)

(Chapter-IV)

(iv) Recommendations /Observations, in respect of which final replies of the Government are, still awaited (Chapter-V):

Recommendation No. - Nil (Total -nil)

(Chapter-V)

1.3 The Committee desire that specific replies to the comments contained in Chapter-I of this Report may be furnished to them at the earliest and in any case, not later than three months of the presentation of this Report.

1.4 The Committee will now deal with the action taken by the Government on some of their recommendations in the succeeding paragraphs.

Recommendation (Serial No. 1)

Need to arrest delay in execution of Projects by CPWD

1.5 The Committee had recommended as under:

"The Committee note that CPWD was conceived to undertake public works ranging from irrigation facility and bridges to public housing and government buildings. Over the years the responsibilities and jurisdiction of CPWD got re-aligned, however, the basic activity of civil construction still remains its *raison d'être*. The organizational structure and practices have also evolved largely to address the requirements of executing these construction projects. Compliance to envisaged timelines is one of the most important elements of service delivery. The Committee observe that an Office Order issued by Chief Engineer of South Western Zone dated 1st January, 1980 has defined the time-scale for various activities related to Planning and execution i.e. 21 months. However the Committee are unhappy to note that a large number of projects do not adhere to even these time frames and there are inordinate delays in various project related activities. Various clients of CPWD examined by the Committee emphasized the need to arrest delays. The Committee observe that CPWD has executed 125 major Projects during the last ten years. The Committee are surprised to note that out of 125 major projects, information on only 102 projects are available with CPWD. This clearly reflects the casual approach of CPWD in maintaining data of the projects being executed by itself. Out of 102 projects the Committee observe that only 46 projects (less than 50%) were got executed in time. 28 projects got delayed for one year, 14 projects got delayed for two years, 5 projects got delayed for three years, 2 projects took four years, one project took five years and one project up to six years. The delays in completing the projects in time is on account of varying reasons, which include delay in approval of drawings from local bodies/statutory clearances, delay in finalization of functional requirements by users/clients, frequent change in scope of the work, non-availability of encumbrance free site, non-availability of budget/funds, local disturbances, bad weather, sometimes delay in mobilizing requisite materials/manpower/machinery by the Contractors, vacant posts of staff and officers, etc. Career stagnation of Officers is also another reason for delay in completion of the projects. CPWD informed the Committee that Career stagnation brings down the morale of staff/officers which affect their output both in terms of quality and efficiency. The Committee wish to recommend that the clients should be consulted in each and every stage of drawing so that there remains no scope for frequent changes in the drawing of the projects. At the same time they also want that clients, too, should cooperate fully with CPWD in finalizing the projects in time and do not make material changes in the on-going projects. The Committee also wish to recommend that budget should not be a constraint for the Projects. However, the Committee are happy to note that with the recent cadre review approved by the government, the problem of stagnation is likely to be overcome to a great extent. The Committee hope that CPWD would implement the recently held cadre review at the earliest

to arrest the shortage of manpower so that the delays in executing the Projects could be reduced and time-line could be adhered to."

1.6 In its Action Taken Reply, the Ministry has stated as follows:

"The instructions have been issued vide para 1 of Annexure B to all concerned CPWD officers that the clients should be consulted in each and every stage of drawing so that there remains no scope for frequent changes in the drawing of the projects. An O.M. has also been issued by MoUD vide para 12 of Annexure Y that clients, too, should cooperate fully with CPWD in finalizing the projects in time and do not make material changes in the on-going projects and that the budget should not be a constraint for the Projects. Cadre Review in CPWD has been implemented and all required steps are being taken to complete the Project in a specified time limits."

1.7 The Committee note that in pursuance to their recommendations to reduce delays in executing the projects of CPWD, CPWD has informed that necessary instructions have been issued to all concerned CPWD officials that the clients should be consulted in each and every stage of drawing so that there remains no scope for frequent changes in the drawing of the projects. An Office Memorandum has also been issued by Ministry of Urban Development in which it has drawn the attention of all the Ministries/Departments and Autonomous organisations towards the recommendations of the Committee and requested to take note of these and take necessary action for their implementation. It has also requested the Departments/Ministries to cooperate fully with CPWD in finalising the projects in time and do not make material changes in the ongoing projects. The Committee strongly feel that mere issuing of Office Memorandum will not serve meaningful purpose rather it should be followed by sincere pursuance at the highest level, periodic monitoring and follow up action there on. Therefore, the Committee desire the Ministry of Urban Development/CPWD to pursue the matters vigourously and take concrete action to see the acutal results and apprise them accordingly. The Committee also note that the Ministry has not replied about the non-availability of information on all the projects during the last 10 years. The Committee desire that the above information may be sent to them within three months of the presentaiton of the Report.

The Committee also desire the Ministry to furnish action taken about the availability of budget for all the projects, so that no project suffer for want of budget availability.

Recommendation (Serial No. 2)

ENCROACHMENT OF GOVT. LAND AND COLONIES

Need for Specially designated manpower for removing encroachment and issues related thereto

1.8 The Committee had recommended as under:

"As per chapter 10 of the maintenance manual of the CPWD, it is responsible to prevent and remove unauthorized construction and encroachment in or near all the Govt. buildings standing on the land and the land underneath and appurtenant thereto along with the land under road, parks, toilets, play grounds situated in govt. colonies come under the administration of the CPWD. The Committee are alarmed to note that the total area of Government land under encroachment in all the States and Union Territories of India has

been increased from 193434.56 sq. mtr. in the month of March, 2013 to 3,10,819 in the month of August, 2013. Even then the Ministry was maintaining that there was no new Encroachment. They are surprised to note that the Ministry's reply is based on surmises and guesstimates and hence caution the Ministry to be more vigilant in future while furnishing replies to a Parliamentary Committee.

The Committee were informed that there is no specially designated manpower/task force available with CPWD for checking unauthorized occupation of government land and vacating the encroached land. The Committee are not convinced with the reply of the Ministry. They were given to understand that under the manual of CPWD, this duty is cast on the Junior Engineer/Assistant Engineer concerned. It is not understood to the Committee when Junior Engineer and Assistant Engineers are duty bound where from the question of having no designated work force comes. AE/JE is supposed to detect and verify the encroachments within the premises and report to Directorate of Estates. Directorate of Estates is supposed to cancel the allotment and evict allottees and CPWD to demolish the unauthorized construction. The Committee are of the view that if the concerned Junior Engineer or Assistant Engineer performs his duties honestly and diligently, then it will become impossible for the encroachers to lay on the Government land. For this they could get the assistance from RWAs who will report the matter of encroachment JE/AE and the JE/AE may swing into action forthwith.

The Committee want RWAs to report such cases at the earliest opportunity. They are of the view that the encroachment should be nipped in the bud. Encroachments on vacant land are to be removed by Estate officer under the Public Premises Eviction of Unauthorized Occupants Act 1971 with the police help. All EEs, in-charge of maintenance are declared as estate officers under the Public Premises Eviction of Unauthorized Occupants Act 1971. The Committee are distressed to note that CPWD is not getting required assistance in right time to remove the encroachment from police and local authorities. In some cases even after vacating the land, the encroachers manage to occupy the land again. The CPWD find hard to have its own task force to prevent the unauthorized occupation and vacate the already encroached lands on account of limitations of handling Law & Order problems. The Committee have come to know that Government of Delhi has created a sub-divisional level Special Task Force to check encroachment in public land. Their assistance is being obtained whenever any new encroachment is noticed. In other cities such type of special task force does not exist in line with the Delhi Govt. However, to the utmost surprise of the Committee, CPWD is still satisfied with the existing mechanism and does not require any new institutional mechanism to deal with the menace of encroachment. In view of the above, the Committee strongly recommend that CPWD must constitute a Special Task Force in all the zones and empower them with all necessary powers and equipment's to prevent encroachment and vacate the already encroached land. For obtaining assistance from the police and local authorities the Committee strongly recommend to take this matter to the highest authority and an executive order might be issued in this regard so that there is no difficulty for seeking help from the police and civil authorities. The Committee are also given to understand that CPWD does not maintain data regarding encroachment and recoveries of Government land. They are surprised that in the absence of data how CPWD will come to know about the extent of encroachment. The Committee, therefore, recommend that CPWD should develop its own data base with regard to encroachment with the help of dedicated staff as early as possible.

The Committee are continuously insisting on the issue of fixing Responsibility on the Officer concerned whose negligence has resulted into encroachment. Even today the encroachment is taking place otherwise it was not possible for the Ministry to furnish the revised figures of area under encroachment to the Committee. But, the Ministry is reticent on

the issue and tries to downplay the entire matter by stating that since the encroachment dates back to 10 to 20 years, it is not possible to fix the responsibility. The Committee are not satisfied with this explanation of the Ministry. They are of the view that 10 to 20 years period is not such a long period where concerned officers could not be identified and located. The Committee insist that the Ministry should fix responsibility in those matters after digging the old cases and if the connivance of officials is proved, a deterrent punishment should be inflicted. A status report in this regard may be submitted to the Committee within three months of the presentation of the report. They also recommend that the CPWD should maintain data regarding action taken in this regard."

1.9 In its Action Taken Reply, the Ministry has stated as follows:

"It is submitted that in the month of March 2013 an Area of 193434.56Sqm was intimated on the basis of data available in the directorate at that time by recording a certificate that full extent Area is being collected from the field formations. This encroachment area was in three cities of Delhi, Mumbai and Sikkim. Copy of the same is enclosed as Annexure-C. Later information on encroachment in a few more cities i.e., Kolkata, Cochin, Indore and Shimla was received from field-formations and in August 2013, the Area of 310819.95 sqm was intimated with details. However no fresh Encroachment was reported as is clear from details of 310819.95 sqm area which was also sent with the reply. All the encroachment was old one. The instructions have been issued vide para 2 of Annexure B to all concerned CPWD officers to encourage RWAs to report encroachment on CPWD land. Special Task Force in Delhi has been formed by the Govt of Delhi. Similar task forces can be constituted in other states and provided necessary power and resources to prevent and vacate the encroachment. For taking up this matter at highest level and issue of executive order, Action is being taken separately. Office Memo has been issued to all Additional Director Generals of various sub- regions of CPWD as per para 2 of Annexure 'B' to develop their own data base with regard to encroachment by deploying dedicated staff as early as possible. Office Memorandum for constitution of the committee for fixing responsibility in respect of encroachment has already been issued vide No. 3/1/2012-W-II/Vol. VIII/858 dated 15.10.2013 attached as Annexure D."

1.10 To prevent and vacate the encroachment of Government land coming under the purview of CPWD, the Committee had recommended (i) to take assistance from RWA, who will report the matter of encroachment to JE/AE and JE/AE may swing into action. (ii) CPWD must constitute a Special Task Force in all the zones and empower and equipments to prevent encroachment and vacate the already encroached land (iii) for obtaining assistance from the police and local authority the Committee had recommended to took this matter at the highest level and an executive order might be issued in this regard so that there was no difficulties for seeking help from the police and civil authorities. (iv) CPWD should develop its own data base with regard to encroachment with the help of dedicated staff as early as possible. (v) the Committee insisted to fix responsibility in those matters after digging the old cases and if the connivance of officials was proved, a deterrent punishment should be inflicted and the status report should be submitted to the Committee within three months of the presentation of the report. The Committee are surprised to note that CPWD has not taken any concrete action in this regard except to the points that instructions have been issued to all concerned CPWD officers to encourage RWAs to report encroachment on CPWD land, Office Memorandum has been issued to all Additional Director General of

various sub-regions of CPWD to develop their own data-base. The Committee deplore the routine nature of replies furnished to them instead of taking of any concrete action thereon. With regard to constitution of a special Task Force in all the Zones the Committee are concerned to note that CPWD has tried to escape its own responsibility and tried to mislead the Committee by stating that similar task forces can be constituted in other States. In pursuance to the recommendation to take up the matter at the highest authority for seeking help from police force and civic authorities and issuance of an executive order thereof, the Ministry has remained silent.

Pertaining to fixing up of responsibility, the Committee are disappointed to note that till date only an O.M. has been issued on 15th October, 2013 for constitution of a Committee.

Keeping in view the above reply, the Committee deplore the casual and lackadaisical approach of CPWD in dealing with the serious menace of encroachment of Government land. Therefore, the Committee wish to reiterate their earlier recommendations and desire the Ministry to adopt serious approach and take necessary action at the earliest under intimation to them. The Committee also desire the Ministry to furnish a comparative data on encroachment of Government lands under the purview of CPWD before and after presentation of this Report. This data may be furnished within three months after presentation of this Report and may continue thereafter at periodic intervals.

Recommendation (Serial No. 3)

Court Cases

1.11 The Committee had recommended as under:

"The Committee observe that the CPWD guidelines which empower JE/AE to carry day to day inspection to verify all the construction going on in their locality and to take immediate steps to stop or demolish the construction are not being followed in a true spirit to prevent the encroachment in the first instance. As a result at present 310819 sq. mtr. land is under encroachment and there are 39 count cases pending at various Courts. The Committee feel that this is a serious issue and requires particular attention of the Government. The Ministry may advise their lawyers to impress upon the Courts not to give adjournments on flimsy grounds so as to secure speedy judgments. The Committee are of the view that the interest of the encroacher lies in protracted litigation which should be resisted with full force. Regarding Public Premises Eviction of Unauthorized Occupants Act 1971, the Committee want to reiterate their earlier recommendation that Government may consider to fix a time line for deciding such cases in order to ensure that Unscrupulous elements do not make use of the system."

1.12 In its Action Taken Reply, the Ministry has stated as follows:

"Directions have been issued by MoUD vide para 14 of Annexure Y to Law Ministry to advise its lawyers to impress upon the Courts not to give adjournments on flimsy grounds so as to secure speedy judgments in court proceedings for removal of encroachment on Govt./CPWD land."

1.13 The Committee are happy to note that Directions have been issued by MoUD to Law Ministry to advise its lawyers to impress upon the Courts not to give adjournments on flimsy grounds so as to secure speedy judgments in court proceedings for removal of encroachment on Govt./CPWD land. However, the Ministry has not replied about the fixing of specific time-limit for disposal of the court cases. Therefore, the Committee are of the firm view that along with the directions, periodic monitoring of the cases by the Ministry is required, to prevent adjournments on flimsy grounds. The Committee also desire that the Ministry of Urban Development should pursue this matter at the highest level of Ministry of Law & Justice so that court cases can be disposed of in a fixed time so that unscrupulous elements do not make use of the system.

Recommendation (Serial No. 6)

Need to Rationalize Cost Estimates of its Project by CPWD

1.14 The Committee had recommended as under:

"The Committee observe that cost estimate of projects undertaken by CPWD is on higher side as compared to other agencies. In response to that CPWD has clarified that all public sector construction agencies throughout the country adopt CPWD standard rates only for preparing estimates and then they add their margin over it. CPWD being the Government agency without any commercial interest does not add any margin itself and hence CPWD estimates are lower than the other agencies. However, the Committee while taking oral evidence of the representatives of other Ministries such as Home Affairs, Human Resource Development, Commerce, Health and Family Welfare and Department of Personnel and Training came to know that cost estimates of projects executed by CPWD were very high in comparison to other agencies. Even then they will have to award these projects to CPWD only because it being a Government Company. The Committee do not accept the CPWD version on the issue. Being the only agency responsible for executing various projects of Government of India, the Committee strongly recommend that CPWD should prepare correct and cost effective estimates of the projects lest the clients do not opt for cheaper alternatives."

1.15 In its Action Taken Reply, the Ministry has stated as follows:

"With regard to imputation that CPWD estimates are very high in comparison to other agencies, It is submitted that CPWD can offer specific comments and take necessary action if such estimates are provided to CPWD directorate for examinations. On the contrary, CPWD has been pointed out undue inflations/ inconsistencies in the cost estimates of various PSUs attached within various SFC/EFC memos received by it for comments. A list of such comments pertaining to cost estimates of a few major projects are given as under:-

C/o Dr. Ambedkar National Centre for Social Justice by M/s. NBCC.

Proposal for Renovation, Modernization and Augmentation of training infrastructure by NPTI.

C/o permanent Campuses of the 10 new NITs by M/s Education Consultants India Ltd.

C/o Rajsawa Bhawan National Tax Headquarters of Govt. of India for Ministry of Finance by DRDO.

The copy of comments on above projects are enclosed as Annexure 'E'

It is also submitted that the comparative study of actual cost of construction incurred by various construction agencies and by CPWD on similar works/Projects is more relevant than mere estimates. Such an exercise, if undertaken, can reveal true picture about the cost effectiveness.

Nevertheless Direction has been Issued to all concerned as per Para 3 of Annexure 'B' to prepare cost effective and correct estimates of all projects so that the clients do not opt for cheaper alternatives in their projects."

1.16 The Committee are happy to note that directions have been issued by the MoUD to prepare cost effective and correct estimates of all projects by the CPWD so that the clients do not opt for cheaper alternatives for their projects. The Committee are of the firm view that comparative studies of actual cost of construction incurred by various construction agencies and by CPWD on similar works/Projects should be conducted at the earliest and at the same time results of such comparative studies should be made available to the client organizations so that they do not opt for cheaper alternatives.

Recommendation (Serial No. 7)

Dual Control of Engineers in Client Organizations

1.17 The Committee had recommended as under:

"The Committee also came to know during the oral evidence of the representatives of the Ministry of Home Affairs that major repairs and maintenance of North Block are done by CPWD themselves without consulting them regarding action plan of maintenance for the coming years. As such, the CPWD does not keep the Ministry in loop with regard to repairs and the maintenance. The Committee have been apprised that engineers of C.P.W.D. are not answerable or not under the control of client organizations. The Committee have been given to understand by CPWD that technical control of engineers under the hospital authorities or client organizations are administratively infeasible and undesirable as a number of administrative, technical and financial issues are involved. However, the Committee are not convinced with the view of the Ministry that most of the issues are sorted out during the weekly meetings/rounds taken jointly with hospital authorities. Therefore, the Committee strongly recommend that CPWD Executive engineer should be placed on the strength of hospital staff /Ministry concerned on the pattern of technical posting of engineers in army

infantry battalions. Confidential reports of these officers should be written by both administrative as well as technical Heads viz., Medical Superintendent of the Hospital and their superior officer in CPWD. This will ensure better interface of CPWD engineers and client Ministries to arrest delays in executing the works and accountability of CPWD engineers."

1.18 In its Action Taken Reply, the Ministry has stated as follows:

"CPWD like all other government departments/ organizations follows, on mandatory basis, Performance appraisal reporting system and rules in this regard framed by Department of personnel & Training, Govt of India. It prima facie appears infeasible that performance of a few officers (who work, inter alia, for hospital maintenance) out of the total in the same category is appraised by adopting a different system. In all government departments /organizations, the reporting and reviewing of performance are done by superior officials of that organization. If client organization desires to have control, then they can have deputation/ en-cadre posts of CPWD officers with them."

1.19 During examination of the subject, the Committee were apprised that major repairs and maintenance of client Ministries were being done by CPWD without consulting them. Engineers were not answerable or not under the control of client organizations. As a result, many client Ministries were dissatisfied with the performance of CPWD. In view of the back drop, the Committee had desired that CPWD executive engineer should be placed in the strength of hospital staff/Ministry concerned on the pattern of technical posting of engineers in army infantry battalions. Confidential reports of these officers should be written by both administrative and client Ministries. In response to this the Ministry in its action taken reply has expressed unwillingness to take desired action. However, it has been stated that if client organizations desire to have control, then they can have deputation/en-cadre posts of CPWD officers with them. The Committee do not agree with the replies of the Ministry. They are of the strong view that if dual control of engineers is feasible in Defence Organisations then this can also be implemented in the case of CPWD and other client organisations. The Committee reiterate its earlier recommendation that engineers in all the ranks should be placed on the strength of client Ministries on the pattern of technical posting of engineers in army infantry battalions. Confidential reports of these officers should be written by both administrative as well as technical Heads viz., Medical Superintendent of the Hospital and their superior officer in CPWD. This will ensure better interface of CPWD engineers and client Ministries to arrest delays in executing the works and accountability of CPWD engineers.

Recommendation (Serial No. 8)

Need for Single Unified Agency for construction and maintenance of

Hospitals

1.20 The Committee had recommended as under:

"The Committee have been apprised of the status of maintenance of hospital buildings like RML hospital, Safdarjung hospital, Lady Harding Medical College, Kalawati Saran, CGHS wellbeing centres maintained by CPWD in terms of Engineering maintenance and housekeeping maintenance. The Committee have also been informed about the problems in the Govt. hospitals e.g. broken taps in the toilets, shortage of water, chocking of sewer, leakage etc. The Committee were also enlightened that in Govt. hospitals interruption to various services is frequently being caused by other agencies which are engaged for construction of new buildings by the Ministry of Health & Family Welfare. It is observed by the Committee that in the last few years, there has been addition of new buildings in the various Hospital campuses (like PGIMER in RML Hospital, VMCC & SIC in Safdarjung Hospital). The sewerage disposal of these new buildings is also connected to existing sewerage system maintained by the CPWD. This leads to occasional overflow of main sewer line. CPWD is facing problems from users as they throw wastes like cloth, refuse, cotton, etc. direct into the toilet, gully taps etc. resulting in the choking of sewer lines etc. Therefore, the Committee are of firm view that there should be one unified agency responsible for construction and maintenance of Govt. buildings, Govt. Hospitals and residential colonies. In case of more than one agency being involved in the construction and maintenance works there is an urgent need to have a proper and effective coordination amongst all such agencies. The Committee are surprised to note that manual of CPWD prohibits them to take up maintenance of that building which has not been constructed by CPWD. The Committee feel that this rigidity will affect the maintenance work and thereby hurting a common man. Hence, the Committee want the Ministry to ensure that maintenance of any building may not be withheld on account of rules and if there is a need, such rules may be suitably amended."

Reply of the Government

1.21 In its Action Taken Reply, the Ministry has stated as follows:

"a) Directions have been issued by MoUD vide para 11 of Annexure Y that there should be one unified agency responsible for construction and maintenance of Govt. buildings, Govt. Hospitals and residential colonies and in case of more than one agency being involved in the con Direction have been issued by MoUD vide para 11 of Annexure Y that there should be one unified agency responsible for construction and maintenance of government buildings, Govt. hospitals and residential colonies.

b) CPWD has a mandate to undertake construction/ maintenance etc. of all government buildings of various Ministries/ Departments of Govt of India. CPWD is bound to do the same as per GFR 126. The various Ministries/ Departments who do not have a construction wing of their own are bound to get their construction works get done from CPWD. Such a situation arises when some of the Ministries/Departments do not get constructed their buildings from CPWD but want CPWD only for maintenance work. This causes practical problem in sharing of responsibility for poor construction done by other agency. Most often such defects are not overt but latent. Also this causes imbalance in man

management in CPWD because Maintenance works require far more manpower as compared to construction. "

1.22 The Committee were surprised to note that the manual of CPWD prohibited them to took up maintenance of that building which had not been constructed by CPWD. While condemning this rigidity, the Committee had desired that maintenance of any building might not be withheld on account of rules and if needed such rules might be suitably amended. But to the utter surprise of the Committee, CPWD still has strong reservations to initiate right steps in this direction. The Committee do not approve the reply of the CPWD that they are facing practical problems in sharing of responsibility for poor construction done by other agencies and this causes imbalance in man management in CPWD because maintenance work require more manpower as compared to construction. The Committee expressed their displeasure over the unwillingness on the part of CPWD. During examination of this subject, the Committee were apprised that Ministries/hospitals were getting their construction work done by some other agencies because of the specialization they were having in that field. Therefore, the Committee wish to reiterate their earlier recommendation for having a proper and effective co-ordination amongst the concerned agencies, instead of totally denying undertaking maintenance work. The Committee also desire to amend the rules which prohibit them to do the same.

Recommendation (Serial No. 9)

Need to Redeem Image by CPWD

1.23 The Committee had recommended as under:

"The Committee are given to understand by certain Ministries of the Government of India and RWAs of Government residential colonies about their satisfaction level from the services /maintenance of CPWD. While the client Ministries were not very vocal in criticizing the role of CPWD but RWAs spared no room in doing so. Ministries were not happy with the excessive cost estimates, lack of coordination, accountability and delay in execution of works. RWAs vent their ire towards haughty attitude of CPWD officials, delay, tilt towards contractors and unavailability and inaccessibility of CPWD officials. The Committee are constrained to observe that CPWD, a service rendering organization should not invite the ire of its clients in such a way. This will erode their reputation and reputation once damaged takes a long time to regain. The Committee are of the view that officials of CPWD should think themselves servants of the public rather than their masters. Their non-availability to the public is not understandable to the Committee. More and more dependence on contractors even for petty work is deplorable. This is adding stigma to the organization. Mandatory periodic inspection by AEs are conveniently abandoned and no action or serious view is taken by CPWD in this regard. There is no coordination between CPWD and their civic

agencies. In such circumstances, the Committee are constrained to hold a view that CPWD has lost its image badly and unless concrete steps are taken by the Ministry, the 159 years old premier organization will be lost in oblivion. Therefore, this necessarily calls for 'public relations' or 'image' management by CPWD to redeem its lost image. Hence the Committee strongly recommend to follow certain steps by the CPWD in their maintenance unit to ensure better customer interface and service delivery.

a) Posting of officials with requisite 'people friendly' skills in maintenance unit: Posting of CPWD officials in maintenance area should be done keeping in view their ability/capacity to interact with the public and respond to their requirements in a positive and friendly manner. Extensive training should be imparted to the EE, AE and JE to enhance their interpersonal skills and improve motivational levels. (b) Introduce system of periodic preventive maintenance inspection: In this system, AE, JE from civil and electrical division along with Additional Director (horticulture) and Section Officer (horticulture) should inspect buildings within their division/ sub division at an interval of six months and detect buildings which require repairs, so that annual periodic maintenance can be done on time. For housing stock, the Residents Welfare Associations (RWA) could be involved as part of this periodic preventive maintenance inspection unit. (c) Co-ordination between various disciplines while attending the complaint: To enable effective co-ordination between various disciplines of civil and electrical services, while performing maintenance activity, it is proposed that work gangs be formed at each service centre comprising of work charged staff from various disciplines. The interdisciplinary work gang would move together, while attending a complaint to ensure that all types of complaints (irrespective of it being of civil or electrical nature) are attended to without any delay. (d) Introduction of incentives for better performance: To improve motivational levels among the maintenance staff, a system of annual incentives/ rewards could be introduced for best managed service centres. These service centres and their officer in-charge (JE) should be judged by the concerned CE in-charge along with assistance from the SE based on following parameters:

- Physical inspection of cleanliness of buildings and area maintained by the service centre
- Number of complaints successfully addressed.
- A customer satisfaction index based on sample survey of clients and residents.

(e) Up gradation of specifications of old buildings: A time bound programme for up gradation of specifications of old construction work of buildings should be made and submitted to Government for obtaining a onetime technical approval and the requisite budgetary support. This would enable CPWD to carry out necessary up gradation in form of special repairs and give better appearance to the building, thus reducing subsequent maintenance requirements. (f) Creation of a dedicated maintenance unit: To enable officers to concentrate on maintenance activity and improve quality of service provided by CPWD, it has an option to de-link, wherever possible, maintenance from construction activity. Separate maintenance units should be created with exclusive manpower concentrating only on this activity. However, these activities should be segregated in circles/divisions where there is large workload of maintenance activity and work for a separate unit can be fully justified. A maintenance unit could be created at division level/ sub-division level. A division could have more than one maintenance unit, depending on the maintenance workload involved in the division. Superintendent Engineer in-charge of the circle along with CE in charge should decide on the number of maintenance units to be created within a division. (g) Dependence on Contractors should be shunned: In order to refurbish its lost image, CPWD should evolve a mechanism where need for private contractor is not felt for minor works. The Committee

are of the view that name of the Contractor has become a synonym to the corruption so every effort should be made to free the system from the so called evil. In addition, the Officers concerned should carry out periodic inspection of the work being done by the contractor and if any deficiency is found with regard to work and material, he should be immediately taken to task. Higher officials of the rank of SE and CEs may also carry out surprise checks in order to ensure that there is no nexus between the contractor and the officials.(h) Bimonthly meeting of representatives of RWAs and CPWD officials :The Committee are compelled to form the opinion that RWAs of Government Colonies are a neglected lot and they have to run from the pillar to the post to voice their concerns. Hence, the Committee recommend for setting up a Grievance Cell in the Directorate to attend to the grievances of RWAs on a regular basis. They recommend for Institutionalization of mechanism to have bimonthly meetings between CPWD higher authorities and representatives of RWAs."

1.24 In its Action Taken Reply, the Ministry has stated as follows:

"(a)The transfer & posting Authorities in CPWD have been directed (Para 1 of Annexure-G) to post CPWD officials in maintenance area, keeping in view their ability, their capacity to interact with the public and respond to their request in a positive and friendly manner. Extensive training is being imparted to various officials in CPWD Training Institute to enhance their interpersonal skill and improve motivational level. A copy of Calendar showing training topics/courses in CPWD Regional Training Institute, R.K. Puram, New Delhi and CPWD Training Institute, Ghaziabad is enclosed. The relevant topics/courses are as Annexure-II.(b)The inspection schedule is given in CPWD maintenance manual. The copy of relevant portion of the same is enclosed as Annexure-III. Nevertheless the recommendation of committee have been taken note of and the instructions have been issued vide Para 2 of Annexure-G as per these recommendations.(c)With regard to this recommendation of the Parliamentary Standing Committee, it is submitted that there are large number of disciplines of work men like plumber, mason, carpenter, sewer man, electrician, pump/motor operator, lift man etc. Most of the time, the nature of the work in a complaint pertains to one trade only. If all types of workmen will be deployed simultaneously on a complaint, the work men of other trades, with whom the complaint do not pertain, shall remain idle and this will cause huge idling of men and increase in cost of attending each complaint. However, keeping in view the recommendations, the field units have been directed to have better co-ordination where a complaint requires contribution of labour from more than one trade. In such type of complaints, directions have been issued that AE shall make sure that the workmen of different trades shall coordinate with each other and go to the allottees premises at the same time to attend the complaint.. Instructions have been issued as per Para- 3 of Annexure-G. d) There is already a system of Annual incentive/award for best managed service centre. Each year, On CPWD day on 12th July, the awards are given for best employees as per circular attached herewith, (Annexure –IV). However, the recommendation of Parliament Standing Committee w.r.t. parameters to be observed shall be kept in mind while judging best service centre. Instruction for the same has been issued as per Para 4 of Annexure-G. (e) Ministry of Urban Development may like to take a considered decision on the recommendations keeping in view the budgetary limitations for undertaking this exercise in one go in a financial year and issue necessary directions along with proper requisition for preparing consolidated estimates for according A/A & E/S for up- gradation of specifications of all government residential buildings in Delhi under CPWD maintenance. However, it is submitted that the budgetary support for up-gradation work has always been far less than the requirement in the past even for undertaking up-gradation in phases which is the primary cause of dissatisfaction among the allottees in this respect. (f)There already exist exclusive maintenance units in Delhi for GPRA's which are as under –

Zones - Chief Engineer (NDZ – III) and Chief Engineer (NDZ II).

Circles – DCC-I, DCC-IV, DCC-VI, DCC-VII, DCEC-VII. Dir (Hort.) DR, DCC-XI, DCC-IX.

Divisions G, Q, S, M, D, J, T, ED-5, ED-9, ED-10, ED-17, DD(Hort.) Div. 6, ED-11, ED-13, ECD-3, PVMD, P, V, U, EECD-6, EECD-12,EECD-14 etc. Nevertheless these recommendations of Parliamentary Standing Committee have again been communicated to concerned officers to further strengthen such exclusive maintenance units and to remove mixing of maintenance and construction units as per Para-5 of Annexure-G.

(g) The departmental labour is deployed for minor maintenance works for day to day maintenance works as per the availability. There is shortage of Department labour due to ban on recruitment of work charged staff. The contractors have contributed immensely in the performance of the department and CPWD do not agree with the view that they are evil. Nevertheless, these recommendations of the parliamentary committee have been issued to all officers as per Para-6 of Annexure-G. (h) There is a system of meeting up to the Superintending Engineer level with RWA's as per CPWD maintenance manual Para 3.6.4 as per Chapter 3 of Maintenance Manual copy enclosed Annexure-V. Chief Engineers have also been directed to hold meetings with RWAs as per OM No. 3/1/2012 (W-II)/Vol.-V/DG/400 dt. 10.07.2013 Annexure-VI."

Recommendation (Serial No. 11)

Regular monitoring of horticulture department in Govt. Residential

Colonies

1.25 The Committee had recommended as under:

"The Committee came to know that generally Mali's (Gardner's) do not visit the parks in the Govt. residential colonies. Contractors dump construction waste inside the park and it turns to the breeding grounds for mosquitoes. Therefore, the Committee strongly recommend that the horticulture department should take proactive role in maintaining the parks and roads in the residential buildings at regular interval. There is no specified place for the children to play. The Committee feel that unless there is regular monitoring of Gardens and parks by the senior officers of that Zone, the situation will not improve and hence recommend to the Ministry to ensure the same."

1.26 In its Action Taken Reply, the Ministry has stated as under:

"The instructions have been issued as per Para 5 of Annexure 'B' that horticulture wing officials shall take proactive role in maintaining the parks in the residential colonies at regular interval and Officer of the rank of Superintending Engineer and Executive Engineer shall also monitor gardens and parks under their jurisdiction."

1.27 In pursuance to the recommendations 9 and 11 of the Committee to take necessary steps to redeem the lost image of CPWD and regular monitoring of horticulture department in Government residential colonies, the Ministry has informed the Committee that necessary instructions have been issued to all the concerned authorities. The Director-General is the highest authority in the CPWD and responsible for entire administration and management. It has been found out that majority of the clients are not satisfied by the administration and output given by the Department which were proved when the Committee heard the representatives of RWAs and client Ministries. Certain steps were directed by this Committee to improve work atmosphere in Delhi so as to improve the satisfaction level of the clients. The Committee are disgusted to find out that the O.M. issued by the Ministry in this regard also. They are of the view that Ministry is in habit of issuing O.M. to pass its buck. This casual approach of the Ministry is not acceptable to the Committee. They note with anguish that neither the Ministry nor the CPWD has taken any concrete action to refurbish the lost image of the CPWD. CPWD could have demonstrated this by some action taken in this regard.

The Committee strongly desire that this negative attitude of CPWD should undergo change forthwith. The Committee, desire the Ministry to monitor the action taken by the authorities of CPWD as per the instructions issued to them. They further desire to intimate them regarding the actual outcome thereof.

Recommendation (Serial No. 10)

Sewerage Water Treatment Plant for Horticulture

1.28 The Committee had recommended as under:

"The Committee were informed that there is scarcity of water in the Govt. Bungalows and Govt., residential colonies due to which Horticulture Department faces difficulties in irrigating the landscape and watering the plants. The Committee have been apprised that drinking water cannot be used for horticulture purpose while unfiltered water can be used. CPWD have made proposal for usage of unfiltered water for horticulture purpose but have not got permission till now. The Committee were also apprised that for beautification of the landscape and to sort out the shortage of the water, Sewerage Treatment Plants (STP) of capacity 360 KLD with MBBR Technology are being provided for Type-V and Type- VI Qtrs. at Deen Dayal Upadhaya Marg, New Delhi. The recycled water is proposed to be used for horticulture operations and cleaning of Roads. Sewage Treatment Plant (STP) at Kaka Nagar residential Area is proposed and Market survey is being conducted for selecting suitable technology. In view of the acute shortage of water and the benefits of Sewerage Treatment Plants, the Committee recommend that Sewerage Treatment Plant should be installed in other Govt. residential colonies throughout the country."

1.29 In its Action Taken Reply, the Ministry has stated as follows:

"Directions have been issued to all concerned CPWD officers vide Para-4 of Annexure-B to explore the feasibility of providing the sewage treatment plant in General Pool Office

Accommodation as well as in General Pool Residential Accommodation colony and to use the recycled water for horticulture operations."

1.30 The Committee are happy to note that directions have been issued by the Ministry of Urban Development to all concerned CPWD officers to explore the feasibility of providing the sewage treatment plant in General Pool Office Accommodation as well as in General Pool Residential Accommodation colony and to use the recycled water for horticulture operations. The Committee are of the firm view that exploration & feasibility studies for providing the sewage treatment plant in the above mentioned colonies should be carried out at the earliest in a time bound manner under intimation to the Committee on the quarterly basis.

CHAPTER II

OBSERVATIONS/RECOMMENDATIONS THAT HAVE BEEN ACCEPTED BY THE GOVERNMENT

Recommendation (Serial No. 3)

Court Cases

2.1 The Committee observe that the CPWD guidelines which empower JE/AE to carry day to day inspection to verify all the construction going on in their locality and to take immediate steps to stop or demolish the construction are not being followed in a true spirit to prevent the encroachment in the first instance. As a result at present 310819 sq. mtr. land is under encroachment and there are 39 count cases pending at various Courts. The Committee feel that this is a serious issue and requires particular attention of the Government. The Ministry may advise their lawyers to impress upon the Courts not to give adjournments on flimsy grounds so as to secure speedy judgments. The Committee are of the view that the interest of the encroacher lies in protracted litigation which should be resisted with full force. Regarding Public Premises Eviction of Unauthorized Occupants Act 1971, the Committee want to reiterate their earlier recommendation that Government may consider to fix a time line for deciding such cases in order to ensure that Unscrupulous elements do not make use of the system.

Reply of the Government

2.2 Directions have been issued by MoUD vide **para 14 of Annexure Y** to Law Ministry to advise its lawyers to impress upon the Courts not to give adjournments on flimsy grounds so as to secure speedy judgments in court proceedings for removal of encroachment on Govt./CPWD land.

2.3 For comments of the Committee please see paragraph no 1.13 of Chapter-1.

Recommendation (Serial No. 4)

Need for a separate budgetary Head for checking unauthorized occupation of Government Colonies.

2.4 The Committee observe that there is no separate Budgetary Head for meeting the expenses incurred in connection with checking unauthorized occupation of Government land. The expenditure incurred on activities relating to checking of unauthorized occupation is being charged from the maintenance budget of CPWD. This results into fund shortage for maintenance activities. As a result, both these areas viz. maintenance and checking encroachments are gravely affected. Therefore, the Committee strongly feel that the Ministry should create a separate budgetary head for this purpose and allocate judicious allocations for the same.

Reply of the Government

2.5 All possible efforts shall be made for allotment of sufficient budget to CPWD for meeting expenses incurred in connection with checking unauthorized occupation of Government land in BE 2014-15 keeping in view demand raised by CPWD.

Recommendation (Serial No. 5)

Need For A Fresh Look To Evict Unauthorized Encroachment In CPWD Colonies

2.6 The Committee further find that the encroachment persists on the lands already got vacated by CPWD with the help of local bodies including police. This is an alarming situation and needs to be curbed. The Committee cannot rule out the possibility of a nexus between officials and encroachers. Hence, they want the Ministry to thoroughly investigate the matter and bring the guilty to book and restore the land under encroachment expeditiously.

Reply of the Government

2.7 Office Memorandum for constitution of the committee for fixing responsibility in respect of encroachment has already been issued vide No. 3/1/2012-W-II/Vol. VIII/858 dated 15.10.2013 attached as **Annexure D**. The committee has been asked to submit its report by 15.12.2013.

Recommendation (Serial No. 6)

MAINTENANCE OF GOVT. BUILDINGS AND GOVT.RESIDENTIAL COLONIES

Need to Rationalize Cost Estimates of its Project by CPWD

2.8 The Committee observe that cost estimate of projects undertaken by CPWD is on higher side as compared to other agencies. In response to that CPWD has clarified that all public sector construction agencies throughout the country adopt CPWD standard rates only for preparing estimates and then they add their margin over it. CPWD being the Government agency without any commercial interest does not add any margin itself and hence CPWD estimates are lower than the other agencies. However, the Committee while taking oral evidence of the representatives of other Ministries such as Home Affairs, Human Resource Development, Commerce, Health and Family Welfare and Department of Personnel and Training came to know that cost estimates of projects executed by CPWD were very high in comparison to other agencies. Even then they will have to award these projects to CPWD only because it being a Government Company. The Committee do not accept the CPWD version on the issue. Being the only agency responsible for executing various projects of Government of India, the Committee strongly recommend that CPWD should prepare correct and cost effective estimates of the projects lest the clients do not opt for cheaper alternatives.

Reply of the Government

2.9 With regard to imputation that CPWD estimates are very high in comparison to other agencies, It is submitted that CPWD can offer specific comments and take necessary action if such estimates are provided to CPWD directorate for examinations. On the contrary, CPWD has been pointed out undue inflations/ inconsistencies in the cost estimates of various PSUs attached within various SFC/EFC memos received by it for comments. A list of such comments pertaining to cost estimates of a few major projects are given as under:-

- i. C/o Dr. Ambedkar National Centre for Social Justice by M/s. NBCC.
- ii. Proposal for Renovation, Modernization and Augmentation of training infrastructure by NPTI.
- iii. C/o permanent Campuses of the 10 new NITs by M/s Education Consultants India Ltd.
- iv. C/o Rajsawa Bhawan National Tax Headquarters of Govt. of India for Ministry of Finance by DRDO.

The copy of comments on above projects are enclosed as **Annexure 'E'**

It is also submitted that the comparative study of actual cost of construction incurred by various construction agencies and by CPWD on similar works/Projects is more relevant than mere estimates. Such an exercise, if undertaken, can reveal true picture about the cost effectiveness.

Nevertheless Direction has been Issued to all concerned as per **Para 3 of Annexure 'B'** to prepare cost effective and correct estimates of all projects so that the clients do not opt for cheaper alternatives in their projects.

2.10 For comments of the Committee please see paragraph no 1.16 of Chapter-1.

Recommendation (Serial No. 10)

Sewerage Water Treatment Plant for Horticulture

2.11 The Committee were informed that there is scarcity of water in the Govt. Bungalows and Govt., residential colonies due to which Horticulture Department faces difficulties in irrigating the landscape and watering the plants. The Committee have been apprised that drinking water cannot be used for horticulture purpose while unfiltered water can be used. CPWD have made proposal for usage of unfiltered water for horticulture purpose but have not got permission till now. The Committee were also apprised that for beautification of the landscape and to sort out the shortage of the water, Sewerage Treatment Plants (STP) of capacity 360 KLD with MBBR Technology are being provided for Type-V and Type- VI Qtrs. at Deen Dayal Upadhaya Marg, New Delhi. The recycled water is proposed to be used for horticulture operations and cleaning of Roads. Sewage Treatment Plant (STP) at Kaka Nagar residential Area is proposed and Market survey is being conducted for selecting suitable technology. In view of the acute shortage of water and the benefits of Sewerage Treatment Plants, the Committee recommend that Sewerage Treatment Plant should be installed in other Govt. residential colonies throughout the country.

Reply of the Government

2.12 Directions have been issued to all concerned CPWD officers vide **Para-4 of Annexure-B** to explore the feasibility of providing the sewage treatment plant in General Pool Office Accommodation as well as in General Pool Residential Accommodation colony and to use the recycled water for horticulture operations.

2.13 For comments of the Committee please see paragraph no 1.30 of Chapter-1.

Recommendation (Serial No. 12)

Utilization of Solar Energy in Govt. buildings

2.14 According to the Maintenance Manual of CPWD, CPWD will meet energy requirements for a minimum of 10% of the internal lighting load (for general lighting) from renewable energy sources (solar, wind, biomass, fuel cells, etc). The Committee have been apprised by the Ministry that provision for meeting energy requirements for minimum of 10% of the internal lighting load (for general lighting) or its equivalent from renewable energy sources (solar, wind, biomass, fuel cells etc.) have been made. In this context, the committee recommend that solar energy panels should be installed in all Govt. office buildings and also in Govt. residential colonies so as to reduce the demand for conventional energy. The Committee also desire the CPWD to take measures like adopting an adequate comfort range, less air-conditioned areas, day lighting and avoid over-design of the lighting and air- conditioning systems which would further minimize dependence on conventional source of energy.

Reply of the Government

2.15 Directions have been issued to provide the Solar Panel in Central Govt. offices and GPRAs as per **Para-6 of Annexure 'B'**. It is also stated that the above activities are part of the Green building norms and the same have been already incorporated in CPWD Plinth Area Rates 2012. Copy of the relevant portion of the same is enclosed as **Annexure F**.

Recommendation (Serial No. 13)

Updating of technology to avoid delay in execution of projects.

2.16 The Committee have learnt from various client Ministries that invariably there is delay in execution of projects by CPWD assigned to them. Moreover, their technology is not totally updated. The Ministry cited various reasons for the delay in projects which are not directly attributable to CPWD such as delay in approvals by local bodies, delay in approvals by clients, delay in budget allocation, frequent change of already approved provisions and specifications by clients during execution of project, delay in furnishing land ownership documents by clients, delay owing to consultants which are sometimes engaged by clients themselves, etc. The Committee, however, not being convinced with the Ministry' logic, strongly recommend for updating of technology used by CPWD in execution of their projects besides involving the client Ministry in each and every step to avoid delays.

Reply of the Government

2.17 Latest technology including RMC with fly ash, fly ash bricks, energy efficient glazing, mechanized construction and project monitoring system etc. are being adopted by CPWD for its new-projects throughout India. Updating of technology used by CPWD in execution of their projects besides involving the client Ministry in each and every step to avoid delays is being implemented in New-projects of CPWD throughout India. Training is being imparted to CPWD officers on latest technology in construction and use of latest softwares on project management inhouse as well outside Training courses in India and Abroad. Directions have been issued to all concerned officers for updating of technology used by CPWD in execution of their projects besides involving the client / Ministry in each and every steps to avoid delays as per **Para 7 of Annexure 'B'**.

Recommendation (Serial No. 14)

Responsibilities of the Client Ministries

2.18 The Committee observe that besides the commitment of CPWD towards fulfilling its duties, Client Ministries also have certain responsibilities regarding engineering & housekeeping maintenance in the Govt. buildings. The Committee emphasize that the following matters need to be addressed to by the Client Ministries for ensuring better maintenance of the Govt. Buildings:-

- 1) Air-conditioners should not be installed in the Government buildings without certification from CPWD to effectively manage the situation.
- 2) False Ceiling should not be disturbed by various agencies handling telephone, cable, electrical etc., Ministries should ensure that the false ceiling removed for any work is placed back in position.
- 3) Different Client Ministries keep a lot of furniture in the corridors. Such furniture should be removed from the corridors.
- 4) Corridors should be kept neat and clean. Cleaning agencies engaged by various Ministries should improve the cleaning.
- 5) The external area cleaning is also found wanting and needs proper attention.
- 6) Cleaning agencies which are generally putting the malba in the toilet shafts should be dissuaded from doing the same, as it finally leads to blockage of sewer lines.
- 7) Some of the doors of staircase have been kept closed. These doors need to be opened and CISF personnel are to be deployed on these doors.
- 8) Water Supply needs to be improved by NDMC. All the Valves needs to be checked and replaced wherever found old. Problem is to be sorted out by NDMC only by increasing the number of hours of supply to meet the extra demand in summer season.”

Reply of the Government

2.19 An O.M. has been circulated to all Ministries/Departments conveying these recommendations of the Standing committee as per **Para 1 to 8 of Annexure Y**.

CHAPTER III

**RECOMMENDATIONS WHICH THE COMMITTEE DO NOT DESIRE TO
PURSUE IN VIEW OF THE REPLIES OF THE GOVERNMENT**

-Nil-

CHAPTER IV

RECOMMENDATIONS IN RESPECT OF WHICH REPLIES OF THE GOVERNMENT HAVE NOT BEEN ACCEPTED BY THE COMMITTEE

Recommendation (Serial No. 1)

Need to arrest delay in execution of Projects by CPWD

4.1 The Committee note that CPWD was conceived to undertake public works ranging from irrigation facility and bridges to public housing and government buildings. Over the years the responsibilities and jurisdiction of CPWD got re-aligned, however, the basic activity of civil construction still remains its *raison d'être*. The organizational structure and practices have also evolved largely to address the requirements of executing these construction projects. Compliance to envisaged timelines is one of the most important elements of service delivery. The Committee observe that an Office Order issued by Chief Engineer of South Western Zone dated 1st January, 1980 has defined the time-scale for various activities related to Planning and execution i.e. 21 months. However the Committee are unhappy to note that a large number of projects do not adhere to even these time frames and there are inordinate delays in various project related activities. Various clients of CPWD examined by the Committee emphasized the need to arrest delays. The Committee observe that CPWD has executed 125 major Projects during the last ten years. The Committee are surprised to note that out of 125 major projects, information on only 102 projects are available with CPWD. This clearly reflects the casual approach of CPWD in maintaining data of the projects being executed by itself. Out of 102 projects the Committee observe that only 46 projects (less than 50%) were got executed in time. 28 projects got delayed for one year, 14 projects got delayed for two years, 5 projects got delayed for three years, 2 projects took four years, one project took five years and one project up to six years. The delays in completing the projects in time is on account of varying reasons, which include delay in approval of drawings from local bodies/statutory clearances, delay in finalization of functional requirements by users/clients, frequent change in scope of the work, non-availability of encumbrance free site, non-availability of budget/funds, local disturbances, bad weather, sometimes delay in mobilizing requisite materials/manpower/machinery by the Contractors, vacant posts of staff and officers, etc. Career stagnation of Officers is also another reason for delay in completion of the projects. CPWD informed the Committee that Career stagnation brings down the morale of staff/officers which affect their output both in terms of quality and efficiency. The Committee wish to recommend that the clients should be consulted in each and every stage of drawing so that there remains no scope for frequent changes in the drawing of the projects. At the same time they also want that clients, too, should cooperate fully with CPWD in finalizing the projects in time and do not make material changes in the on-going projects. The Committee also wish to recommend that budget should not be a constraint for the Projects. However, the Committee are happy to note that with the recent cadre review approved by the government, the problem of stagnation is likely to be overcome to a great extent. The Committee hope that CPWD would implement the recently held cadre review at the earliest to arrest the shortage of manpower so that the delays in executing the Projects could be reduced and time-line could be adhered to.

Reply of the Government

4.2 The instructions have been issued vide **para 1 of Annexure B** to all concerned CPWD officers that the clients should be consulted in each and every stage of drawing so that there remains no scope for frequent changes in the drawing of the projects. An O.M. has also been issued by MoUD vide **para 12 of Annexure Y** that clients, too, should cooperate fully with CPWD in finalizing the projects in time and do not make material changes in the on-going projects and that the budget should not be a constraint for the Projects. Cadre Review in CPWD has been implemented and all required steps are being taken to complete the Project in a specified time limits.

4.3 For comments of the Committee please see para 1.7 of Chapter –I of the Report.

Recommendation (Serial No. 2)

ENCROACHMENT OF GOVT. LAND AND COLONIES

Need for Specially designated manpower for removing encroachment and issues related thereto

4.4 The Committee had recommended as under:

"As per chapter 10 of the maintenance manual of the CPWD, it is responsible to prevent and remove unauthorized construction and encroachment in or near all the Govt. buildings standing on the land and the land underneath and appurtenant thereto along with the land under road, parks, toilets, play grounds situated in govt. colonies come under the administration of the CPWD. The Committee are alarmed to note that the total area of Government land under encroachment in all the States and Union Territories of India has been increased from 193434.56 sq. mtr. in the month of March, 2013 to 3,10,819 in the month of August, 2013. Even then the Ministry was maintaining that there was no new Encroachment. They are surprised to note that the Ministry's reply is based on surmises and guesstimates and hence caution the Ministry to be more vigilant in future while furnishing replies to a Parliamentary Committee.

The Committee were informed that there is no specially designated manpower/task force available with CPWD for checking unauthorized occupation of government land and vacating the encroached land. The Committee are not convinced with the reply of the Ministry. They were given to understand that under the manual of CPWD, this duty is cast on the Junior Engineer/Assistant Engineer concerned. It is not understood to the Committee when Junior Engineer and Assistant Engineers are duty bound where from the question of having no designated work force comes. AE/JE is supposed to detect and verify the encroachments within the premises and report to Directorate of Estates. Directorate of Estates is supposed to cancel the allotment and evict allottees and CPWD to demolish the unauthorized construction. The Committee are of the view that if the concerned Junior Engineer or Assistant Engineer performs his duties honestly and diligently, then it will become impossible for the encroachers to lay on the Government land. For this they could get the assistance from RWAs who will report the matter of encroachment JE/AE and the JE/AE may swing into action forthwith.

The Committee want RWAs to report such cases at the earliest opportunity. They are of the view that the encroachment should be nipped in the bud. Encroachments on vacant land are to be removed by Estate officer under the Public Premises Eviction of Unauthorized Occupants Act 1971 with the police help. All EEs, in-charge of maintenance are declared as estate officers under the Public Premises Eviction of Unauthorized Occupants Act 1971. The Committee are distressed to note that CPWD is not getting required assistance in right time to remove the encroachment from police and local authorities. In some cases even after vacating the land, the encroachers manage to occupy the land again. The CPWD find hard to have its own task force to prevent the unauthorized occupation and vacate the already encroached lands on account of limitations of handling Law & Order problems. The Committee have come to know that Government of Delhi has created a sub-divisional level Special Task Force to check encroachment in public land. Their assistance is being obtained whenever any new encroachment is noticed. In other cities such type of special task force does not exist in line with the Delhi Govt. However, to the utmost surprise of the Committee, CPWD is still satisfied with the existing mechanism and does not require any new institutional mechanism to deal with the menace of encroachment. In view of the above, the Committee strongly recommend that CPWD must constitute a Special Task Force in all the zones and empower them with all necessary powers and equipment's to prevent encroachment and vacate the already encroached land. For obtaining assistance from the police and local authorities the Committee strongly recommend to take this matter to the highest authority and an executive order might be issued in this regard so that there is no difficulty for seeking help from the police and civil authorities. The Committee are also given to understand that CPWD does not maintain data regarding encroachment and recoveries of Government land. They are surprised that in the absence of data how CPWD will come to know about the extent of encroachment. The Committee, therefore, recommend that CPWD should develop its own data base with regard to encroachment with the help of dedicated staff as early as possible.

The Committee are continuously insisting on the issue of fixing Responsibility on the Officer concerned whose negligence has resulted into encroachment. Even today the encroachment is taking place otherwise it was not possible for the Ministry to furnish the revised figures of area under encroachment to the Committee. But, the Ministry is reticent on the issue and tries to downplay the entire matter by stating that since the encroachment dates back to 10 to 20 years, it is not possible to fix the responsibility. The Committee are not satisfied with this explanation of the Ministry. They are of the view that 10 to 20 years period is not such a long period where concerned officers could not be identified and located. The Committee insist that the Ministry should fix responsibility in those matters after digging the old cases and if the connivance of officials is proved, a deterrent punishment should be inflicted. A status report in this regard may be submitted to the Committee within three months of the presentation of the report. They also recommend that the CPWD should maintain data regarding action taken in this regard."

4.5 In their Action Taken Reply, the Ministry have stated as follows:

"It is submitted that in the month of March 2013 an Area of 193434.56Sqm was intimated on the basis of data available in the directorate at that time by recording a certificate that full extent Area is being collected from the field formations. This encroachment area was in three cities of Delhi, Mumbai and Sikkim. Copy of the same is enclosed as **Annexure-C**. Later information on encroachment in a few more cities i.e., Kolkata, Cochin, Indore and Shimla was received from field-formations and in August 2013, the Area of 310819.95 sqm was intimated with details. However no fresh Encroachment was reported as is clear from details

of 310819.95 sqm area which was also sent with the reply. All the encroachment was old one. The instructions have been issued vide **para 2 of Annexure B** to all concerned CPWD officers to encourage RWAs to report encroachment on CPWD land. Special Task Force in Delhi has been formed by the Govt of Delhi. Similar task forces can be constituted in other states and provided necessary power and resources to prevent and vacate the encroachment. For taking up this matter at highest level and issue of executive order, Action is being taken separately. Office Memo has been issued to all Additional Director Generals of various sub-regions of CPWD as per **para 2 of Annexure 'B'** to develop their own data base with regard to encroachment by deploying dedicated staff as early as possible. Office Memorandum for constitution of the committee for fixing responsibility in respect of encroachment has already been issued vide No. 3/1/2012-W-II/Vol. VIII/858 dated 15.10.2013 attached as **Annexure D.**"

4.6 For comments of the Committee please see para 1.10 of Chapter –I of the Report.

Recommendation (Serial No. 7)

Dual Control of Engineers in Client Organizations

4.7 The Committee also came to know during the oral evidence of the representatives of the Ministry of Home Affairs that major repairs and maintenance of North Block are done by CPWD themselves without consulting them regarding action plan of maintenance for the coming years. As such, the CPWD does not keep the Ministry in loop with regard to repairs and the maintenance. The Committee have been apprised that engineers of C.P.W.D. are not answerable or not under the control of client organizations. The Committee have been given to understand by CPWD that technical control of engineers under the hospital authorities or client organizations are administratively infeasible and undesirable as a number of administrative, technical and financial issues are involved. However, the Committee are not convinced with the view of the Ministry that most of the issues are sorted out during the weekly meetings/rounds taken jointly with hospital authorities. Therefore, the Committee strongly recommend that CPWD Executive engineer should be placed on the strength of hospital staff /Ministry concerned on the pattern of technical posting of engineers in army infantry battalions. Confidential reports of these officers should be written by both administrative as well as technical Heads viz., Medical Superintendent of the Hospital and their superior officer in CPWD. This will ensure better interface of CPWD engineers and client Ministries to arrest delays in executing the works and accountability of CPWD engineers.

Reply of the Government

4.8 CPWD like all other government departments/ organizations follows, on mandatory basis, Performance appraisal reporting system and rules in this regard framed by Department of personnel & Training, Govt of India. It prima facie appears infeasible that performance of a few officers (who work, inter alia, for hospital maintenance) out of the total in the same category is appraised by adopting a different system. In all government departments /organizations, the reporting and reviewing of performance are done by superior officials of that organization. If client organization desires to have control, then they can have deputation/ en-cadre posts of CPWD officers with them.

4.9 For comments of the Committee please see para 1.19 of Chapter –I of the Report.

Recommendation (Serial No. 8)

Need of Single Unified Agency for construction and maintenance of

Hospitals

4.10 The Committee have been apprised of the status of maintenance of hospital buildings like RML hospital, Safdarjung hospital, Lady Harding Medical College, Kalawati Saran, CGHS wellbeing centres maintained by CPWD in terms of Engineering maintenance and housekeeping maintenance. The Committee have also been informed about the problems in the Govt. hospitals e.g. broken taps in the toilets, shortage of water, chocking of sewer, leakage etc. The Committee were also enlightened that in Govt. hospitals interruption to various services is frequently being caused by other agencies which are engaged for construction of new buildings by the Ministry of Health & Family Welfare. It is observed by the Committee that in the last few years, there has been addition of new buildings in the various Hospital campuses (like PGIMER in RML Hospital, VMCC & SIC in Safdarjung Hospital). The sewerage disposal of these new buildings is also connected to existing sewerage system maintained by the CPWD. This leads to occasional overflow of main sewer line. CPWD is facing problems from users as they throw wastes like cloth, refuse, cotton, etc. direct into the toilet, gully taps etc. resulting in the choking of sewer lines etc. Therefore, the Committee are of firm view that there should be one unified agency responsible for construction and maintenance of Govt. buildings, Govt. Hospitals and residential colonies. In case of more than one agency being involved in the construction and maintenance works there is an urgent need to have a proper and effective coordination amongst all such agencies. The Committee are surprised to note that manual of CPWD prohibits them to take up maintenance of that building which has not been constructed by CPWD. The Committee feel that this rigidity will affect the maintenance work and thereby hurting a common man. Hence, the Committee want the Ministry to ensure that maintenance of any building may not be withheld on account of rules and if there is a need, such rules may be suitably amended.

Reply of the Government

4.11 a) Directions have been issued by MoUD vide **para 11 of Annexure Y** that there should be one unified agency responsible for construction and maintenance of Govt. buildings, Govt. Hospitals and residential colonies and in case of more than one agency being involved in the con Direction have been issued by MoUD vide **para 11 of Annexure Y** that there should be one unified agency responsible for construction and maintenance of government buildings, Govt. hospitals and residential colonies.

b) CPWD has a mandate to undertake construction/ maintenance etc. of all government buildings of various Ministries/ Departments of Govt of India. CPWD is bound to do the same as per GFR 126. The various Ministries/ Departments who do not have a construction wing of their own are bound to get their construction works get done from CPWD. Such a situation arises when some of the Ministries/Departments do not get constructed their buildings from CPWD but want CPWD only for maintenance work. This causes practical problem in sharing of responsibility for poor construction done by other agency. Most often such defects are not overt but latent. Also this causes imbalance in man management in CPWD because Maintenance works require far more manpower as compared to construction.

4.12 For comments of the Committee please see para 1.22 of Chapter –I of the Report.

Recommendation (Serial No. 9)

Need to Redeem Image by CPWD

4.13 The Committee are given to understand by certain Ministries of the Government of India and RWAs of Government residential colonies about their satisfaction level from the services /maintenance of CPWD. While the client Ministries were not very vocal in criticizing the role of CPWD but RWAs spared no room in doing so. Ministries were not happy with the excessive cost estimates, lack of coordination, accountability and delay in execution of works. RWAs vent their ire towards haughty attitude of CPWD officials, delay, tilt towards contractors and unavailability and inaccessibility of CPWD officials. The Committee are constrained to observe that CPWD, a service rendering organization should not invite the ire of its clients in such a way. This will erode their reputation and reputation once damaged takes a long time to regain. The Committee are of the view that officials of CPWD should think themselves servants of the public rather than their masters. Their non-availability to the public is not understandable to the Committee. More and more dependence on contractors even for petty work is deplorable. This is adding stigma to the organization. Mandatory periodic inspection by AEs are conveniently abandoned and no action or serious view is taken by CPWD in this regard. There is no coordination between CPWD and their civic agencies. In such circumstances, the Committee are constrained to hold a view that CPWD has lost its image badly and unless concrete steps are taken by the Ministry, the 159 years old premier organization will be lost in oblivion. Therefore, this necessarily calls for 'public relations' or 'image' management by CPWD to redeem its lost image. Hence the Committee strongly recommend to follow certain steps by the CPWD in their maintenance unit to ensure better customer interface and service delivery.

a) Posting of officials with requisite 'people friendly' skills in maintenance unit: Posting of CPWD officials in maintenance area should be done keeping in view their ability/capacity to interact with the public and respond to their requirements in a positive and friendly manner. Extensive training should be imparted to the EE, AE and JE to enhance their interpersonal skills and improve motivational levels.

b) Introduce system of periodic preventive maintenance inspection: In this system, AE, JE from civil and electrical division along with Additional Director (horticulture) and Section Officer (horticulture) should inspect buildings within their division/ sub division at an interval of six months and detect buildings which require repairs, so that annual periodic maintenance can be done on time. For housing stock, the Residents Welfare Associations (RWA) could be involved as part of this periodic preventive maintenance inspection unit.

c) Co-ordination between various disciplines while attending the complaint: To enable effective co-ordination between various disciplines of civil and electrical services, while performing maintenance activity, it is proposed that work gangs be formed at each service centre comprising of work charged staff from various disciplines. The interdisciplinary work gang would move together, while attending a complaint to ensure that all types of complaints (irrespective of it being of civil or electrical nature) are attended to without any delay.

d) Introduction of incentives for better performance: To improve motivational levels among the maintenance staff, a system of annual incentives/ rewards could be introduced for best managed service centres. These service centres and their officer in-charge (JE) should be judged by the concerned CE in-charge along with assistance from the SE based on following parameters:

- Physical inspection of cleanliness of buildings and area maintained by the service centre
- Number of complaints successfully addressed.
- A customer satisfaction index based on sample survey of clients and residents.

e) Up gradation of specifications of old buildings: A time bound programme for up gradation of specifications of old construction work of buildings should be made and submitted to Government for obtaining a onetime technical approval and the requisite budgetary support. This would enable CPWD to carry out necessary up gradation in form of special repairs and give better appearance to the building, thus reducing subsequent maintenance requirements.

f) Creation of a dedicated maintenance unit: To enable officers to concentrate on maintenance activity and improve quality of service provided by CPWD, it has an option to de-link, wherever possible, maintenance from construction activity. Separate maintenance units should be created with exclusive manpower concentrating only on this activity. However, these activities should be segregated in circles/divisions where there is large workload of maintenance activity and work for a separate unit can be fully justified. A maintenance unit could be created at division level/ sub-division level. A division could have more than one maintenance unit, depending on the maintenance workload involved in the division. Superintendent Engineer in-charge of the circle along with CE in charge should decide on the number of maintenance units to be created within a division.

g) Dependence on Contractors should be shunned: In order to refurbish its lost image, CPWD should evolve a mechanism where need for private contractor is not felt for minor works. The Committee are of the view that name of the Contractor has become a synonym to the corruption so every effort should be made to free the system from the so called evil. In addition, the Officers concerned should carry out periodic inspection of the work being done by the contractor and if any deficiency is found with regard to work and material, he should be immediately taken to task. Higher officials of the rank of SE and CEs may also carry out surprise checks in order to ensure that there is no nexus between the contractor and the officials.

h) Bimonthly meeting of representatives of RWAs and CPWD officials :

The Committee are compelled to form the opinion that RWAs of Government Colonies are a neglected lot and they have to run from the pillar to the post to voice their concerns. Hence, the Committee recommend for setting up a Grievance Cell in the Directorate to attend to the grievances of RWAs on a regular basis. They recommend for Institutionalization of mechanism to have bimonthly meetings between CPWD higher authorities and representatives of RWAs.

Reply of the Government

4.14 (a)The transfer & posting Authorities in CPWD have been directed (**Para 1 of Annexure-G**) to post CPWD officials in maintenance area, keeping in view their ability, their capacity to interact with the public and respond to their request in a positive and friendly manner. Extensive training is being imparted to various officials in CPWD Training Institute to enhance their interpersonal skill and improve motivational level. A copy of Calendar showing training topics/courses in CPWD Regional Training Institute, R.K. Puram, New Delhi and CPWD Training Institute, Ghaziabad is enclosed. The relevant topics/courses are as **Annexure-II**.

(b) The inspection schedule is given in CPWD maintenance manual. The copy of relevant portion of the same is enclosed as **Annexure-III**. Nevertheless the recommendation of committee have been taken note of and the instructions have been issued vide **Para 2 of Annexure-G** as per these recommendations.

(c) With regard to this recommendation of the Parliamentary Standing Committee, it is submitted that there are large number of disciplines of work men like plumber, mason, carpenter, sewer man, electrician, pump/motor operator, lift man etc. Most of the time, the nature of the work in a complaint pertains to one trade only. If all types of workmen will be deployed simultaneously on a complaint, the work men of other trades, with whom the complaint do not pertain, shall remain idle and this will cause huge idling of men and increase in cost of attending each complaint. However, keeping in view the recommendations, the field units have been directed to have better co-ordination where a complaint requires contribution of labour from more than one trade. In such type of complaints, directions have been issued that AE shall make sure that the workmen of different trades shall coordinate with each other and go to the allottees premises at the same time to attend the complaint.. Instructions have been issued as per **Para- 3 of Annexure-G**.

d) There is already a system of Annual incentive/award for best managed service centre. Each year, On CPWD day on 12th July, the awards are given for best employees as per circular attached herewith, (Annexure –IV). However, the recommendation of Parliament Standing Committee w.r.t. parameters to be observed shall be kept in mind while judging best service centre. Instruction for the same has been issued as per **Para 4 of Annexure-G**.

(e) Ministry of Urban Development may like to take a considered decision on the recommendations keeping in view the budgetary limitations for undertaking this exercise in one go in a financial year and issue necessary directions along with proper requisition for preparing consolidated estimates for according A/A & E/S for up- gradation of specifications of all government residential buildings in Delhi under CPWD maintenance. However, it is submitted that the budgetary support for up-gradation work has always been far less than the requirement in the past even for undertaking up-gradation in phases which is the primary cause of dissatisfaction among the allottees in this respect.

(f) There already exist exclusive maintenance units in Delhi for GPRA's which are as under –

Zones - Chief Engineer (NDZ – III) and Chief Engineer (NDZ II).

Circles – DCC-I, DCC-IV, DCC-VI, DCC-VII, DCEC-VII. Dir (Hort.) DR, DCC-XI, DCC-IX.

Divisions G, Q, S, M, D, J, T, ED-5, ED-9, ED-10, ED-17, DD(Hort.) Div. 6, ED-11, ED-13, ECD-3, PVMD, P, V, U, EECD-6, EECD-12, EECD-14 etc. Nevertheless these recommendations of Parliamentary Standing Committee have again been communicated to concerned officers to further strengthen such exclusive maintenance units and to remove mixing of maintenance and construction units as per **Para-5 of Annexure-G**.

(g) The departmental labour is deployed for minor maintenance works for day to day maintenance works as per the availability. There is shortage of Department labour due to ban on recruitment of work charged staff. The contractors have contributed immensely in the performance of the department and CPWD do not agree with the view that they are evil.

Nevertheless, these recommendations of the parliamentary committee have been issued to all officers as per **Para-6 of Annexure-G**.

(h) There is a system of meeting up to the Superintending Engineer level with RWA's as per CPWD maintenance manual Para 3.6.4 as per Chapter 3 of Maintenance Manual copy enclosed **Annexure-V**. Chief Engineers have also been directed to hold meetings with RWAs as per OM No. 3/1/2012 (W-II)/Vol.-V/DG/400 dt. 10.07.2013 **Annexure-VI**.

Recommendation (Serial No. 11)

Regular monitoring of horticulture department in Govt. Residential

Colonies

4.15 The Committee came to know that generally Mali's (Gardner's) do not visit the parks in the Govt. residential colonies. Contractors dump construction waste inside the park and it turns to the breeding grounds for mosquitoes. Therefore, the Committee strongly recommend that the horticulture department should take proactive role in maintaining the parks and roads in the residential buildings at regular interval. There is no specified place for the children to play. The Committee feel that unless there is regular monitoring of Gardens and parks by the senior officers of that Zone, the situation will not improve and hence recommend to the Ministry to ensure the same.

Reply of the Government

4.16 The instructions have been issued as per **Para 5 of Annexure 'B'** that horticulture wing officials shall take proactive role in maintaining the parks in the residential colonies at regular interval and Officer of the rank of Superintending Engineer and Executive Engineer shall also monitor gardens and parks under their jurisdiction

4.17 For comments of the Committee please see paragraph no 1.27 of Chapter-1.

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CHAPTER V
RECOMMENDATIONS IN RESPECT OF WHICH FINAL REPLIES OF THE
GOVERNMENT ARE STILL AWAITED

Nil

NEW DELHI;

February, 2014
Magha, 1935 (Saka)

SHARAD YADAV
Chairman,
Standing Committee on Urban Development

ANNEXURE -I

MINUTES OF THE SEVENTH SITTING OF THE COMMITTEE HELD ON WEDNESDAY,12 FEBRUARY, 2014

The Committee sat from 1500 hrs. to 1600 hrs. in Committee Room 'C' Parliament House Annexe, New Delhi.

PRESENT

Shri Sharad Yadav - *Chairman*

MEMBERS

LOK SABHA

2. Shri Anant Gangaram Geete
3. Shri Kailash Joshi
4. Shri Bapi Raju Kanumuru
5. Shri Mohinder Singh Kaypee
6. Shri Ramesh Kumar
7. Shri Ratan Singh
8. Shri Prasun Banerjee

RAJYA SABHA

9. Shri Anil Desai
10. Md. Nadimul Haque
11. Dr. Chandan Mitra
12. Shri Pyarimohan Mohapatra
13. Shri Khekiho Zhimomi

SECRETARIAT

1. Shri R.K. Jain - Joint Secretary
2. Shri D.S. Malha - Director
3. Smt. J. M. Sinha - Deputy Secretary
4. Smt. K. Rangamani N.- Under Secretary

2. At the outset, the Chairman welcomed the Members to the sitting of the Committee. The Committee then took up for consideration the draft Action Taken Report on “Role of Central Public Works Department (C.P.W.D.) in checking unauthorized occupation of government land and colonies and evaluation of their performance in maintaining Government buildings” of the Ministry of Urban Development. After deliberations, the Committee adopted all the report unanimously without any change.

3. **** **** ***** *****

4. **** ***** ***** *****

5. ***** ***** ***** *****

6. ***** ***** ***** *****

7. ***** ***** ***** *****

The Committee then adjourned.

****** these portions do not relate to the report**

[Vide para 4 of the Introduction]

ANALYSIS OF THE ACTION TAKEN BY THE GOVERNMENT ON THE RECOMMENDATIONS/ OBSERVATIONS CONTAINED IN THE TWENTY SIXTH REPORT OF THE STANDING COMMITTEE ON URBAN DEVELOPLMENT (FIFTEENTH LOK SABHA)

I.	Total number of recommendations	14
II.	Recommendations/Observations which have been accepted by the Government:	08
	Recommendation Nos. 3,4,5,6,10,12,13,14	
	Percentage to total recommendations	(57.14%)
III.	Recommendations/Observations which the Committee do not desire to pursue in view of Government's replies:	
	Recommendation Nos.Nil	
	Percentage to total recommendations	(0%)
IV.	Recommendations/Observations in respect of which replies of the Government have not been accepted by the Committee:	
	Recommendation No. 1,2, 7, 8,9 & 11	(6)
	Percentage to total recommendations	(42.86%)
V.	Recommendations/Observations in respect of which final replies of the Government are still awaited:	
		-Nil-
	Percentage to total recommendations	(%)