

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:2957

ANSWERED ON:16.12.2015

Delay in Execution of Work

Dhotre Shri Sanjay Shamrao;Mahtab Shri Bhartruhari

Will the Minister of URBAN DEVELOPMENT be pleased to state:

Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) the number of instances of delay in execution of work/maintenance beyond the stipulated time in the Maintenance Charter by the Central Public Works Department (CPWD) that have come to the notice of the Government during each of the last three years and the current year;
- (b) the reasons for delay, if any, along with the reaction of the Government thereto;
- (c) whether the CPWD has paid compensation in such cases to the affected complainant during the said period;
- (d) if so, the details thereof along with total amount of compensation paid by the CPWD in such cases so far; and
- (e) the other remedial measures taken/being taken by the Government to ensure timely execution of work/maintenance by the CPWD?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT

(SHRI BABUL SUPRIYO)

(a) : Maintenance charter has been implemented in CPWD in January, 2015. Therefore, number of instances of delay in execution of work/maintenance beyond the stipulated time in the Maintenance charter are given in Annexure from January, 2015 to November, 2015.

(b): The main reasons for delay are:

- i) Difficulty in execution of work in occupied quarters/offices.
- ii) Locking of premises by allottee.
- iii) Time not given by allottee.
- iv) Delay due to non-cooperation of neighbor.
- v) Shortage of staff.
- vi) Shortage of funds.

(c): No, Madam.

(d): Does not arise.

(e): i) The works are being monitored at each level as per the prevalent guidelines.

ii) Monitored through e-sewa to ensure timely execution of work/maintenance by CPWD.

iii) The maintenance works are improved by sensitizing field staff about maintenance.

iv) Periodic review meeting with the RWAS/Estate wings also helped in improving the works.

ANNEXURE REFERRED TO IN REPLY TO PART (a) OF LOK SABHA UNSTARRED QUESTION NO.2957 TO BE ANSWERED ON 16.12.2015

CPWD Sewa

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S.

No. Period of complaint Lodged Complaints Beyond Timeline (both Attended and Pending)

Emergency (6 Hours) Normal (3 days) Major (30 days) Periodical (30 days) Upgradation (60 days up to Type 4) Upgradation (75 days Type 5 and above)

1 01-Jan-2015 to 31-Mar-2015

14247 20596 20874 10746 8515 241

2 01-Apr-2015 to 30-Nov-2015 40614 81811 81629 48583 24148 821

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