

**GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:2811
ANSWERED ON:10.12.2014
ACTION ON COMPLAINS
Patil Shri Kapil Moreshwar

Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) Whether the Central Public Works Department (CPWD) delays actions on complaints registered through its call centres for the maintenance of Govt. flats/apartments;
- (b) If so, whether any step has been taken/being taken by the Govt. for the disposal of these complaints within a time limit;
- (c) If so, the details thereof; and
- (d) if not, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI BABUL SUPRIYO)

(a) to (d) Complaints registered through CPWD Call Centres are immediately transferred to respective service centres through NIC network and at the same time, SMS indicating complaint number is also sent to the allottee.

CPWD generally attends to the complaints within the time limit. For effective monitoring of the complaints, a CPWD eSewa portal is already under operation through which the allottees, service centres, call centres and officers of CPWD are able to assess the status of the complaints on a daily basis. Attending to the complaints sometimes get delayed due to shortage of funds. Similarly, delay in attending to some other complaints occurs in cases where action is to be taken by other agencies viz. Delhi Jal Board and Electricity companies etc. which is beyond the control of CPWD.