

**STANDING COMMITTEE ON URBAN DEVELOPMENT**

**(2017-18)**

**SIXTEENTH LOK SABHA**

**MINISTRY OF HOUSING AND URBAN AFFAIRS**

**[Action Taken by the Government on the recommendations contained in the Seventeenth Report (Sixteenth Lok Sabha) on the Subject 'Functioning of Directorate of Estates, Construction and Maintenance of Government Residential Buildings and other Buildings by CPWD and NBCC']**

**TWENTY FIRST REPORT**



**LOK SABHA SECRETARIAT  
NEW DELHI**

**January, 2018/ Pausha 1939 (Saka)**

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**Presented to Lok Sabha on .....**

**Laid in Rajya Sabha on .....**



**LOK SABHA SECRETARIAT**

**NEW DELHI**

**January, 2018/ Pausha 1939 (Saka)**

C.U.D No.

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**COMPOSITION OF THE STANDING COMMITTEE ON  
URBAN DEVELOPMENT (2017-18)**

***Shri Pinaki Misra - Chairperson***

**MEMBERS**

**Lok Sabha**

2. Shri Pradan Baruah
3. Shri Ramesh Bidhuri
4. Shri Ashok Shankarrao Chavan
5. Shri Dilipkumar Mansukhlal Gandhi
6. Dr. Dharam Vira Gandhi
7. Shri Maheish Girri
8. Shri R.Gopalakrishnan
9. Shri Choudhury Mohan Jatua
10. Smt. Meenakshi Lekhi
11. Shri P.C. Mohan
12. Shri Srinivas Kesineni Nani
13. Shri K. Parasuraman
14. Shri Kapil Moreshwar Patil
15. Shri Charanjeet Singh Rori
16. Shri Alok Sanjar
17. Shri Rahul Ramesh Shewale
18. Shri Anil Shirole
19. Shri Brijbhushan Sharan Singh
20. Shri Parvesh Sahib Singh Verma
21. Prof. K. V. Thomas

## **Rajya Sabha**

22. Shri R.S. Bharathi
23. Shri Husain Dalwai
24. Shri Anil Desai
25. Dr. Tazeen Fatma
26. Shri Parvez Hashmi
27. Shri K.C. Ramamurthy
28. Shri Rangasayee Ramakrishna
29. Vacant\*
30. Shri Ajay Sancheti
31. Shri Devender Goud T.

(\* Shri Mukul Roy, MP resigned from Rajya Sabha Membership w.e.f 11/10/2017.)

### **Secretariat**

1. Smt. Abha Singh Yaduvanshi- Joint Secretary
2. Sh. A.K. Shah - Director
3. Smt. Reena Gopalakrishnan - Deputy Secretary
4. Dr. (Maj.) Jagmohan Khatri - Committee Officer

## INTRODUCTION

I, the Chairperson of the Standing Committee on Urban Development (2017-18) having been authorized by the Committee, present this Twenty First Report (16<sup>th</sup> Lok Sabha) on the action taken by the Government on the Observations/Recommendations contained in the Seventeenth Report (16<sup>th</sup> Lok Sabha) of the Committee on the subject 'Functioning of Directorate of Estates, Construction and Maintenance of Government Residential Buildings and other Buildings by CPWD and NBCC'.

2. The Seventeenth Report was presented to Lok Sabha on 12.04.2017 and laid on the table of Rajya Sabha on same date. The Action Taken Replies of the Government to all the recommendations contained in the Report were received on 28.07.17.

3. The Committee considered and adopted this Report at their sitting held on 02.01.2018.

4. An analysis of the action taken by the Government on the recommendations contained in the Seventeenth Report (Sixteenth Lok Sabha) of the Committee is given at Appendix-II.

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;**

**2<sup>nd</sup> January, 2018**  
**12 Pausha, 1939 (Saka)**

**Pinaki Misra**  
**Chairperson,**  
**Standing Committee on Urban Development**



## REPORT CHAPTER I

This Report of the Standing Committee on Urban Development (2017-18) deals with the action taken by the Government on the Observations/Recommendations contained in their Seventeenth Report (Sixteenth Lok Sabha) on the subject 'Functioning of Directorate of Estates, Construction and Maintenance of Government Residential Buildings and other Buildings by CPWD and NBCC' which was presented to Parliament on 12<sup>th</sup> April, 2017.

2. Action Taken Replies have been received from the Government in respect of all the 13 recommendations contained in the Report. These have been categorized as follows:

- (i) Recommendations/Observations, which have been accepted by the Government:  
Recommendation Nos. 1, 2,3,4,6,7,9,10,11,12 and 13  
(Total -11)  
(Chapter-II)
  
- (ii) Recommendations /Observations, which the Committee do not desire to pursue in view of Government's replies:  
Recommendation No. Nil  
(Nil)  
(Chapter-III)
  
- (iii) Recommendations /Observations, in respect of which replies of Government have not been accepted by the Committee:  
Recommendation Nos. 5 and 8  
(Total - 2)  
(Chapter-IV)
  
- (iv) Recommendations /Observations, in respect of which final replies of the Government are, still awaited:  
Recommendation No. Nil  
(Nil)  
(Chapter-V)

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

4. The Committee will now like to comment on the action taken by the Government on some of their recommendations in the succeeding paragraphs.

**Exploring a system for time bound completion of on-going works by NBCC and CPWD w.r.t GPRA- reiterated.**

**Recommendation (Serial No.1)**

5. The Committee had recommended as under:

“The number of residential accommodations (General Pool) available with DoE is 61643 in Delhi and 34634 in other Regional Stations, which are not adequate to meet the requirement of Government officials against their demand of 85314 houses in Delhi and 50852 houses in other Regional Stations, as no major construction is carried out for Government quarters during the past several years. Since, there is acute shortage of houses in Delhi and other areas, the Government officials have to wait for long period to get their residential accommodation allotted. The Committee have been informed that 16033 additional houses would be made available under General Pool Residential Accommodation(GPRA) to meet the gap in demand and supply of Government accommodation after the redevelopment of Kidwai Nagar (East), Sarojini Nagar, Naroji Nagar, Kasturba Nagar, Thyagraj, Srinivaspuri and Mohamadpur in three years by NBCC and CPWD. Similar other measures by the Ministry of Urban Development such as maintenance of departmental pool by constructing residential accommodation, reoccupation of unauthorised land allotted for the purpose to others are expected to supplement the stock.

The Committee note the steps taken by the Government to meet residential demand of Government officials. They would like the Ministry to explore a system for completing the desired work expeditiously in time bound manner and minimize the financial burden on the Government. The Committee desire that department should make real time assessment of requirement so that availability of houses to Government officials is made by taking requisite measures for completion. They also desire that entire redevelopment process of existing housing colonies should adopt green building norms and in house solid and liquid waste management facilities as envisaged in the master plan of Delhi-2021 (MPD).”

6. In their action taken reply, the Ministry have stated as follows:

"The Cabinet Committee on accommodation asked the Ministry of Urban Development to assess the medium and long term requirement of residential accommodation for government officials, especially in NCT of Delhi and other metropolitan cities/town, and to suggest viable options including public private partnership to meet the shortfall.

The Ministry of Urban Development constituted a Committee of Experts vide order number 248/Dir (W)/2014 dated 15.05.2015 (**Appendix-III**). The Committee is headed by Director General, CPWD and its members are Director of Estates, L&DO, Director (Works) and DDG (Works). On 15.05.2017, the committee has approved the long-term requirement of GPRA i.e. upto 2027 and is being submitted to MoUD. The department has issued green building norms under section - 6A of CPWD Works Manual 2014. Under these norms, all CPWD constructions are executed as green buildings and with specification of three star building. In all new redevelopment colonies green building norms are also being followed including Rain Water Harvesting & Sewerage Treatment Plant."

7. **The Committee while noticing that as against the huge demand 1.36 lakh accommodation for Government officials in General Pool, the actual availability was only 97,000 with likely availability of over 16,000 accommodation through a re-development process going on in various Government colony areas like Kidwai Nagar, Sarojini Nagar, etc. by NBCC, the Committee had recommended the Ministry of Housing and Urban Affairs for exploring a system for expeditious and time bound completion of on-going works by NBCC and CPWD and to have a real time requirement of accommodation. The Committee had also desired that entire re-development process of existing housing colonies should adopt green building norms and in house solid and liquid waste management facilities as envisaged in the Master Plan of Delhi-2021 (MPD).**

The Committee are constrained to note that their recommendation regarding exploring a system for time bound completion of on-going works by NBCC and CPWD has not been addressed at all by the Ministry of Housing and Urban Affairs in their action taken reply. In the absence of any plausible explanation, the Committee strongly reiterate that a system be evolved for time bound completion of on-going works by NBCC and CPWD expeditiously for partially meeting the shortage of huge gap between demand vis-a-vis supply of accommodation for Government officials in Government Pool. With respect to their recommendation regarding assessment of real time requirement of accommodations in Government Pool, the Committee note the work done by a Committee of Experts headed by DG, CPWD, for approving a medium and long term requirement of residential accommodation upto 2027 which is being submitted to Ministry of Housing and Urban Affairs. The Committee would like to be apprised about the salient features of the said medium and long term requirement and also about the progress of work done thereon so far so as to arrive at logical conclusions. On their recommendation regarding

**adoption of green norms and in house solid and waste management facilities in Master Plan of Delhi 2021 for entire redevelopment process including housing colonies, the Committee welcome the Government's directions issued in this behalf for all CPWD constructions for compliance. However, the Committee would like to know whether these norms are applicable for construction by NBCC also.**

**Sub-standard CPWD works, quality audit of all CPWD works and fixing responsibility of AE/JE/Contractors for poor quality of works- reiterated.**

#### **Recommendation (Serial No. 5)**

8. The Committee had recommended as under:

The Committee feel that efficient and effective functioning of CPWD has a direct bearing on the quality of maintenance and upkeep of prime public properties on one hand and efficient use of public money and resources on the other. They are aware of the poor maintenance of accommodation of Government colonies though there has been a perceptible improvement in response time and basic services by CPWD through implementation of citizen charter, its helpline and feedback services. However, this improvement is far below expectations of the residents of those colonies especially with respect to quality of work done and the sub-standard workmanship.

As regards the monitoring mechanism of CPWD to check the quality of work of contractors, the Committee have been apprised that CPWD has a quality assurance and technical audit wing at headquarters and separate quality assurance units in Superintendent Engineers (SE) office and Director General (DG) office. The CPWD also informed the Committee that technical checks are performed by supervisory officials during the execution of work. The quality assurance teams from circle and other offices regularly inspect the site to monitor quality. On specific complaints Headquarter quality assurance unit carries out periodical inspections and third party quality assurance (TPQA) is employed for projects more than Rs. 20 crores. The Committee are, however, surprised to note that despite this system in place, no centralized data is maintained for all such checks and inspections by various units of CPWD. The Committee are of the firm view that despite so many layers of checks by the CPWD, the quality of work being done by contractors is of very poor quality and anybody guess.

The Committee strongly recommend the Ministry to have a strict and vigorous internal quality audit of all its projects carried out by the contractors. The AE/JE, performing very well should be deployed from time to time to

inspect and audit the quality of works from where there are regular complaints and a time bound report be submitted for correctives. The responsibility should be fixed at the level of AE/JE/Contractor level if the substandard workmanship and poor quality of works are found or complained by the allottees in maintenance of building as this not only leads to unnecessary waste of time for the allottees and workers but also leads to multiple expenditure in doing-undoing-doing again of work. At the same time, centralized data should also be maintained for all the inspections.

A mechanism should be developed to incentivize/penalize the officials through performance based transfers should be provided to the officials. Also adequate administrative and financial powers should be provided to the field officers of CPWD so that, if they so decide, they can take up measures and steps to take up works which are of 'preventive safeguard' for maintenance of Government accommodation/ building. The senior officer from the rank of Executive Engineer of CPWD onwards should inspect the maintenance/ construction of Govt. quarters in areas under their jurisdiction periodically and regularly, personally and take a view including all preventative steps regarding its maintenance etc. These senior Officers should be made liable for maintenance and updation of facilities as per the norms and guidelines. This field participation by senior officers will surely bring coordination and seriousness in handling the Government/ official quarters while bringing contentment among allottees.

9. In their action taken reply, the Ministry have stated as follows:

"The inspections of various maintenance divisions are carried out at alternate year. The inspection reports of such inspection are issued to the concerned division with copy to vigilance unit, CE & SE concerned. All data of inspections & replies and follow-up action is maintained by the office of SE (QA). In this connection a detailed OM has also been issued for third party quality control on maintenance works by SE & EE of Circle/ Division other than circle / division executing the work vide no. 02/01/2016/PG/M-DG/14 dated: 20.01.2017(**Appendix-V**). The concerned divisions are pursued for rectification of any defect pointed out in the inspections and all such data for rectification is maintained and quarterly reports are prepared for such action."

10. **While observing that quality of constructions carried out by CPWD had been below expectations even after implementation of measures like citizen charter, helpline, feedback etc., the Committee had recommended various measures like strict and rigorous quality audit of all projects carried out by contractors, fixing of responsibility at the level of AE/JE and**

contractors, developing a centralised data base, developing a system of punishment and reward based on individual performance of officials, equipping the officials with adequate administrative and financial powers, periodic inspections by senior level officials of CPWD, etc. In response thereto the Committee find that action taken reply merely speaks about periodic inspections of CPWD works that too at alternate year, sending inspection reports to Vigilance Unit, maintenance of centralised data of inspections done, holding of Third Party Quality Control on maintenance works etc. Thus, the Committee find that the thrust of their recommendation is completely missing in action taken reply of the Government in as-much-as it does not reveal Government view on prominent issues referred to above. The Ministry has conveniently kept quiet on issues such as poor quality works and workmanship, inspections and liabilities of senior officers, fixing of responsibilities etc. Thus, the Committee feel that unless the Ministry of Housing and Urban Affairs reveal their view point as well as willingness on these important issues, the improvement in functioning of CPWD is unachievable. The Committee, therefore, reiterate that quality audit of CPWD works and other issues like fixing of responsibility of the level of AE/JE and contractor, equipping the officials with adequate administrative and financial powers, etc. should be fully addressed in final action taken reply.

**Facilitating allottees/residents to post pictures/videos of work carried out by CPWD contractors on web portal/mobile app of CPWD- reiterated.**

#### **Recommendation (Serial No. 8 )**

11. The Committee had recommended as under:

The Committee feel that the satisfaction level of contractors or CPWD officials cannot be gauged unless it is corroborated by residents of Government residential colonies. Further, as of now, there is no facility available to allottees on CPWD web-portal or 'Mobile App' to post photograph/videos of work carried out by CPWD contractors.

The Committee are of the considered view that it is very pertinent to empower residents so that they can give grading or otherwise of the work carried out by CPWD contractors and at the same time corroborate their grievance/dissatisfaction by uploading photographs/videos on CPWD web-portal and CPWD Mobile App. as many a times the quality of work done is very poor

and without application of mind and acumen. It is also seen that the AE/JE/Contractors deploy workers who do not have adequate qualification/expertise/acumen to attend work and they are paid much below

the norms. These workers then perform wrong and below standard works. It leads to incurring heavy expenditure and becomes wasteful for the CPWD resources.

The Committee desire that there should be a dedicated audit unit in CPWD to monitor such pictures/videos etc. and to initiate action against erring officials/contractors, if found negligent. The Committee feel that empowering residents/RWAs will infuse more transparency, accountability in functioning of CPWD and at the same time will stop contractors' whims and fancies in carrying out the work promptly, prevent deploying sub-standard workers and will bring real grass-root situations to the notice of top officers of the organization.

12. In their action taken reply, the Ministry have stated as follows:

"An online system is already available as a part of CPWD Sewa to facilitate residents to grade the work done by CPWD as very good, good or poor. Residents' feedback on each complaint is also taken by the call centre and recorded in the system for analysis and corrective measures. The residents too have facility to give feedback by SMS on each repair work carried out by CPWD. Facility to upload photographs/videos of the work done by CPWD on the portal will be added by August 2017."

13. **The Committee while apprehending that CPWD works are not generally verified by residents/allottees of Government colonies in the absence of web monitoring mechanism like e-portal or mobile app, had recommended for empowering RWAs for bringing about transparency in CPWD works and for setting up dedicated audit in CPWD in the light of reports of poor quality of works done by CPWD due to reasons like deployment of workers without adequate qualifications and experience. The Committee feel that although on-line monitoring system would have started by August, 2017, as stated by the Ministry, yet the issue of empowering RWAs and setting up audit of CPWD works is still to be complied with. They therefore reiterate the same leaving no room for any complaint of poor quality of CPWD works.**

**Adequate funds and manpower for maintenance of Inspection Bungalows/Guest houses and Holiday Homes and early framing of Guidelines for upkeep of furniture items- reiterated.**

**Recommendation (Serial No. 11)**

14. The Committee had recommended as under:

The Committee observe that guest houses of DoE are in prime locations of towns and are spacious and well laid out. However, their maintenance is not done regularly which leads to their deterioration and are presently in pathetic condition. This compels the Central Government Employees to stay in private hotels and this facility of no use to employees. They have been informed that earlier, there was no separate budget allocation for maintenance of guest houses but this year Rs. 5 crore is allotted as RE, out of which Rs. 2.69 crore has been spent for maintenance of guest houses in the year 2015-16. The Committee also notice that there is no separate manpower and machinery for maintenance of guest houses. Rather they are maintained by respective service centers as per available resources. There are also no separate guidelines and timeframe for changing the furniture, mattresses and carpets of guest houses. They are replaced on the basis of guidelines available in CPWD manual.

The Committee strongly recommend for a separate and adequate budget under the head MH-2059/M&R (other building) for maintenance/upkeep of inspection bungalows with separate manpower and machinery. At the same time separate guidelines should be provided for changing furniture, mattress and carpets of the guest houses utmost care should be taken to maintain them with updated accessories and facilities. The upkeep and maintenance of Govt. Guest Houses should be regularly maintained and recorded.

15. The Ministry of Housing and Urban Affairs in the action taken reply have stated as under:

"As per records, there are 65 Holiday Homes/ Touring Officers' Hostel throughout the country which are maintained and run by CPWD on outsource basis except in Delhi and Mumbai which are outsourced by Directorate of Estates.

In this connection, it is submitted that even after rationalisation of several Budgetary heads from 2017-18, a separate head for Maintenance / Upkeep of Inspection Bungalows, Guest Houses & Holiday Homes has been retained with separate budgetary allocation. The last three years' budgetary allocation/ expenditure and allocation for the 2017-18 is given below:



**2059- Maintenance / Upkeep of Inspection Bungalows, Guest Houses & Holiday Homes (Non- Plan)**

**(Rupees in crores)**

| <b>Years</b> | <b>BE</b> | <b>RE</b> | <b>Expenditure</b> |
|--------------|-----------|-----------|--------------------|
| 2014-15      | 8.00      | 3.00      | 3.55               |
| 2015-16      | 5.00      | 5.00      | 4.43               |
| 2016-17      | 5.00      | 5.00      | 4.24               |
| 2017-18      | 5.00      |           |                    |

In view of the above, Standing Committee's recommendation has been noted and every effort shall be taken for the best possible maintenance / Upkeep of Inspection Bungalows / Guest Houses with separate manpower and machinery.

Revision of CPWD maintenance manual-2012 is under process in the directorate. The issues related to separate guidelines regarding furniture will be placed before the committee of revision of maintenance manual. New guidelines will be issued alongwith revision of maintenance Manual-2012. However to improve the general maintenance, direction have been issued to fields unit, through OM no 238 dated 04.05.2017 **(Appendix-VII)**

In Mumbai, Touring Officers' Hostel at N.S. Road and M.V. Kurve Road, having 36 and 11 rooms respectively, are maintained for Civil and Electric work (including providing all types of furniture & allied item) by CPWD and for caretaking and hospitality service by the Directorate of Estates. For caretaking and hospitality services, the work is awarded through open tender. At present, the cost of such services is Rs.91,425/- per month and the payment is made from OE (office expenses) Head from the Budget granted for the office of Estate Manager, Mumbai.

In Delhi, there are 7 Holidays Homes/ Touring Officers 'Hostels, having 234 rooms. The overall administration/day to day management/allotment & hospitality service are under the control of the Directorate of Estates and maintenances (Civil & Elect.) including providing furniture, mattresses, pillows etc. is looked after by CPWD.

The Directorate of Estates has already initiated to improve the housekeeping and hospitality services by directly outsourcing the services through open tender.

At present, the housekeeping and hospitality services are being met from Office Expenses and there is no budgetary provision. However, every year, Supplementary Budgetary provision is obtained to meet the expenses. For Financial year 2018-19, a separate budgetary provision shall be obtained."

**16. Expressing concern over for poor maintenance of Bungalows, Guest Houses, Holiday Homes located in prominent places in towns by reason of non availability of adequate funds and manpower, absence of Guidelines for changing of furniture being supplied therein, compelling government officials to stay in private hotels, the Committee had recommended adequate budget and manpower for maintenance purposes and framing of Guidelines for replacing furniture items in Guest Houses, inspection bungalows.**

The Committee welcome the move of the Government to outsource maintenance of Guest Houses for ensuring their every day upkeep. However on the issue of inadequacy of funds, the Committee are constrained to find that level of allocations in 2014-15 of Rs. 8 crore has gone down to Rs. 5 crore each year from 2015-16 onwards. Besides there had been under utilization in all these years. The Committee find that all this does not augur well with the over-all availability of funds and the utilization on this account. The Committee, therefore, reiterate adequate allocation of funds for maintaining of Bungalows, Guest houses and Holiday House, at the same time caution the Government for optimal utilization of available funds.

On the issue of framing Guidelines for making available furniture items in Guest Houses, the Committee are constrained to note that the Ministry of Housing and Urban Affairs is still managing with five year old Maintenance Manual of 2012 and Ministry had taken ordinarily long time in revising the same which is currently underway. The Committee feel that the Ministry of Housing and Urban Affairs has not kept pace with changing times. They, therefore, reiterate that the Maintenance Manual of 2012 be expeditiously finalized and implemented.

**Status quo regarding adoption of dust free technologies in construction activity criticized and popularizing these through video conferencing and seminars- reiterated.**

**Recommendation (Serial No. 12)**

17. The Committee had recommended as under:

The Committee are aware that major source of pollution in the cities is dust particles. Dust contributed approximately 52% of particulate matter in the air. There are huge amount of dust generated in construction business. The role of CPWD, NBCC in construction of Government residential and other buildings are indispensable. They have been informed that CPWD is using ready mixed concrete and precast material which has reduced dust at construction sites. The Committee feel that dust particles continue to contribute to rising pollution levels, create health problems, particularly for those with respiratory problems, cause environmental degradation, including air and water pollution, create problems with visibility, create unsafe working conditions and increase costs associated with the loss of materials or additional work involved. They are also aware that dust emissions from construction and other civil engineering activities are a common and well-recognized problem and nuisance. Once construction and demolition particles are airborne, it is very difficult to prevent them from dispersing into the surrounding area. The Committee feel that dust and fine particle generation from construction and demolition activities can be substantially reduced through carefully selected mitigation techniques and effective management. The most effective technique is to control dust at source and prevent it from becoming airborne. The Committee in this back drop, decided to scrutinize the issue of implementation of 'dust-free' technology in the construction sector by various agencies of Ministry of Urban Development in the construction and maintenance of Govt. residential and other buildings.

In-fact the Committee strongly feel that large paneled buildings can be built very fast and this could be one of the methods for solving the housing problem in the country. These buildings do not require elaborate up-keep expenditure. The use of precast concrete elements for roofing and flooring can greatly accelerate the pace of construction and make site supervision relatively easier, resulting in saving of essential raw materials, thus economizing on the overall construction costs. The Committee reiterate their earlier recommendation that the Ministry of Urban Development should take concerted efforts and strive vigorously towards completion of all the construction projects without cost and time overrun by adopting Prefab technologies without any adverse environmental consequences and dust pollution. For this the Committee desire

the Ministry to bring necessary changes in schedule rates of the Govt. agencies and strive vigorously to popularize these technologies through seminars, video conferencing and advertisements. The Committee expect the Hindustan Prefab Ltd. to act as a technology hub and incubation centre for prefab technologies. The Committee desire that dust free technology should be mandatorily adopted by all construction agencies of Ministry of Urban Development viz., CPWD, MCD, NDMC, NBCC so as to reduce dust generated out of construction and maintenance work to prevent air pollution and making the environment clean and safe for the citizens under Swachh Bharat Mission. They also emphasize that while undertaking construction at any site, it should be properly cordoned off and daily sweeping should be done preceding by sprinkling of water failing which adequate penal action should be taken against the concerned.

18. In their action taken reply, the Ministry have stated as follows:

"MoUD vide OM No. F. No. JS/Works/OM/2016 dt: 30.05.2016 **(Appendix-VIII)** has decided to Mandatorily adopt 3 (three) technologies by CPWD, DDA & NBCC at all construction site in Metropolitan cities of India & value of work should be 100 crore & above and also invariably obtain third party certification related to Green building concept from agencies recognized by MOEF apart from installing roof top solar power plants, waste water recycling and rain water harvesting all such projects the 3 technologies are as following:-

- Monolithic Concrete Construction system using Aluminium Formwork.
- Industrialized 3-S system using Cellular Light weight Concrete Slabs and Precast Columns (Precast/prefab).
- Monolithic Concrete Construction System using Plastic-Aluminium Formwork.

DG, CPWD vide OM No.DG/DSR/011 dated: 17.08.2016 **(Appendix-IX)** issued an Office Memorandum regarding guideline for adopting the above 3 technologies, a turnkey project item with Scope and payment schedule to be added in DSR-2016.

An OM No.DG/TAS/Misc/06 dated 16.02.2017 **(Appendix-X)** issued by DG, CPWD regarding specific recommendation and plan of action on air pollution and green house for implementation in Delhi.

MoUD vide OM No. F. No. 28012/7/2016- W-3 dated: 28.12.2016 **(Appendix-XI)** issued a OM to adopt these new technologies across the country, irrespective of location and project cost with effect from 01.04.2017, which was endorsed by DG, CPWD vide letter No.17/SE(TAS)/BMTPC/2016-17/78-E dated: 21.04.2017 **(Appendix-XII)**.

- A. Construction & Demolition
- B. Concrete batching
- C. Road dust & Soil Dust

Incorporating of prefab technology (New Items) in DSR is under process

NBCC shall strive to reduce dust generated out of construction and maintenance work to prevent air pollution and making the environment clean and safe for the citizens under Swachh Bharat Mission."

**19. The Committee while pointing out that dust particles contribute approximately 52% of air pollution largely through construction business creating health problems particularly respiratory problems, the Committee had inter-alia suggested adoption of prefab technologies without any adverse environmental consequences and dust pollution and had desired to the Ministry to bring necessary changes in schedule of rates of the Government agencies, vigorously popularizing these technologies through seminars, video conferencing, etc. The Committee had also desired mandatory adoption of dust free technology by all construction agencies under the Ministry of Housing and Urban Affairs, viz, CPWD, MCD, NDMC, NBCC and cordoning off daily sweeping, sprinkling of water etc. violation of which result in penal action.**

The Committee find that in the action taken reply, the Ministry have outlined before the Committee different O.M's issued by the then Ministry of Urban Development/ D.G, CPWD, conveying Government decision making three dust free technologies mandatory for CPWD, DDA and NBCC in all metropolitan cities, (O.M of Ministry of Urban Development dated 30.05.2016 Appendix-VIII), issuing necessary guidelines for such an adoption (O.M of Ministry of Urban Development dated 17.08.2016 Appendix-IX), widening such an adoption across the country irrespective of location and project cost w.e.f. 1<sup>st</sup> April, 2017 (O.M of Ministry of Urban Development dated 28.12.2016 Appendix-XI), conveying specific recommendation and plan of action on air pollution and green house implementation in Delhi (O.M of Ministry of Urban Development dated 16.02.2017 Appendix-X). The Committee also find that incorporating prefab technology (New items) is under process and NBCC is working for reducing dust generated construction and maintenance work for preventing air pollution.

The Committee find that the Ministry has merely submitted before the Committee a resume of work done prior to presentation of the Report

of the Committee on 12.04.2017 and there is nothing new for perusal of the Committee. The Committee, therefore, feel that action taken reply is nothing but re-collection of work done in the past. It does not reflect the work done and implementation at ground level after presentation of the Report of the Committee on important issues like bringing about necessary changes in Schedule of rates of the Government agencies for adopting prefab technologies in construction, vigorously popularizing three dust free technologies through seminars, video conferencing, etc. as recommended by the Committee. The Committee expect early action on incorporating prefab technology (New item) and tangible work done by NBCC on reducing dust generated pollution. The Committee, therefore, reiterate that actual work done on changing of schedule of rates of Government agencies for adopting prefab technologies in construction, popularizing of three dust free technologies by holding seminars etc. be done expeditiously and the Committee be kept apprised of the same.

## CHAPTER II

### **RECOMMENDATIONS/OBSERVATIONS WHICH HAVE BEEN ACCEPTED BY THE GOVERNMENT** **Exploring a system for time bound completion of on-going works by NBCC and CPWD w.r.t GPRA**

#### **Recommendation (Serial No.1)**

The number of residential accommodations (General Pool) available with DoE is 61643 in Delhi and 34634 in other Regional Stations, which are not adequate to meet the requirement of Government officials against their demand of 85314 houses in Delhi and 50852 houses in other Regional Stations, as no major construction is carried out for Government quarters during the past several years. Since, there is acute shortage of houses in Delhi and other areas, the Government officials have to wait for long period to get their residential accommodation allotted. The Committee have been informed that 16033 additional houses would be made available under General Pool Residential Accommodation(GPRA) to meet the gap in demand and supply of Government accommodation after the redevelopment of Kidwai Nagar (East), Sarojini Nagar, Naroji Nagar, Kasturba Nagar, Thyagraj, Srinivaspuri and Mohamadpur in three years by NBCC and CPWD. Similar other measures by the Ministry of Urban Development such as maintenance of departmental pool by constructing residential accommodation, reoccupation of unauthorised land allotted for the purpose to others are expected to supplement the stock.

The Committee note the steps taken by the Government to meet residential demand of Government officials. They would like the Ministry to explore a system for completing the desired work expeditiously in time bound manner and minimize the financial burden on the Government. The Committee desire that department should make real time assessment of requirement so that availability of houses to Government officials is made by taking requisite measures for completion. They also desire that entire redevelopment process of existing housing colonies should adopt green building norms and in house solid and liquid waste management facilities as envisaged in the master plan of Delhi-2021 (MPD).

#### **Reply Of The Government**

"The Cabinet Committee on accommodation asked the Ministry of Urban Development to assess the medium and long term requirement of residential accommodation for government officials, especially in NCT of Delhi and other metropolitan cities/town, and to suggest viable options including public private partnership to meet the shortfall.

The Ministry of Urban Development constituted a Committee of Experts vide order number 248/Dir (W)/2014 dated 15.05.2015 (**Appendix-III**). The Committee is headed by Director General, CPWD and its members are Director of Estates, L&DO, Director (Works) and DDG (Works). On 15.05.2017, the committee has approved the long-term requirement of GPRA i.e. upto 2027 and is being submitted to MoUD. The department has issued green building norms under section - 6A of

CPWD Works Manual 2014. Under these norms, all CPWD constructions are executed as green buildings and with specification of three star building. In all new redevelopment colonies green building norms are also being followed including Rain Water Harvesting & Sewerage Treatment Plant. "

*(Ministry of Housing and Urban Affairs OM No 01/10/2017-CDN-I dated 28.07.2017).*

### **Comments of the Committee**

**(See para No. 7 of Chapter-I)**

### **MANAGEMENT OF GENERAL POOL RESIDENTIAL ACCOMODATION**

#### **Recommendation (Serial No.2)**

Directorate of Estates (DoE) has linked E-Awas and E-Sewa database of DoE & CPWD respectively for accuracy of data regarding housing stock. The Committee understand through inputs from RWA that several houses are occupied by contractors, labourers and unknown persons for repair work and there is no inspection of Government colonies by DOE officials to ensure proper maintenance of general pool Government house and colonies by CPWD, NDMC and MCD.

The Committee were apprised by the DoE that status of Government houses is ascertained by checking records in E-Sewa of CPWD, personal visits to CPWD service centre and also inspection of individual quarters where required. The Committee believe that ascertaining of records through E-Sewa and E-Awas would not suffice the purpose of regular inspection of Government colonies including garages by DoE and would not give clear picture on maintenance, verification of occupants, instances of subletting. They should also hold periodical meetings with the representatives of RWAs so as to take their suggestions to help maintenance of Government houses in better way.

The Committee, therefore, desire that while verifying/inspecting the houses the DoE official should not only show their valid identity but should also have written authorisation before any Government house/garages/SQs and inspection thereof should be carried out with due intimation to allottees and respective RWAs. The DoE officials should also share contents of such verification/inspection report with allottees like other statutory authorities i.e. police share a copy of FIR to the concerned persons. The inspection report may also be brought to the knowledge of allottees and RWA's before action is initiated. The Committee are of the considered view that these measures will help in efficient management of Government properties by the DoE.

### **Reply of The Government**

"To have effective co-ordination of field staff with RWAs, directions have been issued to field staff vide O.M. no. 7/20/2016-WII/DG/Vol-I/1069 dated 24.11.2016 (**Appendix-IV**) for holding meetings with RWAs at regular intervals and to ensure by the senior officers that the decisions taken in the meetings are implemented.



In pursuance of recommendations of Standing Committee on "Functioning of Directorate of Estates", panel of officials have been formed vide O.M.No.DE/3/16/Misc/E/16 dated 08<sup>th</sup> November 2016, wherein inspection teams are comprised of officials from Ministry of Urban Development and attached offices of Ministry, including Directorate of Estates, Directorate of Printing and L&DO, and are selected from programme developed by NIC. The officials selected from computerised programme are deputed for inspections on basis of subletting complaints.

The teams visiting quarters for inspections are handed over authority letter and they are given quarters for inspection and are asked to photograph the persons found and documents shown to them, to form basis of their reports as per O.M. No.12032/1/2015-Pol.II dated 16<sup>th</sup> June 2016. The authority letter is issued with signatures of Deputy Director wherein it is mentioned to carry ID cards (issued by MHA) and officials attending the inspections carry their ID cards while visiting the quarters.

The facts recorded in inspection reports are conveyed to allottees, during enquiry/hearing by Deciding Authority as well as by Appellate Authority. Photographs taken for quarter and occupants found during inspection are shown to allottees and accordingly they are asked to produce documents, witness and supporting proof for occupants to verify their credentials. The inspection reports are part of record of Estates Officers who act after enquiry is completed by Deciding Authority and appeal is heard by Appellate Authority. The inspection report and photograph enclosed are provided to allottees with the order of cancellation/debarment order.

No prior intimation for inspections could be given to allottee, it clearly eliminates surprise element and inspections would be futile and a failure as these inspections are conducted on complaints."

## **REPORTING FORMAT FOR TYPE-V ALLOTTEES AND ABOVE FOR SERVANTS**

### **Recommendation (Serial No.3)**

The Committee have come to know that Directorate of Estates (DoE) has specified forms for reporting of 'Members of family' and 'immediate relations' of the allottees in compliance of notification dated 10.06.2015. However, there is no reporting format for servant under SR 317-B-20 for Type V accommodation and above. The Committee have been apprised by the DoE that type V accommodation & above are provided with in-built servant quarters. Since the servant quarters are part and parcel of such accommodations, all provisions under allotment of Government Residences (General Pool in Delhi) Rules, 1963 hold for such servant quarters also. Verification of servants kept by the allottees is their responsibility. The concerned allottees are responsible to engage servants in their attached servant quarters duly verified by themselves. The Committee are surprised to note that DoE has no role in verification of servant quarters. DoE may have no role in engaging servants but they may ask for verified report of servants through allottees. This may help in prevention of subletting of servant quarters. The Committee are of the opinion that maintaining a common yard stick for both senior Government officials (All India Services & Group-A) and as well as junior level officials will prevent any conflict in the minds of junior level employees of the Government that senior level officials of the Government are spared from the verification process. Verification of domestic servants and reporting to DoE should be specified so as not to spare any senior All India Services officials and Group- A allottees from misusing the Govt. houses and its premises in terms of

Commercial use/subletting etc. Reporting Rules, verification and adjudication procedure adopted by DoE should be fair and transparent for every Government allottees irrespective of their hierarchy in the Govt. Uniform format of reporting will remove the stigma that DoE adopts the rule which is protective and selective for senior officials and discriminatory, opaque and humiliating for lower rank Government allottees. Adoption of Uniform format for reporting will enhance transparency, objectivity and accountability in the functioning of DoE.

### **Reply of The Government**

"An online module has been provided for filling up of 'Details of servants' under the heading Application Forms in [www.gpra.nic.in](http://www.gpra.nic.in). An allottee shall fill the details of servants to whom servant quarter(s) has been allotted after login into his account in [www.gpra.nic.in](http://www.gpra.nic.in). This requirement is for all GPRA occupants of higher level accommodations which have servant quarter provisions irrespective of level/service of the allottee."

### **SINGLE WINDOW SYSTEM FOR RESOLUTION OF COMPLAINTS REGARDING ALLOTMENT AND MAINTENANCE OF RESIDENTIAL ACCOMMODATIONS: COORDINATION BETWEEN DIRECTORATE OF ESTATES, CPWD AND LOCAL BODIES.**

#### **Recommendation (Serial No.4)**

The Committee have been informed that regional stations of DoE have no role in the matters of maintenance of GPRA colonies as it is the exclusive domain of CPWD. They feel that the problem of non co-ordination between construction agencies and maintenance agencies is quite old, perennial and common in India. There are many programs/projects which are shared between various agencies viz. PWD, CPWD, MCD, NDMC Delhi Jal Board, Local Municipal Bodies, Local police and DoE etc. Good co-ordination and cooperation between the relevant agencies and departments is very necessary to optimize the necessary results and for enhancing the satisfaction level of service users i.e. Residents/allottees. The Committee note that there is no single window system for attending the complaints of both Estates office (Allotment Matters) and CPWD (Maintenance Matters)/ NDMC/MCDs etc., in all regional stations of DoE regarding allotment, maintenance of residential accommodations in regional stations of DoE Mumbai, Chennai & Kolkata. The Committee are of the considered view that communication, co-operation, co-ordination and one window system for redressal of complaints of allottees regarding allotment and maintenance of Government residential accommodation is essential to have a robust complaint redressal mechanism for CPWD & DoE and other concerned agencies.

The Committee, therefore, strongly recommends to create Single Window System for resolution of complaints regarding DoE & CPWD and other agencies regarding issues pertaining to Government allotment and maintenance of residential accommodation in a time bound manner under intimation to the Committee.

## **Reply of The Government**

"This recommendation for all regional stations of DoE involves co-ordination and integration of services offered by various local bodies throughout the country with DoE and CPWD. It may be added that allotment of quarters by DoE is online, and allotment report issued by CPWD is also online and integrated with e-Awas. Similarly, the vacation report of quarter and the time required to make it habitable are issued online by CPWD. The vacation report is also integrated with e-Awas. Thus allotment of quarters by DoE and maintenance by CPWD have a single window system."

### **Setting up separate body for comprising of AE, CPWD and RWA for deciding conversion of 'Minor Works' into 'Major Works'.**

#### **Recommendation (Serial No.6)**

The Committee find that contractors of Central Work Public Department(CPWD) have a tendency to neglect complaints of residents regarding minor maintenance works in Govt. residential colonies. Instead, they have more interest/inclination for 'major works' which obviously gives them more margin of profit. They also note that these contractors have a tendency to convert or exaggerate minor works into major works many a times deliberately so as to extract more funds from the Government. All this is done with the concurrence of JEs/AEs of the concerned localities in a well-designed manner.

It appears there is an endemic problem in CPWD wherein contractors identify only those works in government residential colonies which are beneficial and money intensive. Heavy ticket work contracts tend to keep coming back to CPWD and hence routine maintenance works become a casualty and gets neglected. It seems that there is minimum margin in routine maintenance work in Govt. residential Building for contractors and, hence, they do not prefer to opt for routine maintenance work. Their priority works are new major works.

Regarding, tendency of the conversion of minor routine work into 'major work' by contractors, the Committee urge the Ministry that senior officials of CPWD must visit the sites along with representative of RWAs to ascertain the facts about quality of work as given by contractor so as to assess the correct picture of the quantum of work to be done. They recommend that a separate body to decide the conversion of work from 'minor' to 'major', consisting of senior officers of CPWD, Ministry of UD and RWA representatives should be created so that proper check could be put on such contractors who are habituated to doing such 'minor' to 'major' work business.

## **Reply of The Government**

"Redressal of complaints and action taken report on feed backs of allottees of residential quarters/apartments have been monitored through CPWD e-sewa/Mobile Apps. However, there is a system of direct interface between senior officers of CPWD wherein regular meetings are held by Senior Officers of CPWD with respective RWA for resolving the issues/problems

faced by residents. CPWD maintains residential accommodation in 51 cities through 649 residential service centres. As per CPWD Sewa record, nearly 417 complaints out of 4850 complaints received per day are converted from minor to major, which is less than 10% of the total complaints received per day. Considering the large number of service centres, it is not feasible to create a committee comprising CPWD, MoUD& RWA. It is suggested to create a Committee at the level of AE & RWA or Area Welfare officers to decide on the issue."

**DEDICATED UNIT FOR REGULAR INTERACTION OF SENIOR OFFICIALS OF CPWD WITH REPRESENTATIVE OF RWA's AT PERIODIC INTERVALS (MONTHLY/BIMONTHLY BASIS).**

**Recommendation (Serial No.7)**

The Committee observed that there is least interaction of officials of CPWD/ Directorate of Estates with residents for prompt and effective resolution of grievances of residents in Government residential buildings. Senior officials are generally inaccessible and junior level officials (JE, AE) are neither found in their offices and fields nor responsive and responsible enough. Moreover adding to the apathy of residents, phones of these JE's/AE's are always found to be switched off/not attended and Senior officer seldom attend their phone calls or are available to address the grievances especially the recurring ones.

The Committee find that information regarding schedule of periodical maintenance and services and up-gradation work are readily available on webportal CPWD E-SEWA and [http:// www.cpwd.gov.in](http://www.cpwd.gov.in) However, this information is not displayed in their enquiries. Further, the guidelines specifying the facilities and entitlements to allottees at each level of accommodation is not available and displayed at the enquiries.

The Committee note that, primarily CPWD is responsible for proper maintenance and upkeep of General Pool Government Accommodation all over the country. For ensuring all these, there should be regular interface between service provider and service user so that proper feedback can be given back to improve the services of service provider i.e, CPWD in this case. CPWD informed the Committee that they have launched mobile app six months back for online registration of complaints for effective resolution for which every allottee is supposed to register his/her mobile number and get a password and once an allottee makes a complaint, the same is attended and is accordingly informed about the status of the complaints. The Committee welcome such move of the Ministry.

The Committee are, however, concerned about the awareness of this mobile app in residents. Even the Members of Parliament are not aware of this App./mechanism. They feel that service users i.e. residents must be apprised about this initiatives of CPWD by aggressive advertisements, Radio/TV 41 announcements and other means too. Moreover, accountability should also be fixed for breaching the timeline for non redressal of complaints.

Keeping all these facts in view, the Committee are of the considered opinion that there should be a regular interface between representatives of RWA i.e., service users and Service providers i.e.,

CPWD/DoE at regular monthly/bimonthly basis so that CPWD can have first hand information of residents' grievances that will help in prompt /efficient resolution of complaints. It will also help improving its credibility in the eyes of Government Servants besides bringing transparency. The guidelines specifying the facilities to be provided by CPWD in the Government accommodation category wise should be uniform throughout the Country and prominently displayed in enquiries so that the Residents remain aware of the same and seek their rightful remedies only.

### **Reply of The Government**

"An O.M. was issued vide no. 1069 dated 24.11.2016 (**Appendix-IV**) wherein directions have been issued to field staff for holding regular meetings with RWAs to redress their issues and to ensure by the senior officers that the decisions taken in the meetings are implemented."

### **VIDEO RECORDING WHILE CARRYING OUT DEMOLITION EXERCISE BY CPWD OF ENCROACHMENT/ILLEGAL CONSTRUCTIONS IN GOVERNMENT RESIDENTIAL COLONIES**

#### **Recommendation (Serial No.9)**

The Committee have been told about many instances of high handedness, misbehavior of CPWD officials with allottees while removal of encroachments and illegal construction in Government Residential Colonies without even hearing them properly or giving them a chance to remove it themselves. They have been informed that notices have been issued to allottees of illegal encroachments, unauthorized constructions and subletting well in time. On the other hand, CPWD refuted allegations of misbehavior or mishandling of the residents by their officials.

The Committee are of the view that for carrying out such an exercise, CPWD/DoE must give sufficient hearing to the residents to the satisfaction of both parties i.e., CPWD and residents/representatives of RWAs. The CPWD must involve representatives of RWAs and local police (ladies police in case of handling women in the colonies) during such exercises. The Committee desire that to prevent any uncalled for situation, the entire exercise should be videographed and monitored by senior officials of CPWD/DoE including representatives of RWAs and local police. These videographs/recordings of the demolition exercise should be submitted to DoE within 3 days of the exercise.

### **Reply of The Government**

"Directions have been issued vide O.M. no. 7/201/2016-WII/258 dated 12.05.2017 (**Appendix-VI**) to all field units for compliance."

**SEPARATE MAINTENANCE BUDGET HEAD AND WING FOR GOVERNMENT RESIDENTIAL COLONIES.**

**Recommendation (Serial No.10)**

The Committee note that there are 4480 houses in Delhi & 2068 houses in Mumbai which have been declared dangerous by CPWD. They are surprised to note that there is no separate budgetary head for maintenance of old housing colonies. Maintenance of Govt. house comes under total budget allotted for construction and maintenance, which is very meager. The BE for maintenance/repair for 2016-17 is Rs. 728 crore out of which Rs. 450 crore has been expended till now. The Committee are unhappy to note such a pathetic situation of the Government residential accommodation. They are equally appalled to know that there are instances of uncovered water tanks in colonies from which potable water is being supplied to residents of Government colonies. In these uncovered water tanks maintained by CPWD, residents have found out carcasses of pigeons and such other animals. The residents of Government colonies have to drink this water which causes dangerous water borne diseases. The Committee feel that it is inhumane to supply this kind of water to residents of Govt. colonies. They are unhappy with the state of affairs of cleanliness efforts by CPWD in these water tanks. They are of the considered opinion that cleanliness and providing clean, safe & potable water either to Government servants or MPS should be the top and utmost priority of any Government agency. The Committee are very concerned about the living conditions of Government employees. If living conditions are not good, high morale and motivation can never be expected from these officials of the Government. The Committee strongly recommend the Ministry of Urban Development for providing adequate budget for maintenance, upkeep, repair, cleanliness including supply of clean and potable water in every Government residential colony. Needless to say, to achieve this, the maintenance head should be separate from the Construction Head.

**Reply of The Government**

"Maintenance Head is already separate from Construction Head. Maintenance and Repairs works of the houses are done under the head 2216 –Housing –Maintenance & Repairs and major Maintenance & Repairs work of the houses has been done under the upgradation schemes under the head 4216- Upgradation.

The last three years budgetary allocation / expenditure and allocation for 2017-18 is given below:

**(Rs. in Crores)**

| 2216- Housing- Maintenance and Repairs (Ordinary Repairs, Special Repairs, Furnishing) |        |        |             |
|--|--------|--------|-------------|
| Years  | BE     | RE     | Expenditure |
| 2014-15  | 196.30 | 177.00 | 190.88      |
| 2015-16  | 305.75 | 227.35 | 226.00      |
| 2016-17  | 247.00 | 219.00 | 231.39      |
| 2017-18  | 246.00 | -      | -           |
|  |        |        |             |

(Rs. in Crores)

| 4216- General Pool Accommodation – (Up-gradation) |                              |        |             |
|---|------------------------------|--------|-------------|
| Years   | BE                           | RE     | Expenditure |
| 2014-15   | 400.00                       | 331.00 | 306.20      |
| 2015-16   | 500.00                       | 400.00 | 393.46      |
| 2016-17   | 430.00                       | 426.50 | 389.06      |
| 2017-18   | (including Buildings) 600.00 | -      | -           |

The complaints of covering of water tanks are dealt on priority. As per the data available on CPWD Sewa, 6348 complaints of missing tank covers were received in past one year and action was taken on 6268 complaints and this is an ongoing process."

**Adequate funds and manpower for maintenance of Inspection Bungalows/Guest houses and Holiday Homes and early framing of Guidelines for upkeep of furniture items.**

**Recommendation (Serial No. 11)**

The Committee observe that guest houses of DoE are in prime locations of towns and are spacious and well laid out. However, their maintenance is not done regularly which leads to their deterioration and are presently in pathetic condition. This compels the Central Government Employees to stay in private hotels and this facility of no use to employees. They have been informed that earlier, there was no separate budget allocation for maintenance of guest houses but this year Rs. 5 crore is allotted as RE, out of which Rs. 2.69 crore has been spent for maintenance of guest houses in the year 2015-16. The Committee also notice that there is no separate manpower and machinery for maintenance of guest houses. Rather they are maintained by respective service centers as per available resources. There are also no separate guidelines and timeframe for changing the furniture, mattresses and carpets of guest houses. They are replaced on the basis of guidelines available in CPWD manual.

The Committee strongly recommend for a separate and adequate budget under the head MH-2059/M&R (other building) for maintenance/upkeep of inspection bungalows with separate manpower and machinery. At the same time separate guidelines should be provided for changing furniture, mattress and carpets of the guest houses utmost care should be taken to maintain them with updated accessories and facilities. The upkeep and maintenance of Govt. Guest Houses should be regularly maintained and recorded.

**Reply of The Government**

"As per records, there are 65 Holiday Homes/ Touring Officers' Hostel throughout the country which are maintained and run by CPWD on outsource basis except in Delhi and Mumbai which are outsourced by Directorate of Estates.

In this connection, it is submitted that even after rationalisation of several Budgetary heads from 2017-18, a separate head for Maintenance / Upkeep of Inspection Bungalows, Guest Houses & Holiday Homes has been retained with separate budgetary allocation. The last three years' budgetary allocation/ expenditure and allocation for the 2017-18 is given below:

**2059- Maintenance / Upkeep of Inspection Bungalows, Guest Houses & Holiday Homes (Non- Plan)**

(Rupees in crores)

| Years   | BE   | RE   | Expenditure |
|---------|------|------|-------------|
| 2014-15 | 8.00 | 3.00 | 3.55        |
| 2015-16 | 5.00 | 5.00 | 4.43        |
| 2016-17 | 5.00 | 5.00 | 4.24        |
| 2017-18 | 5.00 |      |             |

In view of the above, Standing Committee's recommendation has been noted and every effort shall be taken for the best possible maintenance / Upkeep of Inspection Bungalows / Guest Houses with separate manpower and machinery.

Revision of CPWD maintenance manual-2012 is under process in the directorate. The issues related to separate guidelines regarding furniture will be placed before the committee of revision of maintenance manual. New guidelines will be issued alongwith revision of maintenance Manual-2012. However to improve the general maintenance, direction have been issued to fields unit, through OM no 238 dated 04.05.2017 (**Appendix-VII**)

In Mumbai, Touring Officers' Hostel at N.S. Road and M.V. Kurve Road, having 36 and 11 rooms respectively, are maintained for Civil and Electric work (including providing all types of furniture & allied item) by CPWD and for caretaking and hospitality service by the Directorate of Estates. For caretaking and hospitality services, the work is awarded through open tender. At present, the cost of such services is Rs.91,425/- per month and the payment is made from OE (office expenses) Head from the Budget granted for the office of Estate Manager, Mumbai.

In Delhi, there are 7 Holidays Homes/ Touring Officers 'Hostels, having 234 rooms. The overall administration/day to day management/allotment & hospitality service are under the control of the Directorate of Estates and maintenances (Civil & Elect.) including providing furniture, mattresses, pillows etc. is looked after by CPWD.

The Directorate of Estates has already initiated to improve the housekeeping and hospitality services by directly outsourcing the services through open tender.

At present, the housekeeping and hospitality services are being met from Office Expenses and there is no budgetary provision. However, every year, Supplementary Budgetary provision is obtained to meet the expenses. For Financial year 2018-19, a separate budgetary provision shall be obtained.



Adequate funds and manpower for maintenance of Disputation Bungalows, Guest Houses and Holiday Homes and early framing of Guidelines for upkeep of furniture reiterated."

### **Comments of the Committee**

**(See para No. 16 of Chapter-I)**

#### **Status quo regarding adoption of dust free technologies in construction activity criticized and popularizing these through video conferencing and seminars-**

##### **Recommendation (Serial No. 12)**

The Committee are aware that major source of pollution in the cities is dust particles. Dust contributed approximately 52% of particulate matter in the air. There are huge amount of dust generated in construction business. The role of CPWD, NBCC in construction of Government residential and other buildings are indispensable. They have been informed that CPWD is using ready mixed concrete and precast material which has reduced dust at construction sites. The Committee feel that dust particles continue to contribute to rising pollution levels, create health problems, particularly for those with respiratory problems, cause environmental degradation, including air and water pollution, create problems with visibility, create unsafe working conditions and increase costs associated with the loss of materials or additional work involved. They are also aware that dust emissions from construction and other civil engineering activities are a common and well-recognized problem and nuisance. Once construction and demolition particles are airborne, it is very difficult to prevent them from dispersing into the surrounding area. The Committee feel that dust and fine particle generation from construction and demolition activities can be substantially reduced through carefully selected mitigation techniques and effective management. The most effective technique is to control dust at source and prevent it from becoming airborne. The Committee in this back drop, decided to scrutinize the issue of implementation of 'dust-free' technology in the construction sector by various agencies of Ministry of Urban Development in the construction and maintenance of Govt. residential and other buildings.

In-fact the Committee strongly feel that large paneled buildings can be built very fast and this could be one of the methods for solving the housing problem in the country. These buildings do not require elaborate up-keep expenditure. The use of precast concrete elements for roofing and flooring can greatly accelerate the pace of construction and make site supervision relatively easier, resulting in saving of essential raw materials, thus economizing on the overall construction costs.

The Committee reiterate their earlier recommendation that the Ministry of Urban Development should take concerted efforts and strive vigorously towards completion of all the construction projects without cost and time overrun by adopting Prefab technologies without any adverse environmental consequences and dust pollution. For this the Committee desire the Ministry to bring necessary changes in schedule rates of the Govt. agencies and strive vigorously to popularize these technologies through seminars, video conferencing and advertisements. The Committee expect the Hindustan Prefab Ltd. to act

as a technology hub and incubation centre for prefab technologies. The Committee desire that dust free technology should be mandatorily adopted by all construction agencies of Ministry of Urban Development viz., CPWD, MCD, NDMC, NBCC so as to reduce dust generated out of construction and maintenance work to prevent air pollution and making the environment clean and safe for the citizens under Swachh Bharat Mission. They also emphasize that while undertaking construction at any site, it should be properly cordoned off and daily sweeping should be done preceding by sprinkling of water failing which adequate penal action should be taken against the concerned.

### **Reply of The Government**

"MoUDvide OM No. F. No. JS/Works/OM/2016 dt: 30.05.2016 (**Appendix-VIII**) has decided to Mandatorily adopt 3 (three) technologies by CPWD, DDA & NBCC at all construction site in Metropolitan cities of India & value of work should be 100 crore & above and also invariably obtain third party certification related to Green building concept from agencies recognized by MOEF apart from installing roof top solar power plants, waste water recycling and rain water harvesting all such projects the 3 technologies are as following:-

- Monolithic Concrete Construction system using Aluminium Formwork.
- Industrialized 3-S system using Cellular Light weight Concrete Slabs and Precast Columns (Precast/prefab).
- Monolithic Concrete Construction System using Plastic-Aluminium Formwork.

DG, CPWD vide OM No.DG/DSR/011 dated: 17.08.2016 (**Appendix-IX**) issued an Office Memorandum regarding guideline for adopting the above 3 technologies, a turnkey project item with Scope and payment schedule to be added in DSR-2016.

An OM No.DG/TAS/Misc/06 dated 16.02.2017 (**Appendix-X**) issued by DG, CPWD regarding specific recommendation and plan of action on air pollution and green house for implementation in Delhi.

MoUDvide OM No. F. No. 28012/7/2016- W-3 dated: 28.12.2016 (**Appendix-XI**) issued a OM to adopt these new technologies across the country, irrespective of location and project cost with effect from 01.04.2017, which was endorsed by DG, CPWD vide letter No.17/SE(TAS)/BMTPC/2016-17/78-E dated: 21.04.2017 (**Appendix-XII**).

- A. Construction & Demolition
- B. Concrete batching
- C. Road dust & Soil Dust

Incorporating of prefab technology (New Items) in DSR is under process.

NBCC shall strive to reduce dust generated out of construction and maintenance work to prevent air pollution and making the environment clean and safe for the citizens under Swachh Bharat Mission."

## **Comments of the Committee**

(See para No. 19 of Chapter-I)

### **MONITORING OF WORK BY NBCC**

#### **Recommendation (Serial No. 13)**

The Committee note that the Government has approved the Redevelopment of 7 colonies in Delhi to overcome the shortage of housing for central Government employees. Redevelopment plan includes redevelopment of Netaji Nagar, SarojiniNagar, Nauroji Nagar, Kasturba Nagar, Thyagraj Nagar, Srinivaspuri and Mohammadpur. While NBCC will re-develop Netaji Nagar, Sarojini Nagar &Nauroji Nagar and construct 15510 flats in various categories, CPWD will redevelop Kasturba Nagar, Thyagraj Nagar, Srinivaspuri&Mohammadpur and construct 10157 flats in various categories. The Committee find that NBCC sub-contracts the work to other agencies to complete their projects in time. The Committee desire that the NBCC should put a structured monitoring mechanism to oversee the quality of work being delivered by such agencies. Further, NBCC should be very prompt with regard to the scheduled progress/implementation of the redevelopment of these above mentioned colonies.

However, the Committee further recommend that NBCC should ensure that all the above stated redevelopment construction projects should be fully equipped with Rain Water Harvesting System and disaster-resistance system extensively in place. They also desire that in all the above redevelopment construction projects dust-free construction norms must be strictly adhered to and fly ash bricks, tiles and pavement stones should also be extensively and mandatorily used as per the recommendations of the Parliamentary Standing Committee on Urban Development in their various Reports.

#### **Reply of The Government**

"Recommendations of the Committee have been noted and NBCC shall ensure implementation of all recommendations in its redevelopment projects at Netaji Nagar, Sarojini Nagar and Nauroji Nagar."

**CHAPTER III**

**RECOMMENDATIONS/ OBSERVATIONS WHICH THE COMMITTEE DO NOT DESIRE TO PURSUE IN  
VIEW OF GOVERNMENT'S REPLIES**

-----NIL-----

## CHAPTER IV

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

#### Sub-standard CPWD works, quality audit of all CPWD works and fixing responsibility of AE/JE/Contractors for poor quality of work.

##### **Recommendation (Serial No. 5)**

The Committee feel that efficient and effective functioning of CPWD has a direct bearing on the quality of maintenance and upkeep of prime public properties on one hand and efficient use of public money and resources on the other. They are aware of the poor maintenance of accommodation of Government colonies though there has been a perceptible improvement in response time and basic services by CPWD through implementation of citizen charter, its helpline and feedback services. However, this improvement is far below expectations of the residents of those colonies especially with respect to quality of work done and the sub-standard workmanship.

As regards the monitoring mechanism of CPWD to check the quality of work of contractors, the Committee have been apprised that CPWD has a quality assurance and technical audit wing at headquarters and separate quality assurance units in Superintendent Engineers (SE) office and Director General (DG) office. The CPWD also informed the Committee that technical checks are performed by supervisory officials during the execution of work. The quality assurance teams from circle and other offices regularly inspect the site to monitor quality. On specific complaints Headquarter quality assurance unit carries out periodical inspections and third party quality assurance (TPQA) is employed for projects more than Rs. 20 crores. The Committee are, however, surprised to note that despite this system in place, no centralized data is maintained for all such checks and inspections by various units of CPWD. The Committee are of the firm view that despite so many layers of checks by the CPWD, the quality of work being done by contractors is of very poor quality and anybody guess.

The Committee strongly recommend the Ministry to have a strict and vigorous internal quality audit of all its projects carried out by the contractors. The AE/JE, performing very well should be deployed from time to time to inspect and audit the quality of works from where there are regular complaints and a time bound report be submitted for correctives. The responsibility should be fixed at the level of AE/JE/Contractor level if the substandard workmanship and poor quality of works are found or complained by the allottees in maintenance of building as this not only leads to unnecessary waste of time for the allottees and workers but also leads to multiple expenditure in doing-undoing-doing again of work. At the same time, centralized data should also be maintained for all the inspections.

A mechanism should be developed to incentivize/penalize the officials through performance based transfers should be provided to the officials. Also adequate administrative and financial powers should be provided to the field officers of CPWD so that, if they so decide, they can take up measures and steps to

take up works which are of 'preventive safeguard' for maintenance of Government accommodation/ building. The senior officer from the rank of Executive Engineer of CPWD onwards should inspect the maintenance/ construction of Govt. quarters in areas under their jurisdiction periodically and regularly, personally and take a view including all preventative steps regarding its maintenance etc. These senior Officers should be made liable for maintenance and updation of facilities as per the norms and guidelines. This field participation by senior officers will surely bring coordination and seriousness in handling the Government/ official quarters while bringing contentment among allottees.

### **Reply of The Government**

"The inspections of various maintenance divisions are carried out at alternate year. The inspection reports of such inspection are issued to the concerned division with copy to vigilance unit, CE & SE concerned. All data of inspections & replies and follow-up action is maintained by the office of SE (QA). In this connection a detailed OM has also been issued for third party quality control on maintenance works by SE & EE of Circle/ Division other than circle / division executing the work vide no. 02/01/2016/PG/M-DG/14 dated: 20.01.2017(**Appendix-V**). The concerned divisions are pursued for rectification of any defect pointed out in the inspections and all such data for rectification is maintained and quarterly reports are prepared for such action."

### **Comments of the Committee**

**(See para No. 10 of Chapter-I)**

### **Facilitating allottees/residents to post pictures/videos of work carried out by CPWD contractors on web portal/mobile app of CPWD- reiterated.**

### **Recommendation (Serial No. 8 )**

The Committee feel that the satisfaction level of contractors or CPWD officials cannot be gauged unless it is corroborated by residents of Government residential colonies. Further, as of now, there is no facility available to allottees on CPWD web-portal or 'Mobile App' to post photograph/videos of work carried out by CPWD contractors.

The Committee are of the considered view that it is very pertinent to empower residents so that they can give grading or otherwise of the work carried out by CPWD contractors and at the same time corroborate their grievance/dissatisfaction by uploading photographs/videos on CPWD web-portal and CPWD Mobile App. as many a times the quality of work done is very poor and without application of mind and acumen. It is also seen that the AE/JE/Contractors deploy workers who do not have adequate qualification/expertise/acumen to attend work and they are paid much below the norms. These workers then perform wrong and below standard works. It leads to incurring heavy expenditure and becomes wasteful for the CPWD resources.

The Committee desire that there should be a dedicated audit unit in CPWD to monitor such pictures/videos etc. and to initiate action against erring officials/contractors, if found negligent. The Committee feel that empowering residents/RWAs will infuse more transparency, accountability in functioning of CPWD and at the same time will stop contractors' whims and fancies in carrying out the work promptly, prevent deploying sub-standard workers and will bring real grass-root situations to the notice of top officers of the organization.

### **Reply of the Government**

"An online system is already available as a part of CPWD Sewa to facilitate residents to grade the work done by CPWD as very good, good or poor. Residents' feedback on each complaint is also taken by the call centre and recorded in the system for analysis and corrective measures. The residents too have facility to give feedback by SMS on each repair work carried out by CPWD. Facility to upload photographs/videos of the work done by CPWD on the portal will be added by August 2017."

### **Comments of the Committee**

**(See para No. 13 of Chapter-I)**

**CHAPTER V**

**RECOMMENDATIONS/ OBSERVATIONS IN RESPECT OF WHICH FINAL REPLIES OF THE  
GOVERNMENT ARE STILL AWAITED**

-----NIL-----

**NEW DELHI;  
January, 2018  
Pausha, 1939 (Saka)**

**PINAKI MISRA  
Chairperson,  
Standing Committee on Urban Development**



**STANDING COMMITTEE ON URBAN DEVELOPMENT (2017-18)**

**MINUTES OF THE FOURTH SITTING OF THE COMMITTEE HELD ON TUESDAY, 2<sup>ND</sup>  
JANUARY, 2018.**

The Committee sat from 1000 hrs. to 1030 hrs. in Committee Room 'B', Ground Floor,  
Parliament House Annexe, New Delhi.

**PRESENT**

**Shri Pinaki Misra - Chairperson**

**MEMBERS**

**Lok Sabha**

2. Shri Ramesh Bidhuri
3. Shri Dilipkumar Mansukhlal Gandhi
4. Shri Charanjeet Singh Rori
5. Shri Rahul Ramesh Shewale
6. Smt. Meenakshi Lekhi
7. Shri Brijbhushan Sharna Singh
8. Shri Alok Sanjar
9. Shri Parvesh Sahib Singh Verma

**Rajya Sabha**

14. Shri Anil Desai
15. Shri K.C. Ramamurthy
16. Shri Rangasayee Ramakrishna
17. Shri Ajay Sancheti

**Secretariat**

1. Smt. Abha Singh Yaduvanshi - Joint Secretary
2. Sh. A.K. Shah - Director

2. At the outset, the Hon'ble Chairperson welcomed the Members to the Sitting of the Committee. The Committee then took up for consideration and adoption of the draft Report on action taken by the Government on the recommendations contained in the Seventeenth Report (Sixteenth Lok Sabha) on the subject 'Functioning of Directorate of Estates, Construction and Maintenance of Government Residential Buildings and other Buildings by CPWD and NBCC.' The Committee adopted the Draft Report without any modifications.

3. The Committee also authorized the Chairperson to finalize the Draft Report and present the Report to both Houses of Parliament.

**The Committee then adjourned.**

[Vide para 4 of the Introduction]

**ANALYSIS OF THE ACTION TAKEN BY THE GOVERNMENT ON THE RECOMMENDATIONS/OBSERVATIONS CONTAINED IN THE SEVENTEENTH REPORT OF THE STANDING COMMITTEE ON URBAN DEVELOPLMENT (SIXTEENTH LOK SABHA)**

|      |   |                   |
|------|---|-------------------|
| I.   | Total number of recommendations   | 13                |
| II.  | Recommendations/Observations which have been accepted by the Government:<br>Recommendation Nos. 1, 2, 3, 4, 6, 7, 9, 10, 11, 12 and 13<br>Percentage to total recommendations             | 11<br><br>(84.6%) |
| III. | Recommendations/Observations which the Committee do not desire to pursue in view of Government's replies:<br>Percentage to total recommendations  | 0<br>(0%)         |
| IV.  | Recommendations/Observations in respect of which replies of the Government have not been accepted by the Committee:<br>Recommendation Nos. 5 and 8<br>Percentage to total recommendations | 02<br><br>(15.3%) |
| V.   | Recommendations/Observations in respect of which final replies of the Government are still awaited:<br>Recommendation No. Nil<br>Percentage to total recommendations                      | 0<br><br>(0%)     |

No. 248/Dir. (W)/2014  
Government of India  
Ministry of Urban Development  
Works Division (W2)

Nirman Bhawan, New Delhi.  
Dated the 15<sup>th</sup> May 2015.

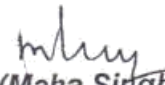
ORDER

In compliance of Cabinet Committee on Accommodation's decision, the Competent Authority in this Ministry has approved to constitute a '*Committee of Experts*' with the following composition:

|       |                        |                  |
|-------|------------------------|------------------|
| (i)   | Director General, CPWD | Chairman         |
| (ii)  | Director of Estates    | Member           |
| (iii) | L&DO                   | Member           |
| (iv)  | Director (Works)       | Member           |
| (v)   | DDG (PPP)              | Member           |
| ✓(vi) | DDG (W)                | Member Secretary |

2. The Chairman of the committee can, if required, co-opt the members from other Ministries/Departments.

3. This Committee of experts shall assess the medium and long term requirement of residential accommodation for Government officials, especially in the NCT of Delhi and other metropolitan cities/towns and shall suggest viable options, including Public-Private Partnership to meet the shortfall, within three (03) months.

  
(Maha Singh)  
Under Secretary to the Govt. of India  
Tel. No. 23061336

To

1. Chairman of the Committee of Experts.
2. All members of the Committee of Experts

Copy for information to:

PS to Hon'ble UDM/PS to MoS (UD)/Sr. PPS to Secretary (UD)/ PS to JS (W).

R5  
Dir (P&WA) A separate file may be opened, if required.

भारत सरकार  
केन्द्रीय लोक निर्माण विभाग  
महानिदेशालय, परि०एवम्का०प्रशा०  
(कार्य - II) ए विंग, ए-110,  
निर्माण भवन, नई दिल्ली-110011  
फोन-011-23061607  
फैक्स-23061404  
ई.मेल: dir\_pwa@nic.in



Government of India  
Central Public Works Department  
Directorate General, P&WA  
(Works-II)A-110, Nirman Bhawan,  
New Delhi-110011  
Ph.(011)-23061607  
Fax.(011)-23061404  
E-mail: dir\_pwa@nic.in

No. 7/20/2016-W-II/DG/NoH/1069

Dated:-  
24 NOV 2016

OFFICE MEMORANDUM

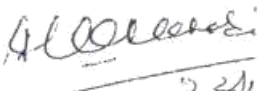
Sub:- Forwarding of Minutes of Meeting held under the Chairmanship of Secretary (UD) on 01.11.2016 at 10.30 a.m. to review the action taken on issues raised by Standing Committee on Urban Development "Function of Directorate of Estates, CPWD & NBCC in its meeting on 24.10.2016.


....

In a recent meeting with Secretary (UD) on above subject, the Secretary (UD) has directed CPWD that atleast one meeting per month should be held at Govt. Colony site with RWAs by the EE's. A day of the month should be fixed for such meetings and sufficient publicity should be provided alongwith adequate seating arrangement etc. The monthly meetings should be conducted by the Executive Engineer concerned. SE and CE should also participate in these meetings quarterly.

All SDGs/ ADGs concerned are requested to ensure that these meetings with RWAs are conducted at desired frequency and should monitor that decisions taken in the meetings are implemented at the earliest.

This issues with the approval of ADG(TD).

  
23/11  
(M.K.Mahobia)  
Director (P&WA)

To,   
All ADGs/Chief Engineer concerned  
(Through CPWD website)

Government of India  
Central Public Works Department  
Directorate General, PM&PG Unit  
A-115, Nirman Bhawan,  
New Delhi-110011.  
Phone : 011-23062220, 011-23061125  
e-mail : [dirpm@nic.in](mailto:dirpm@nic.in)



भारत सरकार  
केन्द्रीय लोक निर्माण विभाग  
महानिदेशालय, पी.एम. व पी.जी. यूनिट  
कमरा संख्या ए-115, निर्माण भवन  
नई दिल्ली-110011  
फोन: 011-23062220, 011- 23061125  
ई मेल : [dirpm@nic.in](mailto:dirpm@nic.in)

No.02/01/2016/PG/M-DG/14

Dated 20.01.2017

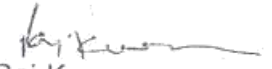
### OFFICE MEMORANDUM

Sub:- Third Party Audit for quality of maintenance related works in Government Accommodation.

1. During the meeting held with Secretary (UD) on 15.12.2016 Secretary (UD) expressed deep concern on the high percentage of poor feedback received from the petitioners on grievance disposed by CPWD.
2. It was directed in the Minutes of Meeting to undertake Third Party Audit for quality of maintenance related works in Government Accommodation.
3. Hence It is decided that ADG of each region will direct Quality Control team of Superintending Engineer under his region to inspect the maintenance related works of other circles of the same region. ADG may issue order in this regard specifying the circle which will inspect works of other circle and vice versa as a regular feature in future.


Compliance report by all ADGs must reach to the Directorate by 05/02/17.

This issue with the approval of D.G. CPWD.

  
Raj Kumar  
Executive Engineer(PG)

To,  
All ADGs (Through Website)

uploaded on website on 20.01.2017

  
EE(PG)



भारत सरकार  
केन्द्रीय लोक निर्माण विभाग  
महानिदेशालय, परि०एवम्का०प्रशा०(कार्य-1)  
ए विंग, ए-110, निर्माण भवन,  
नई दिल्ली-110011  
फोन-011-23062218  
फैक्स-23062218  
ई.मेल: eepwacpwd@gmail.com



Government of India  
Central Public Works Department  
Directorate General, P&WA Works-I  
'A' Wing, A-110, Nirman Bhawan,  
New Delhi-110011  
Ph.(011)-23062218  
Fax.(011)-23062218  
E-mail: eepwacpwd@gmail.com

F. No. 7/20/2016-WII/258

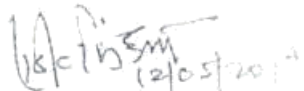
Dated 12 MAY 2017

### Office Memorandum

**Sub: Seventeenth Report (Sixteenth Lok Sabha) of the Standing Committee on Urban Development on the subject "Functioning of Directorate of Estates, construction and maintenance of Govt. Residential buildings and other Building by CPWD and NBCC.**

The standing committee are of the view that for carrying out demolition exercise, CPWD/DoE must give sufficient hearing to residents to the satisfaction of both parties i.e., CPWD and residents/representatives of RWAs. The CPWD must involve representatives of RWAs and local police (ladies police in case of handling women in the colonies) during such exercise. The committee desired that to prevent any uncalled for situation, the entire exercise should be videographed and monitored by senior officials of CPWD/DoE including representatives of RWAs and local police. These videographs/recordings of the demolition exercise should be submitted to DoE within 3 days of the exercise.

In view of the observation, instructions may be issued to all the field units for strict compliance.

  
(Rajeev Singhal)  
Director(P&WA)

To,

All Chief Engineers, CPWD for information and necessary action.

भारत सरकार  
 केन्द्रीय लोक निर्माण विभाग  
 महानिदेशालय, परि०एवम्का०प्रशा०(कार्य- 1)  
 ए विंग, ए-110, निर्माण भवन  
 नई दिल्ली-110108  
 फोन-011-2306262  
 फैक्स-23061404  
 ई.मेल: eepwacpwd@gmail.com



Central Public Works Department  
 Directorate General, CPWD  
 Wing A-110, Nirmal Bhawan  
 New Delhi-110108  
 Phone (11)-2306262  
 Fax (11)-23061404  
 E-mail: eepwacpwd@gmail.com

F.No. 7/20/2016/W-II/23B

Dated 04 MAY 2016

Office Memorandum

Sub:- Maintenance of Inspection Bungalows, Guest Houses & Holiday Homes of DoE.

The Standing Committee on Urban Development made observations in the fifteenth report (Sixteenth Lok Sabha) that the guest houses of DoE located in prime areas/locations of the city are not properly maintained and the Central Government Employees have to stay in private hotels as alternate venues.

In view of the above observations the undersigned is directed to request you to issue instructions to all the field units concerned to properly maintain/ up keep all the inspection Bungalows, Guest House & Holidays Homes of DoE properly as per CPWD maintenance manual provisions so that the Central Government employees booking the accommodation, do not feel the need to search out alternate venues for their stay due to poor maintenance of the building and furniture.

*(P.C. Chandra)*  
 Sr. Engineer (PRWA)

To, (through CPWD website)

All Chief Engineers, CPWD for information and necessary action.

*g/c*  
 2016



F.No.JS/Works/OM/2016  
Government of India  
Ministry of Urban Development

Maulana Azad Road,  
Nirman Bhawan,  
New Delhi

Dated: 30/05/2016

**OFFICE MEMORANDUM**

**Sub: Adoption of New & Emerging Technologies in construction work of value not less than Rs.100 crores in Metropolitan cities, undertaken by CPWD, DDA and NBCC – reg.**

The subject of using Modern Technologies in the construction works of CPWD, DDA and NBCC under the Ministry of Urban Development has been under consideration of the Ministry. CPWD has recommended to MOUD, adoption of the following three Technologies, which are validated by Building Materials and Technology Promotion Council (BMPTC) under the Ministry of Housing and Urban Poverty Alleviation:

1. Monolithic Concrete Construction System using Aluminium Formwork.
2. Industrialized 3-S System using Cellular Light Weight Concrete Slabs & Precast Columns (Precast/ prefab)
3. Monolithic Concrete Construction System using Plastic - Aluminium Formwork.

2. CPWD has recommended that the adoption of the above 3 new technologies will result in the following benefits: -

- (a) Significant reduction in air & noise pollution and construction waste
- (b) Optimum use of water
- (c) No use of timber/ plywood for shuttering
- (d) Form finish elements, good workmanship, assured quality and durable construction
- (e) Increased labour productivity due to working in controlled environment
- (f) All weather site execution

(52)

- (g) Cost saving due to compressed completion time and rental cost reduction
- (h) Better site organization, utilization of resources

3. CPWD has stated that adoption of the above mentioned 3 technologies will ensure neat and tidy work place with minimal environmental pollution and will be in sync with the objectives of 'Swachh Bharat Mission'. Further, adoption of these technologies will result in skill up-gradation of workers.

4. Accordingly, the Ministry of Urban Development has decided that CPWD, DDA and NBCC would mandatorily adopt the 3 Technologies enumerated in para 1 above and validated by BMPTC at their construction sites initially in the Metropolitan Cities of India, and where the value of works is Rs.100 crores or more. It has also been decided that these organizations (CPWD, DDA and NBCC) will also invariably obtain Third Party Certification related to Green Building Concept from agencies recognized by MoEF, apart from installing rooftop solar power plants, wastewater recycling and rainwater harvesting in all such projects.

5. This issues with the approval of Hon'ble Minister for Urban Development.

B. Anand  
30/5/16  
(B. Anand)  
Joint Secretary (W&H)

To

1. Vice Chairman, DDA, Vikas Sadan, INA, New Delhi- 110 023.
2. Director General, CPWD, Nirman Bhawan, New Delhi - 110 011.
3. CMD, NBCC Limited, NBCC Bhawan, Lodhi Road, New Delhi - 110 003.

Copy for information to :

1. PS to Hon'ble UDM, PS to Hon'ble MoS, PPS to Secretary(UD), PPS to AS(UD) & PPS to AS(SC).
2. All Joint Secretaries/Economic Adviser/OSD(UT)/JS&FA in M/o UD.
3. All Director/D.S. in M/o UD.
4. Office Memorandum file - US(W-3).
5. IT Cell for uploading in e-office.

- 74 -

CENTRAL PUBLIC WORKS DEPARTMENT  
OFFICE MEMORANDUM

DG/DSR/011

ISSUED BY AUTHORITY OF DIRECTOR GENERAL, CPWD

NIRMAN BHAWAN NEW DELHI

DATED 17/08/2016

OFFICE MEMORANDUM

Subject: Adoption of New & Emerging Technologies in projects/ Works of value not less than 100 crores in Metropolitan Cities.

MoUD vide No. JS/Works/OM/2016 dated 30th May, 2016 has issued an office memorandum for use of following three technologies in CPWD works:-

1. Monolithic Concrete Construction System using Aluminium Formwork.
2. Industrialized 3-S system using Cellular Light Weight Concrete Slabs & Precast Columns (Precast/Prefab)
3. Monolithic Concrete Construction System using Plastic - Aluminium Formwork.

Adopting the above technologies, a Turnkey project item with scope and payment schedule is here by added to DSR 2016. The rates of the items are according to the scope of work as mentioned in annexure and are indicative only; the NIT approving authority may modify and add or delete these rates as per the work/ project requirements/conditions/scope.

Construction shall be done on turnkey basis by adopting monolithic concrete construction system using customized aluminium /plastic aluminium form, industrialized system using partly / fully precast slabs, beams and columns (Precast prefab) with cast in situ joints for the superstructure and cast in situ methodology for foundation.

Payment shall be made stage wise; a payment schedule is provided guideline. Payment schedule is indicative, NIT approving authority shall further break the payment stages but above percentage limits must not be exceeded for any particular stage.

The industrialized 3-S system using Cellular Light Weight Concrete Slab: Precast Columns (Precast/Prefab) is restricted up to seismic Zone IV only.

The technology is new and idea of turnkey project/work based on the technologies is not experienced by the CPWD hence experience/suggestions/ inputs also invited for future refinements.

This issued with the approval of DG, CPWD.

*Kunwar Chand*  
17.08  
(Kunwar Chand  
Executive Eng

CSQ, CPWD, Nirman Bhawan, New

Dated: 17.08.2016

No.133/SE(TAS)/CS-DSR-2016/2016-17/198-E  
Copy to: All the SDG/ADG/CEs/CPMs through CPWD website <http://cpwd.gov.in>

*Kunwar Chand*  
Executive Eng  
CSQ, CPWD, Nirman Bhawan, New





**CENTRAL PUBLIC WORKS DEPARTMENT**

Office Memorandum

DG/TAS/MISC/06

ISSUED BY AUTHORITY OF DIRECTOR GENERAL, CPWD

NIRMAN BHAWAN NEW DELHI

DATED: 16/02/2017

Subject:- Specific recommendations/Plan of Action on Air Pollution and Green House in Delhi

The National Capital Region Planning Board based on the Study Report prepared by IIT-Kanpur is available on the website of Govt. of NCT Delhi i.e. <[http://delhi.gov.in/DoIT/Environment/PDFs/Final\\_Report.pdf](http://delhi.gov.in/DoIT/Environment/PDFs/Final_Report.pdf)> circulated specific recommendations/Plan of Action on Air Pollution and Green House Gases for implementation, which are as under:-

**(A) Construction and Demolition**

- I. Vertically cover the construction area with fine screens
- II. Handling and Storage of Raw Material: completely cover the material
- III. Use water spray and wind breaker
- IV. Store the waste inside premises with proper cover

**(B) Concrete Batching**

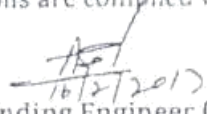
- I. Use water spray and wind breaker
- II. Use bag filter at Silos
- III. Use Enclosures, Hoods, Curtains, Telescopic Chutes, Cover Transfer Points and Conveyer Belts

**(C) Road Dust and Soil Dust**

- I. Vacuum Sweeping of major roads (Four Times a Month)
- II. Carpeting of shoulders
- III. Mechanical sweeping with water wash
- IV. Plant small shrubs, perennial forages, grass covers in open areas

All the Chief Engineers/Chief Project Manager/Project Managers in the National Capital Region are directed to ensure that the above said provisions/recommendations are complied with

Issued with the Approval of DG, CPWD

  
Superintending Engineer (TAS)

No.155/SE (TAS)/C & D Waste/2016-17/ 42 - E

Dated: 16 /02/2017

To,

1. All Spl, DGs/ADGs/CEs/CPMs/PMs of CPWD and PWD Delhi through CPWD Website.

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F.No.28012/7/2016-W-3  
Government of India  
Ministry of Urban Development  
(Works Division)

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Nirman Bhawan, New Delhi  
Dated the 28<sup>th</sup> December, 2016

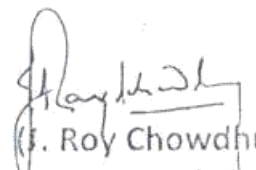
OFFICE MEMORANDUM

**Subject:- Adoption of New & Emerging Technologies in construction work of value not less than Rs.100 crores in Metropolitan cities, undertaken by CPWD, DDA and NBCC – reg.**

Reference is invited to Ministry of Urban Development's OM dated 30.05.2016 on the above mentioned subject wherein inter alia it was mandated that CPWD, DDA and NBCC would adopt 3 (three) new Technologies viz. (i) Monolithic Concrete Construction System using Aluminium Formwork, (ii) Industrialized 3-S System using Cellular Light Weight Concrete Slabs & Precast Columns (Precast/prefab) and (iii) Monolithic Concrete Construction System using Plastic – Aluminium Formwork, initially in the Metropolitan Cities of India, where the value of works is Rs.100 crore or more.

2. The matter has been considered further. It has been now decided that the aforesaid new technologies may be mandatorily adopted for all projects across the country, irrespective of location and project cost with effect from 01.04.2017. In case, it is not found feasible to implement these provisions in a particular project, specific permission should be accorded by DG, CPWD/CMD, NBCC/Vice Chairman DDA respectively on case to case basis, with detailed justification.

3. This has the approval of Hon'ble UDM.

  
(J. Roy Chowdhury)  
Deputy Secretary (Works)  
Tel. No. 23062425

To

1. Vice Chairman, DDA, Vikas Sadan, INA, New Delhi-110023.
2. Director General, CPWD, Nirman Bhawan, New Delhi -110011.
3. CMD, NBCC Limited, NBCC Bhawan, Lodhi Road, New Delhi-110003.

Copy for information to :

1. PS to Hon'ble UDM, PS to Hon'ble MoS, PPS to Secretary(UD), PPS to AS(UD) & PPS to AS(SC).
2. All Joint Secretaries/Economic Adviser/OSD(UT)/JS&FA in M/o UD.
3. All Director/D.S. in M/o UD.
4. Office Memorandum file – US(W-3).

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Govt. of India  
Central Public Works Department  
(Technology Application and Standards Unit),  
Room No. 418 "A" Wing, Nirman Bhawan  
New Delhi

No. 17/SE (TAS)/BMTPC/2016-17/ 78E

Dated: 21/04/2017

To

✓ Chief Engineer (SZ)-II  
Office of Chief Engineer  
Nirman Bhawan, Sultan Bazar  
Hyderabad-500095

Subj: Adoption of new and emerging technologies in construction works of CPWD-Regarding  
Ref: 70(1000/2017/5-W (TAS)-II)/1057-59-1000-1000-03/04/2017

In reference to the letter under reference on cited subject, it is submitted that as per OM No. No-28012/7/2016-W-3 dt. 28/12/2016 of MoUD the 3 (three) new technologies viz (i) Monolithic Concrete Construction System using Aluminium Form work, (ii) Industrialized 3-S System using Cellular Light Weight Concrete Slabs & Precast Columns (Precast/Prefab) and (iii) Monolithic Concrete Construction system using Plastic - Aluminium Formwork may be mandatorily adopted for all projects across the country, irrespective of location & project cost with effect from 01/04/2017. In case it is not found feasible to implement these provisions in a particular project, a proposal should be sent through SDGs with detailed justification to DG CPWD for their permission.

It is to mention that minimum sizes and cover of reinforcement of RCC wall, roof, columns & beams etc. should be kept as per provisions in National Building Code 2016 Part-IV along with other design requirements of NBC.

Issues with the approval of DG, CPWD.

21/4/2017  
Superintending Engineer (TAS)  
CSQ, CPWD, Nirman Bhawan  
New Delhi

Copy to: All SDGs for information please

Superintending Engineer (TAS)