GOVERNMENT OF INDIA
URBAN DEVELOPMENT
LOK SABHA

UNSTARRED QUESTION NO:3284
ANSWERED ON:14.12.2005
UPKEEP OF GOVERNMENT QUARTERS
Paswan Shri Virchandra

Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the Standing Committee on Urban Development in their report No. 7 (2004-05) had stated that the upkeep of the residential accommodation and maintenance thereof has not been upto the satisfaction of the residents and the roads are not being kept in good condition and the electrical and telephone poles are not being shifted to make room for wider service lanes;

(b) if so, the action proposed to be taken by the Government thereon;

(c) whether white washing is not being carried out in the quarters, the number of which has been given by the inquiry clerk to the contractors;

(d) if so, the reasons thereof and the action taken against the contractors in this regard;

(e) whether the Government is also not carrying out works on 10 percent basis in the Government quarters; and

(f) if so, the reasons thereof and the steps taken to ensure the same?

Answer

MINISTER OF URBAN DEVELOPMENT AND CULTURE (SHRI S. JAIPAL REDDY)

(a)&(b): The Standing Committee of Urban Development in their report No. 7 of 2004-05 have expressed their `concern over the lackadaisical manner of working of the CPWD in maintenance of the CPWD built residential accommodation in Delhi`.

Following steps have been taken by the CPWD to improve satisfaction level of the resident with respect to maintenance of residential accommodation;

(i) A computerized complaint receiving and monitoring system has been introduced in New Delhi to facilitate receipt of complaints on telephone/internet.

(ii) Annual maintenance plans are prepared to use the available budget completely.

(iii) Frequent meetings with Residents` Welfare Associations are held to obtain feedback and take steps for redressal of complaints.

(c)&(d): All attempts are made to get white washing done on agreed dates. However, sometimes there is a time lag between the date on which a quarter no is given to contractors and the actual white washing is due, due to various reasons such as non-availability of labour/material or delay in completing previous works, etc.

(e)&(f): Works of addition/alteration, on cost sharing basis by the allottees, are carried out subject to availability of funds.