

(b) and (c) Certain facility are not being provided in Type-1 houses including iron grill gate at the entrance due to limited resources as well as the fact that the colonies of Type-1 houses are to be redeveloped in phased manner.

Banquet facilities in Delhi

2309. DR. JANARDHAN WAGHMARE: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether the monitoring committee of the Supreme Court has given any advice to MCD not to allow motels in the capital for conducting banqueting facilities;

(b) if so, whether Government has some alternative arrangements to meet the demand of people for banqueting facilities;

(c) if so, whether Government proposes to allow motels in the capital having certain specifications, like adequate parking area etc. to conduct banqueting business; and

(d) if so, by when and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA ROY): (a) Yes, Sir.

(b) Municipal Corporation of Delhi (MCD) has intimated that the social functions are allowed in Farm Houses as per guidelines issued by Government of National Capital Territory of Delhi. To take care of the requirement of marriage/public function, etc., the Master Plan for Delhi (MPD)-2021 provides for City Multipurpose Ground, District Multipurpose Ground and Community Multipurpose Ground. Multipurpose Ground can be sub-divided suitably with minimum of 0.5 ha of plot area to accommodate number of functions at one time. The MPD-2021 also provides for 'banquet Halls/banquet' in Metropolitan City Centre, District Centre, industrial and commercial areas including notified commercial streets under Mixed Use Regulations.

(c) and (d) Motel as use activity was permitted in 1995 in the Rural Use Zone/Green Belt and in Commercial Zones on National Highways and Inter-State roads of a minimum width of 20 m Right of Way or service roads running parallel to them. Motel is defined as a premises designed and operated especially to cater to the boarding, lodging, rest and recreation and related activities of

travelers by road. The permissible Floor Area Ratio (FAR) for motels is 15 for the first two hectare and 5 for the remaining land subject to a maximum floor space of 4500 sqm. The maximum ground coverage shall be equivalent to FAR. The built up structure shall not exceed the height of 9 m. As per MPD-2021, new motels shall not be permitted in the proposed urban extension and Green Belt.

Toll free number for lodging complaints/grievances

2310. SHRI MOHAMMED ADEEB: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) what are the department/offices under the Ministry, which are dealing with public and have not provided toll free numbers to public for lodging complaints/grievances; and

(b) the details of reasons for not providing toll free numbers for public complaints/grievances and by when these departments/offices are likely to provide such toll free numbers for public convenience?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA ROY): (a) Following attached and subordinate offices under this Ministry deal with the public:

1. Central Public Works Department (CPWD)
2. Directorate of Estates
3. Land and Development Office (L&DO)

In addition, Delhi Development Authority (DDA), an autonomous organization under the Ministry also deals with the public.

In Delhi, CPWD has provided Toll free Numbers - 1800114499 and 19002664499 to the Public through Call Centres for lodging complaints regarding maintenance of Government accommodation.

(b) The nature of public dealing in the offices under the Ministry of Urban Development is largely document oriented in nature, involving land records etc. Grievance redress mechanisms involving electronic lodging of complaints through CPGRAMS portal of the Department of Administrative Reforms and Public Grievances, appointment of public grievance officers and public grievance cells with telephone numbers and e-mail addresses of the officers concerned, open public hearing held by L&DO and DDA are considered as appropriate *vis-a-vis* the nature of the likely public grievance against these offices.