

Pending complaints against CPWD

1528. SHRI P. BHATTACHARYA: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether under a new system, many of the daily complaints made to CPWD are designated as major complaints and thereafter such complaints remain pending for long with reminder of such complaints not even entertained;

(b) if so, the details thereof and the prescribed time-limit to address such major complaints;

(c) whether complaints regarding damaged, garage doors of block No. 13 to 15, Baba Kharak Singh Marg, Mew Delhi have also be designated as major complaints and lie unaddressed even though the complaints are made an year ago; and

(d) if so, by when action would be taken in the matter?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRIMATI DEEPA DASMUNSI): (a) and (b) As per the information provided by the CPWD, if the complaints can be attended by material and manpower available in the service center it is treated as a minor complaint whereas the complaints related to major repair and replacement work are designated as major complaints. There is no time limit prescribed for attending major complaints. However, they are attended by CPWD after arranging required material. The tenders are also called for, if required. The disposal of major complaints depends upon the quantum of work and availability of funds with the CPWD.

(c) and (d) Yes, Sir. The concerned complaints were categorized under head of 'Special Repairs' by the CPWD. The entire funds allotted for carrying out 'Special Repairs' got exhausted on repair of roofs to check seepage problem. Hence, repair of doors was not carried out by CPWD, last year. However, during the current year, the CPWD has replaced the garage doors of 5 out of 7 garages, for which the complaints were received. The remaining two have not been done as the doors were found locked by the CPWD.

Urban development schemes in Bihar sponsored by the Centre

†1529. SHRI DHARMENDRA PRADHAN: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) the details of urban development schemes in Bihar sponsored by the Centre;

(b) the details of financial assistance given for the said schemes;

†Original notice of the question was received in Hindi.