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| 11. Km. Nargesh     | 15. Shri Ram Karan Meena |
| 12. Shri Ghanshyam  | 16. Shri Jagjit Singh    |
| 13. Shri Vikky      | 17. Shri Radhey Kishan   |
| 14. Shri Ajay Kumar | 18. Shri Vishal Kumar    |

(c) Out of 18 (Eighteen) candidates, 6 (six) applicants were given appointment.

(d)	Sl. No.	Name	Date of Appointment
	1	Smt. Kusum, Sweeper	30/03/2011
	2	Smt. Asha Devi, Beldar	06/06/2011
	3	Shri Nagesh, Khalasi	30/07/2011
	4	Smt. Krishna, Beldar	27/02/2012
	5	Shri Lalit Kumar, Beldar	27/02/2012
	6	Shri Tarun Kumar, Chowkidar	21/03/2012

(e) Due to non availability of adequate number of vacancies, appointments could not be offered to all the candidates. Appointments will be made if vacancies arise and no specific date can be given.

#### **Toll Free Numbers for lodging complaints**

1534. SHRI A.A. JINNAH: Will the Minister of URBAN DEVELOPMENT be pleased to state:

(a) whether Government is aware that various Government/Ministries/Departments/Offices have provided Toll Free Numbers to public for lodging their complaints/grievances;

(b) if so, the Department/Offices under the Ministry, which are dealing with public and have not provided such Toll Free Numbers to public for lodging complaints/grievances; and

(c) the detailed 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 (SHRIMATI DEEPA DASMUNSI): (a) Yes, Sir.

(b) 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 this Ministry also deals with the public.

In Delhi NCR areas, CPWD has provided Toll free Numbers - 18002664499 and 1800114499 to the Public through Call Centres for lodging complaints regarding maintenance of Government accommodation.

(c) 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.

**Guidelines for approval of construction work to get the layout plans**

†1535. SHRI PARVEZ HASHMI: Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) the guidelines of Government regarding construction work and to get the layout plans approved in the unauthorised colonies of Delhi;
- (b) the details thereof;
- (c) whether Government has prohibited any construction work in the above colonies without getting the approval of the layout plans; and
- (d) the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRIMATI DEEPA DASMUNSI): (a) to (d) As per the Regulation for regularisation of unauthorized colonies in Delhi notified by Delhi Development Authority (DDA)

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†Original notice of the question was received in Hindi.