

(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)

†Original notice of the question was received in Hindi.

vide Gazette Notification No. S.O. 683 (E) dated 24.03.2008 and amendments therein notified vide Gazette Notification No. S.O. 1452(E) dated 16.6.2003 and Gazette Notification No. S.O. 1297(E) dated 6.6.2012, the layout plans of unauthorized colonies are approved by the competent authority in the Local Body on submission by Resident Welfare Associations (RWA). Building activities are allowed only after approval of layout plans.

**Rules regarding construction of houses and buildings
in Lal Dora area in Delhi**

†1536. SHRI PARVEZ HASHMI: Will the Minister of URBAN DEVELOPMENT be pleased to state:

- (a) the details of rules regarding construction of houses and buildings in Lal Dora area, urbanized and rural villages under Master Plan, 2011 in Delhi;
- (b) whether there is provision of any additional relaxation for getting the layout of the building passed in the above said areas; and
- (c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRIMATI DEEPA DASMUNSI): (a) to (c) Regulations of construction of houses and building in Lal Dora and village Abadi Area are governed as per "The Building Regulations for Special Area, Unauthorised Regularised Colonies and Village Abadis, 2010," notified by Delhi Development Authority vide Notification number S.O. 97 (E) dated 17.1.2011 under Master Plan for Delhi-2021 and Circular No. TP/01/4095/11 dated 9/12/2011 issued by Town Planning Department of Municipal Corporation of Delhi.

As per the said regulations all existing exemptions with respect to sanctioning of Building Plans in Village Abadis have ceased to exist from the date of Notification of these regulations. In such areas where there are no approved layout plans, the sanction of Building Plan is governed by the provisions of Master Plan/ Zonal Development Plan.

Extension of metro line from Sector 32 to 62 of NOIDA (U.P.)

1537. SHRI VEER SINGH: Will the Minister of URBAN DEVELOPMENT be pleased to state:

†Original notice of the question was received in Hindi.