

No.D-31012/03/2010-Gen.
Government of India
Ministry of Corporate Affairs

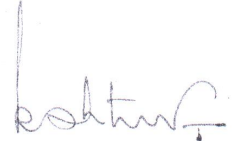
'A' Wing, 5th floor, Shastri Bhavan
New Delhi, dated 19 June, 2015

Office Memorandum

Subject:-Improving the accountability of grievance resolution received by CPWD regarding renovation/up gradation/maintenance works of Government accommodation - Regarding

The undersigned is directed to state that the CPWD has put in place a grievance redressal mechanism, which is circulated by D.O.No.28012/14/2014-W1 dated 4th June, 2015 from Joint Secretary, Ministry of Urban Development. All addressees are requested to go through the aforesaid mechanism hosted on the MCA's website www.mca.gov.in under the link "Notices & Circulars" and use the same for their grievance resolution.

Encl: As above.



(Kshitish Kumar)

Under Secretary to the Government of India

1. All Officers/Sections in the Ministry.
2. All Regional Directors, MCA
3. Secretary, Company Law Board.
4. Chairman, IICA
5. Director, SFIO
6. Secretary, CCI
7. Chairman, Central Appellate Tribunal.
8. Chairman, Institute of Company Secretaries of India.
9. E.Governance Cell with the request to up-load the above O.M. alongwith its enclosures on the Ministry's website under the link "Notices & Circulars".

FTS:- 17755/2015

प्रवीण प्रकाश, आई.ए.एस.

PRAVEEN PRAKASH, IAS

Joint Secretary & Mission Director (SBM)

संयुक्त सचिव एवं मिशन निदेशक (एस.बी.एम.)

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सत्यमेव जयते



भारत सरकार

शहरी विकास मंत्रालय

निर्माण भवन, नई दिल्ली-110011

GOVERNMENT OF INDIA
MINISTRY OF URBAN DEVELOPMENT
NIRMAN BHAWAN, NEW DELHI-110011

नई दिल्ली-110011, तारीख 201
09/06/2015

D.O. No. 28012/14/2014-W1

Dear Sir,

CPWD is maintaining approximately 93,000 Government quarters for the Central Government employees from Group I to Group IV all over India. In order to improve the accountability of grievance resolution received by CPWD regarding renovation / up gradation / maintenance works of government accommodation, CPWD has initiated an online portal CPWD Sewa (www.cpwdsewa.gov.in) integrated with the Call Centre (Toll Free Number: 18002664499, 1800114499) and the SMS Gateway.

2. CPWD has also prescribed a Maintenance Charter, which states the maximum time limit by which complaints shall redressed. A copy of the relevant citizen charter is also enclosed.

3. Nevertheless, many occupants are lodging their complaints directly to CPWD staff. In such cases, if resolution is not speedy, it brings dissatisfaction to plaintiffs as complaints do not formally enter the system, thereby not getting monitored. It has also been decided that an amount @ Rs. 200 per day shall be paid as compensation by CPWD to the complainant towards any failure against attending the complaint within the specific timeline given in Maintenance Charter, adopted by CPWD in January, 2015.

4. I, therefore request you to encourage the staff in your Ministry to use the aforementioned online procedure for lodging complaints and desist from making personal complaints.

With Regards,

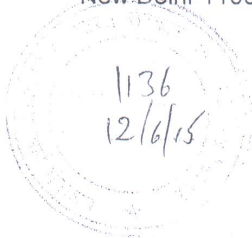
Yours Sincerely,

(Praveen Prakash)

234/DS(JS/A)
9/6/15

Encl: As above.

Shri Suresh Pal
JS (Admn.)
M/o Corporate Affairs
A-wing, Shastri Bhawan,
Rajendra Prasad Road,
New Delhi-110001.



For n.g. Pl.

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09/6/2015

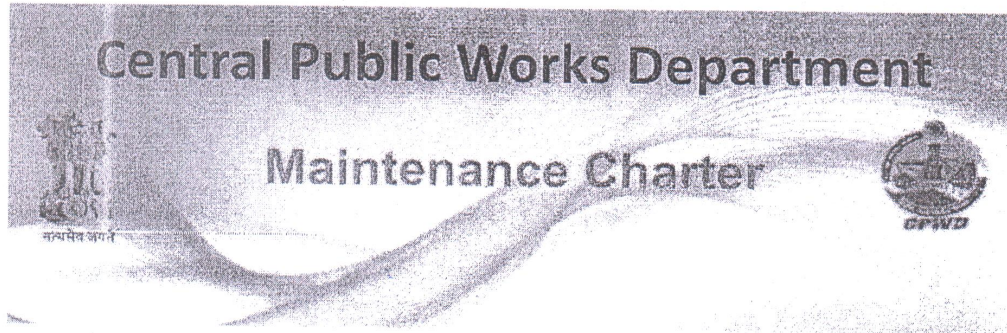
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INTRODUCTION

Established in July, 1854 at Ajmer as the central agency for execution of public works, the Central Public Works Department (CPWD) has now grown to become a multi-disciplinary and multi-dimensional organization of the Central Government, which provides services from project concept to completion and maintenance management in post construction stage. The quantum of maintenance with CPWD can be gauged from the fact that there are about 1,40,000 units of General Pool Residential Accommodation (GPRA) and 22,60,000 sqm area of General Pool Office Accommodation (GPOA). There are other residential and non-residential buildings also, including some well known monumental and prestigious buildings such as the President Estate, Parliament House, Supreme Court, hospitals, colleges, sports complexes, etc. The daunting task of maintaining these buildings located all over the country is performed by CPWD through a wide network of offices and work force managed by professionals.

VISION

To operate and maintain the building systems, interior spaces, and exteriors to ensure their safe, reliable, and efficient functioning with the help of sustainable materials, user-centric methods, and building maintenance solutions.

MISSION

- To achieve professional excellence in delivering building maintenance solutions of high quality.

- To introduce innovative procedures and building maintenance system to ensure user satisfaction.
- To maintain all civil, electrical, and mechanical systems in buildings in good working order for users comfort and safety.
- To maintain common areas, streets, parks, and bulk services.

OBJECTIVES

Building maintenance involves activities to sustain, restore, or improve facilities and services to currently acceptable standards. The objectives of maintenance are :

- (a) To preserve building and services in habitable and good operating condition.
- (b) To ensure safety of the occupants
- (c) To update, renovate, or retrofit the facilities to improved specifications and standards, where so required.

MAGNITUDE

CPWD maintains those central government buildings whose ownership is vested with the Ministry of Urban Development, from the funds reflected in its Demands of Grants. It also maintains other central government buildings constructed by CPWD, from funds provided by user departments. There are about 1,42,000 residential units and 2.3 million sqm plinth area of non-residential buildings being maintained by CPWD.

TYPES OF MAINTENANCE COMPLAINTS

The maintenance complaints handled by CPWD are grouped as given below.

- (a) **Minor Complaints** : These include works which are attended on day-to-day basis, such as removing blockage of drainage system, manholes, restoration of water supply, repairs to faulty switches, watering of plants, hedge cutting, etc.
- (b) **Major Complaints** : As the building ages, there is deterioration to various components, and it becomes necessary to restore them back to original condition. The major complaints include works of replacement or repairs to deteriorated or worn out components of the building like replacement or repairs

to door, window frames and shutters, plumbing and sanitary installation, internal wiring, electrical equipment, earthing, re-grassing, re-planting, etc.

- (c) **Periodical Complaints** : These include works of periodical nature like white or colour washing, distempering, painting, replacement of switches, sockets, etc.
- (d) **Upgradation** : In case of non-residential buildings, some works are carried out to suit the special requirement of occupying departments for functional efficiency, from funds provided by them. In case of residential buildings, the Ministry of Urban Development has prescribed detailed specifications for free of cost upgradation of quarters vide OM no. 11014/1/2008-W3 dated 14.03.2008 and no. 11014/1/2009-W3 dated 12.10.2009.

SERVICES OUTSIDE THE PURVIEW OF CPWD

- (a) Bulk services like internal roads, water supply, sewerage system, storm water drains, electric sub-stations, feeder pillars, etc. handed over to local bodies.
- (b) Housekeeping. It is distinct form building maintenance, and is arranged by the user department or Coordination Committee in case of GPOA.
- (c) Maintenance of fire extinguishers installed at various locations in the building is the responsibility of the user department.
- (d) Security of building is the responsibility of the user department.
- (e) Pest control and monkey menace.

BUDGET

Budget is provided by the government under the Major Head 2059-Maintenance & Repairs and 2216-Maintenance & Repairs for maintenance of non-residential and residential buildings, respectively. Since the budget given under these heads is generally less than the requirement, the maintenance works are prioritized according to importance and necessity. This inevitably leads to some dissatisfaction among the users. The demand and grant of budget for the last three years are given on next page.

S No	Description	Year 2012-13		Year 2013-14		Year 2014-15	
		Demand	Grant	Demand	Grant	Demand	Grant
1	MH 2059-M&R	746.76	638.28	851.90	674.45	1046.97	596.49
2	MH 2216-M&R	698.02	620.18	781.59	599.54	1006.28	616.19

CPWDSewa

CPWDSewa, a web based application for lodging, monitoring and managing maintenance complaints, was introduced in the year 2010 to overcome the drawbacks of traditional methods of handling complaints. It is integrated with the call centre (toll free numbers 18002664499, 1800114499) and SMS gateway. The system caters to both residential and non-residential buildings. The main features of CPWDSewa are :

1. The allottees can register maintenance complaints either through toll free telephone numbers at the call centre or online. They have to register their mobile number to get password and access to the system. The SMSs are sent to the same mobile number.
2. The call centre forwards the complaint to the respective service centre, which assigns them to workers concerned. The status of complaint can be checked online by the allottee though SMS is sent to him at the stages of complaint registration, assignment of complaint and completion of job.
3. The occupation and vacation of quarters is integrated with e-Awas, the Accommodation Management System of the Directorate of Estates.

TIME FRAME FOR ATTENDING COMPLAINTS

The time frame (working hours or days) of attending minor, major, and periodical complaints, and upgradation is given on next page. While every effort will be made to adhere to the time frame, non-availability of adequate budget and maintenance personnel may cause delay. CPWD aims to attend 70% of complaints of various categories within the time frame stipulated for that category.

S No	Complaint Description	Time
1	Emergency (blocked drains, no power, no water, etc.)	6 hours
2	Minor (cleaning of drains, water overflow, faulty switches, etc.)	3 days
3	Major (repairs to doors, windows, plumbing, internal wiring, etc)	30 days
4	Periodical (white washing, painting, cleaning water tanks, etc.)	60 days
5	Upgradation (Type-I, II, III, and IV quarters)	60 days
6	Upgradation (Type-V and higher type quarters)	75 days

WE SEEK YOUR COOPERATION ON THE FOLLOWING

Maintenance Charter is a joint effort between CPWD and users, to improve the quality of services provided by CPWD. We request them to help us in the following manner.

- To keep the accommodation and its surroundings clean and hygienic, and not make any unauthorized addition/alteration in the government buildings.
- To proactively suggest improvements during meetings, or through e-mails to the officers' in-charge of maintenance.

THIS CHARTER IS EFFECTIVE FROM 01.01.2015