

DIRECTORATE GENERAL OF WORKS  
CENTRAL PUBLIC WORKS DEPARTMENT  
NIRMAN BHAWAN NEW DELHI

No. PM/DGW/401/

Dated July, 2006

**Sub:- Improving maintenance of Residential colonies and office buildings.**

CPWD is maintaining residential colonies and office buildings for General Pool as well as other departments. The standard of maintenance is not satisfactory and the department is facing lot of flack mainly for maintenance. The Standing Committee of Parliament on Urban Development has also expressed the need for improvement of maintenance by CPWD.

The DG (W) took up a meeting on 17.7.2006, and has decided that a special drive be followed to ensure visible improvement in maintenance. For these instructions issued with regard to improvement in maintenance must be strictly followed and adhered to. The action to be taken regularly shall be as under:-

- (1) The attending of complaints lodged by allottees are to be verified by JEs/AEs/ADs (at least daily 5 nos. each by JE/AE/SO independently)
- (2) The Asstt. Engineer and his Junior Engineer to pool themselves to make them available at one service centre from 9 AM to 10.30 AM on each Saturday (on 2<sup>nd</sup> Friday if they avail 2<sup>nd</sup> Saturday) and at least one other working day to interact with residents / RWAs and other persons who may like to personally make any request.
- (3) EE (DDH also) incharge of works to be available for at least 1 hour at various service centers on Saturdays (on 2<sup>nd</sup> Friday if they avail 2<sup>nd</sup> Saturday) by rotation for meeting those desirous to meet him personally.
- (4) Superintending Engineers (including Director of Horticulture) are expected to inspect each service center once in a fortnight to examine that the complaints are properly attended (including inspection for preventive maintenance particularly for utilities) and attending of complaints are verified by JE/AE.AD and send inspection reports of these visits to Chief Engineers under

intimation to their ADG immediately on inspection. For Delhi, reports be sent by all SE's to ADG(TD) also.

- (5) Chief Engineers both civil and electrical may like to inspect each enquiry office preferably once in a month, if time permits them.
- (6) The Chief Engineers in Delhi to review the inspection reports of SEs / DOH and submit a report to ADG (TD) by 4<sup>th</sup> of the following month.
- (7) ADG (TD) shall review these maintenance reports and bring urgent issues to the notice of DG(W) by 7<sup>th</sup> of the month.

The above maintenance review by various officers besides verifying proper attendance and checking of complaints should also include the following activities and specific report with regard to these shall have to be submitted.

- (1) Cleaning of water tanks i/c individual tanks on top of terraces.
- (2) Removal of malba in colonies.
- (3) Road maintenance i/c pot holes of roads maintained by CPWD, scavenging etc.
- (4) Cleaning of berms along the roads.
- (5) Cleaning of berms outside the boundary walls of parks.
- (6) Cutting of grass / trimming of trees in the parks.
- (7) Street light.
- (8) Lift operations.
- (9) General cleanliness of the colony.
- (10) Other specific common problems of residents of colonies.
- (11) Misuse of the fire fighting room.
- (12) Common area lighting etc.

All Chief Engineers are requested to circulate it to all the SEs (by name).

This issues with the approval of DG(W).

**( A.K. JAIN )**

DY.DIRECTOR GENERAL (WORKS)

To

1. Sh. Anant Ram, Additional Director General (S&P), CPWD, New Delhi
2. Sh. G. S. Mehta, Additional Director General (TD), CPWD, New Delhi
3. Sh. S. S. Jasrotia, Additional Director General (NR), CPWD, New Delhi
4. Sh. Anil Kumar, Additional Director General (WR), CPWD, Mumbai.
5. Sh. K. Srinivasan, Additional Director General,(SR), CPWD, Chennai.
6. Sh. A. K. Bhatnagar, Additional Director General (ER), CPWD, Kolkata.
7. Sh. L. P. Srivastava, Chief Engineer (NDZ)-I, CPWD, New Delhi.
8. Sh. D. S. Sachdev, Chief Engineer (NDZ)-II, CPWD, New Delhi.
9. Sh. G. S. Mehta, Chief Engineer (NDZ)-III, CPWD, R.K.puram, New Delhi.
10. Sh. R. P. Bhardwaj, Chief Engineer (NDZ)-IV, CPWD, R.K.puram, New Delhi.
11. Sh. K. J. Singh, Chief Engineer (NDZ)-V, CPWD, New Delhi.
12. Sh. S. K. Mittal, Chief Engineer (MAPZone), CPWD, New Delhi.
13. Sh. P. K. Gupta, Chief Engineer(NZ)I, CPWD, Chandigarh
14. Sh. O. P. Bhatia, Chief Engineer(NZ)II, CPWD, Lucknow.
15. Sh. N. M. D. Jain, Chief Engineer (NZ)III, CPWD, Jaipur
16. The Chief Engineer (SZ)I, CPWD, Chennai
17. Sh. R. S. Prasad, Chief Engineer (SZ)II, CPWD, Hyderabad
18. Sh. Chinnaswamy, Chief Engineer(SZ)III, CPWD, Bangalore
19. Sh. Bipin Chand, Chief Engineer(EZ)I, CPWD, Kolkata
20. Sh. C. S. Prasad, Chief Engineer(EZ)II, CPWD, Patna
21. Sh. Rakesh Mishra, Chief Engineer (NEZ), CPWD, Shillong
22. Sh. V. Nainani, Chief Engineer(WZ)I, CPWD, Mumbai
23. Sh. N. K. Sinha, Chief Engineer(WZ)II, CPWD, Nagpur
24. Sh. N. K. Sinha, Chief Engineer (CZ), CPWD, Bhopal.
25. Sh. Pratap Singh, Chief Engineer(BFZ), CPWD, New Delhi
26. Director (PM)
27. Director (P&WA)
28. Director (S&D)
29. FO to DG(W).