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CENTRAL PUBLIC WORKS DEPARTMENT

अनुरक्षण नियम पुस्तक

MAINTENANCE MANUAL

2000

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A GOVERNMENT OF INDIA PUBLICATION

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Foreword

It gives me immense pleasure that the Directorate has brought out Central P.W.D. Maintenance Manual, which is a much needed compilation for the guidance of the officials engaged in maintenance of government buildings and services. Although guidelines have been issued from time to time, it is for the first time that the existing guidelines have been compiled at one place in this Manual. A beginning in this regard was first made in October, 1999 when English version of the Manual was circulated to officers in the department. The same was updated on the basis of their suggestions before printing it as a bilingual document. All guidelines contained in this document will be treated as compilation of directions of the department to be followed by all concerned.

2. Government of India has been laying emphasis for saving on Non-plan expenditure to minimize the budget deficit. At the same time, the department continues to be under pressure for improving the standard of maintenance and attaining higher client satisfaction in terms of quality as well as speed. It has therefore been felt necessary that the officers deputed for maintenance should have easy and ready access to various guidelines issued by the Department/Ministry on this subject so as to enable them to take timely and appropriate action. The publication of maintenance manual fulfills this important requirement.

3. Even though the maintenance manual has been compiled basically for use in the CPWD, it may also be useful to a large number of Government organisations and Public sector undertakings who have adopted similar system of working. I am sure this will be well received by all concerned.

4. This Manual is the combined effort of a large number of officers. I would like to express my appreciation of the guidance given by Shri Chandra Pal, Addl. Director General (S&P) and the efforts put in by the Committee headed by Er. S.C. Vasudeva and all other officers who worked for this compilation.

B. S. Duggal

New Delhi

Dated : May 23, 2000

B.S. Duggal
Director General of Works
CPWD

Preface

The maintenance work-load of CPWD has been increasing steadily over the years and presently it constitutes nearly 50% of the total work-load. Consequently emphasis on maintenance has also increased. Government assets are added every year. However there is not much increase in the allotment of maintenance budget because of Government's emphasis to curtail the Non-Plan Expenditure. On the contrary, users' expectations are going higher for improving the standard of maintenance and for availability of better facilities and comforts in the buildings/services under their use. In this scenario, CPWD is faced with the challenge to maintain increasing quantum of assets with limited budget allocation and the Department is required to discharge this responsibility with efficient management of maintenance operations and by increasing its productivity to achieve client satisfaction.

2. To help meet the above challenge effectively and efficiently, it was felt necessary to compile the guidelines/instructions issued over last several years by Ministry/Department to improve the level of maintenance of Government assets, in the form of Maintenance Manual. A beginning was made by Systems & Development unit of the Directorate and with its commendable efforts it prepared the draft Maintenance Manual, which was reviewed by a Committee constituted by DG(W) vide O.M. No. 11/5/98-DW(S&D)/4632-31, dated 27th August, 1998 under the Chairmanship of Er. S.C. Vasudeva, Chief Engineer (NDZ)-II. The Committee examined the draft with reference to the system and practices prevalent in the department and many useful suggestions of the committee members and others were incorporated. I acknowledge the sincere efforts of Er. S.C. Vasudeva, Chief Engineer as Chairman of the Committee, ER. S.P. Singh, Director of Works (S&D) as Member Secretary and other Members of the Committee, i.e. Er. S.D. Prasad, Chief Engineer (Elect.), Er. D.P. Goyal, Chief Engineer, Er. N.K. Sinha, Superintending Engineer, Er. S.R. Pandey, Director of Works (P&WA), and Shri R.N.S. Tyagi, Director of Horticulture and their contribution made in reviewing the draft Manual. I also thank Er. N. Krishnamoorthi, Addl. Director General (TD), Er. Krishna Kant, Chief Engineer, Er. Vijay Motwani, Superintending Engineer, Er. A.K. Jain, Superintending Engineer (Elect.), Er. O.P. Gaddyan, Superintending Engineer, Er. P.K. Mathur, Superintending Engineer, Er. V.K. Malik, Superintending Engineer, Er. V.K. Sharma, Superintending Engineer, and Er. P.C. Arora, Superintending Engineer, Er. P.K. Vats, Executive Engineer for their useful contributions and suggestions and Shri N.N. Nautiyal, Steno.Gr. I and Ms. Rema Srinivas, LDC of Systems & Development unit of the Directorate for their hard work in compilation and typing out of the Camera copy of the English version of the Manual.

3. English version of the Manual was circulated to all officers in the department up to the level of Executive Engineer and their suggestions were invited vide Directorate O.M. No. 11/5/98-S&D/2916-3715, dated 16.11.99. Errors pointed out by officers were corrected and their suggestions were incorporated. An attempt has been made to include all the guidelines/instructions issued on the subject by Ministry/ Department. This Manual is bilingual. It's Hindi translation and typing was arranged by Hindi branch of the Directorate. I thank Shri B.P. Juyal, DD (OL), Shri V.P. Gaur, DD (OL), Shri T.C.

Mangla, AD (OL), Shri R.R. Shukla, Jr. Translator of this Directorate and Shri Rajesh Varma, LDC of Department of Land Resources.

4. The only works Manual available so far has been CPWD Manual Vol. II, which covers basically the work procedures, delegation of powers and responsibilities of the officers pertaining more to the construction activities, while touching maintenance activities briefly. This Manual is being revised separately and is being renamed as CPWD Works Manual. The new Manual, which covers only the guidelines and related instructions for maintenance of Govt. assets, has been named as "CPWD Maintenance Manual".

5. This Manual contains 11 Chapters and 34 Annexures. Perusal of Chapter-I "Maintenance" will provide at a glance brief salient features of the items covered in the remaining 10 chapters. An over view of important maintenance activities to be attended to by field officers on a daily, weekly, monthly and periodical basis, is also provided at a glance in Annexure 33. For detailed study, other chapters cover specific topics like Service Centres, Day to Day repairs, Special Repairs, Additions/Alteration, Preventive Maintenance, Encroachment and allotment rules for essential staff quarters etc. A separate chapter on "Horticulture Maintenance" has been added, which has been prepared taking into account the recommendations of the Karunakaran committee on improving the Horticulture Maintenance. Check-lists evolved by CE (Elect.)-I for the inspection of sub-station equipments, generating sets, air-conditioning plants and other electrical installations have been included in the Manual. It is expected that this Manual will help the officers in providing access to all the guidelines/instructions regarding maintenance at one place.

Chandra Pal

New Delhi

Chandra Pal

Addl. Director General (S&P)
CPWD

Dated : May 23, 2000

SCHEDULE

CHAPTER	PAGE NO.
1. MAINTENANCE	1-8
1.1 Introduction	1
1.2 Maintenance Services	1-2
1.2.1 Day to day repairs	2
1.2.2 Annual repairs	2
1.2.3 Special repairs	2
1.2.4 Additions and Alterations	2
1.2.5 Preventive maintenance	2
1.2.6 Horticulture maintenance	3
1.2.7 Maintenance of VIP Residences	3
1.3 CPWD Citizens' Charter	3
1.4 Means of Effecting Maintenance	3-5
1.4.1 Repair estimates	3
1.4.2 Service Centre	3-4
1.4.3. Modalities of maintenance	4-5
1.5 Register of buildings	5-6
1.6 Safety of buildings	6
1.7 Disposal of Government Buildings.	6-7
1.8 Cleanliness in the colonies	7-8
1.9 Monitoring of maintenance	8
1.10 Encroachment	8
1.11 Essential staff quarters	8

2. SERVICE CENTRES	9-17
2.1 Complaint Register	10-11
2.2 Disposal of Dismantled Material	11-12
2.3 Maintenance Stores	12
2.4 Occupation/Vacation of Premises	12-13
2.5 Review of Performance of Service Centres	13
2.6 Tasks to be Performed by various officers	13-17
3. DAY TO DAY & ANNUAL REPAIRS	18-19
3.1 Day today repairs	18
3.2 Annual Repairs	18-19
3.2.1 Register of periodical repairs	19
4. SPECIAL REPAIRS	20-22
4.1 Register of Special repairs	21-22
4.2 Authenticity of Special repairs	22
4.3 Extra Ordinary Special repairs	22
5. ADDITIONS/ALTERATIONS	23-24
6. PREVENTIVE MAINTENANCE	25-29
6.1 Accessibility for maintenance	25
6.2 Inspection of buildings and services	25-27
6.3 Preventive maintenance	27-29
6.3.1 Attending to services before monsoon rains/cyclones	28-29
6.3.2 Post Monsoon/Cyclone Measures	29
7. HORTICULTURE MAINTENANCE	30-32
7.1 Receipt, Recording & attending of complaints	30

7.2	Categorisation of works	30
7.3	Norms	30
7.4	Survey & Inspections	31
7.5	Work Programming	31
7.6	Monitoring and Control	31-32
8.	MAINTENANCE OF VIP RESIDENCES	33-47
8.1.	Additions/Alterations	33-34
8.1.1.	Constructions in Lutyens's Bungalow Zone area, New Delhi	34-35
8.1.2.	Upgradation of Bungalows in LBZ	35-38
8.2	Furniture/Furnishings	39
8.2.1	Maintenance of Furniture	39-42
8.3	Security Works	42-43
8.4	Arrangements for functions at VIP Residences/ Govt. functions.	43
8.5	Powers to CPWD Officers	43-47
9.	MONITORING OF MAINTENANCE	48-50
9.1	Monitoring of complaints lodged at Service Centres	48-49
9.2	Monitoring of complaints received directly by Chief Engineer	49-50
9.3	Maintenance Information System	50
10.	ENCROACHMENT	51-54
10.1	Steps for detection/removal of encroachment	51-52
10.2	Encroachments within purview of CPWD	52-53
10.3	Role of Local bodies in prevention of encroachment	53
10.4	Government instructions to local bodies.	53-54
11.	ESSENTIAL STAFF QUARTERS	55

ANNEXURES

1.	Complaint Registration Form	56
2.	Complaint Register	57
3.	Time Chart at Service Center for Junior Engineer and Section Officer Horticulture	58
4.	Acknowledgement to Complainant	59
5.	Complaint Transfer Memo.	60
6.	Workers Note Book	61
7.	Plinth Area Rates	62-63
8.	Register of Special Repairs	64
9.	Register of Periodical Repairs	65
10.	Permissible Additions/Alterations on Allottee's Request	66-67
11.	Application for Additions/Alterations in General Pool Accommodation	68-70
12.	Occupation/Vacation Report of Govt. Residence	71-72
13.	Yardstick of Workcharged staff	73-76
14.	Maintenance Cost Index	77-78
15.	Inspection of Buildings	79-82
16.	Responsibility for Detection/Removal of Unauthorised Constructions	83
17.	Financial powers Delegated to CPWD Officers	84-85
18.	Allotment of Govt. Residences Rules	86-109
19.	Inspection Lists	110-123
20.	Handing/Taking over of Building and services	124-131
21.	Check Lists	132-135

22.	Guidelines to prepare Annual Maintenance Estimates for Horticulture works	136-137
23.	Maintenance Norms, Frequency of Application of Finishing Items	138-139
24.	List of Estate Officers	140-157
25.	Review of Performance of Service Centers	158-160
26.	Life span of Furniture Articles	161-165
27.	Maintenance Returns	166-180
28.	CPWD Citizens' Charter	181-183
29.	Classification of Horticulture Maintenance Works	184-185
30.	Check List/Norms for Horticulture Maintenance	186-197
31.	Prestigious Offices/Office Complexes	198
32.	Horticulture Works Required to be Carried Out under a Sub Division	199-201
33.	Drill of Maintenance Activities	202-213
34.	Life of Electrical Equipments/Installations	214-217

CHAPTER 1

MAINTENANCE

1.1 Introduction

Building maintenance is work undertaken to keep, restore or improve every facility i.e. every part of a building, its services including Horticulture operations to a currently acceptable standard and to sustain the utility and value of the facility.

The objective of maintenance is: -

- (i) To preserve machinery, building and services, in good operating condition.
- (ii) To restore it back to its original standards, and
- (iii) To improve the facilities depending upon the development that is taking place in the building engineering.

In spite of recent improvements in building technology all the buildings deteriorate from the time they are completed. The rate of deterioration depends upon a number of factors. Not all the factors are under the control of the occupants. During the design and construction stages, the following become essential :-

- (i) Right choice of material.
- (ii) Suitable construction techniques.
- (iii) Adequate specifications for construction and installation work.
- (iv) Effective supervision throughout construction and rectification of defects prior to final certification.
- (v) Provision of adequate space for landscaping with proper design.

In fact the CPWD contracts provide for obligatory maintenance by the original contractor in the initial stages for a period of six or three months, depending upon the nature of the work, immediately following the date of completion as there are bound to be teething troubles in any new construction. If these are attended to, the maintenance pressure will be reduced. Where there are inherent defects both in design and construction the maintenance cost rises disproportionately to a higher level and the anticipated life of building is reduced.

Maintenance aims at effective and economic means of keeping the building and services fully utilisable. It involves numerous skills as influenced by occupancy and the performance level expected of a building. Programming of works to be carried out to keep the building in a good condition calls for high skills. Feed back from maintenance should also be a continuous process to improve upon the design and construction stages.

In the Manual wherever the maintenance of building is referred, it will include the associated services also.

1.2 Maintenance Services:

These include primarily operations undertaken for maintaining proper condition of buildings, its services and works in ordinary use. The use for which buildings are designed is a prime factor in determining the requisite standard of care.

Excessive maintenance should be avoided. At the same time, maintenance should ensure safety to the occupant or the public at large and should comply with the statutory requirements. The need also depends upon intensity of usage. The repair works are classified in under mentioned categories:

- Day to day repairs/service facilities
- Annual repairs
- Special repairs

In addition to above the following works are also executed by the maintenance wing of CPWD as per guideline prescribed by Government of India.

- (a) Additions and Alterations Works in the buildings.
- (b) Supply & maintenance of furniture & furnishing articles for Ministers, MPs & Judges of Supreme Court & High Court & other VIPs in Delhi.

1.2.1 Day to Day Repairs

Day to day repairs are carried out by CPWD in all the buildings under its maintenance on the basis of day to day complaints received at the Service Centres. For details see Chapter – 3.

1.2.2 Annual Repairs

To maintain the aesthetics of buildings and services as well as to preserve their life, some works like white washing, distempering, painting, cleaning of lines, tanks etc. are carried out periodically. These works are planned on year to year basis. For details see Chapter – 3 .

1.2.3 Special Repairs

Such works are undertaken to replace the existing parts of buildings and services which get deteriorated on ageing of buildings. It is necessary to prevent the structure & services from deterioration and restore it back to its original conditions to the extent possible. For details see Chapter-4.

1.2.4 Additions and Alterations

The works of additions/alterations are carried out in buildings to suit the special requirements of occupants for functional efficiency. Norms for facilities in govt. residential and non-residential buildings are revised from time to time. The facilities are updated by carrying out such works. For details see Chapter-5.

1.2.5 Preventive Maintenance

Preventive maintenance is carried out to avoid breakdown of machinery and occurrence of maintenance problems in buildings and services. Works of preventive maintenance are carried out on the basis of regular inspection/survey. For details see Chapter-6.

1.2.6 Horticulture Maintenance

CPWD carry out maintenance of large area of lawns/parks and gardens in colonies and VIP residences. System and norms for Horticulture maintenance are different from buildings and services. For details see Chapter – 7.

1.2.7 VIP Residences Maintenance

CPWD is maintaining large number of VIP residences in Delhi. These include Rashtrapati Bhawan, residences of Vice President, Prime Minister, Chief Justice, Union Ministers, Judges of Supreme Court, MPs etc. Special care has to be taken for maintenance of VIP residences. For details see Chapter – 8.

1.3 CPWD Citizens' Charter

As per Govt. of India instructions all departments/Ministries are to prepare Citizens' Charter indicating the obligations and commitments of departments and services offered by them to the citizens. CPWD has also prepared Citizens' Charter. The charter has to be implemented to fulfil the goal of the organisation i.e. 'clients' satisfaction'. A copy of Citizens' Charter is indicated at Annexure-28.

1.4 Means of effecting maintenance

1.4.1 Repair estimates

Annual repairs and maintenance estimates for buildings and Services are prepared in the beginning of the year. The estimates cater to day to day repairs and annual (periodical) repairs and should include the whole expenditure on cost of labour (regular work-charged staff and on muster roll), cost of materials required for day to day works, cost of work being carried out through work orders and contracts, municipal and other taxes, if any, payable by the Government/party, anticipated to be incurred during the working year on the maintenance of buildings in question. Yard stick for Civil, Electrical and Horticulture workers for maintenance is given in Annexure – 13. The total estimated cost of maintenance of buildings/structures during the year should be within the prescribed limits as approved by the Government/body concerned from time to time both for annual repairs and special repairs (Annexure – 7). Norms of expenditure for maintenance of Govt. Buildings by the CPWD in hilly areas has been under consideration. It has been decided vide Ministry of Works and Housing O.M. No.11085/22/81-WI dated 8th January 1985, that an enhancement of 50% for residential and 25% for non-residential buildings will be permissible over the rates approved for the plains till the norms are fixed on scientific basis. The funds for special repairs can be carried forward up to 5 years where considered necessary.

1.4.2 Service Centre

CPWD has a net work of Service Centres in various Govt. Colonies/ Office complexes for receipt and disposal of maintenance complaints which are made by the occupants. Usually Junior Engineer is in-charge of the Service Centre. For details see Chapter – 2. This chapter lay down broadly the duties of various functionaries involved in the maintenance. A drill of maintenance activities to be performed daily, weekly, monthly, annually and periodically by the functionaries is indicated in Annexure-33.

1.4.2.1 Complaint Register

All complaints received at the Service Centres are noted in complaint register. This is the basic document maintained at the Service Centre. Complaints of different nature are passed on to specific registers from the complaint register.

1.4.3 Modalities of maintenance

The maintenance works are undertaken through one of the following:-

- (i) Directly employed labour
- (ii) Through Contracts

Whether the work should be carried out through contract or own work force is decided on the nature of the following: -

- (a) Type of work
- (b) Amount of work
- (c) Expediency or urgency.

1.4.3.1 Through directly employed labour:-

Directly employed labour is the most appropriate for routine day to day maintenance. This comes under the following two categories:-

(1) *Departmental labour* : The cost of establishment due to workers such as their pay, allowances etc. are directly charged to the maintenance work and hence they are called work charged establishment. The existing norms for civil, electrical and horticultural staff employed on maintenance work is given in Annexures 13.

The work charged staff is meant for day to day maintenance of buildings only. The work charged staff is to be generally employed on operation and routine maintenance work. Maintenance and repair work of specialized and complicated nature which are normally not covered by the duties of the work charged staff may be got done through contractors. The work of carrying out annual repairs to residences, like colour washing, distempering, painting, whitewashing, etc. works of additions and alterations or minor works not requiring immediate execution are normally not covered by their duties and may be got done through contractors. However, spare capacity, if any, should be utilized in carrying out petty items of works, like putting up doors, partition of walls, change of W.C. and other similar items.

The prescribed yardsticks indicate the staff that is normally required in the maintenance Division. The full complement of the staff according to the yardsticks should be entertained only when work factors justify such appointment. The officers concerned are responsible for carefully scrutinizing the proposal for entertainment of work charged staff and engaging them only to the barest minimum.

The yardsticks are applicable through out India. Instead of attaching one or more Beldars with a particular category of skilled labourers, a pool of Beldars should be fixed on the basis of the total number of skilled labourers in a Division. This pool should then be deployed to work with the skilled labourers or otherwise in performing miscellaneous jobs, like cleaning the drains, repairs to roads, carriage of material etc., at the discretion of the Assistant Engineer in charge.

Where in a subdivision the distance between the farthest buildings is more than 16 K.M. and where not less than 75% of the property is uniformly scattered over a large area, 25% weightage may be allowed to all categories of work charged staff over the above yardstick.

No yard-stick need be prescribed for the maintenance of Rashtrapati Bhawan. The Engineer-in-charge should however deploy staff to the barest minimum required.

In future there would be no further recruitment to the categories of Blacksmith and Upholster. The existing incumbents of these two categories will however continue to hold their respective posts, till vacated on account of promotion, resignation, termination of service, retirement, death or otherwise.

The rounding off should be done at the level of Sub-division and a fraction of less than half ignored and half or more than half treated as one.

(2) *Casual labour* : Casual labour are employed for getting the work done departmentally. The muster roll is issued for a specified period generally not exceeding a month at a time and for a specific item of work. Measurements are recorded if the works are susceptible to measurements. Wherever there is a short fall in the strength of work charged establishment, it is made good by employing muster roll personnel. For works which are of very short duration but requiring a high intensity of labour, employment of muster roll is an appropriate step. In view of the interest of the Government to protect the casual labour, it is imperative to issue wage slips to all those who are employed on muster roll.

There is however complete ban imposed by the Government on engagement of labour through Muster Roll, Hand receipt, Work order or in any other form. Therefore, no labour other than work-charged establishment can be deployed on work without approval of M/o UA&E.

1.4.3.2 Through contracts

The annual repair work such as white washing, painting, petty works such as replacement of glass panes, repairs to plaster, changing roof tiles etc. are generally carried out through contract. The special repair works such as regrading, laying of water proofing treatment, repair of water supply pump sets, equipments and accessories of A/C plants, Audio/Video conference systems, substation equipments, DG sets lifts, fire alarm detection and fire fighting systems etc., are of good magnitude in financial terms, hence these are generally carried out through contracts. It will be preferable to employ specialised contractors for carrying out works, categorised as 'Specialised Works' indicated in the CPWD Works Manual (presently named CPWD Manual Vol. II).

1.5 Register of Buildings

- (i) Every division should maintain a Register of buildings upto date. The Executive Engineer should certify to that effect at the end of every financial year after ensuring that necessary additions in the cost and in structures are

made up to date. This certificate should be furnished by him to the Superintending Engineer every year in the month of July.

- (ii) The Superintending Engineer during his inspection of the Divisional Office, should examine this register to verify that it is being posted and maintained up to date.
- (iii) On similar lines, garden Register will be maintained by Horticulture indicating therein the original works, addition and alteration works and special repairs.

1.6 Safety of Buildings

- (i) All Buildings/structures are required to be inspected once a year by the Assistant Engineer in-charge to ensure that the building/structure is not unsafe for use. In case of electrical and other installations, the Assistant Engineer (Electrical) should inspect the same and record a certificate to that effect. The Junior Engineers are also required to inspect such structures/installations twice a year and record certificates to that effect.
- (ii) In case of any deficiency found in the structure/installation necessary report should be made to higher authorities and immediate steps taken to get the same inspected by the Executive Engineer and further action taken to remedy the defects. The Divisional officers will also inspect important buildings /Gardens once a year. He shall bring to the notice of his Superintending Engineer, cases where he has reasons to doubt the structural soundness of any building/structure/installations and the latter will take such action, as he considers necessary.
- (iii) In case of any deficiency found in the important buildings like Prime Minister's house, Cabinet Minister's House, Vice-president's House and houses of other V.I.Ps, report about unsafe condition of the house should always be sent to the Chief Engineer, who will send it to the Department /Ministry concerned directly or through the Ministry with his recommendations and proposals for repairs, if any for disposal of the building.
- (iv) In case it is decided to demolish such unsafe building, it should be disposed off without land by auction under the powers vested in competent authorities.

1.7 Disposal of Government Buildings

- (i) The powers for sale or dismantlement of a public building other than purely temporary structure are given in Annexure-17.
- (ii) The ministry of External Affairs shall have the powers to sanction sale and dismantlement of Public Building abroad, the book value of which does not exceed rupees one crore.
- (iii) When a building is proposed to be dismantled, a survey report should be prepared and submitted for approval of the competent authority. Where the approval of the Government of India to the proposal of demolition of the building in principle has been obtained, Director General (Work)/Chief Engineers are empowered to sanction the survey reports for write off of such buildings

- (iv) Once the decision is taken to dismantle the building, Electrical and Horticulture wings should be informed so that its maintenance is stopped immediately.

1.8 Cleanliness in the Colonies

Cleanliness will be maintained in the colonies. Malba accrued from the execution of repairs in government residences/buildings will not be allowed to stay at the place of work. Suitable points will be identified in the localities where malba generated from the day to day work will be stored by the departmental workers or the workers of contractors. It will be ensured that after day's work, malba is collected from the work place and deposited at the identified spot. Suitable provision will be made in the agreement for lifting of malba periodically from this identified spot. Safeguard will be taken that occupants do not throw garbage on this malba otherwise it would create unhygienic conditions for the residents.

Any leakage from the water supply line, sewers or unfiltered water supply line noticed in the colonies will be repaired immediately. Water will not be allowed to stagnate on the roofs, courtyards, roadside to act as breeding place for mosquitoes. All precautions should be taken to keep the colonies neat and clean. In case unhygienic/health hazardous conditions are noticed in the portion of areas/service maintained by local bodies, the same will be reported to them and pursued for action. Over head tanks will be provided with lockable covers and Mosquito proof couplings. The occupants will be advised against storage of water in coolers not in use and apply Mosquito repellants in the Cooler's pads etc... to check spread of Malaria.

1.8.1 Services to be attended by local bodies and CPWD

Often it becomes a point of dispute as to which services should be attended by department and by local bodies. Immediately after construction of all services and buildings in a colony are completed, local body is asked to take over the maintenance of bulk services in the colony. These include internal roads/paths, water supply, sewerage system, storm water drains. After these services are taken over by them it is their duty to carry out regular maintenance of these services and maintain cleanliness. Till such time these are not handed over to them, the same will be maintained by CPWD. Even where the bulk services are not taken over by the local bodies regular sweeping of roads/paths and common areas like lawns, parks and back lanes will be carried out by them.

1.8.2 Services to be provided by different disciplines of CPWD

So long as the bulk services in a colony are not handed over to local bodies and they do not even discharge their responsibilities of cleaning the areas, the Civil wing of CPWD will arrange the cleaning of back lanes, roads/paths and storm water drains. The electrical wing of CPWD will ensure proper maintenance of electric sub stations, feeder pillars, pump rooms etc. Cleaning of lawns, parks and hedges will be the responsibilities of Horticultural wing of CPWD. In case of flooding of the area civil wing of CPWD will take action when bulk services are maintained by the department.

In many Govt. colonies bulk water supply is received by CPWD from local authorities at one point in the colony, say underground sump and then it is distributed

through overhead distribution tank to different houses. The pumping of water to overhead tank is done by Electrical Wing of Department. The valves in various distribution lines upto a distance of 50 metre from overhead distribution tank will also be operated by Electrical wing of the Department.

1.8.3. Services not within the purview of CPWD

Under mentioned important services do not come under the category of maintenance of buildings and its services and hence not rendered by CPWD.

- (i) **House keeping** – It is distinctly different from building maintenance. It includes day to day cleaning/scavenging of the areas, which is arranged by user Department. According to Govt. guidelines Coordination Committee is formed by user Departments in case more than one Department/Ministry are located in an office complex and such services are arranged by Coordination Committee.
- (ii) **Maintenance of Fire Extinguishers** – Whereas maintenance of Fire detection and fire fighting equipment/services is within the preview of CPWD, maintenance and filling of Fire extinguishers installed at various locations in the building are the responsibility of user Department.
- (iii) **Security of building** – Security of the building is the responsibility of user departments, which is discharged by them directly or through Ministry of Home Affairs.

1.9 Monitoring of maintenance

For effective maintenance and achieving client satisfaction it is necessary to monitor the maintenance complaints at various levels. For proper monitoring of maintenance works, Department has developed maintenance information system. For details see Chapter – 9.

1.10 Encroachment

Cost of land in big cities is increasing rapidly. It has given temptation to encroachment. Large number of workers come to metropolitan cities in search of employment who try to settle there and create jhuggy clusters on Govt. land. Department has issued guidelines to deal with the cases of encroachments. For details see Chapter – 10 .

1.11 Essential staff quarters

Some quarters have been placed at the disposal of CPWD for allotment to staff engaged in maintenance. Allotment of such quarters is governed by a different set of rules. For details see Chapter – 11 .

CHAPTER 2

SERVICE CENTRES

In order to enable the tenants to lodge their complaints, Service Centres have been created, which were previously known as Enquiry Offices. A Service Centre is located generally at a centre point in each of the neighbourhoods commanding 1500 - 3000 houses per centre. It is attended through an attendant at the Service Centre to register the complaints in a Complaint Register in the order of receipt. Workmen (mason, carpenter, Painter, sewer man, wireman, Beldar, Khallasi, etc., are detailed to render the service at the earliest. As far as possible Service Centres have to be combined to cater to the services relating to civil, electrical and horticulture disciplines in the department. The Service Centre is attended by the Junior Engineer/SO (Hort.) and Asst.Engr./ADH every day and by the Executive Engineer/DDH at least once a week in general and twice a week where the Service Centres cater to the maintenance needs of VIP residences. Under mentioned points have to be complied with for Service Centres and recording and attending the complaints therein.

- (i) The Service Centre is responsible for maintenance of the premises including the services within it. Water supply system onwards from ground water sump or ferrule connection in water supply mains (as the case may be), electric supply in the premises from electric meter onwards and the garden features all are maintained by CPWD. If there is any complaint pertaining to these, the allottees are required to lodge the same with the Service Centre
- (ii) The Receptionist/Attendant shall be seated at a prominent and easily approachable place near the entrance/in the entrance hall of the Service Centre building.
- (iii) Bilingual notice shall be displayed at a prominent place in the Service Centre indicating the following :
 - (a) Jurisdiction of the Service Centre.
 - (b) Working hours of the Service Centre.
 - (c) Services available after working hours.
 - (d) Time and day(s) of the week on which the Assistant Engineer and the Executive Engineer shall be available at the service-centre to hear the grievances.
 - (e) Name & telephone number (official as well as residential) of the Superintending Engineer, Executive Engineer, Assistant Engineer and the Junior Engineer
- (iv) The Service Centre shall have a bilingual notice at a prominent place indicating that certain additions/alterations at allottee's request are admissible on payment of part/full cost and that further information as well as

application form can be obtained from the office of the Assistant Engineer-in-charge of the Service Centre.

- (v) A bilingual notice shall also be displayed at the Service Centre on the lines given below to indicate that for certain complaints, local bodies may be contacted at telephone number noted against each.
 - a) Water supply to the flats/quarters is supplied directly by Municipality/Municipal Corporation. For inadequate supply of water/water pressure the local body shall be contacted at telephone No. -----.
 - b) Complaints regarding water supply system outside the premises can be lodged at telephone No. _____.
 - c) Complaints regarding electric supply to the premises beyond electric metre can be lodged with _____ at telephone No. _____.
 - d) For cleaning the back lanes and flooding of storm water drains/areas in general _____ is concerned and complaints regarding these can be lodged at telephone No. _____.
- (vi) A locked complaint box shall be provided outside the Service Centre to enable the allottees to lodge their complaints after working hours and on Sundays and Holidays. Machine-numbered slips shall be provided with the chowkidar in the format as at Annexure-1.
- (vii) It shall be the endeavour of the Service Centre to attend at least 90% of the complaints within 24 hours of their being lodged with it and the balance within 48 hours unless they are of the nature of special repairs or periodical repairs.
- (viii) Officers at all levels shall carry out regular as well as surprise inspections of some of the complaints to check whether these have been attended satisfactorily. It shall be ensured that all repair and other works are carried out as per the specifications both for works done departmentally and through contractors. Where by any chance the quality is not found up to the mark after inspection, the same shall be got redone.

2.1 Complaint Register

Complaint Register is an important document maintained at Service Centres. All complaints received at Service Centres are entered in the Complaint Register and these are closely watched to ensure that the complaints are attended to as expeditiously as possible. A typical page of the Complaint Register is given in Annexure 2. There may be different registers for different disciplines for the convenience of concerned Junior Engineer/Section Officer (Hort.).

Complaints can be written by allottees at Service Centres in the form prescribed and indicated at Annexure-1 or these can be lodged over telephones to the Receptionist/Attendant at Service Centre. Following guidelines shall be followed

for maintaining the Complaint Register :-

- (i) A complaint register shall be maintained in each Service Centre for recording complaints in form CE-90 as at Annexure-2. Where the number of quarters covered by a Service Centre is large, separate registers may be maintained trade-wise. The complaint register shall be officially issued by the Divisional Officer and every page shall be machine numbered.
- (ii) Every complaint shall be assigned a serial number. Time of lodging of complaint shall be invariably recorded by the Receptionist. The complainant shall be intimated the complaint number and the likely time frame for attending the complaint for his reference.
- (iii) All complaints shall be entered in the register. Civil, Electrical and Horticulture complaints shall be entered in different registers.
- (iv) First entry in the complaint register on any day shall start on a new page.
- (v) In case a complainant desires to lodge a written complaint, he shall be provided with the machine numbered slip as at Annexure-1 and shall be given acknowledgement of the complaint in the counterfoil of the slip.
- (vi) The slips deposited by the complainants in the complaint box provided for lodging complaints after working hours and on Sundays and holidays shall be entered in the complaint register by the Receptionist on the next working day to ensure that they are not lost sight of.
- (vii) As far as possible, the tenants shall be asked to indicate the nature of complaints to the attendant at Service Centre, so that the right person is deputed for the job and he carries with him necessary tools and materials. In many cases, the complaints are vague and the workmen have to make more than one trip to the house, to find out the nature of work and the tools and materials required. This wastage of man power should be avoided.
- (viii) Tenants shall be advised to register their complaints invariably with the Service Centre. The tenants may be advised to approach the senior officers in the Department only in cases where the complaints are not attended to within a reasonable time or the work has not been done satisfactorily. They shall be asked to quote the complaint number and date, so that the complaint could be investigated.

2.2 Disposal of Dismantled Material

Maintenance is a continuous process and lot of dismantled material is generated in this process. Dismantled material should not be allowed to be accumulated in large quantity and for more period. It occupies lot of valuable space in the Service Centres, which otherwise could be put to use for storing serviceable material. Dismantled material when stored for longer duration gets deteriorated and loses its worth. Thus, in addition to blockage of space it causes revenue loss to the Government by way of less realisation of sale proceeds of the dismantled material.

Also it gives unsightly look as the dismantled material is seen scattered in the compound of Service Centre. Most of the dismantled material can be survey reported by the Executive Engineer. It is the responsibility of Assistant Engineer that Survey Reports of the dismantled material are sent to Executive Engineer periodically in time and ensure that valuable space at the Service Centre is not occupied.

2.3 Maintenance Stores

One of the reasons for delay in attending to complaints is the non-availability of stores in time. To avoid this, each AE shall prepare in March every year a statement showing the items and quantities of stores required by the Service Centre under his charge during the next year. Procurement action shall be broadly classified into the following 3 categories:-

- (i) Items like bricks, aggregates, sand and lime shall be procured by the Divisions concerned at convenient periodical intervals.
- (ii) Items like paints, distemper, cement paint and timber shall be procured by one Division for the circle as a whole.
- (iii) Items which are not of a perishable nature like sanitary fittings, GI, CI and SCI pipes valves, glass panes etc. shall be procured centrally by the Central Stores Division. The EEs-in-charge of maintenance Divisions shall send their annual requirements to the Central Stores Division by the end of April to enable the EE, Central Stores Division to place consolidated indent on the D.G.S.&D. EE, Central Stores Division shall inform the maintenance Divisions the appropriate time by which the different items of stores would be available so that the Maintenance Divisions may not have to resort to local purchases after these dates.

2.4 Occupation/Vacation of premises

CPWD is the custodian of a large number of Government residential and non-residential accommodation. But for allotment by Directorate of Estates, Government quarters and office spaces are practically with Central Public Works Department. Due care has to be taken by Jr. Engineer/Assistant Engineer that vacancies of space is reported to the Directorate of Estates at the earliest. Vacation report of the residences/office space is to be intimated to Directorate of Estates by Assistant Engineer In-charge of Service Center within 24 hours of vacation and in any case, not later than 48 hours, ensuring it's proper acknowledgement, through forms specifically devised for this. A copy of Vacation/Occupation form is attached as Annexure - 12. Intimation regarding occupation and vacation of residences should also be given to Executive Engineer (Elect.) and DD(H) so as to enable them to take proper care of the items pertaining to them.

In addition to reporting of the vacancies in case of residences by Assistant Engineer as and when these occur, Executive Engineer will intimate the same to Directorate of Estates every month, indicating list of all the quarters lying vacant during the month, irrespective of the fact, whether these have been allotted or not.

In his letter to the Directorate of Estates, Executive Engineer will mention clearly the quarters that are not yet occupied. Period/date of vacation of these quarters will be indicated to Directorate of Estates. The Superintending Engineer will also send a list of quarters that remain unoccupied quarterly to the Directorate of Estates.

There is provision of white-washing/distempering on change of tenancy. Executive Engineer should ensure that within the limited time available, the Governments' premises are given required periodical repairs on change of tenancy. Assistant Engineer (Civil) will send a copy of Vacation Report of premises to Assistant Engineer (Elect.) and also side by side to the Directorate of Estates, indicating clearly the repairs required to be carried out in the premises on change of tenancy and time likely to be taken. The Assistant Engineer(E) will also inform the Assistant Engineer (Civil), if he has a proposal to carry out some electrical works in the premises during the change of tenancy. This helps Directorate of Estates in making allotment offers to the allottees accordingly.

The work of white washing, colour washing, painting etc. and items of inevitable repairs to the building (other than additions / alterations) shall be taken up immediately upon vacation without waiting for the allotment of the residence to the new incumbent

2.5 Review of Performance of Service Centres:-

The performance of Service Centres need to be reviewed periodically so as to make functioning of the Service Centres more responsive to the needs of allottees. In this connection, reference may be invited to the detailed guidelines issued by the Directorate vide OM No 6/4/79-WI(DG) DT 13.5.80 & 6/12/91-WI(DG) DT 6.12.97 relating to maintenance of Central Govt. buildings and works of enquiry office. In continuation of these, it is enjoined on the Superintending Engineers in charge of maintenance to review the performance of Service Centres under their charge with a view to improve the functioning of the Service Centres. Information indicated at Annexure – 25 would be made available to SE for reviewing the performance.

This exercise shall be carried out by the Superintending Engineers in respect of each Service Centre under their charge at least once in six months to ensure that the shortcomings noticed in their first review are attended to before the next review. A report in this regard shall be submitted by the Superintending Engineers to their Chief Engineers accordingly.

The Chief Engineers shall review the report submitted by their Superintending Engineers and identify those Service Centres whose performance has been found to be below the mark. He shall personally inspect these Service Centres to suggest necessary corrective and remedial measures and keep a close watch on future performance of these Service Centres. A report in this regard shall be submitted to the Regional ADGs by the Chief Engineers.

2.6 Tasks to be performed by various officers

Duties and responsibilities of various functionaries in the department are indicated in CPWD code and Manual Vol. II – A. The important tasks to be performed by various officers in charge of the maintenance for satisfactory performance are indicated as under: -

2.6.1 Task of JEs [also applicable to SO(H)]

- (i) The Junior Engineer /SO(H) will generally follow the time chart of duties at Service Centres as given at Annexure - 3.
- (ii) The JE shall make it a point to review the complaints recorded in the complaint register at least once a day. The J.E shall invariably carry out personal inspections of 25% of the complaints attended to every day to ensure that the work has been carried out satisfactorily. This check shall cover all trades and all workers. A note regarding his observations on his personal inspections shall be recorded in the complaint register against the complaints investigated by him. If the work has not been satisfactorily suitable instructions shall be given to the W.C. Staff for rectification of the defects.
- (iii) While reviewing the complaints register, JE shall examine if there are complaints of a repeated nature from the same house. Such complaints shall be personally investigated by the JE to examine if there is any slackness on the part of the WC Staff.
- (iv) Complaints of the nature of special repairs and periodical repairs like white washing, painting, rewiring, which cannot be attended on daily basis shall be transferred to the register of special repairs and periodical repairs. Complaints transferred to the register for special and periodical repair works shall be acknowledged and a reply in writing shall be sent to the complainant intimating the time frame for attending the complaint in form as at Annexure-4.
- (v) Complaints which need follow up action / balance work to be done shall be noted by the JE in the column for remarks of JE in the complaint register. For instance, where repairs to plaster are carried out, it shall be ensured that white washing / distempering is carried out immediately. Like-wise, where repairs to wood work are carried out, it shall be followed up with painting and where electrical complaints are attended to it may require follow up action of plastering, white washing etc.
- (vi) Any repair needed subsequent to attending a complaint shall be recorded as a complaint at the Service Centre for taking further action or transferred to the other discipline, if need be. When complaint of a balance work is required to be transferred to another JE of the same discipline or of another discipline, the same shall be done by writing a complaint in the concerned register by the transferor JE himself. When this is not possible, Complaint Transfer Memo, as at Annexure - 5 shall be used. In all cases cross references shall be noted against the original complaint and the transferred complaint. The use of a complaint transfer memo shall be discouraged as far as possible.
- (vii) The JE / Assistant Engineer(AE) /Inspecting officer shall record complaints suo moto as soon as any defect/repair work comes to their knowledge during inspection.
- (viii) At the end of the day an abstract of complaints brought forward, received, attended, transferred and balance pending shall be prepared in the Complaint Register, which will indicate the date-wise pendency of the complaints.

- (ix) An abstract of complaints recorded, attended, transferred and balance to be attended shall be prepared every week on the last working day of the week. The period of pendency of unattended complaints shall be classified under the following heads :
 - (a) Pending for more than one day
 - (b) Pending for more than two days
 - (c) Pending for more than seven days
- (x) A note book in form as at Annexure - 6 shall be issued to every worker where the JE / Attendant at Service Centre shall enter the complaints, their serial numbers and nature of complaints and the time of handing over the complaint. The W.C. Staff shall be instructed to write/get written by the occupant in the appropriate columns of the note book the details of work done by him and the balance work, if any. He shall also get the signatures of the occupants.
- (xi) The workers shall be asked to report the compliance of a complaint immediately but not later than the evening of the same day. They shall also submit their note book to the Service Centre in the evening after day's work.
- (xii) The note book of the workers shall be checked by the JE with reference to the complaints register to ensure the complaints not attended are not shown in the complaint register as having been attended to.
- (xiii) One of the most important function of the JE is to hand over /take over possession of the premises. He has to inspect the premises along with the allottee or his authorised representative and hand over the vacant possession of quarters along with fittings and fixtures and obtain the signature of allottee or his authorised representative in occupation slip and occupancy register. On vacation of the quarter also he has to inspect the quarters and take possession of amenities like fittings/fixtures available in the quarters and indicate the deficiencies in the vacation slip. He has to arrange , send the occupancy / vacancy report of quarters to Directorate of Estates in time.
- (xiv) To monitor and effectively check on encroachments.

In addition to above the JE will also perform the under mentioned task regarding establishment matters of workers.

- i) JE/SO(H) shall ensure timely distribution of Uniform, Duster, Soaps etc., to W.C. Staff and its proper accounting.
- ii) To ensure effective monitoring of leave accounts of W.C. Staff including whether leave sanctioned, salary paid/deducted.
- iii) To ensure other proper welfare of W.C. Staff such as timely filling & submission of forms of leave, GPF, HBA, Festival Advance etc., etc., and to keep liaison with division to keep the staff properly informed to avoid roaming of W.C. Staff in Division offices on such petty matters.

2.6.2 Task of Assistant Engineer (also applicable to AD(H))

- (i) The AE shall carry out personal inspections of 10% of the complaints attended other than those checked by the JE at least twice a week. The result of his inspection shall be recorded in the complaint register itself.
- (ii) The AE shall spend at least half a day in each Service Centre twice a week and examine the records maintained by the Enquiry Clerk, the note books maintained by the W.C. staff etc.. He shall also review the pending complaints and ensure their early compliance.
- (iii) He shall send occupancy/vacancy report of premises to the Directorate of Estates.
- (iv) He will inspect the premises at the time of its vacation, co-ordinate with AE (E) and identify the repairs required to be carried out in the premises. He will intimate tentative time involved in carrying out these repairs to Directorate of Estates.
- (v) During his routine inspection of works, AE will specifically take note of cleanliness, encroachment, general deficiency in maintenance etc. and take immediate remedial measures in this regard.
- (vi) The AE will inform the Residents/ RWA regarding progress of works chalked out for the ensuing year.
- (vii) He will take specific measures to monitor and have effective check on encroachments.

In addition to above, he will perform under mentioned tasks relating to establishment of workers and JEs.

- i) Monitoring of sanction of leave, deduction of pay for un-sanctioned leave, day-to-day items of welfare cases of W.C. staff etc.
- ii) Monitoring of attendance of JE/SO(H).

2.6.3 Task of Executive Engineer (also applicable to DD(H))

- (i) The EE shall carry out personal inspections of the complaints attended other than those checked by the JE and AE at least twice a month. The result of his inspection shall be recorded in the complaint register itself.
- (ii) The EE shall spend at least half a day in each Service Centre once a week to examine the records maintained by the Enquiry Clerk, the note books maintained by the W.C. staff etc. and to have first hand information about the efficiency of the Service Centre.
- (iii) The EE shall have periodical meetings with the Residents' Welfare Associations where points of common interest to the residents could be discussed and action programme chalked out.
- (iv) EE will send monthly statement to the Directorate of Estate regarding Quarters lying vacant in the month.

- (v) During regular inspection EE will specifically take note of general deficiency in maintenance of the area, cleanliness and encroachment and take immediate action in this regard.
- (vi) EE will send monthly report of complaints to SE and CE.

2.6.4 Task of Superintending Engineer (also applicable to DOH/Addl. DOH)

The SE shall check and review the complaint registers and carry out inspection of some of the complaints as frequently as possible for him to check whether these have been attended to satisfactorily.

- (i) The SE shall have periodical meetings with the Residents' Welfare Associations either alone or along with the EE and discuss the points of common interest to the residents could be discussed and action programme chalked out.

2.6.5 Task of Chief Engineer

The Chief Engineer shall ensure that due attention is being paid to all the aspects of maintenance by conducting random inspections and review meetings.

Drill of maintenance activities to be performed daily, weekly, monthly, annually and periodically by various functionaries is indicated at Annexure-33. This drill of activities will generally be followed by Sections, Sub-divisions, Divisions and Circles where these are purely maintenance units. In other cases, the drill as laid down under the Annexure-33 will be followed to the extent possible.

CHAPTER 3

DAY TO DAY AND ANNUAL REPAIRS

3.1 Day to day repairs

Day to day repairs are carried out by CPWD in all the buildings under its maintenance. The works which are to be attended on day to day basis such as removing chokage of drainage pipes, man holes, restoration of water supply, replacement of blown fuses, repairs to faulty switches, watering of plants, lawn mowing, hedge cutting, sweeping of leaf falls etc. are attended under day to day service facilities. The purpose of this facility is to ensure satisfactory continuous functioning of various services in the buildings. These services are provided after receipt of complaint from the users at the respective Service Centres. Complaints of periodical nature like white washing, painting etc.. which are usually got attended through contractors and cannot be attended on daily basis is transferred to register of periodical repairs.

3.2 Annual Repairs

The works of periodical nature like White washing, colour washing, distemping, painting etc. are called Annual Repair works and these are generally undertaken through system of contracts.

The periodicity of applying white washing and colour washing for a building has been laid down by the Government. The periodicity is two years for white washing and colour washing and three years for painting. The periodicity of various items of Annual repairs is indicated in Annexure - 23. In addition, works such as patch repair to plaster, minor repairs to various items of work, replacement of glass panes, replacement of wiring damaged due to accident, replacement of switches, sockets tiles, Gap filling of hedges/perennial beds, Replacement/Replanting of trees, shrubs, painting of tree guards, planting of annual beds and trimming/pruning of plants etc., which are not emergent works and are considered to be of routine type, can be collected and attended to for a group of houses at a time and particular period of financial year, depending upon the exigency. Such works can be done under day to day repair also. The yard stick for annual repairs cover both the above facilities. Guidelines for various provisions to prepare annual maintenance estimates for horticulture works are described in Annexure – 22. Following guidelines shall be followed for planning and execution of Annual repair works.

- (i) The total estimated cost of maintenance of a building / structure during a year shall be within the prescribed limits as approved by the Government from time to time, for Annual repairs . The existing permissible plinth area rates for various types of buildings approved for this purpose are as in Annexure - 7. These may be suitably increased by the approved maintenance cost index in the relevant year. Repairs and services cost indices are approved by the Directorate General of works as per details given in Annexure – 14.

- (ii) Programme for carrying out annual repairs shall be drawn up at the commencement of each financial year.
- (iii) The annual survey of the buildings shall be such as to highlight defects of structural nature in the buildings which require personal investigation by the EE.
- (iv) The other source of information about the annual repairs are the complaints received from the occupants of the Government buildings and transferred to the registers of special/periodical repairs as mentioned at S.No.4 under 'duties of the JE' in chapter 4. These shall also be accounted for while planning for annual repairs.
- (v) The programme of annual repairs shall be intimated to the Residents Welfare Associations and they shall be requested to co-operate with the Department in carrying out the programme smoothly.
- (vi) The entire exercise of finishing under annual repair should be carried out in a professional manner. Before sanctioning of estimate/invitation of tenders, it should be ensured that all defects like dampness of walls, damage to RCC, brick work and plaster are removed in advance, so that the building looks renovated and presentable for sufficient time after annual repairs.
- (vii) Payment for annual repairs is generally made on the basis of standard measurements and as such, there should not be lack of supervision on the part of the Departmental Officers. The JE shall make it a point to physically inspect 100% of the buildings where annual repairs are to be carried out. The AE and the EE shall carry out personal inspection to the extent of 50% and 25% respectively. The JE shall maintain a register indicating the number of residences where annual repairs are to be carried out, dates of his inspection and his observations regarding the quality of the works. The results of the inspection of the AE and EE shall also be recorded in the same register. 1/3rd of the total check exercised by the EE / AE shall be done by checking all the items of work done in certain quarters i.e. by checking some of the quarters/ flats completely.

3.2.1 Register of periodical repairs

This register shall be maintained in form as at Annexure-9. Complaints of periodical nature like white washing, painting etc. which are usually got attended through contractors and cannot be attended to on daily basis are transferred to this register. From this register / records of the particular premises appropriate information shall be passed on to the complainant about the admissibility of the request and the likely time it shall require for the compliance.

CHAPTER 4

SPECIAL REPAIRS

As the building ages, there is deterioration to the various parts of the building and services. Major repairs and replacement of elements become inevitable. It becomes necessary to prevent the structure from deterioration and undue wear and tear as well as to restore it back to its original conditions to the extent possible. The following types of works in general are undertaken under special repairs: -

- (i) White Washing, Colour washing, distempering etc., after completely scrapping the existing finish and preparing the surface afresh.
- (ii) Painting after removing the existing old paint from various members.
- (iii) Provision of water proofing treatment to the roof. All the existing treatments known are supposed to last satisfactorily only for a period of about ten years.
- (iv) Repairs of internal roads and pavements.
- (v) Repairs/replacement of flooring, skirting, dado and plaster.
- (vi) Replacement of doors, window frames and shutters. Replacement of door and window fittings .
- (vii) Replacement of water supply and sanitary installation like water tanks, WC cistern, Wash basins, kitchen sinks, pipes etc..
- (viii) Re-grassing of lawns/grass plots within 5-10 years.
- (ix) Renovation of lawn in 5-6 years.
- (x) . Replanting of hedges in 8-10 years.
- (xi) Completely uprooting and removing hedges/ shrubbery.
- (xii) Replanting of
 - a) Rose beds in 5-6 years.
 - b) Perennial beds in 5-6 years.
 - c) Canna beds in 1-2 years.
- (xiii) Shifting of any garden feature from one site to another within building.

The building services fixtures including internal wiring, water supply distribution system etc. are expected to last for 20-25 years. There afterwards it may be necessary to replace them after detailed inspection.

Electrical special repairs in general are whole sale replacement of the wiring and the electrical installations. Earthing is also to be attended. Life of various

Electrical Equipments/Installations etc., were approved by DGW vide his letter No. 28(8)/70-WI(DG), dated 22.2.92. Extract of these guidelines is enclosed as Annexure-34.

The expected economic life of the building under normal occupancy and maintenance conditions is considered to be as below:

(i)	Monumental buildings	100 years.
(ii)	RCC Framed construction	75 years
(iii)	Load bearing construction	55 years.
(iv)	Semi permanent structures	30 years
(v)	Purely temporary structures	5 years

The life of the building mentioned above is only indicative and it depends on several factors like location, utilisation, specifications, maintenance and upkeep/care-taking.

The replacement, renovation and major repairs become inevitable as the life of all the components are not identical.

All the three categories i.e. day to day, annual and special repairs/services are interrelated. Neglect of routine maintenance and preventive measures lead to more extensive periodical maintenance and in the long run major repair or restoration which could have been avoided or postponed. Quantum and yard stick of Special Repairs shall be worked out as under :

- (i) Annual yard stick of Special Repairs for various types of buildings are given in Annexure – 7. These yard sticks are suitably increased by approved maintenance cost index approved as per Annexure – 14. Estimated cost of building repairs shall be within the yard stick.
- (ii) The amount of Special Repairs is permitted to be carried forward up to five years wherever considered necessary.
- (iii) At the beginning of the year, a Survey of the buildings shall be conducted to identify the items of Special Repairs which are required to be carried out. Special repairs, which are required to eliminate leakage and dampness in the buildings shall be given priority and completed before the monsoon. Special repairs to plastering, replacement of doors and windows and flooring shall be synchronised with the annual repairs, so that white washing, colour washing / distempering are carried out systematically. A time framework for carrying out special repairs shall be fixed by the EE at the commencement of the year.
- (iv) Other sources of information about special repairs are complaints of Special Repairs made by allottees, which are entered in the register of special repairs.

4.1 Register of special repairs

This register shall be maintained in form as at Annexure - 8. Complaints of special nature repairs, which cannot be attended on daily basis, shall be transferred to

this register. The special repairs to buildings shall be divided in following six groups:

- (i) Concrete work.
- (ii) Masonry works including plaster, flooring and brick work.
- (iii) Wood work.
- (iv) Steel work.
- (v) Sanitary and Water supply.
- (vi) Water proofing treatment.
- (vii) Electrical wiring and fittings

Few pages shall be allotted separately to each of these groups in the register and an index shall be prepared in the beginning of the register. The complaint of special repair nature shall be transferred from the complaint register to the relevant group in this register. All details about the complaint shall be properly filled in the columns of the register.

4.2 Authenticity of Special Repairs

Any work of Special Repair to be undertaken in the division has to be certified by the Executive Engineer. The EE has to verify himself the necessity of undertaking Special Repair to any item of the building. Estimates of Special Repairs of course, will be initiated by Junior Engineer and Assistant Engineer but Executive Engineer before accord of approval at his level or sending it to higher authorities will record in writing in the body of the estimate that the necessity has been verified by him.

There should not be too many estimates for Special Repairs in a subdivision. As far as possible, number of estimates should be restricted to number of identified subheads as indicated in the register of Special Repairs. In that case it may be possible that one Special Repair Estimate is operated by more than one JE in the subdivision.

4.3 Extra Ordinary Special Repair

When expenditure on Special Repair to a particular building is in excess of the permissible yardstick of Special Repair, the same come under the category of Extra Ordinary Special Repair. Expenditure on Special Repair up to permissible limit can be incurred by the Executive Engineer. Beyond the permissible limit however EE has to have the approval of the higher authorities. As a rule, Superintending Engineer is empowered to approve the extra ordinary special Repair Estimates within 15% of the permissible limit. Beyond this, approval of Chief Engineer would be necessary. Chief Engineers are empowered to approve the extra ordinary Special Repair Estimate to any amount so long as scope of expenditure is to retain the building in its original shape in liveable conditions without carrying out any additions to it.

CHAPTER 5

ADDITIONS/ALTERATIONS

Two types of Additions/Alterations are carried out in non residential buildings. Addition/Alterations are to be carried out to suit the special requirement of occupying department for functional efficiency. Such works of Addition/Alterations are carried out at cost of occupying department after ascertaining the technical feasibility. Some Addition/ Alterations are carried out by CPWD them selves as a general requirement for better functioning of offices located in the office complex. Such works are carried out at cost of M/o UA&E. In case of residential buildings, some Addition/Alterations are carried out by CPWD keeping in view the safety of buildings, approach to buildings, augmentation of services etc. which are beneficial to all residents in general. Works of addition/alterations are also carried out in residences at the request of occupants for providing facilities in the residences which otherwise are within the yardstick of facilities for those type of quarters but were not provided at the time of original construction. Such Addition/Alterations are carried out on payment of certain percentage of estimated cost of providing the facility. A list of such items and the percentage of their cost to be borne by the allottee is given in Annexure-10. The Annexure also provides information regarding ceiling limit for addition / alteration to be carried out for different types of quarters during a financial year. The items of work for which allottee is required to pay 100% cost are not bound by these limits. Bamboo jafferries around the front/back lanes of CI/CII houses allotted to Secretary/Secretary level officers is to be provided without insisting on the prescribed contribution of 20% by the allottees. In this regard guidelines issued by the Ministry vide No. 10014/22/90-W3, dated 31.5.1996 are reproduced below:-

"Since there is a genuine need for privacy and security of these senior officers and CI/CII houses are two levels below their entitlement it has been decided that bamboo jafferries around the front/back lawns of CI/CII houses allotted to Secretaries/Secretary level officers may be provided without insisting on the prescribed contribution of 20% of the cost from the allottee, if requests for such facilities are received from individual officers.

The CPWD will however continue to keep the expenditure on additions/alterations to Govt. residences to the minimum.

No additions/alterations once carried out to any Govt. residence except temporary prefab works purely related to special security aspects shall, however, be removed upon the vacation of these houses by the allottee concerned. "

Under mentioned points shall be observed while carrying out addition/alterations in government buildings:

- (i) No addition/alteration shall be carried out to permanent public buildings without the concurrence of the Chief Architect/Senior Architect in writing except for the amenities like provision of wash basin or sink etc.
- (ii) The allottee shall be asked to fill up a form as at Annexure-11. Counterfoil of the form shall be returned to the allottee duly signed by the JE/AE as an acknowledgement of the receipt of the application.

- (iii) Part 'B' of the application shall be completed in the office. Details of cost incurred towards additions/alterations shall be filled in by the Civil and Electrical AEs. Since the annual limit for additions / alterations includes both the civil and electrical components, the co-ordination shall be done by the Civil discipline. AE(Civil) shall maintain the complete records.
- (iv) The work of addition/alteration shall not be taken up as a matter of rule but as exception since the availability of resources is limited.
- (v) 'No non-usability' certificate in respect of houses where works of addition/alterations have been taken up at request of allottee shall be issued except when such works render the house really unusable.
- (vi) Number of Addition/Alteration estimates should be restricted in a sub division. As far as possible only one or at the most two estimates should be drawn for one subhead like water supply and drainage, fencing etc.. in a sub-division.

Regarding carrying out the works of Additions/alterations on payment of 100% contribution by the allottees Ministry has issued directives vide No.11014/22/90 – W3 dtd.26.10.98. According to these, the amenities provided by Govt. can be removed by the allottees without disturbing the installations/structure. The guidelines are reproduced below:-

"It is clarified that wherever any movable bulk item of work is executed by payment of 100% cost by the allottee (for example, ceiling fan, Exhaust fan, CFL fittings, heaters, geysers, booster pumps etc.) the same may be returned to him on vacation of the flat irrespective of the fact that these items were maintained by CPWD during the stay of the concerned allottee subject, however, to the conditions that removal of such items does not damage any of the existing installations/structure."

Works of additions/alterations on Horticulture side can be carried out at the request of occupants depending upon the requirements. Such works are :-

- i) Changes in length and design of hedges, shrubbery, planting beds and rockeries etc.
- ii) Making some changes in basic design of gardens/lawns by providing mounds, undulations, rockeries etc.
- iii) Providing some garden structures like pergolas, arches, GI pipe frames, shelters, seats and water body etc..
- iv) Digging of new tree /shrub pits, planting beds within existing garden area or changing the situation of beds, kitchen garden, lawns etc...

In Horticulture, the works of additions and alterations shall be carried with the approval of competent authorities as per the powers delegated to them and on availability of funds.

Timely communication and coordination shall be made by the discipline if their work taken up by it is likely to affect other disciplines.

CHAPTER 6

PREVENTIVE MAINTENANCE

Preventive maintenance is carried out to avoid the breakdown in case of machinery or occurrence of maintenance problems in buildings and services. In case of buildings preventive maintenance against seepage for example, is necessarily to be carried out. Preventive maintenance however depends largely on routine inspection/survey of the buildings.

6.1 Accessibility for Maintenance

It is necessary that the place to be maintained is capable of being reached for maintenance to be carried out. Access varies from day to day needs to access for a trained and experienced man to attend to a maintenance problem.

In some of the structures regular shafts have been provided for water supply and sanitary installations. The shafts are too tight and there is no working space for workman. The problem is compounded by inadequate light in the shafts. Not only the elbow space has not been provided but there is no working platform for workman. The workmen refuse to attend to leakages and repair pipe lines in such circumstances. It is necessary to provide shafts with access/working platform for the work men to attend to repairs.

Replacement of glass panes in the windows have become another problem. In general the windows open outside and putty is also placed accordingly. In addition, for residential buildings, grill work is provided for safety of residents. The windows have generally a full sized glass sheet as a result it has become difficult to replace and even clean these glass panes. The problem is acute in buildings beyond three storeys. It is necessary to provide proper accessibility to these windows through a regular arrangement in such a manner as to ensure fixing of glass and their cleaning from inside of the building, maintenance and upkeep of desert cooler & WTAC units installed at the windows.

Overhead tanks have been provided over the buildings. With a view to keep the roof inaccessible for the residents, no terrace staircase has been provided to reach the terrace. In the day to day maintenance, however the maintenance staff are called upon to go to the terrace to check the over flow and the like for which regular access is necessary. Ladders should be provided as a means of access, preferably on a permanent basis.

Buildings of monumental nature are finished with special treatment on roof, false ceiling, wall panelling and carpeting on wall which may require to be attended. It is necessary to have permanent arrangements for reaching such heights as a part of maintenance tools. It can be a dismantlable tubular scaffolding system provided with rollers as a standby for reaching the false ceiling.

6.2 Inspection of buildings and services

6.2.1 Periodical inspections

(a) Buildings and services

The starting point of maintenance to building is the regular inspection of buildings. It should be carried out periodically with a view to keep down the restoration cost to the minimum and to attend to essential repairs at the opportune moment. The symptoms of malfunctioning varies from building to building and the resulting deterioration varies with reference to the climatic conditions, pollution, fungi, the insect attack, subsidence, flooding, intensity of usage, careless usage and the like.

It is necessary to know when should the building be inspected, what should be inspected, at what level of deterioration a component should be replaced or repaired and whether any preventive maintenance is called for.

As per CPWD Citizens' charter and guidelines issued by Government, programme for maintenance work for the ensuing year is to be finalised by 30th April of the year. To achieve this it is necessary that all buildings should be inspected by the JE/AE in March and April. In general, the Junior Engineer should inspect each and every building under his charge once ever six months, the Assistant Engineer once a year and the Executive Engineer should inspect all buildings where serious defects have been brought to his notice. In case there are doubts about structural soundness of a building, the same should be brought to the notice of higher authorities on a priority basis so as to take prompt remedial action. In fact, safety of the building is given a primary place and for this purpose, structural soundness is the most important requirement of the building.

There is necessity to ensure and maintain uniformity for objective inspection of the buildings as it is difficult for every member of staff to know what should be inspected. A Proforma has been evolved both for civil and electrical side. The proforma is given in Annexure - 15.

These reports help in the following :-

- (i) Preparation of a need based estimates for annual, special and extraordinary repairs of buildings.
- (ii) Preparation of programmes for undertaking major repairs according to an established programme bringing minimum inconvenience to the residents/occupants.
- (iii) A regular inspection prevents/forestalls an unexpected break-down of a building. This becomes necessary as we have to maintain buildings even beyond their normal life period.

Inspection should also cover outside areas such as the drive ways, paths, lawns, gardens, hedges, trees, boundary walls, functioning of treatment plants provided if any in the form of septic tanks etc..

It is necessary to inspect all storm water drainage works before and during monsoon periods.

Any item pertaining to Civil/Electrical in garden area such as broken man-holes, Drains, water pipe lines, Cable etc. which needs repair should be reported to concerned Executive Engineer by AD (H)/SO (H).

(b) Electrical Installations

The CPWD maintains the installations and services at the office and residences of VIP/VVIP including all arrangements made during functions held on their behalf at Delhi/New Delhi especially at Parliament House and Annexe, Rashtrapati Bhawan, Hyderabad House, P.M.'s House, Rajghat Complex etc. Checklist of inspections required to be carried out for various installations is given in Annexure - 19. These inspections/instructions do not supersede the normal/periodical/routine checks which are required to be carried out on the equipments and installations like insulation tests, Earth tests, Oil tests, Replacement of component schedule, oil replacement, other tests to be carried out as per manufacturer's recommendations, but are in addition to the same.

Six sets of inspection reports indicated in Annexure - 19 are to be filled by JE/AE and EE and sent to CE(C) and CE(E), every month (by 15th).

6.2.2 Inspections for taking over of buildings

Buildings along with their services are designed and constructed to meet specific user requirement. So as to ensure full user satisfaction, it is necessary that the buildings and services on their completion should be subjected to intensive review by the team of construction and maintenance Engineers.

During the course of construction, certain tests and checks are carried out by the engineer-in-charge of the construction. Also whenever any works are entrusted to contracting agencies, these are tested and taken over by the Engineer-in-charge. Certain guarantee certificates from the suppliers/manufacturers are also received by Engineer-in-charge before accepting materials and equipments. Maintenance in charge should ensure that these are handed over to him at the time of handing over of facility.

The formats for Handing/taking over of completed buildings & services and checklists for civil works, Electrical works and Fire fighting system are given in Annexure 20.

6.3 Preventive maintenance

As mentioned above, for carrying out preventive maintenance, inspection of building has to be carried out. The building is to be inspected during the months of March-April and September-October. Two Monsoon winds bring rainfall to India.

- i) South West Monsoon(June-October)
- ii) North East Monsoon(November-February)

Experience has taught that monsoon rains, winds and cyclone cause considerable damage to buildings, tall structures, uproot trees and lamp posts, cause floods, roof leakage into buildings, blow water through broken window panels, blow off thatched

roofs, hutments and bus shelters, cause disruptions in power supply, water supply and sewerage systems resulting in untold sufferings to people besides causing huge financial losses to the ex chequer and endangering lives. To minimise such losses and avoid danger to life it is necessary to undertake some specific pre-monsoon preventive measures which are briefly discussed below :

6.3.1 Attending to services before Monsoon Rains/Cyclones.

Buildings and Services are to be thoroughly checked for safety and functioning before monsoon. In coastal areas the same are checked before cyclones. Precautionary measures are to be taken for various items of the buildings/services, some of which are mentioned below.

a) Temporary Roofings

Many buildings are provided with temporary roofing like AC Sheet roofing. Before the onset of the monsoon, the Engineer-in-charge of Maintenance should see that the L/J hooks, bitumen washers, Limpet washers are in position. Precautionary measures against blowing off the roof should be taken by lightly loading the roof temporarily or providing MS flats/rods fixed by bolts and nuts to purlins for rows of AC Sheets.

b) Door /Window glazing :

All broken glazings should be replaced and sufficient number of glass window panes and iron mongery fittings should be kept in stock for emergency repairs. The tower bolts, hooks and eyes and other wind appliances should be made in working condition. Occupants should be advised to keep the doors and windows closed during cyclonic weather especially at nights.

c) Checking buildings against seepage

Terraces of all the buildings may be inspected well ahead of the monsoon rains in June and December and necessary repairs carried out. The roofs should be cleaned and debris removed from the roof to avoid blockages in roof gutters and rain water pipes. Rainwater inlets should be checked and ensured that there are no damages around these. Vertical rain water pipes should be properly clamped to the walls. Seepage through cracks developed over chajjas is very common. It should be ensured that required repairs are carried out to the junction of chajjas with the walls.

d) Checking of external areas

Open areas and lawns should be inspected and measures taken to ensure that rain-water does not accumulate therein. Wherever storm water drains are under the maintenance of CPWD, the same should be desilted and paved surfaces or bunds repaired. Precaution should be taken against erosion of land and embankments.

e) Checking of sewers and sewage installations

All inspection chambers, manholes and sewer lines should be cleaned and flushed to establish free flow of sewage. Sewage sumps should be cleaned of accumulated grit, sand and sludge. Bunds of oxidation ponds should be strengthened wherever necessary.

(f) Checking of electrical installations

Because of rise in ground water table at places, it may be necessary to remove electric pumping sets installed in wells and sump, below ground water level and raise them temporarily to safe levels. Care should be taken to ensure availability of stand-by power supply arrangement to take care of breakdown in power supply in monsoon or at the time of cyclones. The Diesel Generating sets should be checked and kept in working condition and wiring should be checked for loose connections.

(g) Checking of Air-conditioning installations

Wherever Central AC plants or package units are provided, the dehumidification system consisting of strip heaters, humidstat etc. should be checked for their functioning.

6.3.2 Post monsoon/cyclone measures

In spite of pre-monsoon measures taken in various buildings/services, very often these are affected during the monsoon and cyclones. In coastal or cyclone prone areas, the services are affected more. Immediately after monsoon, all important structures/services should be inspected by a team of engineers from all disciplines concerned with the maintenance and work should be planned to put the services in order immediately.

Overhead cables, uprooted light poles, restoration of power supply, disinfecting of water supply lines/installations, ensuring normal water supply, restoration of sewage pumping operations, flood relief works, repair to breaches to embankments of roads and bunds are some of the important areas which are to be attended immediately after monsoon/cyclone. Detailed inspection of the buildings should be carried out to ensure that broken false ceiling, broken glass panes, blown off A.C. sheet roof, claddings, doors and rolling shutters etc, are attended immediately.

Where breakdown would result in serious damage to the equipment and costly repairs, preventive maintenance is necessary. Whereas Preventive maintenance is also justified where it improves performance and the cost is less, compared to cost of repair after a failure.

The works of preventive maintenance in case of buildings are to be carried out latest by 15th June and 31st October. In case of machinery, periodic inspection of equipment is carried out to avoid the conditions leading to breakdown or harmful depreciation. It is also carried out for proper up-keep of Plant through servicing and repairs while they are still minor. However in case of machinery and equipments, frequency of inspections should be decided and the system should be designed for improved maintenance techniques, low cost maintenance and avoiding the over maintenance on the basis of statistical data available for maintenance and manufacturer's recommendations.

CHAPTER 7

HORTICULTURE MAINTENANCE

Guidelines for maintenance of buildings and services as contained in CPWD Manual shall be applicable in general for horticultural maintenance also. Horticultural maintenance however, is a bit different from the maintenance of buildings and services and norms for some of the activities are yet to be finalised. In many Government colonies Horticultural maintenance is not for a specific flat, but for a group of flats as the open spaces are not attributable to any particular flat. System of receipt/recording of complaints, categories of maintenance works, system of execution, inspection and monitoring is covered in the following paragraphs:-

7.1 Receipt, recording and attending of Complaints

General system of receipt of complaints as indicated in Chapter 2 shall be applicable. By and large, the complaints of Horticulture and other disciplines shall be received at the combined Service Centre and shall be recorded in separate Registers for Horticulture, Civil and Electrical disciplines. Horticulture complaints can be received at Seed Bed also. Assistant Director (Hort.) will ensure collection of Horticulture complaints from the combined Service Centre, get these assigned to the workers for compliance and record the complaints pending at the end of the day. The Workers will present their note-books to the Sectional Officer (Hort.) in the morning and during the day immediately after attending to the earlier complaint assigned to them for getting the new complaints for compliance. They will also report back at the end of the day in the evening with the compliance made. Similar system as for the civil and electrical complaints will be followed by Assistant Director (Hort.) for preparation of daily/weekly abstracts of pending complaints and for making efforts for getting the complaints attended at the earliest.

7.2 Categorisation of Works

Horticulture maintenance works have been categories as under: -

- (a) Day to day repairs
- (b) Annual repairs/periodical repairs
- (c) Special repairs
- (d) Additions & alterations

Details of above repairs at b, c & d are indicated in Annexure-29.

7.3 Norms

Yardstick for deployment of workers for horticultural maintenance is given in Annexure-13. Various provisions for different types of Residential Bungalows, quarters, open spaces and Non-residential complexes with regard to hedges, trees and plantations etc., are given in Annexure-30. This also serves as the check-list for Inspecting Officers. Provisions to be followed for prestigious office buildings are also given in Annexure-30. List of such prestigious office complexes is given at Annexure-31.

7.4 Survey and inspections

Due emphasis will be laid on carrying out periodical surveys and inspections of the areas, specifically by S.O. (H) and AD (H), with a view to decide the items to be included in the day to day, periodical, special repairs and maintenance. List of items to be included in the inspection of Horticulture works is indicated in Annexure-15.

During their regular inspections, the S.O. (Hort.) and Asstt. Director (Hort.) will verify the actual work done with reference to what is required to be done in particular areas and report their remarks in the check list indicated at Annexure-30. The Inspecting Officers will take note of the difficulties also for remedial action. To ensure closer interaction of field staff with the users, offices of Section Officer (Hort.), Assistant Director (Hort.) and Dy. Director (Hort.) will be located in the Centre of gravity of their operations.

7.5 Works Programming

Efficient maintenance of Horticulture depends on the availability of irrigation water. Although unfiltered water supply network is available at some places like Delhi, the same has not been extended to all the colonies. This has to be supplemented with the tube-well water. It will be responsibility of Dy. Director (Hort.) to ensure that requirement of irrigation water is projected properly to his counterparts Executive Engineer (Civil) and Executive Engineer (Elect.), so that they can make arrangements for boring the tube-wells/operationalisation of pumps etc.

Based on the norms provided for different types of maintenance, yearly programme of works shall be drawn up by Asstt. Director (Hort.) and Dy. Director (Hort.) in the beginning of the year; say in April. This programme will be broken down in quarterly and monthly programmes. Estimates shall be prepared, based on the provisioning of different inputs for the maintenance. A typical format for preparation of the estimates is indicated at Annexure-22. It is only an indicative and will be different for different type of maintenance.

Provisions for indoor plants, cutflowers, floral decoration etc., are not covered under general maintenance. These are specific requirements of users and concerned Ministries/Departments are to bear expenditure on such provisions. Separate estimates are to be sent on specific demands for such requirements to the users and works executed on receipt of sanctions and funds.

7.6 Monitoring and control

General system of monitoring of complaints like preparing abstract of complaints at the end of day, checking the compliance of the task assigned to the workers from the workers note-book vis-a-vis complaint register, transferring complaints of special repair and periodical repairs to the respective Registers, intimating time-frame for attending the complaints to the users, inspection of complaints attended every day and routine inspections of the area and watch for any unauthorised/illegal activity will be followed.

Based on Annexure-30, which is applicable for residential and non-residential maintenance, the Asstt. Director (Hort.) shall chalk out quarterly programmes in consultation with Dy. Director and monitor the same. Specimen copy of one such programme of Assistant Director (Hort.) is indicated at Annexure-32. Similar programme will be prepared by Dy. Director (Hort.) in consultation with Addl. Director of Horticulture/Director of Horticulture. A system of feed back will be devised for maintenance of areas. For important areas, Inspection Card system shall be followed, which will be got signed at least once in a month from the representatives of localities through Resident Welfare Associations. In case of office premises, Card shall be got signed by the nominated head of the Coordination Committee of the building. In case there is no Coordination Committee for maintenance of the buildings, acknowledgement will be obtained from the major user Ministry/Department in the buildings/office complexes.

A system of collecting feed back for maintenance of the areas has to be developed for taking action for processing the feed back information. A reporting system for civil and electrical disciplines is indicated at Annexure-27. Similar reporting system will be observed by ADH/DDH/Addl. DOH/DOH for Horticulture works, as mentioned under para 9.3. AD (H) will prepare details of day to day complaints, special repair complaints, requests of additions/alterations and periodical repairs and send the same for all Service Centres to DD (H) monthly. On the basis of the data received by DD (H), he will make programme and fix agency for the execution of works of special repairs and additions/alterations. He will send monthly report to Addl. Director (Hort.)/Director (Hort.), who will compile it at his level and send monthly report for works of all categories to Chief Engineer.

CHAPTER 8

MAINTENANCE OF VIP RESIDENCES

CPWD is maintaining large number of VIP residences in Delhi. These include residences of prime Minister, Vice President, Union Ministers, Chief Justice and Judges of Supreme Court, Chairman of Commissions, MPs etc. Whereas there are separate rules for maintenance of Rashtrapati Bhawan and sanctions are issued for day to day works by President Secretariat, different yardsticks have been evolved for maintenance of other VIPs/VVIPs.

8.1 Additions/Alterations

In case of Additions/Alterations ministry has laid down guidelines and fixed annual monetary limit/tenure monetary limit for carrying out Addition/Alterations. These Addition/Alterations are carried out subjected to technical feasibility. Yardstick for Additions/Alterations to VIP residences are as under:-

TABLE - I

YARD STICK OF ADDITIONS/ALTERATIONS AT RESIDENCES

Sl No.	Category of VIP	Ceiling Limit of A/A works (Amount in Rs.)	Remarks
1.	Vice President	As per actual	
2.	Prime Minister	-do-	
3.	Chief Justice of India	1,00,000	For the purpose of applying these financial limit, the value of old works of A/A carried out at the residence of ministers, judges, or M.P., during their entire tenancy will be taken into account. If allottee in any category changes his residence during his tenancy as minister, judge or M.P. the financial limit is to be applied for his full tenancy that is coinciding with term of Lok Sabha or Rajya Sabha in the case of minister and MPs and high court Judge/Supreme court Judge in case of Judges. (M/o UA&E No.11013/5/88 – WI dated 28.1.98.)
4.	Ministers	1,00,000	11013/5/88-WI dtd.9.4.97
5.	Judges of Supreme Court and High Court	50,000	11013/5/88-WI dtd.9/10.4.97
6.	MPs	30,000	11013/5/88-WI dtd.11.3.97

- | | | | |
|-----|--|----------|---|
| 7. | Chairman Planning Commission | 1,00,000 | |
| 8. | Member planning Commission/CEC | 1,00,000 | |
| 9. | Election Commissioner | 50,000 | |
| 10. | Chairman and member of other commission i/c UPSC | | The work of A/A will be born by commission itself.
(Directorate of Estate No.14011(9)87-
Pol. IV dated 7.2.92.) |

The following guidelines are issued by M/o UA&E vide O.M. No. 28012/22/96 WI dated 9.4.97 for carrying out the works of addition/alteration :

- (1) Renovation of kitchens and toilets including replacement of floor tiles etc. should be carried out only in those cases where 10 years' time has expired after such works were carried out in any bungalow. Even after completion of 10 years, if renovation is not technically needed in the opinion of CPWD and if an occupant still wants to have additions/alterations, he would be required to bear the full expenses.
- (2) Additional construction prohibited under the LBZ norms should not be carried out in the bungalows and the occupants be informed accordingly.
- (3) To provide necessary facility of office block, construction of temporary office blocks as per the existing guidelines may continue to be provided in the bungalows occupied by Hon'ble Ministers which are below their entitlement. However when bungalow of the entitled type is available or likely to be available in near future for allotment but the Hon'ble Minister desires to continue in accommodation already made available to him but which is below his entitlement, then in such cases the temporary office blocks should not be constructed.

8.1.1 Constructions in Lutyen's Bungalow Zone area, New Delhi.

Additional construction is allowed to be carried out at the residences of ministers and other VIPs. This include office accommodation at residence, guard room, toilet, visitors' room, etc. All the VIP residences are generally located in Lutyen's Bungalow Zone (LBZ) area, New Delhi. There are however strict restrictions on under taking additional constructions in LBZ. These restrictions have been imposed because there is need for preservation of the original character of Bungalow Zone. Delhi, which is the capital of India, comprises areas having three distinctive characters.

- 1) Walled city, Shahajahanabad.
- 2) Lutyen's New Delhi.
- 3) Post independence development.

The urban design form of New Delhi, which was designed by Sir Edwin Lutyen when the capital was shifted from Calcutta to Delhi(1911) was fundamentally based on Garden City concept. After independence, Delhi grew suddenly and enormously in a haphazard and unplanned way inspite of the Delhi master Plan (1962). With the view to preserve and maintain the aesthetic quality of Urban Design of Lutyen's Delhi, which is still dominated by green areas and bungalows, a separate set of norms were formulated for Lutyen's Bungalow areas with a delineated Bungalow area boundary comprising 2300 hec. by the Ministry of Urban Development on 8.2.1998.

The need to preserve the original character of LBZ arises because :-

- The area has an unique quality with a special historical significance.
- The area has a strong identity, clarity and imaginability.
- The visual quality of the low density developments with predominant green areas is not only enriching the overall aesthetic environment but also balancing the ecology of the areas.

8.1.2 Upgradation of Bungalows in LBZ .

Keeping in view the above, the following guidelines for additions and alterations in Bungalows occupied by Cabinet/State/Dy.Ministers/Supreme Court/High Court judges, Secretaries to government of India are to be observed.

A) External Character

1. Front set back shall be maintained as per the existing building line and no additional structures shall be allowed. Like wise, existing height of the building shall not be exceeded while making additions/alterations.
2. However for the purpose of security, sentry post/guard rooms/frisking sheds etc. shall be provided in the front set back near the entry point. These structures shall be of temporary nature/portable type lasting maximum upto 5 years.
3. The colour scheme shall be decided by the Architects depending upon the site environment.
4. The design of the boundary wall/gate shall be as per security requirements and best suited to the site and surroundings.
5. The existing bungalows can be modernised internally, by means of partitions in the rooms/additional toilets, etc. keeping the exterior façade as it is by creating additional rooms/spaces depending on the structural feasibility and the requirements of Cabinet Ministers/State/Dy. Ministers/equivalent.
6. If the additional requirements exceed the facilities provided as per para 8.1.2 (B) the same shall be provided in side and rear set back, depending upon site conditions but not in the front set back.

7. There exist different types of bungalows with plinth areas ranging from 3,000 to 8,000 sq.ft. In order to modernise the existing bungalows under the above mentioned guidelines, each and every bungalow shall have to be designed independently with reference to the existing site conditions by the Architects.
8. To keep the tree studded character of the LBZ, no trees shall be cut and emphasis shall be laid on the plantation of more trees of similar varieties as existing in the LBZ.
9. The landscape design of the bungalow plots shall be in consonance with the overall character of the bungalow, and the designs shall be approved by the Chief Architect/Senior Architect concerned.

B) Additional Construction

The guideline for construction in the Lutyen's bungalow zone stipulates no additional construction in the Bungalows. However to meet the functional demands, certain additional areas are required to be provided in the Ministers, Supreme Court Judges/High court judges/Secretaries to the Government of India's bungalows for additional residential accommodation, office accommodation & accommodation of security personnel in the Bungalows where the plinth area is below the entitlement of Minister/Judges and Secretary to Government of India. To meet such additional requirements, temporary accommodation as shown below may be provided for Ministers/Supreme Court Judges/High Court Judges/Secretaries to Government of India's Bungalows.

a) Additional Residential accommodation

(i) Ministers

At present a minister is entitled to a plinth area of the bungalow as 4498 sq.ft. In case the Minister is allotted a Type VII or below bungalow additional construction to the extent of one bed room with attached toilet and temporary open sheds for multi-purpose usage etc. with a ceiling of 500 sq.ft. plinth area subject to overall ceiling of 4498 sq.ft. may be provided with temporary specifications.

(ii) Supreme Court Judges/ High Court Judges/Secretaries to Government of India.

In case Supreme court Judges, High Court Judges and Secretaries to Government of India are allotted accommodation below their entitlement, additional construction for residential purposes with a ceiling of 500 sq.ft. plinth area may be provided with temporary specifications.

(b) Office Accommodation

For upgrading the bungalows to accommodate the Ministers, Supreme Court judges/High Court judges, provision of office space as per norms laid down by the Government may be made by erecting semi portable structure with a life span of 5 years. Accommodation is to be provided with temporary specifications.

Cabinet Minister/Minister of State/Deputy Minister/Supreme Court Judges/High Court Judges.

Area = 46.45 Sq.m./500 Sq.ft.
Accommodation : 2 rooms with one toilet.

(c) Security Works:

I. Guard Rest Room : To be provided in the following configuration.

- i) Cabinet Minister : Room for (2+8) guards with bath & W.C.
- ii) Minister of State : Room for (1+4) guards with bath & W.C.

II. Frisking Room/PSO Shed : One Room.

III. Sentry Post : Nos of sentry post as per security arrangements.

Additional residential /Office Accommodation proposed to be provided to Ministers, judges and Secretaries to Government of India would be as per Table 2 :

TABLE 2

Type of Addl. Accommodation	Cabinet Minister/ Minister of State/ Dy.Minister/ Supreme Court/ High Court Judges	Secretary to Govt. of India	Specification
Residential	46.45 Sq.m. (500 sq.ft.)	46.45 Sq.m. (500 sq.ft.)	Temporary
Office	46.45 Sq.m. (500 sq.ft.)	-	Semi-portable.
<u>Security</u>			
Guard Rest Room	33.75 Sq.m Cabinet (365 sq.ft.)Ministers (250 sq.ft.) for others	-	Semi portable
(ii) Frisking Room PSO Shed Shed	9.2 sq.m. (100 sq.ft.)	-	Portable
(iii) Sentry posts	2 sq.m. (20 sq.ft.)	-	Portable

The issue of construction of temporary sheds at the residences of Hon'ble Judges of Delhi High Court has been discussed in various meetings taken by Hon'ble Chief Justice of Delhi High Court. This matter has also been considered in this Department and it has now been decided that temporary shed of an area of 500 sq.ft.

with variations upto 25% where inescapable, may be constructed with cement concrete flooring and fibre glass roofing for sit-out, sheds and cement concrete flooring with asbestos roofing for car sheds where ever the need for such structure is felt. There is no fixed cost ceiling and the expenditure will be governed by the specifications prescribed by the Department from time to time.

C) Specifications

- (i) For temporary structure with life span of 5 years
(for additional Residential Accommodation).

FOUNDATION	Brick work in foundation
FLOORING/ SKIRTING/DADO	PCC/Mosaic for office, tiles for toilet, and kota stone for Verandah
SUPERSTRUCTURE	Brick work in mud mortar with Cement plaster.
WINDOWS	Steel windows with grill.
DOORS	T-Iron/Pressed steel frame with suitable Shutter.
ROOFING	Sand stone slabs on T-Iron frame with suitable water proofing. OR A.C./CGI sheet roofing with suitable False ceiling.
COST	Cost of structures with above specifications will be Rs.4000/- per sq.m. (as on oct.1995)

- (ii) For semi-portable structure (For additional office & Security
Accommodation).

STRUCTURE	Mild steel frame structure placed on plinth.
CLADDING	Flexo Board or equivalent outside & Gypsum Board or Novopan or equivalent inside with insulation
ROOFING	AC/CGI sheet roofing with false ceiling. Fibreglass sheets roofing for sitting out sheds.
COST	Cost about Rs. 6527/- per sq.m. (as on Oct. 1995).

8.2 Furniture/Furnishings

CPWD Divisions procure furniture for supplying to Vice President of India, Prime Minister, Union Ministers, Judges of Supreme Court, Hon'ble Members of Parliament and other dignitaries entitled to furnished accommodation by specific orders of Govt. of India. Furniture is also supplied to various commissions against specific approvals issued for the purpose. Furniture is not supplied to general pool residences unless the same is available in spare with the divisions after meeting with the requirements of VIPs.

The furniture procured by department comes under two categories; Durable and non-durable. Life span of durable and non-durable furniture has been fixed by Ministry of Urban Affairs and Employment through WI desk letter dated 9.3.1995 and the same is indicated in Annexure – 26.

8.2.1 Maintenance of Furniture

The furniture require day to day repairs to keep it in functional & usable and periodical repairs like painting/polishing, change in upholstery, cushions etc. With constant use, the furniture goes out of circulation and new furniture is required to replace the same after following due procedure of writing off. Under mentioned amount will be spent annually on maintenance of furniture

- (i) Durable furniture - 11.25 % of capital cost of furniture
- (ii) Non-durable furniture - 23% of capital cost of furniture

The capital cost of total furniture available as on 1st of April of the year will be worked out and maintenance estimate of furniture will be prepared within above mentioned cost. All items of day to day repairs, periodical repairs and renewal and replacement will be met out of this cost. Estimate for purchase of additional new furniture not forming the part of above estimate will be prepared separately and sent to Ministry for approval.

Almost all the VIP residences are provided with furniture/furnishings by CPWD. Director of Estate lay down guidelines for issue of furniture/furnishings in the residence of Vice President, Prime Minister, Ministers and MPs. There is limit in terms of monetary value of furniture/furnishings up to which no rent is charged from the VIP and beyond this limit, rent is charged at certain rates.

Yard stick for supplying furniture and furnishings, amount of rent recoverable separately for durable and non durable furniture as fixed up by Director of Estates in respect of VIP residences is given in table – 3.

TABLE – 3

ENTITLEMENT OF FURNITURE/FURNISHING

SL.No.	VIP	Rent free Limit	Rent of furniture & furnishing
1.	Vice President	No limit	Full furniture/furnishing Rent-free.
2.	Prime Minister	-do-	-do-
3.	Ministers/State Ministers	Rs.38,500/-	@1.9% of cost of furniture per month beyond ceiling limit for durable furniture and 2.9% of cost of furniture for non-durable furniture.
4.	Dy. Minister	Rs. 22,500/-	-do-
5.	Chairman, Planning Commission/Election Commission	Rs. 38,500/-	-do-
6.	Member, Planning Commission/Election Commission	Rs. 22,500/-	-do-
7.	Chairman & Member Other Commissions I/c UPSC		As per orders of the Commission. The Expdr., is to be born by the Commission.
8.	M.Ps	Rs. 24,000/- (Durable)	Rent @ 13.75% of the cost of furniture beyond ceiling, per annum.
		Rs. 6,000/- (Non-durable)	Rent @ 24.5% of the cost of furniture beyond ceiling, per annum.
9.	Chief Justice of India	Rs. 2.5 lakhs	Directorate of Estate No. 14011(4)/91-Pol.IV, dt. 27.2.96.
10.	Judges of Supreme Court of India	Rs. 2.00 lakhs	-do-

Item-wise rent for electrical appliances as fixed up by Directorate of Estate for VIP residences is given in following Table – 4.

TABLE – 4

***HIRE / RENT CHARGES OF ELECTRICAL APPLIANCES FOR GENERAL
POOL AND MPs POOL**

Sl. No.	Item	Rent	Per Month
		Under FR – 45 A(vi) read with SR 325	Under FR – 45 B(vi) read with SR 334
FANS			
1.	Air Circulators.	28.00	34.00
2.	Ceiling Fans	18.00	22.00
3.	Pedestal Fans	25.00	30.00
4	Cabin Fans	27.00	32.00
5	Table Fans	12.00	15.00
6	Exhaust Fans	28.00	33.00
HEATERS			
1.	Magical heaters	33.00	40.00
2	Fan Heaters(Samrat)	18.00	21.00
3	Fan Heaters (Sunflow)	30.00	36.00
4	Twin rod room heater(2 K.W.)	17.00	20.00
5	Ordinary room heater (1 K.W.)	8.50	10.00
6	Heat Convector	40.00	48.00
LAMPS			
1	Table lamp ordinary	1.60	1.90
2	Fancy table lamp(i/c block stand/tarry/Brass)	4.05	4.85
3	Floor Standard lamps	7.50	8.50
4	Flood lights	15.00	18.00

REFRIGERATORS

1.	Big Size(286 to 310 litres)	195.00	233.00
2.	Medium Size(165 to 184 litres)	140.00	167.00
3.	Small Size(135 litres)	104.00	125.00

A/C UNITS

1.	Window type (1 ton)	724.00	863.00
2.	Window type (1.5.ton)	898.00	1071.00

COOLERS

1.	Desert Coolers	158.00	189.00
2.	Room Coolers	92.00	110.00

GEYSERS

1.	22.75 litre Capacity (5 gallons)	19.00	22.00
2.	34.13 litres Capacity (7.5.gallons)	28.00	33.00
3.	36.40 litres Capacity (8 gallons)	30.00	36.00
4.	45.50 litres Capacity (10 gallons)	37.00	44.00
5.	54.80 litres capacity (12 gallons)	45.00	53.00
6.	68.25 litres Capacity (15 gallons)	56.00	67.00

*(D.O.E. No. 18012/1/90/Pol. III dtd. 26.12.90)

8.3 Security Works

Security Works are provided on the recommendation of Police. Usually, such requisitions are given by DIG (Security). Expenditure on security works is to be incurred by Ministry of Home Affairs. MHA has laid down guidelines for making various security provisions according to the category of security cover provided to the protected persons. These guidelines are of confidential nature and as such cannot be depicted in this manual. Whenever any requisition is received in this regard from police authorities, security provisions are made according to these guidelines.

To avoid delay in providing these facilities, MHA has delegated powers of sanctioning the estimates based on standard guidelines to DG(W), CEs. Whenever there is a demand for providing security provisions to the protected persons, which are

not as per standard guidelines laid down by M/o Home Affairs, facility is provided on receipt of sanction from Ministry of Home Affairs.

8.4 Arrangements for functions at VIP Residences/Govt. functions

Very often functions are held at the residences of VIPs. In addition, various Govt. functions are also held in important buildings like Rashtrapati Bhawan, Parliament House, Hyderabad House. Special care is to be taken by all disciplines for making arrangements for such functions. A check list of items in connection with the arrangements for such functions is given at Annexure 21. In general following guidelines shall be followed.

1. The EE(C), EE (E) & DD(H) shall fill up the check list in case of each function and sent one copy to respective CE(Civil). EE(E) shall, in addition, send one copy to CE(E) concerned. This should be done at least one day in advance.
2. At all functions attended by a VVIP, Ex. Engineer with his junior staff should normally be present and in case of his inability due to any reason the SE concerned shall be present.
3. At all functions attended by Ministers and other dignitaries an officer of the rank of AE & JE from each discipline shall be present and in case of any difficulty the EE shall be available.
4. Against each item in the above check list, the reply should normally be one or more as under :
 - a) Not required.
 - b) Arrangement made.
 - c) Arrangement made checked and found O.K.
 - d) Yes/No/Not applicable.
5. If the notice of the function is too short, the forms may be filled up by AE but it is his responsibility to inform the EE concerned.
6. Functions held after prior notice shall also be attended by SE/CE at their discretion or if so desired, by the designated officer for the function but shall be inspected by them at least one day in advance.
7. The JE/AE/EE shall check independently and record the time and date.
8. Check list at Annexure 21 should be filled up well before every function and sent to CE(C) and CE(E).

8.5 Powers to CPWD Officers

For ensuring prompt services to these residences certain powers have been given to CPWD officers. The cases beyond the power of CPWD officers are sent by Chief Engineer to Ministry. All the VIP residences are located in Delhi and their maintenance is carried out generally by NDZ I. Some specific powers have therefore being given to Chief Engineer, NDZ I and Additional Director General(S&P), apart from DG(W). These powers are given in Table - 5.

TABLE – 5

POWER DELEGATED TO CPWD OFFICERS

Sl.No.	Description of item	Officer	Power	Remarks
1	Purchase of furniture for residences of Vice President and Prime Minister	CE(NDZ) I ADG(S&P) DG(W)	1 Lakh 5 Lakh Full	Estimate beyond Rs. 5 Lakh will be submitted to DG (W) for approval. (No.50/6/90 – W, Vol.IV dt. 24.2.96.)
2	Purchase of furniture for residence of			Subject to conditions mentioned in Directorate of Estate's O.M. No. 14011(4)/91 – Pol.IV Dated 21.5.91
	i) Minister/Minister of State	CE(NDZ) I	38,500	
	ii) Deputy Minister	CE(NDZ)I	22,500	
				(i) the estimates for purchase of furniture should be approved and concurred in by the appropriate authority.
				(ii) the purchase should be made after satisfying that the existing requirement cannot be met from within the available stock of CPWD and that earlier sanction, if any has been fully utilised.
				(iii) The prescribed ceiling is inclusive of the value of old furniture as well as new furniture going to be purchased.
				Therefore, the purchase of furniture should not be resorted to in cases, where the total value of furniture issued to the VIP applicant, including the old

			Items of furniture exceed his /her entitlement.
Civil works for residences of Vice President and Prime Minister.	DG(W) / ADG(S&P)/ CE (NDZ) I	Full/ 5 Lakh/ 1 Lakh	(Min. of UA&E No.14013/5/88 – WI, Dated 9.4.97.)
Additions and Alterations Provision of compound wall, barbed wire fencing and other civil works for security purposes in residence allotted to ministers, judges of the Supreme Court, judges of the Delhi High Court and Govt. officers	CE (NDZ) I/II ADG (Works)/ DG(W)	Full Powers	Strictly in accordance with the recommendation/ approved plan of Police Authorities. (M/o UA&E No.17013/1/85 – W I Dated 21.7.89)
Provision of flood light fittings, alarm bell system etc. for security purposes in the residences allotted to Ministers, judges of the Supreme Court and Delhi High Court and Government officers.	CE(NDZ)I/II ADG (Works) DG(W)	Full Powers	---do---
Construction of office block and guard house in the residences allotted to Ministers.	CE(NDZ) I/ DG(W)	Full powers	Subject to the norms approved by the Ministry of UAE after obtaining a certificate from the Directorate of Estates that no bungalow with the facility of office block and guard house is available for allotment to the Minister
Construction of additional bath room and WC for servant quarters in case the existing facilities are considered insufficient in relation to the number of servant quarters.	--DO--	--DO--	Subject to maximum limit of one bath room and WC for Two servant quarters
Metalling the approach roads within the bungalow.	--DO--	--DO--	

9	Provision of under ground water tank with boosting arrangements in residences allotted to Ministers and Judges of the Supreme Court.	--DO--	--DO--	M/o UA&E.O.M. No. 17013/1/85 – WI dtd. 21.7.89
10	Works of Additions/ Alterations in Ministers residences.	--DO--	Rs. 1,00,000/-	M/o UA&E O.M. No. 11013/5/88 – WI dtd.9.4.97
11	Works of additions/ alterations in the residences allotted to judges of the Supreme Court and the Delhi high court.	CE(NDZ) I/ CE(NDZ) II/ DG (W)	Rs. 50,000/-	M/o UA&E O.M. No. 11013/5/88 – WI dtd.9/10 .4.97
12	Works of additions/alterations in residences allotted to MPs.	House Committee Lok Sabha/Rajya Sabha	Rs.30,000/	Addition/Alteration works beyond Rs.30,000/- sanctioned by the M/o UA &E/M/o Finance. (M/o UA&E O.M. No. 11013/5/88 – WI dtd.11.3.97)
13	Provision of boundary wall and barbed wire fencing and security lighting alarm bell system in residences allotted to MPs.	CE(NDZ) I/ ADG (W)/ DG (W)	Full powers	Powers limited to the cases where a certificate of essentiality has been furnished by the appropriate police authorities and in accordance with the norms/recommendations made by the police authorities. (M/o UA&E O.M. No. 17013/5/85 – WI dtd.21.7.89)
14	Sanctioning additional construction in houses allotted to Minister in case the type is VII or below – cases where plinth area of the bungalow is less than 4498 Sq.ft.	--DO--	Full powers Upto 500 sq.ft.(46.45 sq.m.)	Additional construction to the extent of one bed room with attached toilet with a ceiling of 500 sq.ft. plinth area, subject to overall ceiling of 4498 sq ft. may be provided. (M/o UA&E O.M. No. 17013/5/85 – WI dtd.21.7.89)

15	Works for augmenting water supply like construction of under ground tank with boosting arrangement, provisional additional over head tanks or provision of additional taps.	--DO--	Full Powers	(M/o UA&E O.M. No. 17013/5/85 – WI dtd.21.7.89)
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CHAPTER 9

MONITORING OF MAINTENANCE

9.1 Monitoring of complaints lodged at Service Centers

All Complaints received at Service Centers are divided into following three categories.

- (i) Essential Complaints : Complaints of essential nature like blockage of sewer lines, breakdown in water supply, non availability of electrical power, Electric shock in the appliances or metallic fittings, leakage of roof, Blockage of road by falling of the tree or a tree endangering building/structure come under this category. These complaints should be attended to within 24 hours of the receipt of the complaint.
- (ii) Routine Complaints : Day to day complaints of routine nature like repairs to plaster, flooring, wood work, door shutters etc. comes under this category. These complaints should be generally attended to within 48 hours.
- (iii) Complaints of Periodical Repairs : Repairs like white Washing, Painting, distemping etc. fall under this category. Such complaints are transferred to Register of Periodical repairs and watched there.
- (iv) Complaints relating to additional facilities : Certain complaints which are got done on payment of certain percentage of the estimated cost of work by the allottees fall under this category. Such complaints of Additions/Alterations nature are made by the allottees through a separate form designed for it and are transferred to separate register and watched there.

Following procedure is to be followed for monitoring the complaints lodged at Service Centre.

- (i) At the end of the day an abstract of the complaints brought forward, attended and balance pending shall be prepared in the complaint register, which will indicate the date wise pendency of the complaints. The Junior Engineer and the Assistant Engineer will review this extract to ensure that all complaints of essential nature have been attended to within 24 hours of receipt of the complaint.
- (ii) Action plan is chalked out by a JE/AE concerned to get the routine complaints attended to on priority the next day and ensure that such complaints do not remain pending for more than 48 hours.
- (iii) Executive engineer will review the daily extract of complaints at least once a week in normal course and at least twice a week where complaints pertaining to VVIP/VIP are involved. The SE will review the complaint register at least once a month in general and at least once in fortnight in case of VVIP/VIP complaints.

- (iv) An abstract of complaints recorded, attended, transferred and balance to be attended shall be prepared every week on the last working day of the week. The period of pending of unattended complaints shall be under following heads.
 - (a) Pending for more than one day.
 - (b) Pending for more than two days.
 - (c) Pending for more than seven days.
- (v) Weekly abstract as mentioned above shall be forwarded by the AE in charge to the Executive Engineer for his review and taking suitable action to ensure that action on no delay or essential complaints is not delayed and at the end of the day more complaints do not come in pending. Executive Engineer will also ensure that the arrangement made at the Enquiry Office that any complaint other than of periodic repairs nature or addition/Alterations nature do not spill over the week..
- (vi) At the end of each calendar month a statement showing details of complaints lodged and attended trade wise is prepared and submitted to the SE and the CE. The SE and the CE will review these complaints and devise the ways to minimize the total no of complaints received at the Service Centres. The SE will review the works of Addition/Alterations and Special repairs monthly for every division to minimize the number of complaints at the service centers.

9.2 Monitoring of Complaints received directly by Chief Engineer

Some times the complaints are received through letter or over telephone directly by Chief Engineer from the allottee, Ministry or Director General (Works)/Additional Director General (Works). Under mentioned procedure will be followed by Chief Engineers before attending to such complaints

The complaints received directly (either through telephone or by letter) by the Chief Engineer will be passed on to concerned Superintending Engineer/DO(H)/Executive Engineer/DD(H) and compiled in a Division wise statement by the Executive Engineer (MIS). EE(MIS) will send copies of such statements every week to SEs/EEs.

- (i) On receipt of the complaint, the Executive Engineer is required to verify whether the same complaint had been lodged at the Service center or not and if the same was lodged, whether it has been attended or not. If the complaint had been lodged at the Service Centre and has been attended, intimation is to be given to the EE (MIS)/C.E. through Special Messenger or on Telephone. The date & time of lodging of complaint and date on which the same has been attended to, is to be entered in the statement issued weekly by E.E. (MIS). For easy working such statements can be prepared on computer if facility of computer is available.
- (ii) However if the particular complaint has not been received at the Service Centre, the same is duly entered in the complaint register and is attended to. After attending the complaint, intimation is to be given to EE(MIS)/C.E. telephonically. The date on which the complaint has been attended to is also entered in the weekly statement of complaints being received from EE (MIS).

- (iii) In both the cases, confirmation has to be obtained on phone from the allottee in token of having attended the complaints in case of VIPs. Inspection card has to be got signed from the allottee that the complaint has been attended to & no other complaints are pending. However in case the allottee does not agree to sign the Inspection Card even after the complaint has been attended to, the matter is to be brought to the notice of the Chief Engineer and EE(MIS).
- (iv) A copy of the statement of pending complaints is to be prepared by the EE(MIS) and sent to the concerned Executive Engineer every week for updating the position of complaints recorded in the office of the Chief Engineer and the same shall continuously be monitored and reviewed by the EE(MIS) with the concerned Executive Engineer.
- (v) CE shall review the position of pending complaints with the SEs/DO(H) and EEs/DD(H) once in every fortnight (if large number of pending complaints remain unattended) or once in a month.

9.3 Maintenance information system

A system has been developed by department to collect information relating to maintenance works and take action after processing this information. The reporting system at the level of AE/AE(E), EE/EE(E) and SE/SE(E) has been devised and indicated at Annexure – 27. AE/AE(E) will prepare details of day to day complaints, special repair complaints, requests of additions/alterations and periodical repairs and send the same for all the Service Centres to EE/EE(E) monthly. On the basis of data received by EE/EE(E), he will make programme and fix agency for the execution of works of special repairs and additions/alterations. He will send monthly report to SE/SE(E). SE will compile the information at Circle level and send monthly report for works of all categories to CE. Similarly SE(E) will send monthly report to CE. He will send this report to CE(E) also. The details of complaints indicated in Annexure-27 are only for Civil & Electrical maintenance. Similar reporting will be done by AD(H)/DD(H)/Addl. DOH/DOH for Horticulture works details of which will be finalised by DOH.

CHAPTER 10

ENCROACHMENT

Encroachment on government land/public premises will not be allowed to occur. Since the government buildings standing on the land and the land underneath and appurtenant there to along with the land under roads, parks, toilets, play grounds, situated in government colonies come under the administrative control of CPWD for all purposes, the responsibility with regard to reporting of unauthorised construction/encroachments thereon is that of the CPWD. The services like roads, parks, storm water drains which have been handed over to local bodies will come under their purview for taking action regarding prevention and removal of the encroachments. Directorate of Estate, which is the authority for allotment of government premises will receive reports from CPWD regarding unauthorised construction or encroachments by the allottees of general pool residential / commercial premises and would take steps for cancellation of allotments. The responsibility for removal of such unauthorised construction/encroachment as also encroachments by the persons other than the allottees will vest with the CPWD. The CPWD is also entrusted with the responsibility for taking action for removal of encroachments or unauthorised construction under common areas such as roads, parks not handed over to local bodies or unallotted land in government colonies, which cannot be specifically attributable to allottee.

The responsibility for detection/reporting and removal of unauthorised construction/encroachments in government colonies/government land lie on the authorities as indicated in the Annexure - 16.

10.1 Steps for detection/removal of encroachments

A close watch will be kept to ensure that encroachments do not take place in the area. Junior Engineer and Assistant engineer will be personally responsible for the encroachments taking place in their jurisdictions. Executive Engineers, Assistant Engineers & Junior Engineers in case of transfers, will prepare a detailed note/ list of the encroachments already existing in their areas and action taken/proposed to be taken will be mentioned clearly in their handing over reports to their successors.

Under-mentioned procedure will be adopted to prevent further encroachment in CPWD areas and remove the encroachments already taken place.

- (i) Whenever any construction activity going on in the locality is noticed by the J.E/A.E. on their inspection carried out by them on day to day basis, they will verify whether the construction is according to building plans sanctioned by the local bodies. Immediate steps shall be taken to stop or demolish the constructions which are being carried out in the absence of sanctioned building plans.
- (ii) A report will be sent to the Directorate of Estates in case the building activity is within the premises allotted by the Directorate of Estates or in the area appurtenant to the premises allotted by them. For this purpose, area within the compound wall and gate of the premises will be considered as appurtenant to the premises allotted by the Directorate of Estates. Side by side the matter

will also be reported to the Police for immediate prevention of unauthorised construction.

- (iii) In case unauthorised construction/encroachment is not stopped/removed by the encroacher, a notice may be issued to him by the Estate Officer of the area under P.P. (Eviction & Unauthorised occupation) Act, 1971. Side by side F.I.R. may be lodged with the police against the defaulter/encroacher.
- (iv) Action will be taken by the Estate Officer under the P.P (E of U.O.) Act 1971 and eviction proceedings will be passed. The Ministry of UA&E has been declaring EEs/DD (H) of CPWD as Estate Officers from time to time. Some more officers of CPWD have been declared as Estate Officers recently by Ministry of UA&E for the purpose of Public Premises Act and list of those is enclosed at Annexure – 24.
- (v) Police help will be taken and un-authorised encroachments will be removed.

It is the responsibility of the department to act immediately as and when un-authorised construction/encroachment is noticed. They will not take the plea that said encroachment had already taken place before taking over their duties in the area. It is expected that irrespective of the fact whether the encroachment had taken place during the time of their predecessors or in their own period, they will take action under the rules and direction issued by Government from time to time. Their performance will be judged by the action they have taken to stop/remove the encroachment.

It shall be kept in mind that police on receiving the report regarding encroachment/un- authorised construction may not act at their own. Their duty is to provide protection to the officers of the department against any untoward incidence at the time of removal of encroachments and for that police help can be sought.

Divisional officer or his representative A.E. or J.E. may take the help of Demolition Squad of local bodies in case they do not have any arrangements of their own or in case it will take time for them to make arrangement for arranging the demolitions and exigency of job warrants the demolitions to be arranged on emergency basis.

Local governments also have Demolition Squads in certain cities. In Delhi the Lt. Governor has made Special task Force, in every District. Assistance of special Task Force/ Demolition Squad can be taken by writing to the ADM/DM of the District concerned.

10.2 Encroachments within purview of CPWD

Central P.W.D. is responsible for removal of all encroachments from common areas like Lawns, Parks, staircases, and footpaths. These areas are not attributable to a particular allottee. In respect of encroachments in Delhi, Government of Delhi has issued guidelines as to which encroachments can be removed straightway or on payment of compensation/alternative piece of land. Cut off date of 30.1.1990

has been decided for this purpose. Encroachments which have come up before this date and where the encroacher has been issued a Token as well as Ration Card by local body (MCD), will be removed only on payment of compensation or alternative piece of land. CPWD will prepare details of all encroachments, which have come up before 30.1.1990 and subsequent to it. DDA has been entrusted with responsibility of removal of encroachments where payment of compensation is involved. They have fixed an amount of Rs. 29,000/- per encroacher.

Approval of Ministry of Urban Affairs & Employment will be obtained by CPWD for payment of compensation to the eligible encroachers. Details of all such encroachers will be sent to DDA and they will be requested to get the encroachers evicted from the land. Full amount of Rs.29,000/- per encroacher will be paid to DDA. In case land is available with DDA, they will allot the alternative piece of land, otherwise it is left to them whether they want to make some makeshift arrangement for the encroachers or pay the compensation. It is however, the responsibility of Divisional Engineer, CPWD that land is made free of encroachments. On completion of all the formalities like payment of compensation/alternative piece of land to the encroachers through the DDA, the Divisional Engineer, CPWD can also use his powers as Estate Officer and get the land vacated from the encroachers.

In all cases of encroachments, which have come up after 30.1.1990, the Divisional Engineer will take action for removal of encroachments by operating his powers as Estate Officer. He will follow full procedure as laid down in the P.P. Act (E&U.O.) 1971 in this regard so that encroacher may not take undue advantage for any flaw in the procedure followed. It is pertinent to mention here that no matter the encroacher is issued Ration Card, but in case the encroacher has not been issued Token by MCD for encroachment occurred before 30.1.1990, they are not eligible for compensation. In case of encroachments, taken place after 30.1.1990, encroachers will not be eligible for compensation at all and they shall be evicted straight away.

The responsibility for prevention, detection and removal of encroachments from lawns, parks and other green areas under the maintenance of Horticulture wing of CPWD will be that of Sectional Officer (Horticulture), Assistant Director (Horticulture), and Deputy Director (Horticulture). Their responsibilities will be similar to their counter parts on Civil and Electrical side relating to the encroachment within their jurisdiction. They will also follow the above procedure for prevention, detection, and removal of encroachments.

10.3 Role of local bodies in prevention of encroachment

Local bodies like municipal Corporations, Development authorities play a vital role in prevention of encroachment in the cities. For any construction in the cities, construction plans have to be approved by local bodies. Their inspectors go round their areas on inspections and stop any construction activities going on without any approved plan.

10.4 Government Instructions to local bodies

In cities like Delhi, encroachments have occurred on a large scale, which has engaged the attention of Ministry of Urban Affairs and Employment. Under Section 41(1) of Delhi Development Act, Section 487 of Delhi Municipal Corporation Act, and Section 395 of NDMC Act, Ministry has issued under mentioned directions to

local bodies NDMC, MCD and DDA for strict compliance and land owning agencies report action taken by them to Ministry :-

- (i) NDMC, MCD and DDA should set up within their financial resources mobile squads headed by jurisdictional Assistant Engineers in order to conduct spot verification of all on going constructions in their respective areas on a day to day basis, with a view to ensuring that these are based on building plans duly sanctioned by the respective local Authorities/bodies. Such inspections should not be confined merely to the lands owned by these bodies but will extend over all public and private lands in their respective jurisdictions :
- (ii) Immediate steps should be taken to stop or demolish the constructions which are being carried on in the absence of sanctioned building plans, Effective liaison with the jurisdictional Police stations should be maintained while carrying out these tasks to prevent any law and order or other untoward problems;
- (iii) The performance of the mobile squads may be reviewed by the District level Special Task Forces set up under the orders of the LG, Delhi in each district;
- (iv) For any encroachment on public land which takes place after the date of issue of this letter, the Assistant Engineer/ Junior Engineer – in – charge of that area shall be held responsible and disciplinary action taken against them in appropriate cases;
- (v) Whenever deemed necessary and specially in cases where unauthorised constructions are not stopped despite issue of a notice, steps should be taken to register FIRs and launch prosecutions against the defaulters/encroachers;
- (vi) Special attention will be paid to ensure that parks, green spaces and other public open spaces are not encroached upon even through temporary constructions. Any temporary construction allowed for a specific purpose should be got vacated within the allotted time frame in the absence of which action be taken to remove such constructions forthwith at the cost of the party concerned and deduct the expenditure from his security deposit; and
- (vii) All land owning agencies should take effective measures including fencing, regular inspection of the land, etc. to protect their lands from future encroachments. Private security agencies may be deployed for this purpose, where ever found absolutely necessary.
- (viii) All land owning agencies should also take necessary protective and preventive measures and ensure that their land is not utilised for dumping garbage and thereby be lost to its regular use.

CHAPTER 11

ESSENTIAL STAFF QUARTERS

There are essential staff quarters attached to the Service Centre for allotment to the staff responsible for maintenance of the area. Allotment of these essential staff quarters is governed by "Allotment of Government Residences (under the control of Central Public Works Department) Rules, 1981". Allotment of these quarters can be done by Divisional Officer, which means the Executive Engineer (Civil or Electrical), Assistant Executive Engineer and Superintending Engineer. Distribution of essential staff quarters between civil and electrical will be decided by the Zonal Chief Engineers. Having done this, it shall be the responsibility of Executive Engineer and Superintending Engineer of the area to earmark houses at a particular Service Centre for various trades-men/officials. An overall view will be taken by Superintending Engineer of the Circle to earmark the essential staff quarters at various Service Centers to different tradesmen/officers to ensure that services of all trade persons and officers in different grades, eligible for allotment of quarters, is available within the circle at the time of emergency. As per allotment rules, the trades-men/officers will be required to attend emergency complaints, not only at the Service Centre where they have been housed, but anywhere within the division or circle. The rules have to be followed strictly and quarters have to be got vacated from the occupants, who otherwise becomes ineligible on account of transfer to non-essential areas. Seniority of trades-men and officers will be maintained at the circle level for allotment of essential staff quarters. Superintending Engineer on the recommendation of the Executive in whose area essential staff quarter has fallen vacant will approve allotment in principle. The Divisional Engineer will issue formal allotment order. A copy of allotment of Government Residences (under the control of CPWD) Rules, 1981 is attached as Annexure -18.

CPWD Service Centre

M/C Numbered

Complaint Registration Form

1. Flat No.
2. Name of the allottee
3. Nature of Complaint

Date

Signature & Name of
the complainant

.....

Received Complaint for Flat/Quarter No. M/C Numbered

Date :

Signature of Enquiry Clerk/ JE/Receiving Officer

CPWD SEVA KENDRA.....
COMPLAINT REGISTER

M/C Number

S.No.	Time of Complaint	Colony, Flat/ house No.	Description of complaint/ Observations by JE, AE or Inspecting Officer	Classification (tick where appropriate)		Action Taken				Remarks of JE, i/c balance work to be done	Balance work carried to complaint No...../ Transferred to	Sign of JE	Remarks of AE/EE
				No Delay	Other	Given to	Date given	Date attended	Details of work done				

**TIME CHART AT SERVICE CENTRE FOR JUNIOR ENGINEER
AND SECTION OFFICER (HORTICULTURE)**

Time	Functions
8.45	Report duty, perusal of Artisan Diary, instructions to workmen.
9.00	Marking attendance of Artisans and issuing materials duly accounted for release and surplus materials
9.20	Attending personal representations from tenants (Licensees)++
9.45	Discussions with AE about complaints
10.00	Supervision and inspection of works
13.00	Lunch Rest
14.30	Supervision and inspection of works.
15.30	Attending Office work.
17.00	Marking attendance and closing Time : 8 hours 15 minutes Effective supervision time : 4 hours.
++ New classification added	

Acknowledgement to Complaint

No.

Dated :

To

Ref: Your Complaint No. dated For Flat/Quarter No.....

Dear Sir,

The subject complaint is acknowledged. Necessary action is being taken to fix-up an agency for attending to the same. We will revert back to you no sooner we are in a position to take up the subject complaint. I request you to kindly bear with us.

However, the complaint is likely to be attended in next months.

Yours faithfully,

(Assistant Engineer)

CPWD SERVICE CENTRE

Date :

Unit to which transferred :

S. No.	Flat No.	Ref. Of Orgl. Complaint (No. & Date)	Balance work to be attended by the receiving unit	Classification		Remarks
				No delay	Other	

(Junior Engineer)

.....

.....

Recd. Complaint Transfer Memo.

M/c Numbered

Date :

(Junior Engineer)

PLINTH AREA RATES FOR CIVIL ENGINEERING MAINTENANCE**Base Year 1979**

Sl. No.	Category	Service Charges	Annual Repair	Special Repairs		
				Age 0-20 Years (Rs./ Sqm.)	Age 21-40 Years (Rs./ Sqm.)	Above 40 years (Rs./ Sq.m.)
1.	2.	3.	4.	5.	6.	7.
RESIDENTIAL BUILDINGS						
1.	Type I to V and above	2.40	2.75	1.75	2.90	4.05
2.	M.Ps Flats, Ministers Bungalows, Supreme Court and High Court Judges Residences	4.80	5.50	2.30	3.85	5.40
3.	Hostels	3.10	3.55	1.75	2.90	4.05
4.	Rashtrapati Bhawan, Vice Presidents House & PM's House	Actuals	Actuals	Actuals	Actuals	Actuals
NON-RESIDENTIAL BUILDINGS						
1.	Normal offices	2.75	3.15	3.00	5.00	7.00
2.	North & South Block Sectt.	1.35	1.55	-	-	5.00
3.	Parliament House & Sansad Saudha	5.15	5.90	9.65	-	9.65
4.	Temporary office Buildings	2.75	3.15	2.35	3.85	-
5.	Supreme Court	5.15	5.90	9.65	-	-
6.	Hospitals	6.85	7.85	4.65	7.70	10.80
7.	Dispensaries	6.85	7.85	4.65	7.70	10.80

NOTES :

1. The above plinth area rates do not cover expenditure on Conservancy charges.
2. These rates also do not include the extra amount admissible for maintenance and repairs in hilly region.

PLINTH AREA RATES FOR ELECTRICAL ENGG. MAINTENANCE

Sl. No.	Category	Rate in per Sqm., for day to day Service repairs, maintenance	
		Concentrated groups	Scattered groups
1.	2.	3.	4
1.	Type I to IV	2.30	2.80
2.	Type V and above	2.80	3.25
3.	M.Ps Flats, Ministers Bungalows, Supreme Court Judges Residences	5.55	-
4.	Hostels	3.70	-
5.	Rashtrapati Bhawan, Vice Presidents House & PM's House	Actuals	
1.	Normal offices	3.25	3.70
2.	North & South Block Sectt.	2.80	-
3.	Parliament House & Sansad Saudha	9.25	-
4.	Temporary office Buildings	3.25	3.70
5.	Supreme Court	5.55	-
6.	Hospitals	7.40	-
7.	Dispensaries	5.55	-

NOTES :

1. These plinth area rates do not cover expenditure on maintenance of air-conditioning installations; lifts, pumps and substation. Funds will be provided for these services on actual requirement.
2. The rates do not include the extra amount admissible for maintenance and repairs in hilly region.

REGISTER OF SPECIAL REPAIRS

Special Repair Group _____

Sl.No.	Complaint No.	House No./ Locality	Location of Repairs	Approximate Quantity	Repairs required in			Schedule of Repairs
					Less than 1 month	Within 3 months	Within 6 months	
1	2	3	4	5	6	7	8	9

REGISTER OF PERIODICAL REPAIRS

Sl. No.	Complaint No.	House No./Locality	Request regarding		Due/ Not due	Date planned for the work	Date of intimation to allottee	Date of completion of work
			White washing/ Distempering , Fans cleaning, Surface Dressing of lawn, Vegetation cleaning etc.	Door/window Painting, Painting of fans, D.B. Open metal conduits etc.				
1	2	3	4	5	6	7	8	9

PERMISSIBLE ADDITIONS/ALTERATIONS ON ALLOTTEE'S REQUEST

1. For additions alterations in flat/quarter only following items of work are carried out:

A : CIVIL WORKS**(I) Items where 10% of the estimated cost is charged from allottees :**

- (i) Renovation of kitchen including breaking of chimney wherever existing, marble/Kota stone on working platform, proper sink and drainage board, white glazed tiles in dado and renovation of shelves etc.
- (ii) Renovation of toilet with marble flooring and white glazed tile dado including connected pipe work and chromium plated fittings.
- (iii) Under ground water tank/loft tanks including connected pipe work.
- (iv) Wire-gauze shutters for doors/windows.
- (v) Wash basin with looking mirror and glass shelves etc.
- (vi) Provision of additional cupboards.
- (vii) Creation of additional enclosed space by covering verandah etc.
- (viii) Pelmet/curtain rods/grills in windows
- (ix) Provision of magic eye and other security related fixtures on entrance door/doors.
- (x) Barbed wire fencing with Iron Gate around the quarters.

II Items where 20% of the estimated cost is charged from allottees :

- (i) Bamboo Thattis.
- (ii) Provision of collapsible shutters in the stairs area.

III Items where 100% of the estimated cost is charged from allottees :

- (i) Pavement areas around premises with suitable material in an approved manner.
- (ii) Changing of Indian W.C. to European W.C. & vice-versa.
- (iii) Change of flooring.
- (iv) Change in the type finishing of walls with superior materials/paints.
- (v) Change of colour scheme internally including painting etc.
- (vi) Provision of partitions by split bamboos, chicken mesh, wood substitutes etc. inside the house and out side between house & servant quarters.
- (vii) Provision of temporary sheds for car/scooter and also for pet animals.
- (viii) Modifications in varandahs by way of partitioning and addition/removal of doors/windows etc.

B : ELECTRIC WORKS

(I) Items where 10% of the estimated cost is charged from the allottees :

- (i) Provision of additional power points/light points.
- (ii) Provision of additional sockets for Acs (Industrial type).
- (iii) Changing of light brackets.
- (iv) Provision of fluorescent tubes instead of incandescent lights.
- (v) Provision of additional light points.
- (vi) Provision of additional call bells, including call bell point from main house to servant's quarters.

(II) Items where 100% of the estimated cost is charged from the allottees :

- (i) Provision of additional ceiling fans/exhaust fans.
- (ii) Provision of fancy light fittings
- (iii) Provision of additional compound lights and lights at gate pillars (Except for Type VII & VIII).
- (iv) Provision of floodlights surrounding the house.
- (v) Provision of heaters/geysers/booster pumps including A/A in wiring & plumbing work.
- (vi) Provision of compact fluorescent lamps & fittings.
- (vii) Changing of cable from feeder pillar to house, if required due to increased load in the house.

II. Ceiling limit of addition/alteration works to be carried out for different types of quarters during a financial year are given below. The items of work for which allottee is required to pay 100% cost are not bound by these limits :

TYPE OF QUARTERS	EXISTING MONETARY CEILING (RUPEES)
I	2900
II	4000
III	4000
IV	10500
DI and DII flats	21700
CI and CII flats	26000
VII and VIII	39000

**APPLICATION FOR ADDITIONS/ALTERATIONS IN GENERAL POOL
ACCOMMODATION**

PART A : TO BE FILLED BY THE ALOTTEE :

1. Name
2. Designation
3. Office Address :
4. Residential Address :
5. Type of Accommodation in which residing
6. Actual Date of occupation of present accommodation:
7. Particulars of works desired with location (Refer guidelines enclosed).

(PTO)

.....
ACKNOWLEDEMENT

Received application datedfor addition/alteration in Flat/quarter

No..... of colony

Dated :

Signature of JE/AE

PART B (TO BE FILLED BY THE OFFICE)

1. Annual limit of additions/alterations fixed Rs.
2. Cost of works already incurred during (19 20.....)
 - (a) Civil works Rs.
 - (b) Electrical works Rs.
 - Total Rs.

Signature of AE (Civil)/
AE (Elect.)

3. Rough cost of estimate of works in present requisition

<u>ITEM NO.</u>	<u>COST</u>
1.	Rs.
2.	Rs.
3.	Rs.
4.	Rs.
4. Amount available during Year (19..... – 20)	Rs.
5. Amount proposed to be carried out from next year's Budget (20 ... – .20 ...)	Rs.

Certified that all the proposed Additions/alteration works mentioned above are fresh and no such renovation work has been carried out at given locations earlier.

Signature of J.E.

Signature of A.E.

Name _____ Name _____

Date _____ Date _____

I undertake to pay 10% / 20%/100% of the cost of the additions/alterations for item Nos. mentioned above.

Incase the cost of the works exceed the estimated cost, I will deposit the corresponding additional sum also.

Date :

Signature of Allottee

It is verified that as per records of this office, the facts stated by Shri.....allottee of house No.are correct.

**Signature of authorised
Signatory with official seal**

Date :

Central Public Works Department
OCCUPATION/VACATION REPORT OF GOVERNMENT RESIDENCE
Division/Sub-Division

Enquiry Office

To

The Director of Estate
 Nirman Bhawan, New Delhi
 (With one spare copy)

1. Registration No. :

--	--	--	--	--	--	--	--	--	--
2. Particulars of Accommodation
- i. Type :

--	--
- ii. Locality Code :

--	--	--
- iii. Block/Sector :

--	--
- iv. Quarter No. :

--	--	--	--
- v. Floor :

--	--
3. Furnished or Unfurnished :

--
4. Date of occupation :

--	--	--	--	--	--

 Time :

--	--

 FN/AN

1. Accommodation Details(Also indicate their number)

- i) Main house
- ii) Servant Qtrs.
- iii) Garrage

2. Details of articles(durable and non durable separately)
 supplied with furniture etc. appliance

3. Details of short coming or defects in fittings, if any

8. Name and designation of allottee(In capital letters) : _____

9. Office to which attached : _____

(Signature of Junior Engineer in charge of Enquiry Office) _____ (Signature of Allottee)

FOR USE IN THE DIRECTORATE OF ESTATE

Section

Seat

Rent Card No.

(Initials of Accountant/Superintendent)

GENERAL INFORMATION FOR ALLOTTEES

1. Allottees are advised to verify fittings, fixtures and services provided in the premises at the time of occupation of the premises. They are to ensure handing over those in intact on vacation of the premises.
2. Any complaint/grievance pertaining to maintenance of the premises which include, day to day repairs to the premises, periodical repairs like white washing, distempering and painting etc., and works of addition alterations for provision of additional facilities, is to be lodged at CPWD Service Centre at the counter or at telephone No. In case of undue delay, they are advised to contact the respective EE(C)/EE(E)/DD(H).
3. Service Centre is responsible for maintenance of the premises including services within it.
4. Periodicity of white washing, colour washing, applying dry distemper is two years and painting, including oil bound distemper is three years. Occupants can have the time frame for these periodical repairs from the Service Centre. In addition, white washing may also be considered at the request of new tenant on change of tenancy.
5. Some additional facilities can be got provided in the premises on payment of certain percentage of Estimated cost of the items. The details can be obtained from the Service Centre.
6. No relaxation in rent of the premises is permissible for delay in occupation of the premises on account of execution of works of addition alterations taken up on specific request of the allottee.
7. CPWD maintains the water supply system onwards underground sump or ferrule connection in water supply mains as the case may be.
8. Electric supply in the premises is under the maintenance of CPWD from Electric meter onwards.
9. Following bulk services in the colony have been handed over to

(i) Storm Water drains	(ii) Sewers
(iii) Water supply system	(iv) Back lanes.
10. Lawns are under the maintenance of CPWD and any complaint pertaining to those is to be lodged at CPWD Service Centre.

SERVICES BY MCD/NDMC/DVB

For under mentioned complaints/grievances, local bodies indicated against these may be approached :

1. Water supply to the flats/quarters is supplied directly by NDMC/MCD. For inadequacy of water/water pressure the local body should be contacted at Telephone No.
2. Complaints regarding water supply system out side the premises can be lodged withat telephone No.....
3. Complaints regarding Electric Supply to the premises beyond the Electric meter can be lodged with.....at Telephone No.....
4. For cleaning of back lanes and flooding of storm water drains/areas in general.....is concerned and complaints regarding these can be lodged at Telephone no.....

YARDSTICK OF WORK-CHARGED STAFF

YARDSTICK FOR CIVIL WORK – CHARGED STAFF (RESIDENTIAL BUILDING)

S. No.	Categories			Plinth area in Sq. ft.
1.	2.	3.	4.	5.
1.	Mason	Type 1, 7, 8 MP flats and Officers hostels Type 2-6	Pre 1947 construction Past 1947 construction Pre 1947 construction Past 1947 construction	2 lacs 2.5 lacs 2.5 lacs 3 lacs
2.	Carpenter	Type 1-3 Type 4-6 Type 7, 8, MP flats & officers Hostel		3 lacs 3.5 lacs 2.8 lacs
3.	Plumber	All types		3 lacs * This does not include additional workers on night duty in selected areas.
4.	Type 1-3 Type 4-8			3 lacs@} @ This does not include 4 lacs@} addl. workers on night duty of seasonal Labour for cleaning branch sewers

- Notes :
- (1) Beldar for each Carpenter and 1 for each Mason. In addition the strength of Beldar should be 150% above what is worked out on the basis of Carpenters and Masons.
 - (2) Mate and Blacksmith – No Mate or Blacksmith should be employed for maintenance of building.
 - (3) Painter and Upholsterer – No yardstick is prescribed in respect of
 - (i) Painter including Furniture Painter and
 - (ii) Upholsterer.
 - (4) Caneman – No Caneman should be employed in any Division, except one in 'B' Division and two in Parliament Works Division for Urgent and emergent works. Canning should normally be got done through blind men.

YARDSTICK FOR CIVIL WORKCHARGED STAFF (NON-RESIDENTIAL BUILDINGS)

S.No.	Category	Parliament House	Other Monumental Buildings	Hospitals	Other Public bldgs. Like Schools, courts, airport Terminal bldgs. Etc.	Office Buildings @@@
1.	2.	3.	4.	5.	6.	7.
1.	Mason	1 No.	5 lacs	(Pre 1947 constn.) (Post 1947 constn.)	Plinth Area in Sq. ft. 1.6 lacs 2 lacs	3 lacs
2.	Carpenter	1 No	7.5 lacs	3 lacs	3 lacs	5 lacs
3.	Plumber	1 No.	7.5 lacs	3 lacs	3 lacs	3.6 lacs
4.	Sewerman	1 No.	7.5 lacs	3 lacs	6 lacs	6 lacs
5.	Beldar	Twice the number of workers in the categories of Mason and Carpenter				

@@@

Requisitioned buildings, if used for office purposes may be clubbed with 'Office Buildings', but if used for other purposes such as hospitals, schools etc., they may be clubbed with the respective head.

YARDSTICK FOR ELECTRICAL WORKCHARGED STAFF

Type of Buildings	Wireman/One per point	Ration of Wireman to Khallasi	Painter one per point
1.	2.	3.	
(I) Residential			
(1) Type I to IV Qrs.	3300	2:1	15000
(2) Type V & above MPs residences	3300	2:1	15000
(3) VIP/Ministers' bungalow	3300	2:1	15000
(II) Non-Residential buildings			
(1) Monumental bldg.	2000	2:1	10000
(2) Multi-storeyed bldgs	2000	2:1	10000
(3) Hospital & Laboratories	2000	2:1	10000
(4) Airports	2500	2:1	10000
(5) Schools, Colleges, Single/Double Storeyed offices/hutments	3300	2:1	10000
(6) Press bldgs., & Workshop	2500	2:1	10000

YARD STICK FOR HORTICULTURE STAFF

A. MALI

Sl. No.	Type of Area	Norms (1 Mali for)		
1	H.M. Houses and officers entitled to free accommodation	1 acre		
2	MPs accommodation and Govt. officers bungalows.	1.55 acres		
3	Flats	1.35 acres		
4	Permanent office accommodation	1.25 acres		
5	Open spaces	3.00 acres		
6	Play grounds	2.00 acres		
7	Public Parks	2.00 acres		
8	Prestigious works	1.00 acres		
9	Hedge cutting	12000 Running ft.		
10	Potted plants	3000 plants		
11	Mowing of lawn	*20 acres		
12	Trees	No. of trees	Slow growing trees	Fast growing trees
		250	Upto 4 yrs. old	Upto 3 yrs. old
		300	4-8 yrs.	5-6 years
		1200	Beyond 8 yrs.	Beyond 6 yrs.

(Ratio of Sr. Malis to Malis - 1 : 3)

* These works have already been included in the above works and therefore no separate staff is to be provided for these works unless at the places where only hedge cutting work/mowing of lawns is to be performed.

B. CHOUDHARY :

One Choudhary over 18 Malis/ Sr. Mali

MAINTENANCE COST INDEX
REPAIR COST INDEX FOR DELHI AS ON 1.4.1998.

S No	Description of item	Unit	Rates at Delhi correspond to base 100 as on 1.10.79	Current Rates (Rupees)	Weigh- tage	Cost Index
1	Aggregate 10mm & 20 mm average	Cum.	77.84	320	4.00	$\frac{320 \times 4}{16.44}$ = 77.84
2	Cement (Store issue rate)	Quintal	46.08	232.50	9.50	$\frac{232.50 \times 9.50}{47.93}$ = 46.08
3	Lime (Dehradun)	Quintal	44.19	250	24.0	$\frac{250.00 \times 24}{135.78}$ = 44.19
4	Paint (Synthetic enamel and ready mixed, average rate)	Litre	36.50	100	17.50	$\frac{100 \times 17.50}{47.95}$ = 36.50
5	Sand	Cum	37.88	218.00	4.00	$\frac{218.00 \times 4.00}{23.02}$ = 37.88
6	Timber(II nd class Deodar and kail in scantling, 50% Deodar and 50% kail)	Cum	2186.60	17950.00	9.50	$\frac{17950.00 \times 9.50}{77.99}$ = 2186.60
7	Coolie/Beldar	Each	13.00	74.50	21.50	$\frac{74.50 \times 21.50}{123.21}$ = 13.00
8	Mason/Fitter/ Carpenter/Painter	each	18.30	100	10.00	$\frac{100 \times 10}{54.64}$ = 18.30
						TOTAL=
						526.96
						SAY =
						527.00

SERVICE COST INDEX FOR DELHI AS ON 1.4.98

S. No.	Description of item	Unit	Rates at Delhi correspond to base 100 as on 1.10.79	Current Rates (Rupees)	Weigh-tage	Cost Index
1	Work charged staff					
	a)Beldar/Coolie	Each	13.00	185.00	24.00	$185 \times 24 / 13.00 = 341.54$
	b)Mason/Carpenter	Each	18.30	224.00	30.00	$224 \times 30 / 18.30 = 367.21$
2	Muster roll staff*	-	-	-	11.50*	$527 \times 46 / 100 = 242.42$
3	Material*	-	-	-	34.50*	TOTAL = 951.17
						SAY = 951.00

* Figures as per repair cost index

(a) Inspection of Buildings (Civil)

- (a) House no. and Type : (b) Location :
 (c) Date of Last Inspection : (d) Date of present inspection :

S.No.	Item	<u>Needs Repair</u>		<u>Needs Replacement</u>		<u>Priority</u>			
		No.	Action	Quantity	Cost	Quantity	Cost	Immediate	Annual Routine Repairs
1	2	3	4	5	6	7	8	9	10
1.	Walls								
1.1	Cracks								
1.2	Repair to plaster								
1.3	Repair to brick work								
1.4	Dampness								
2.	Floors								
2.1	Cracks								
2.2	Settlement								
2.3	Slopes								
2.4	Skirting cracks								
2.5	Dados cracks								
3.	Doors, Windows, Ventilators & Cupboards								
3.1	Glass panes broken								
3.2	Panels in shutters broken								
3.3	Panels fit improperly								
3.4	Improper/missing fittings								
1.1.1	Hinges								
1.1.2	Handles								
1.1.3	Tower Bolts								
1.1.4	Aldrops								
1.1.5	Floor door stopper								
1.1.6	Knobs								
1.1.7	Cleats								
1.1.8	Hooks & Eyes								
1.1.9	Curtain Rods								
1.1.10	Stays								
1.1.11	Pelmets								
4.	Roofs								
4.1	Leakages/Damp patches								
4.1	Water proofing treatment								
4.2	Golas								
4.3	Khurras								
4.4	Brick drip course								
4.5	Rain water pipe								
4.6	Regrading								

4.7 Top Layer of tiles

4.8 Parapet, coping

5. Water Supply & Sanitary fittings

5.1 Leakages in pipe joints

5.2 Functioning of washers

5.3 Functioning of traps in fittings

5.4 Functioning of floor traps

5.5 Functioning of overhead/low level cistern

5.6 Air Locking

5.7 Leakages in pipe joints

5.8 Condition of overhead tank

5.9 Cleaning of overhead tank

5.10 Fittings

5.10.1 Wash basin

5.10.2 Soap container

5.10.3 Mirror

5.10.4 Glass shelf

5.10.5 Towel rail

5.10.6 Hangers

5.10.7 Sinks

5.10.8 Taps

5.10.9 Pillar cocks

5.10.10 Showers

5.10.11 Cisterns

5.10.12 Ball valves

5.10.13 Seat cover

5.10.14 Steps

6. External Services

6.1 Manhole covers

6.2 Covers to gully traps

6.3 Cleaning of manholes

6.4 Plinth protection

6.5 Cleaning of storm water drain

6.6 Approach roads

6.7 Service lanes

7. Finishing

7.1 White washing/colour washing/distemper

(a) When was it done last?

(b) When is it due?

(c) Existing condition.

7.2 Painting

(a) When was it done last?

(b) Existing conditions

(c) When is it due.

8. Common Areas

8.1 Railing to staircase

8.2 Staircase steps

8.3 Staircase nosing

8.4 Shafts

(b) Inspection of Buildings (Electrical)

- (a) House No. and Type : (b) Location :
 (c) Date of Last Inspection : (d) Date of present inspection :

S.No.	Item No.	Needs Repair		Needs Replacement		Priority		
		Action	Quantity	Cost	Quantity	Cost	Immediate	Annual Routine Repairs
1.	Switch Boards							
1.1	Regulator							
1.2	Switches							
1.3	Fixing of tiles							
2.	Fans							
2.1	Conopy fixing							
2.2	Speed and noise							
3.	Socket outlet points and connection							
3.1	Tile							
3.2	Switch							
3.3	Outlet connection if any							
4.	Fittings							
4.1	Reflector							
4.2	Louvers/perspex cover							
4.3	Suspension rod							
5.	Exhaust Fans							
5.1	Speed and noise							
5.2	Louvers							
5.3	Connecting wires i/c. ceiling rose							
6.	Call bells							
6.1	Bell push							
6.2	Connecting wire							
6.3	Ball Buzzer							
7.	Sub distribution boards/BDB/Main Board							
7.1	Switch covers							
7.2	Fuse Kit Kats							
7.3	Earth connection							
7.4	Fuse rating							
7.5	Inter connection							
7.6	Boards							

(c) Inspection of buildings/gardens :

(A) LAWN :

- i) Weeding
- ii) Patch repair
- iii) Renovation
- iv) Regrassing

(B) HEDGE :

- I) Gap filling
- II) Replacement

(C) PRUNNING & TRAINING :

- i) Naturally required pruning
- ii) Pruning required for security purpose of building as well as occupant

(D) PLANTING BEDS :

- i) Needs Replacement
- ii) Gap filling

(E) U/F WATER SUPPLY

- i) Matter to be reported to U/F Water Division after inspection.

(F) ROCKERIES :

- i) Gap filling of dead one
- ii) Replacement of damaged, weak
- iii) Replacement of stones
- iv) Thinning, trimming
- v) Redesigning of paths, Maintenance of paths

(G) KITCHEN GARDEN

- i) Change in site
- ii) Plan for planting of vegetables

(H) ROAD SIDE PLANTATION :

- i) Gap filling Nos.
- ii) Trimming, pruning
- iii) Tree Guards not required & to be removed/repair/painting etc.
- iv) Proposal for new plantation, Digging of holes etc.
- v) Misc.
- vi) MOU-Detailed report(performance & financial achievements)

RESPONSIBILITY FOR DETECTION/ REMOVAL OF UNAUTHORISED CONSTRUCTIONS

S.No.	Type of Unauthorised construction	Area where it takes place	Responsibility for detecting and reporting /removal	Responsibility for cancellation/eviction proceedings.
1.	Unauthorised construction	Inside a residential quarter/shop allotted by the Directorate. of Estates	C.P.W.D.	Directorate. of Estates to cancel the allotment & initiate eviction proceedings – evict the person concerned from the premises.
2.	Unauthorised construction	In a lawn/space attached to a specific residential quarter/shop or by an identifiable allottee/shopkeeper	C.P.W.D	Dte. of Estate to cancel the allotment and initiate eviction proceedings & evict the person concerned from the premises.
3.	Unauthorised construction	On common lawns of residential qtrs./markets not attributable to a specific quarter or a specific allottee and internal roads not handed over to local bodies.	C.P.W.D.	C.P.W.D.
4.	Unauthorised construction	On open lands which do not form part of open space attached to specific quarters/shops or which do not form part of common lawns of quarters/markets.	L&DO/C.P.W.D./ Land owning agency.	L&DO/C.P.W.D./Land owning agency.
5.	Unauthorised construction	Roads/Lands/Open space declared as public streets handed over to local board	Land owing agency.	Land owing agency.

FINANCIAL POWERS DELEGATED TO CENTRAL PUBLIC WORKS DEPARTMENT OFFICERS POWERS (In Rs.)

DELEGATED								
Nature of Powers	A.E./ A.E.E.	E.E	S.E.	C.E.	A.D.G.	D.G. (W)	C.W.B.	Remarks Authority
1. Sale or dismantlement of a public building								
(i) Other than a purely temporary structure	—	—	—	Upto the book value of Rs. 6 Lacs	Full Power	—	—	OM/DGW/ MAN/7 dtd.1.1.97 S No. 9(d)
(ii) Purely temporary structure	—	Full powers subject to the condition mentioned in para 127 of CPWD 'D' Code.	Full powers if the structure is to be sold at lower than the reserve price.	—	—	—	—	OM/DGW/ MAN/7 dtd.1.1.97 Sl. No. 9(d)ii

Note : (i) The value of building for fixing reserve price should be the current cost of replacement.
(ii) The authority competent to fix the reserve price will be competent to fix the replacement cost as well.
(iii) The reserve price should be fixed as per norms laid down in para 127, CPWD Code.

2. To accept highest tenders/bids for disposal of Government Buildings.

(a) Without land at/and above the Reserve price fixed by DG(W)/CE.	-	-	Rs.4.00lacs	Rs.35.00 lacs	Full Powers	Full Powers	-	OM/DGW/ MAN/7 dtd.1.1.97 Sl. No. 9
(b) Below reserve price.	-	-	Direction to accept shall be exercised by the next higher authority		Full Powers	Full Powers	-	OM/DGW/ MAN/7 dtd.1.1.97 sl.no. 9(b)
(c)Acceptance of single tender/bid at/and above the reserve price.	-	-	Rs.20,000/-	Upto 20 lacs (i) Rs.60 lacs under his own powers. (ii) With prior approval of ADG-Rs.70 lacs. (iii) Rs.85 lacs within prior approval of DG(W). (iv) Full powers within prior approval of CWB.	-	-	Full power	OM/DGW/ MAN/7 dtd.1.1.97 Sl.No. 9(c)

Note : (i) The value of a building for fixing reserve price would the current cost of replacement
(ii) The authority competent to fix reserve price will be competent to fix the replacement cost as well.

ALLOTMENT OF GOVERNMENT RESIDENCE RULES

Ministry of Works & Housing

New Delhi, the 1981

NOTIFICATION

S.O. In exercise of the powers conferred by the proviso to article 309 of the Constitution, read with rule 45 of the Fundamental Rules, the President hereby makes the following additions to the Supplementary Rules, namely:-

Short title and application – Supplementary Rules, Part VIII –
S.R. 317 Division xxvi-BBI

- (1) These rules may be called the Allotment of Government Residences (under the Control of the Central Public Works Department) Rules, 1981.
- (2) They shall come into force on the date of their publication in the Official Gazette.

DEFINITIONS – S.R. 317 - - : BB-2

In these rules, unless the context otherwise requires:-

- (a) 'Allotment', means the grant of a licence to occupy a residence in accordance with the provisions of these rules;
- (b) 'Allotment Year' means the year beginning on the 1st January or such other period as may be notified by the Divisional Officer but in no case an allotment year shall extend beyond two years.
- (c) 'Divisional Officer' means the Executive Engineer (Civil) or (Electrical) of the Central Public Works Department and includes an Assistant Executive Engineer or Superintending Engineer of the Central Public Works Department.
- (d) 'Director General (Works)' means the Director General (works) of the Central Public Works Department and Chief Engineers means the Chief Engineers (Civil) and (Electrical) of Central Public Works Department.
- (e) 'Eligible officer' means, -
 - (i) in the case of a accommodation meant for all offices of the Central Public Works Department, all offices of the Central Public Works Department, located in the city concerned;
 - (ii) in the case of accommodation available for the essential maintenance staff of the enquiry office or groups of enquiry offices

- (iii) the staff working in that office or group of office and who are notified by the Government as essential for the purpose of allotment of accommodation;
 - (iv) in the case of accommodation available in aerodromes, the staff working in the aerodrome concerned;
 - (v) in the case of accommodation available for specific construction works, the staff employed on such construction works;
 - (v) In the case of accommodation meant for work charged staff of Central Public Works Department, all the work charged staff working at that station.
- (f) 'emoluments' means the emoluments as defined in Fundamental Rules 45-C but excluding the compensatory allowances.

EXPLANATION : In the case of an officer, who is under suspension the emoluments drawn by him on the first day of the allotment year in which he is placed under suspension, or if he is placed under suspension, on the first day of the allotment year, the emoluments drawn by him immediately before that date shall be taken as emoluments;

- (g) 'family' means the wife or husband, as the case may be, and children, step-children, legally adopted children, parents, brothers or sisters, who ordinarily reside with and are dependent on the officer;
- (h) 'Government' means Central Government unless the context otherwise requires;
- (i) 'Priority date' of an officer in relation to a type of residence to which he is eligible under provisions of S.R. 317 BB-5 means the earliest date from which he has been continuously drawing emoluments relevant of a particular type or a higher type in a post under the Central Government or State Government or on foreign service, except for periods of leave.

Provided that in respect of Type A B C D residence the date from which the officer has been continuously in service under the Central 'Government or state government including the periods of foreign service shall be his priority date for that type.

Provided further that where the priority date of two or more officers is the same, seniority among them shall be determined by the amount of emoluments, the officer in receipt of higher emoluments taking precedence over the officer in receipt of lower emoluments; and where the emoluments are equal, by the length of service;

- (j) 'Licence Fee' means the sum of money payable monthly in accordance with the provisions of the Fundamental Rules in respect of a residence allotted under these Rules;
- (k) 'residence' means any residence for the time being under the administrative control of the divisional officer;
- (l) 'subletting includes sharing of accommodation by an allottee with another person with or without payment of licence fee by such other person.

EXPLANATION : Any sharing of accommodation by an allottee with close relations shall not be deemed to be subletting;

- (m) 'temporary transfer' means a transfer which involves an absence for a period not exceeding four months;
- (n) 'transfer' means a transfer from the station or post where the officer is working at any other station or any post at the station for which the accommodation in occupation of the officer is not intended and vice-versa.
- (o) 'type' in relation to an officer means the type of residence to which he is eligible under supplementary Rule 317 BB= 5.
- (p) 'adjoining municipality' means any municipality contiguous to a local municipality;
- (q) 'house in relation to an officer or member of his family' means a building or part thereof used for residential purposes and situated within the jurisdiction of a local municipality or of any adjoining municipality.

Explanation : A building, part of which is used for residential purposes, shall be deemed to be a house for the purposes of this clause notwithstanding that any part of it is used for non-residential purposes;

- (r) 'local' municipality' in relation to an officer means the municipality within whose jurisdiction his office is located;
- (s) 'member of family' in relation to house owning officer means the wife or husband, as the case may be, or dependent child of the officer;
- (t) 'municipality' includes a municipal corporation, municipal committee or board, a town area committee, a notified area committee, and a cantonment board.

Application S.R. 317 - - B B - 3

These rules shall apply to the following categories of quarters:-

- (1) quarters available at the disposal of divisional officers for allotment to staff employed in enquiry offices;
- (2) quarters available at the disposal of divisional officers for allotment to staff employed on the maintenance of aerodromes;
- (3) quarters available at the disposal of divisional officers to facilitate construction works;

- (4) other quarters under the Central Public Works Department.

ALLOTMENT TO HUSBAND AND WIFE, S.R. 317. B.B.- 4

- (1) No officer shall be allotted a residence under these rules, if the wife or the husband, as the case may be, if the officer has already been allotted a residence, **unless** such residence is surrendered;

Provided that this sub-rule shall not apply where the husband and wife are residing separately in pursuance of an order of judicial separation made by any court.

- (2) Where two officers in occupation of separate residences allotted under these rules marry each other, they shall within one month of the marriage surrender one of the residences.
- (3) If a residence is not surrendered, as required under sub-rule (2), the allotment of the residence of the lower type shall be deemed to have been cancelled on the expiry of such period, and if the residences are of the same type, the allotment of such one of them, as the Divisional Officer may decide, shall be deemed to have been cancelled on the expiry of such period.
- (4) Notwithstanding anything contained in sub-rule (1) to (3), -

- (a) If a wife or husband, as the case may be, who is an allottee of a residence under these rules, is subsequently allotted a residential accommodation at the same station from a pool to which these rules do not apply, she or he as the case may be, shall surrender any one of the residences within one month of such allotment.

Provided that this clause shall not apply where the same husband and wife are residing separately in pursuance of an order of judicial separation made by any court.

- (b) Where two officers, in occupation of separate residences at the same station, one allotted under these rules and another from a pool to which these rules do not apply, marry each other, any one of them shall surrender any one of the residences within one month of such marriage.
- (c) If a residence is not surrendered as required under clause (a) or clause (b), the allotment of the residence in the Central Public Works Department pool shall be deemed to have been cancelled on the expiry of such period.

CLASSIFICATION OF RESIDENCES -S.R. 317 - B.B. - 5

Save as otherwise provided by these rules, an officer shall generally be eligible for allotment of a residence of the type shown in the table below:

Type of residence	Category of officer or his monthly emoluments as on the first day of the allotment year in which the allotment is made.
A	Less than Rs. 260/-
B	Less than Rs. 500/-, but not less than Rs. 260/-
C	Less than Rs. 1,000/-, but not less than Rs.500/-
D	Less than Rs. 1500/-, but not less than Rs.1,000/-
E	Rs. 1500/- and above.

APPLICATIONS FOR ALLOTMENT – S.R. 317 BB-6

- (1) An officer who seeks allotment of a residence or the continuance of allotment of a residence which has been allotted to him should apply in that behalf to the divisional officer before the 15th December of the year preceding the year of allotment or when directed to do so by him and in such form and manner and by such date as may be prescribed by the divisional officer.
- (2) In respect of newly appointed officers or those coming on transfer, applications received before the 20th day of calendar month shall be considered for allotment in succeeding month.

ALLOTMENT OF RESIDENCES AND OFFERS – S.R. 317 - BB – 7

(1) Residences attached to an enquiry officer of the Central Public Works Department, residences earmarked for Central Public Works Department staff at aerodromes and the construction sites shall be deemed to be reserved for the essential staff and will have to be vacated by occupant on his transfer, etc., as soon as his successor reports for duty or other person of his category is allotted that quarter in the interest of public service notwithstanding the period of retention allowed under S.R. 317 – BB-9. (The provision of Directorate of Estate O.M. No. 2/52/64-ACC.I dated the 20th of the March, 1965, shall regulate retention of such reserved accommodation).

(a) Residences attached to enquiry offices : The regular and work-charged staff who are attached to an enquiry office or have jurisdiction over an enquiry office shall be eligible for allotment of residences attached to that enquiry office. The divisional officer will decide for the particular enquiry officer, the categories of staff out of the following categories for which one residence each of the entitled or lower type of accommodation may be earmarked: -

- (i) Assistant Engineer (Civil)
- (ii) Junior Engineer (Electrical)
- (iii) Assistant Engineer (Electrical)
- (iv) Junior Engineer (Civil)
- (v) Sewerman or Sweeper
- (vi) Lift Mechanic
- (vii) Wireman or Assistant Wireman
- (viii) Plumber or Assistant Plumber
- (ix) Pump Operator or Assistant Pump Operator

(x) Khallasi or Beldar

If more than one person of the selected categories of the staff are eligible for allotment of Government residence, the allotment shall be made to the person with the earliest priority date in that category. If any person offered an allotment in the aforesaid manner does not accept the allotment, the residence shall be offered to a person with the next priority date in the same category. If any residences are available after meeting the priority requirements as decided by the divisional officer, they shall be allotted to other members of staff attached to the enquiry office or having jurisdiction over the enquiry office in accordance with their dates of priority.

(b) In the case of residences attached to aerodromes, the procedure for allotment shall be same as per sub-para (a).

(c) The following categories of staff shall have preference in the allotment of residences earmarked for construction staff: -

- (i) Executive Engineer (Civil)
- (ii) Executive Engineer (Electrical)
- (iii) Assistant Engineer (Civil)
- (iv) Assistant Engineer (Electrical)
- (v) Junior Engineer (Civil)
- (vi) Junior Engineer (Electrical)
- (vii) Sub-Divisional Clerk
- (viii) Motor Lorry Driver

(d) Persons who are allotted residences which are meant for essential staff as mentioned in sub-paras (a), (b) and (c) shall give a written undertaking that they will attend to emergency duty outside their normal working hours whenever called upon to do so. Failure to attend to emergency calls outside normal duty hours will involve cancellation of the allotment of the Government accommodation.

(e) Notwithstanding other provisions, allotment may be cancelled without providing alternative accommodation if the allotting authority at any stage considers that the services of the allottee Govt. servant is not essential at the enquiry offices, working sites and aerodromes or in the case of misconduct or negligence of duty on the part of the allottee.

(2) Save as provided in these rules, a residence on falling vacant, will be allotted by the divisional officer preferably to an applicant desiring a change of accommodation in that type under the provisions of S.R. 317-BB-5 and if not required for that purpose, to an applicant without accommodation in that type having the earliest priority date for that type of residence subject to the following conditions:-

- (i) the divisional officer shall not allot a residence of a type higher than that to which the applicant is eligible under S.R. 317-BB-5.
- (ii) the divisional officer shall not compel any applicant to accept a residence of a lower type than that to what he is eligible under S.R. 317 BB-5.

- (iii) The divisional officer, on request from an applicant for allotment of a lower category residence, may allot to him a residence next below the type for which the applicant is eligible under S.R. 317 BB-5 on the basis of his priority date for the same.
- (3) The divisional officer may even in case of non-reserved accommodation cancel the existing allotment of an officer and allot to him an alternative residence of the same type or in emergent circumstances an alternative residence of the same type or in emergent circumstances an alternative residence of the type next below the type of residence in occupation of the officer if the residence in occupation of the officer is required to be vacated.
- (4) A vacant residence may, in addition to allotment to an officer under sub-rule(1) be offered simultaneously to other eligible officers in order of their priority date, if it is apprehended that the allottee officer may not accept the allotment.

NON-ACCEPTANCE OF ALLOTMENT OR OFFER OR FAILURE TO OCCUPY THE ALLOTTED RESIDENCE AFTER ACCEPTANCE S.R. - 317 - BB - 8

- (1) If any officer fails to accept the allotment of a residence within five days or fails to take possession of that residence after acceptance within eight days from the date of receipt of the letter of allotment he shall not be eligible for another allotment for a period of one year from the date of the allotment letter.
- (2) If an officer occupying a lower type of residence is allotted or offered a residence of the type for which he is eligible under S.R. 317 - BB - 5 or for which he has applied under S.R. 317 - BB - 6, he may on refusal of the said allotment or offer of allotment, be permitted to continue in the previously allotted residence on the following conditions, namely:-
 - (a) that such an officer shall not be eligible for another allotment for the remaining period of the allotment year in which he has declined the allotment or offer;
 - (b) while retaining their existing residence he shall be charged the same licence fee which he would have had paid under F.R. 45 - A in respect of the residence so allotted or offered or the licence fee payable in respect of the residence already in occupation, whichever is higher.

PERIOD FOR WHICH ALLOTMENT SUBSISTS AND THE CONCESSIONAL PERIOD FOR FURTHER RETENTION - SR - 317 BB - 9

- (1) An allotment shall be effective from the date on which it is accepted by the officer and shall continue in force until,

- (a) the expiry of the concessional period permissible under sub-clause (2) after the officer ceases to be on duty in an eligible office of the Central Public Works Department;
 - (b) It is cancelled by the divisional officer or is deemed to have been cancelled under any provision of these rules;
 - (c) It is surrendered by the officer with due notice; or
 - (d) The officer ceases to occupy the residence.
- (2) A residence allotted to an officer may subject to sub-rules (3) and (5) be retained on the happening of any of the events specified in column I of the table below for the period specified in the corresponding entry in column 2 thereof provided that the residence is required for the bona fide use of the officer or members of his family.

TABLE

Events	Permissible period for retention of the residence
i) Resignation, dismissal, or removal from service, termination of service or unauthorised absence without permission.	1 Month
ii) Retirement or terminal leave	2 Months
iii) Death of the allottee	4 months
iii) Transfer to a place outside the city concerned.	2 months
v) Transfer to an office which is not eligible for accommodation under these rules.	2 months
vi) On proceeding on foreign service in India	2 months
vii) Temporary transfer in India or transfer to a place outside India.	4 months
viii) Leave (other than leave (a) preparatory to retirement, refused leave, terminal leave, medical leave or study leave).	For the period of leave but not exceeding 4 months.

(b) Maternity leave	For the period of maternity leave plus the leave granted in continuation subject to maximum period of five months
ix) Leave preparatory to retirement or refused leave granted under F.R. 86 or earned leave granted to Government Servants, who retire under F.R. 56(j)	For the full period of leave on full average pay, subject to a maximum of 180 days in the case of leave preparatory to retirement and 4 months in other cases, inclusive of the period permissible in the case of retirement.
x) Study leave in or outside India	<p>a) In case the officer is in occupation of accommodation below his entitlement for the entire period of study leave.</p> <p>b) In case the officer is in occupation of his entitled type of accommodation, for the period of study leave but not exceeding six months;</p> <p>Provided that where the study leave extends beyond six months he may be allotted alternative accommodation, one type below his entitlement on the expiry of six months or from the date of commencement of the study leave, if he so desires.</p>
xi) Deputation outside India.	For the period of deputation but not exceeding six months.
xii) Leave on medical grounds	Full period of leave.
xiii) On proceeding on training	For the full period of training.

Note : The above concessional period for retention of Government accommodation not available when any quarter has been earmarked for a specific post by the Government.

EXPLANATION : The period permissible on transfer mentioned against items (iv) and (v) in the table shall count from the date of relinquishing charge plus the period of leave, if any, sanctioned to and availed of by the officer before joining duty at the new office subject to a maximum limit provided under items (vi) or (ix) as the case may be of the table.

- (3) Where a residence is retained under sub-rule (2) the allotment shall be deemed to be cancelled on the expiry of the admissible concessional period unless immediately on the expiry thereof the officer resumes duty in an eligible office at that place.
- (4) Where an officer is on medical leave without pay and allowances, he may retain his residence by virtue of the concession under item (xii) of the table below sub-rule(2):

Provided he remits the licence fee for such residence in cash every month and where he fails to remit such licence fee for more than two months the allotment shall stand cancelled.

- (5) An officer who has retained the residence by virtue of the concession under item (i) or item (ii) of the table below sub-rule (2) shall, on re-employment in an eligible office within the period specified in the said table to be entitled to retain that residence and he shall also be eligible for any further allotment of residence under these rules:

Provided that if the emoluments of the officer on such reemployment do not entitle him to the type of residence occupied by him, he shall apply for allotment of a lower type of residence.

- (6) Notwithstanding anything contained in sub-rule (2) or sub-rule (3) of sub-rule (4) or sub-rule (5) when an officer is dismissed or removed from service or when his services have been terminated and the Head of the Department in respect of the officer in which such officer was employed immediately before such dismissal, removal or termination is satisfied that it is necessary or expedient in the public interest so to do, he may require the divisional officer to cancel the allotment of the residence made to such officer either forthwith or with effect from such date prior to the expiry of the period of one month referred to in item (I) or the table below sub-rule (2) as he may specify and the divisional officer shall act accordingly.

VACATION OF RESIDENCES. S.R. 317-BB-10

- (1) The vacant possession of the quarters shall be given by the allottee Government servant to junior Engineer or to Assistant Engineer in case Junior Engineer himself is to hand over the vacant possession, concerned with the maintenance of those quarters within the period prescribed under these rules.
- (2) When after an allotment has been cancelled or is deemed to be cancelled under any provision contained in these rules, the residence remains or has remained in occupation of the officer to whom it was allotted or of any person claiming through him, such officer shall be liable to pay damages for use and occupation of the residence equal to the panel licence fee as may be determined in accordance with the policy formulation approved by the Government.

PROVISIONS RELATING TO LICENCE FEE S.R. – 317 BB – 11

- (1) Where an allotment of accommodation or alternative accommodation has been accepted, the liability for licence fee shall commence from the date of occupation or the eighth day from the date of receipt of the allotment, whichever ever is earlier.

An officer who, after acceptance, fails to take possession of that accommodation within eight days from the date of receipt of the allotment letter, shall be charged licence fee from such date upto a period of 12 days.

- (2) Where an officer, who is in occupation of a residence is allotted another residence and he occupies the new residence, the allotment of the former residence shall be deemed to be cancelled from the date of occupation of the new residence. He may however retain the former residence without payment of licence fee for that day and the subsequent day for shifting.
- (3) House owning officers or those who owns a house after allotment and are occupying government accommodation shall pay licence fee as decided by the Government from time to time.

PERSONAL LIABILITY OF THE OFFICER FOR PAYMENT OF LICENCE FEE
TILL THE RESIDENCE IS VACATED AND FURNISHING OF SURETY BY
TEMPORARY OFFICERS S.R. 317 – BB – 12 .

- (1) The officer to whom a residence has been allotted shall be personally liable for the licence fee thereof and for any damage beyond fair wear and tear caused thereto or to the furniture, fixtures or fittings or services provided therein by government during the period for which the residence has been and remains allotted to him, or where the allotment has been cancelled under any of the provisions in these rules, until the residences along with the out-houses appurtenant there to have been vacated and full vacant possession thereof has been restored to Government.
- (2) Where the officer to whom a residence has been allotted is either a permanent or a quasi-permanent Government servant, he shall execute a security bond in the form prescribed in this behalf by the Central Government with a surety, who shall be a permanent Government servant serving under the Central Government for due payment of licence fee and other charges due from him in respect of such residences and services and any other residences and services and any other residence provided in lieu.
- (3) If the surety ceases to be in government service or becomes insolvent or withdraws his guarantee or ceases to be available for any other reason, the officer shall furnish a fresh bond executed by another surety within thirty days from the date of his acquiring knowledge of such event or fact; and if he fails to do so, the allotment of the residence to him shall, unless otherwise decided by the divisional officer be deemed to have been cancelled with effect from the date of that event.

SURRENDER OF AN ALLOTMENT AND PERIOD OF NOTICE –S.R.317 BB – 13

- (1) An officer may at any time surrender an allotment by giving intimation so as to reach the divisional officer at least ten days before the date of vacation of the residence. The allotment of the residence shall be deemed to be cancelled with effect from the eleventh day after the day on which the letter is received by the divisional officer or the date specified in the letter, whichever is later. If he fails to give due notice, he shall be responsible for payment of licence fee for ten days or the number of days by which the notice given by him falls short of ten days, provided that the divisional officer may accept a notice for a short period.

- (2) An officer who surrenders the residence under sub-rule (1) shall not be considered again for allotment of Government accommodation at the same station for a period of one year from the date of such surrender.

CHANGE OF RESIDENCE – S.R. 317 – BB – 14.

- (1) An officer to whom a residence has been allotted under these rules may apply for a change to another residence of the same type or a residence of the type to which he is eligible under S.R. 317 BB – 5 which ever is lower. Not more than one change shall be allowed in respect of one type of residence allotted to the officer.
- (2) All applications for change made in the form prescribed by the divisional officer and received upto the 19th day of a calendar month shall be included in the waiting list in the succeeding month. For purposes of this rule the officers whose names are included in the waiting list in an earlier month shall be enblock senior to those whose names are included in subsequent months. The inter seniority of the officers included in the list in any particular month shall be determined in the order of their priority dates.
- (3) Changes shall be offered in order of seniority determined in accordance with sub-rule (2) and having regard to the officer's preference as far as possible:

Provided that no change of residence shall be allowed during a period of six months immediately preceding the date of superannuation.

- (4) If an officer fails to accept a change of residence offered to him within five days of the issue of such offer or allotment he shall not be considered again for a change of residence of that type.
- (5) If an officer who after accepting a change of residence fails to take possession of the same he shall be charged licence fee for such residence in accordance with the provisions of sub-rule (1) of S.R. 317 BB – 11 in addition to the normal licence fee under F.R. 45 - A for the residence already in his possession, the allotment of which shall continue to subsist.

CHANGE OF RESIDENCE IN THE EVENT OF DEATH OF A MEMBER OF THE FAMILY – S.R.317 – BB - 15

Notwithstanding anything contained in S.R. – 317 BB – 14 an officer may be allowed a change of residence on the death of any member of his family if he applies for a change within three months of such occurrence provided that the change will be given in the same type of residence and in the same floor as the residence already allotted to the officer.

MUTUAL EXCHANGE OF RESIDENCES – S.R. 317 BB – 16

Officers to whom residences of the same type have been allotted under these rules may apply for permission to mutually exchange their residences. Permission for mutual exchanges may be granted if both the officers are reasonably expected to be on duty at the same place and to reside in their mutually exchanged residences for at least six months from the date of approval of such exchange.

TRANSFER TO NON-FAMILY STATION – S.R. 317 – BB 17

If an officer is transferred to a station where he is not permitted or advised by Government to take his family with him and the residence allotted to him under these rules

is required by the family for the bonafide educational needs of his children he may be allowed on request to retain the residence on payment of the rent under F.R. 45 – A till the end of current academic session of his children, however this rule is not applicable in case of reserved accommodation where the orders of Directorate of Estates O.M. No. 2/52/64 – Acc.I dated the 20th March 1965 will regulate retention of reserved accommodation.

MAINTENANCE OF RESIDENCES

S.R. – BB – 18

- (1) The officer to whom a residence has been allotted shall maintain the residence and premises in a clean condition to the satisfaction of the Central Public Works Department and the local civil authorities. Such officers shall not grow any tree, shrubs or plants contrary to the instructions issued by the Government or Central Public works Department nor cut or lop off any existing tree or shrub in any garden, courtyard or compound attached to the residence save with the prior permission in writing of the Central Public Works Department. Trees, plantation or vegetation, grown in contravention of this rule may be caused to be removed by the divisional officer or other authority concerned at the risk and cost of the officer concerned.
- (2) No additions or alterations shall be made in and around the premises allotted without the permission of the divisional officer.

SUBLETTING AND SHARING OF RESIDENCES – S.R. 317 - - BB-19.

- (1) No officer shall share the residence allotted to him or any of the out-houses, garages and stables appurtenant thereto, except with the employees eligible for allotment of residence under these rules. The servants' quarters, out-houses and garages may be used only for the bonafide purposes including residence of the servants of the allottee or for such other purposes as may be permitted by the Divisional Officer.
- (2) No officer shall sublet the whole of his residence; provided that an officer proceeding on leave may accommodate in the residence any other officer eligible to share accommodation under these rules as a caretaker for the period specified in S.R. 317-BB-9, but not exceeding six months.
- (3) Any officer who shares or sublets his residence shall do so at his own risk and responsibility and shall remain personally responsible for any licence fee payable in respect of the residence and for any damage caused to the residence or its precincts or grounds or services provided therein by Government beyond fair wear and tear. The allottee shall have to pay damages as decided by the government in cases of misuse on account of sub-letting (partly or fully) sharing without permission or for the structural misuse.

- (4) The premises allotted for residential purposes, if used for any other purpose by the allottee shall constitute violation of the allotment rules.

CONSEQUENCES OF BREACH OF RULES AND CONDITIONS S.R. 317-BB-20

(1) If an officer to whom a residence has been allotted unauthorisedly sublets the residence or charges licence fee from the sharer at a rate which the divisional officer consider excessive or erects any unauthorised structure in any part of the residence or uses the residence or any portion thereof for any purposes other than that for which it is meant or tampers with the electric or water connection or commits any other breach of these rules or the terms and conditions of the allotment or uses the residence or premises or allows the residence or premises to be used for any purpose which the divisional officer considers to be improper or conducts himself in a manner which in his opinion is prejudicial to the maintenance of harmonious relations with his neighbours or has knowingly furnished incorrect information in any application or written statement with a view to securing the allotment, the divisional officer may without prejudice to any other disciplinary action that may be taken against him cancel the allotment of the residence. Allotment is liable to cancellation if in the opinion of the allotting authority, the conduct of the allottee or his dependent is prejudicial to the maintenance of harmonious relations with the neighbours.

EXPLANATION : In this sub-rule expression 'officer' includes, unless the context otherwise requires, a member of his family and any person claiming through the officer.

(2) If an officer sublets a residence allotted to him or any portion thereof or any of the out-houses or garages, appurtenant thereto in contravention of these rules, he may without prejudice to any other action that may be taken against him be charged enhanced licence fee not exceeding four times the standard licence fee under F.R. 45-A. The quantum of licence fee to be recovered and the period for which the same may be recovered in each case will be decided by the divisional officer on merits. In addition the officer may be debarred from sharing the residence for a specified period in future as may be decided by the divisional officer.

(3) Where action to cancel the allotment is taken on account of unauthorised subletting of the premises by the allottee, a period of sixty days shall be allowed to the allottee and any other person residing with him therein to vacate the premises. The allotment shall be cancelled with effect from the date of vacation of the premises or expiry of the period of sixty days from the date of the orders for the cancellation of the allotment, whichever is earlier.

(4) Where the allotment of a residence is cancelled or conduct prejudicial to the maintenance of the harmonious relations with the neighbours, the officers at the discretion of the divisional officer may be allotted another residence in the same class at any other place.

(5) The divisional officer shall be competent to take all or any of the actions under sub-rules (1) to (4) of this rule and also to declare the officer who commits a breach

of the rules and instructions issued to him to be ineligible for allotment of residential accommodation for a period not exceeding three years.

(6) Where any penalty under this rule is imposed by any officer of the rank of Superintending Engineer or below, the aggrieved person may within twenty-one days of the receipt of the orders by him or his employer imposing the penalty, file a representation to the Chief Engineer or Director General (Works).

(7) The original order imposing the penalty shall stand unless it is modified or rescinded as a result of the representation.

OVERSTAY IN RESIDENCE AFTER CANCELLATION OF ALLOTMENT S.R. 317-BB-21.

Where, after an allotment has been cancelled or is deemed to be cancelled under any provision contained in these rules, the residence remains or has remained in occupation of the officer to whom it was allotted or of any person claiming through him, such officer shall be liable to pay damages for use and occupation of the residence, services, furniture and garden charges, equal to the penal licence fee or twice the licence fee the officer was paying, whichever is higher, as may be determined by Government from time to time.

Provided that an officer, as a special case, may be allowed by the divisional officer to retain a residence which is not earmarked for a particular post, on payment of twice the standard licence fee under F.R. 45A or twice the pooled standard licence fee under FR 45 A or twice the licence fee the officer was paying whichever is higher, for a period not exceeding two months beyond the period permitted under S.R. 317 – BB – 9.

CONTINUANCE OF ALLOTMENT MADE PRIOR TO THE ISSUE OF THESE RULES S.R. 317 – BB – 22

Any valid allotment of a residence which is subsisting immediately before the commencement of these rules under the rules then in force shall be deemed an allotment duly made under these rules notwithstanding that the officer to whom it has been made is not entitled to a residence of that type and all the preceding provisions of these rules shall apply in relation of that allotment and that officer accordingly.

INTERPRETATION OF RULES S.R. 317 BB – 23

If any question arises as to the interpretation of the rules in this division it shall be decided by the Central Government.

RELAXATION OF RULES S.R. 317 – BB – 24 .

The Central Government may for reasons to be recorded in writing relax all or any of the provisions of the rules in this Division in the case of any officer or residence or class of officers or type of residences.

DELEGATION OF POWERS OR FUNCTIONS S.R. 317 – BB – 25.

The Central Government may delegate any or all the powers conferred upon it by the rules in this Division to any officer under its control subject to such conditions as it may deem fit to impose.

(D.P.Ohri)
Dy. Secy. to Govt. of India

F. No. 28017/7/80 – EW 2.

DRAFT ALLOTMENT LETTER

No. _____

Allotment/Immediate

GOVERNMENT OF INDIA
C.P.W.D. Division

Dated the

To

Dear Sir/Madam,

The marginally noted residence is hereby allotted to you in accordance with the provision of the 'Allotment of Govt. residences under the Central Rules, 1981. This allotment is made for the period you remain attached toDivision and function asincharge ofSection/Sub – Division/Division.

- | | |
|-------------------------------------|---------|
| 1. Particulars of residence | 2. Type |
| 3. In lieu of unfurnished residence | 4. Type |
| 5. Furnished | |

2. You are requested to send your acceptance within 5 days from the date of receipt/ issue of this letter. The acceptance should be in the enclosed form in duplicate and should be addressed to the undersigned (by name).

3. If no acceptance is received within the prescribed period of 5 days, the allotment will be deemed to have been refused and your case will be deemed to have been refused and your case will be dealt with accordingly.

4. If you are a temporary Govt. servant, you are required to furnish a surety bond from a permanent Central Govt. servant along with your acceptance. The bond should be on the

5. If the allotment is accepted you should take possession of the allotted residence from the CPWD Enquiry Office concerned within 8 days of the date of receipt of this letter. In case of failure to take the possession within the time specified above, you will be liable to pay licence fee with effect from the 8th day and the allotment shall be liable to cancellation.

Yours faithfully
Executive Engineer
.....Division, CPWD

Dated, the19 ...

Copy forwarded to :

.....Sub Division.

CashierDivision/Bill Asstt.

Accountant,Division

S.E.,Circle for information w.e.f. approval received under.

A & A/Cs Office..

DRAFT ACCEPTANCE LETTER

The Executive Engineer
Division
 CPWD,

Sub: Acceptance of Residential Accommodation.

Sir,

I accept the allotment of residence

No.....made to me vide your letter No.....

dated received by me on (dated).

Full details of my emoluments are given below :

i)	Pay	Rs.....
ii)	Special Pay, if any	Rs.
iii)	Pension, and pension equivalent of Death-cum-Retirement gratuity.	Rs.
iv)	Dearness Pay, if any.	Rs
v)	City Compensatory Allowance	Rs.
vi)	Any other allowance other than Dearness Allowance, Conveyance allowance, House Rent etc.	Rs.

Total Rs.

I am a quasi permanent/permanent Central Govt. servant.

I am a temporary Govt. Servant and particulars of my Surety are given below.

- i) Name of surety
- ii) Designation of Surety
- iii) Office/Ministry where employed.

No other Govt. accommodation is allotted to me or to my Wife/Husband to date, either by the Directorate of Estates or by the Department of Rehabilitation or by any other Govt. Deptt./Autonomous body/Semi Govt./Public Undertaking Office.

I certify that I do not own a house or flat in the station of posting either in my own name or in the name of my wife/husband or any other member of my family. I also undertake to inform you if and when I or any member of my family acquire a house at this Station.

I agree to vacate the quarter within two weeks of my transfer from the present post, without waiting for a formal allotment in general pool or otherwise.

I have carefully read the Rules regarding Allotment of Govt. Residences at the disposal of C.P.W.D., to its Employees and hereby agree to abide by these rules.

Yours faithfully,

Signature
Name in Block letters
Designation

.....Date.

SURETY BOND

I, Shri son of Shri
 employed as In the hereby stand surety,
 which expression shall include my heirs, executors and administrators to the President
 of India (hereinafter call the Govt.) (which expression includes his successors and
 assignees) for payment of Shri of licence fee and other dues in
 respect of the residence now allotted to him by Govt. as also for any residence, addl.
 Accommodation, extra servant quarter for garages that may be allotted to him from
 time to time by the Government.

2. I, the surety, shall indemnify the Govt. against all loss and damages until delivery
 of vacant possession of the same is made to the Govt. I, the Surety, hereby undertake
 to pay to the Govt. forthwith on demand by Govt., and without tenure all such sums as
 may be due to the govt., as aforesaid and I hereby agree that the Govt., shall be at
 liberty (and be hereby irrecoverably authorised to do so) to recover the said sums
 from the salary payable to me and the decision of the Govt., as to the amount so to be
 recovered shall be final.

3. The obligation underaken by me shall not be discharged or in any was affected
 by an extension of time or any other indulgence granted by the govt. to the said, Shri
(name of allottee) or by any other matter of thing whatsoever
 which under the law relating to sureties would but for this provisions have the effect
 of so releasing me from my such liabilities.

4. This guarantee shall not be discharged by my death nor shall it be recoverable
 by me at any time, except with the consent in writing of the Government, until the
 delivery of vacant possession of any such residence servant quarter or garage, which
 is in occupation of the allottee of the Government quarter.

5. Provided, however, that this guarantee shall inso-facto terminate from the date
 Shri is declared permanent or quasi-permanent in any service
 in the Government of India.

The Govt. have agreed to bear the stamp duty, if any, for this document.

Signed and delivered by said
 at New Delhi the day of199

(Signature of Surety)

Signature, address & Occupation
 of Witness

Designation

Office to
which
attached.

Certified that the above surety is a permanent Govt. Servant. He is
.....years of age and his pay is Rs.

Signature of Head of the Deptt.
The office in which the Surety
is employed.

Dated :

Office Stamp :

No.2/52/64 – Acc I
Government of India
Ministry of Works and Housing

New Delhi, dated 20.3.65

OFFICE MEMORANDUM

Sub : Extention of Govt. accommodation allotted free of rent to Govt. servants in the event of leave, transfer, death, resignation etc..

The orders contained in this Ministry's officer memo. no. W – II – 82(8)/53, W.II.27(2)/55 and 2/213/59 – Acc. Dated the 28.5.1954, 24.11.1955 and 25.5.1960 respectively provided that :

- (i) An officer allotted residential accommodation on rent free basis may be allowed to retain the residence free of rent while on leave upto a maximum period of one month subject to the condition that he is likely to return to the same post from which he proceeds on leave. Where, however the period of leave granted to such an officer exceeds one month and the officer concerned is permitted to retain the residence by the competent authority during such period, usual rent in accordance with the rules in force shall be recovered for any period of leave exceeding one month.
- (ii) A female officer who has been allotted residential accommodation free of rent may be permitted to enjoy the rent free concession during the entire period of maternity leave provided that the accommodation is not required for the substitute if any engaged during the absence on leave of the officer concerned and she is likely to return to the same post from where she proceeds on leave.
- (iii) On transfer from one station to another, the officer may be allowed to retain the residence, free of rent for a period of first 15 days and thereafter on payment of rent under fundamental Rule 45 – A but not exceeding two months from the date of handing over of the charge.
- (iv) In the event of the death of the officer, his family may be allowed to retain the residence, free of rent for a period of one month from the date of the officers' death and thereafter for a further period of 3 months on payment of rent under fundamental Rule – 45 – A.
- (v) On resignation, rent free concession to the officer will cease from the date of resignation. However in the case of dismissal or removal or retirement from service, he may be allowed to retain the residence for a period of one month, free of rent.

The retention of residence in cases mentioned above is to be allowed only if the same is required for the bonafide use of the officer or his family as the case may be and the residence can be conveniently spared by the competent authority.

2. A question has been raised if allottees of reserved residences could as well be allowed to retain the accommodation after handing over charge. The position is that a reserved residence is intended for occupation by the officer who actually holds the post. He is not entitled to retain it during the period of leave unless the competent authority permits him to do so. The allotment subsists only during the period of incumbency and immediately on change of incumbency, the successors incumbent becomes the allottee of the residence in question. It will, therefore, normally be necessary for the successors incumbent to occupy the residence immediately after taking over. If notwithstanding these considerations reserved residences can be made available to the outgoing incumbent of the post or his family, the government of India have decided that the concessional periods mentioned in the preceding para may be allowed by the competent authority to the allottee of the reserved residence in similar contingencies irrespective of the fact whether the allotment is on rent free basis or on rent paying basis provided that it is not detrimental to the interest of the new incumbent of that post and the accommodation can be conveniently spared and it does not involve any loss of revenue or extra cost of the Government. The administrative Ministry/Department of the government of India will be the competent authority for this purpose.

3. These orders issue with the concurrence of the Controller and Auditor General of India in so far as the officers working under him are concerned.

4. This O.M. issues with concurrence of the Ministry of Finance (Estates) vide their U.O. No. 4900 – Estates/64 dated 13.10.1964.

Sd/-

H.S. Jain
Under Secretary to the govt. of India

To

All the Ministries/Departments etc..of the Govt. of India

INSPECTION LIST NO. 1

Sub station equipments, Generating Sets, Supply Co., Service Connection.

Place :

Date of Check :

Name of JE(E) :

Name of AE(E) :

Time of start :

Time of completion :

Division No :

H.T. Voltage :

S.No. Item :

<u>SUB STATION EQUIPMENTS</u>	Position	Remarks
1. General look of HT panels		
2. How many incoming and outgoing panels?		
3. How many in 'ON' position?		
4. When were the contracts checked last?		
5. When was the oil tested/replaced?		
6. When were the Relays Calibrated/tested?		
7. General cleaning of panel		
8. Functioning of Meters in panel		
9. If trickle charger is provided, state of the same and battery and Maintenance of Battery.		
10. Is there alternate Source of Supply and if so when was it tested?		
11. Has DESU/NDMC been informed in advance of the programme/function?		
12. Are the voltage and supply and frequency within Limits of IE Rules. If not, any intimation given to supply Co.?		
13. No. and capacity of transformers?		
14. How many of them are in operation at a time?		
15. How often the transformers are switched 'ON' and 'OFF'?		
16. How often the tap changers have been used?		
17. When was the oil tested and if found not in order.		

- 18 General condition of transformer i/c oil leakages if any?
- 19 How often the transformer is cleaned?
- 20 Oil level check
- 21 Silica Gel check
- 22 Bucholtz Relay check if provided
- 23 Heating/Temperature Rise

GENERATING SETS (SAND BY SUPPLY)

Yes/No Date

1. Change-over switch operated checked (weekly)
2. Cable terminals connection checked
3. Cleaned/checked all terminals(weekly)
4. Generator operated
 - 4.1 On no load
 - 4.2 On connected loan
5. Driving/V – belt checked
6. Radiator filled/no leakage
7. Filters clean
8. HSD oil tank full
9. Mobil oil checked
10. Battery fully charged
11. Terminal checked
12. Distilled water checked
13. AMF panel-relays contacts, terminals
Checked and for its operation.
14. Stand by water filing arrangement is available

Note : To be filled by JE/AE, countersigned by EE and sent to CE(C) & CE(E) once a month. EE shall test check at least 25% of above checks.

INSPECTION LIST NO.2

Air Conditioning Plants

- (i) Location
 - (ii) Date of check
 - (iii) Name of JE/AE
 - (iv) Time of start
 - (v) Time of completion
 - (vi) Divn.No. & Name of EE
-
1. Capacity of package plants & Nos.
 2. Capacity of central Plant & Nos.
 3. No. of window units/make (1/1 ½ tons)
 4. No. of split units/make
 5. Suction?discharge Pressure status in Central/Package Plant
 6. Temperature difference in chiller and condenser in (1) and (2)above
 7. Air velocity in AHUs.
 8. Change of filters in AHUs/cleaning
 9. Pressure wash of AHU coils
 10. Change of compressor oil
 11. Leakage of Gas if any
 12. Leakage of water in Cond/Ch.W.Pumps and Repairs to glands
 13. Status of cooling tower, motor, lonvres, fills.
 14. Necessity of water softening plant.
 15. Status of insulation of pipes
 16. Acoustic lining in plant room/AHU Room
 17. Maintenance of Inside Temp. and R.H.
 18. Complaints received about non operation of the system or temp./RH not maintained and remedial action taken
 19. Descaling of condenser
 20. Cleaning of cooling tower sump.
 21. Cleaning of strainers or their replacement in pumps.
 22. Condition of valves
 23. Availability of water for running the plant
 24. Cleaning of window unit filters
 25. Replacement of W/U filters
 26. Cleaning of the coils of W/U with blower fan, visual appearance. Front cover etc.
 27. Working of voltage stablizer
 28. Is O/V an DU/V cut off provided in stabilizer?
 29. Current drawn by the unit
 30. Any abnormality noticed in the system

31. Is central heating provided and if so the conditions/connections/current drawn/boiler/heater element automatic operation etc. to be checked.
32. Repairs/replacement carried out in the month
33. Any other item

Note:

1. This should be prepared for each unit and sent to SE(E) by AE/JE duly countersigned by EE before 7th of next month. For window units only columns relevant may be filled up.
2. A certificate that the maintenance as per Manufacturers' recommendation is being carried out should be recorded by EE(E)

SUBHEAD 'A'

Central Plants with reciprocating compressor

Daily Check

- | | Yes/No | Date .. |
|--|--------|---------|
| 1. Checked motors and starters for over heating. | " | " |
| 2. Checked bearing for overheating | " | " |
| 3. Checked water level and ensure flow of make up water (Condenser and chiller water system) | " | " |

Weekly Check

- | | | |
|---|---|---|
| 1. Checked for refrigerant leak with Halide torch | " | " |
| 2. Checked water distribution | " | " |
| 3. Checked float valve operation in water tank | " | " |
| 4. and expansion tank | " | " |
| 4. Checked and clean air filters | " | " |
| 5. Checked belt tension and alignment | " | " |
| 6. Checked Pump gland | " | " |
| 7. Checked solenoid valve | " | " |
| 8. Cleaned water strainers | " | " |
| 9. Cleaned drain and overflow points | " | " |
| 10. Drained, flushed, water tank and troughs | " | " |
| 11. Check oil ring/oil level (for all lubricated bearings). | " | " |

Monthly Checks

- | | | |
|--|---|---|
| 1. Blowout motor dust | " | " |
| 2. Checked all settings and test operation of all safety controls. | " | " |
| 3. Checked/cleaned contracts points in straters. | " | " |
| 4. Cleaned spray nozzles. | " | " |

Half Yearly Checks

- | | | | |
|----|---|---|---|
| 1. | Descales/clean water tubes in condensors
and if necessary in chillers. | “ | “ |
| 2. | Remove grease from all bearings, clean repack | “ | “ |
| 3. | Check all strainers | “ | “ |
| 4. | Clean cooling coil fins | “ | “ |
| 5. | Clean airwasher filters | “ | “ |
| 6. | Clean stand pipe and spray headers in
airwashers/C.T. | “ | “ |
| 7. | Clean stand pipe and spray headers in
airwashers/C.T. | “ | “ |
| 8. | Change Compressor oil after cleaning. | “ | “ |

Yearly Checks

- | | | | |
|----|---|---|---|
| 1. | Overhaul | “ | “ |
| 2. | Check tighten hold down bolts and anchorages | “ | “ |
| 3. | Check dampers/damper operators | “ | “ |
| 4. | Check for obstruction/loose boards/fallen
insulation on air ducts and R.A. passages. | “ | “ |
| 5. | Drain oil from compressor clean oil
filter and crankcase and replace oil. | “ | “ |
| 6. | Check cabling for loose contacts. | “ | “ |
| 7. | Drain oil from gearboxes clean oil sump
and replace oil. | “ | “ |

SUBHEAD 'B'Packaged A/c unitsDaily Checks

- | | | | |
|----|--|---|---|
| 1. | Check water level in cooling tower tank and
make up water tank. | “ | “ |
| 2. | Check bearing for overheating. | “ | “ |
| 3. | Check motor/starters for overhating | “ | “ |
| 4. | Check temperature conditions in
airconditioned area. | “ | “ |

Weekly Checks

- | | | | |
|----|---|---|---|
| 1. | Check float valve operations in C.T.
water tank and make up water tank | “ | “ |
| 2. | Check water distribution/cooling water
nozzles. | “ | “ |
| 3. | Check/clean airfilters pot strainer basket. | “ | “ |
| 4. | Check belt tension | “ | “ |
| 5. | Check pump gland | “ | “ |
| 6. | Drain/flush/clean water tanks/troughs | “ | “ |

Monthly Checks

- | | | | |
|----|--|---|---|
| 1. | Check refrigerant leak with Halide torch | “ | “ |
| 2. | Check/clean starter contacts. | “ | “ |

Half Yearly Checks

- | | | | |
|----|--|---|---|
| 1. | Descale water side of Condensor | “ | “ |
| 2. | Remove grease from all bearings/clean/repack | “ | “ |
| 3. | Check all strainers | “ | “ |
| 4. | Clean cooling coil fins | “ | “ |
| 5. | Clean/wash air filters | “ | “ |
| 6. | Change pump gland packing | “ | “ |
| 7. | Check hardness of water | “ | “ |

INSPECTION LIST NO. 3

Electrical installations, lifts, water supply pumps, sewage pumps, Filtration Plants.

Place :

Date of check :

Name of JE(E) :

Name of AE (E) :

Divison :

'A' Electrical Installations :

<u>S. No.</u>	<u>Item</u>	<u>Position</u>	<u>Remarks</u>
1.	Power outlets for metal detectors		
2.	Power outlets for PA system		
	(i) Normal		
	(ii) Standby		
3.	Power supply for AIR/Doordarshan		
4.	Power outlet for car call system		
5.	Power supply for security lights.		
	(i) Main		
	(ii) Stand by		
6.	State of	(i) Lamps	
		(ii) Fittings	
		(iii) Fans/Regulator	
		(iv) Power/Light socket outlets	
	Whether alternate source of supply available?		
	All cables test for insulation & healthiness		
	from substation to feed pillar/outlets.		
9.	(i) Cable connections, terminals checked.		
	(ii) Overheating at joints?		
10.	Sub Distribution Boards checked for		
	(i) Cleanliness		
	(ii) All MCBs/MCCBs in working order		
	(iii) Neutral/earth properly connected		
	(iv) Signs for overheating/sparking		

'B' Lifts

1. No. of Lifts
2. Make/Passenger capacity
3. Type (manual/automatic with or without Attender)

4. Type of control
5. No. of floors served
6. Whether under comprehensive/service
Maintenance contract ?
Name of Firm :
7. Operation
 - (i) Landing call buttons
 - (ii) Car buttons
 - (iii) Emergency stop
8. Functioning of all safety devices
9. Car light/fan
10. Intercom working & checked

Car to M/c Room
Car to Control Room
Car to JE/AE Room
11. Condition of rope (s)
12. Condition of trailing cable
13. Condition of sheave
14. Governor functioning
15. Smooth/Jerkfree operation
16. Levelling accuracy
17. Doors opening key availability
18. Overload safety for Car
19. Last servicing done in machine room. Date
20. Proper illumination in the lift shaft
21. Seepage in the lift pit
22. Condition of Buffers
23. Working of limit switches
24. Proper lighting ventilation in M/c Room & proper approach
25. Proper illumination at all car landing
26. Operation of controller
27. Operation of floor detector
28. Whether switch available in the car to prevent any
unauthorised person from operating the Lift in the case of
attendant operated Lifts.

'C' Water Supply Pumps

1. No. of Pumps

(i)	Electric Drive
(ii)	Diesel Drive
2. Make, H.P. of each
3. Rated current
Current actually drawn
4. Voltage at terminals
5. Type of starter
6. Foot Valve O.K.
7. Priming arrangement
8. Condition of flexible coupling
9. Greasing of bearings
10. Vibration of Motor

11. Overheating of Motor
12. No. of hours normally run
13. Sump water level indicator
14. Pressure at pump delivery

'D' Sewage Pumps

1. Type of Pump
2. Make
3. H.P./rated current
4. Current actually drawn
5. Type and condition of Starter
6. Last service on :

'E' Filtration Plants

1. Type of Plants
2. Make
3. Medium used for filtration
4. Frequency of change of filter medium
5. Motor H.P./rated current

INSPECTION LIST NO. 4

Other permanent services like S.I. System, Wet Riser, Fire alarm and other fire fighting systems etc.

Place :

Date of check :

Name of JE(E) :

Name of AE (E) :

Time of Start :

Time of Completion :

Divison No. :

'A' S.I. System

1. Check individual microphone
2. Check individual speaker
3. Check language selector switch
4. Registration of 'Request' which operator from each microphone.
5. Recording facility at control desk
6. Ear phones at each seat
7. Check healthiness of each interpreter desk
8. Battery back up?

'B' Wet Riser/Sprinkler system :

1. No. of pumps
2. Make, H.P.
3. Type of Pump
 - (i) Electric
 - (ii) Diesel
 - (iii) Jockey
4. Whether pump develops required pressure (to be run daily)
And whether automatic operation checked through Bypass
Pipe arrangement.
5. Watch periodicity of operation of jockey pump
6. Check battery voltage for
 - (i) Diesel Engine
 - (ii) Control Panel
7. Whether hosepipes opened and straightened out
(every three months)
8. Isolating valves operation checked
(once in a month) (without water)

9. Foot valve of draw out connection – checking
(every 2 months)
10. Check diesel in fuel tank
11. Check air filter
12. Check oil filter
13. Check condition of coupling
14. Whether visual inspection of sprinkler head/nozzles done?

'C' Halon

- | | | |
|----------------------------------|---|----------------------|
| 1. Check operation of detectors | } | |
| 2. Check alarms/Sounders | } | Through test buttons |
| 3. Check Battery | } | |
| 4. Healthiness of circuits/zones | } | |

'D' Fire Alarm System

- | | | |
|------------------------|---|--------------------------|
| 1. Check operation of | } | Through the test |
| (a) Heat detectors | } | buttons in the |
| (b) Smoke Detectors | } | indicator panels |
| (c) Optional Detectors | } | every day and once a |
| (d) Flame detectors |) | month by creating |
| | | artificial heat/smoke in |
| | | one place |
2. Check Operation of all alarms/sounders
 3. Visual check of (a) Main Control Panel
(b) Zonal Control Panels
 4. Check Healthiness of circuits
 5. Talk back operation from both ends
 6. Operation of response indicators
 7. When was the last mock test carried out ?
Date :
 8. Whether the system is under maintenance contact?

Note :

1. Checking includes repair/Replacement in case the equipment was found faulty.
2. Wherever the repair/replacement is not possible due to any reason the matter should be brought to the notice of SE & CE (E) on the same day.

INSPECTION LIST NO. 5

Public Address System for General Use

Place :

Date of check :

Name of JE(E) :

Name of AE (E) :

Time of start :

Time of Completion :

Divison and Name of EE (E) :

1. Make of PA System
2. No. of microphpoens provided
3. No. of speakers provided
4. No. of amplifiers provided
5. Whether Cassette deck provided?
6. Whether standby amplifier provided?
If yes, make.
7. Whether standby microphones provided?
If yes, make.
8. Power outlets for amplifier
(main supply) provided
9. Whether outlet on standby supply provided
near the amplifier?
10. Whether battery back up available?
11. Arrangement for instantaneous change over from
Main supply to standby supply/battery?
12. Enough spare cables and connectors available?
13. Check all the cable connections and joints.

Note : All the above arrangement are to be checked at least one day in advance when prior intimation about function is available.

All the above have been checked by me on, and found in order for the function.

Signature of JE (E)

Signature of AE (E)

INSPECTION LIST NO. 6

Special Requirements like closed circuit TV, Cable TV, Laundry, Kitchen, Incinerator, Equipments etc.

Place :

Date of check :

Name of JE(E) :

Name of AE (E) :

Time of start :

Time of completion :

Divison and Name of EE (E) :

'A' Closed Circuit TV:

1. Whether normal power supply available?
2. Standby power voltage? Supply available.
3. Whether the CCTV system is in working order?
No. of TVs :
No. of Cameras :
4. Monitor in working condition.
5. Operation of Camera (s) from control console
6. Cables from console to monitor/cameras checked for loose connections etc.

'B' Cable TV

1. Whether normal power supply available?
2. Standby power supply available?
3. All the channels of system in working condition.
4. Quality of pictures/sound satisfactory

'C' Laundry, Kitchen, Incinerator equipments.

1. Whether the equipment is in working condition?
2. Make and model of the Equipment.
3. Voltage at power outlet for equipment.
4. Whether standby power supply requirement?
If yes, availability of the same.
5. Last servicing of the equipment, date
6. Whether manufacturer inspected the equipment?
If yes, date.
7. Any equipment requiring replacement?

8. Capacity of equipment adequate?

Note : All the above arrangements/equipment should be checked at least once in a month or at least 3 days prior to any function.

All the above have been checked by me on, at, and found satisfactory working order for normal use/function.

Signature of JE (E)

Signature of AE (E)

HANDING /TAKING OVER OF BUILDINGS & SERVICES

FORMAT FOR HANDING OVER/TAKING OVER OF COMPLETED BUILDINGS INCLUDING SERVICES

1. Name of work/location :
2. Salient details of the building :
 - a) Type of Structure
 - b) Plinth area-floor wise
 - c) Type of Foundation
 - d) Special treatments/linings
 - (i) Acoustic treatment
 - (ii) False floors
 - (iii) Special type of flooring
 - (iv) False ceiling
 - (v) Vapour barrier treatment
 - (vi) Under deck/Over deck insulation
3. W/S and Sanitary installations
 - (a) Water Supply
 - (i) Sources of W/S to the building and source wise capacity
 - (ii) Brief specification of W/S distribution system
 - (b) Details of tube wells if any
 - (i) No. of tube wells
 - (ii) Yield of each tube well
 - (iii) Type of boring and depth
 - (iv) Brief specifications of boring pipes
 - (c) Type of w/s distribution
 - (i) OH tank details like material, lining, height, capacity etc.
 - (ii) W/S Sump details like material, depth, capacity etc.
 - (d) Sewerage System
 - (i) Specification of Sewerage System
 - (ii) Out fall of Sewerage System
 - (iii) Sewage Sump details if any
 - (iv) Sewage treatment plant details if any
4. Electrical and Air Conditioning System
 - (i) Details of internal electrical installations like wiring etc.
 - (ii) H.T. and L.T. Pannels details
 - (iii) Type of fans
 - (iv) Whether the building is centrally Air Conditioned.

- (v) A.C. Load
 - (vi) Type of plant
 - (vii) Brief specifications
- 5 Fire fighting/Fire alarm system
- (i) Type of fire fighting system
 - (ii) Type of fire alarm
 - (iii) Location of control room
 - (iv) Brief specification of fire fighting system
 - (v) Brief specification of fire alarm system
 - (vi) Fire tank capacity
 - (a) Over Head tank
 - (b) Under Ground tank
 - (vii) No. of fire hydrants
 - (viii) Fire pumps no., & Capacity.
- 6 Details of Guarantee/Warranty certificates obtained for building for various services/treatments
- 7 Contract details :
- (a) Name of the building contractor & Address
 - (b) Agreement
 - (c) Completion period
 - (i) Commencement date
 - (ii) Date of completion
 - (d) Approximate completion cost :
 - (a) Building
 - (b) W/S and Sanitary
 - (c) Electrical and Airconditioning
8. Major defects noticed at the time of handing over/taking over
- (a) Building work
 - (b) W/S and Sanitary installations
 - (c) Electrical and A/C works
9. Handing over of Completion drawings(4 sets of each)
- (a) Architectural Drawings Nos.
 - (b) Structural Drawings Nos.
 - (c) Water Supply, Sewerage & Drainage Drawings Nos.
 - (d) Electrical & A/C drawings Nos.

Handed over

Signature :

Name :

Designation :

Taken over

Signature :

Name :

Designation:

CHECK LIST FOR CIVIL WORKS

1	Building Check structure of building for general soundness and safety through test results and visual inspections	All OK/Following deficiencies noticed . .
2	Finishes 2.1 Check for finishes of floor, plaster, paints, external finishes, claddings 2.2 Check finishes of special treatment a) Acoustic treatment b) False flooring c) Special type of flooring d) False ceiling e) Vapour barrier treatment f) Underdeck/Overdeck insulation	All OK/Following defects noticed . . OK/Needs repair OK/Needs repair OK/Needs repair
3	Doors, Windows and handwares i) Locks ii) M.S. Items/fittings iii) C.P. Brass fittings iv) Iron oxidised fittings v) Anodised Aluminium fittings	All OK/need replacement
4	Check for internal Water supply & Sanitary works : 4.1 Water supply : i) OH tank-test for water tightness ii) Pressure testing waterlines and testing of fittings for leakages. a) CP brass water taps in bath b) Process water points c) PVC inlet connection with CP brass stop cock for • WC flushing cisterns • Wash basin • Urinal cisterns d) CE taps in Wash basins e) Shower rose with CP brass f) CP water taps • In bath	OK/Needs repair OK/Needs repair OK/Needs repair OK/Needs repair OK/Needs repair CK/Needs repair OK/Needs repair OK/Needs repair OK/Needs repair

	<ul style="list-style-type: none"> • In WC • In kitchen sink • In lab sinks <p>g) CP pillar cock for wash basins</p> <p>h) Inspection of water supply pipes and control valves for leakages and proper functioning.</p> <p>i) Union joints for water meter</p> <p>j) Check provision of water meter boxes with locking provision</p> <p>(i) Check for cracks in vitreous chinaware items :</p> <ul style="list-style-type: none"> • Wash basins • Indian water closets with foot rest • Indian water closet/Orissa pan • European water closets • Laboratory sinks • Urinals • Fire clay kitchen sinks <p>(ii) Check for satisfactory functioning of :</p> <ul style="list-style-type: none"> • Flushing cistern for water closets • Flushing cistern of Urinals and CP spreader pipes <p>i) Check for provision of CI frame and cover for valve chambers.</p> <p>k) Hydraulic pressure testing of G.I. Pipes</p>	<p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>Good/Needs replacement</p> <p>Good/Needs replacement</p> <p>Good/Needs replacement</p> <p>Good/Needs replacement</p> <p>Good/Needs replacement</p> <p>Good/Needs replacement</p> <p>Good/Needs replacement</p> <p>OK/needs repair</p> <p>Test report to be enclosed.</p>
4.2	<p>CI Soil waste piping :</p> <p>i) Check for provision of CP gratings for Nahani traps/floor traps.</p> <p>ii) Provision of slopes in floor finish of bath rooms towards floor trap/Nahani trap</p> <p>iii) Check for leakages in bottle traps of WHB.</p> <p>iv) Check of leakages in CP waste couplings and provision of CP chain an rubber plug for :</p> <ul style="list-style-type: none"> • Wash basins • Kitchen sinks • Lab sinks <p>v) Check for leakages in joints and inspection doors of CI soil/waste pipe stacks.</p>	<p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>OK/Needs repair</p>
	<p>vi) Check provision of vent cowls for CI soil/waste pipe.</p>	<p>OK/Needs repair</p>

	<p>vii) Check provision of CI manhole frame and cover for gully traps and inspection chambers.</p> <p>viii) Open all water taps and check for free flow of waste water from each sanitary fitting upto inspection chamber and check flow of waste water to main sewer.</p> <p>ix) Water test/smoke testing of CI soil/waste pipes</p>	<p>OK/Needs repair</p> <p>OK/Needs repair</p> <p>Test report to be enclosed.</p>
5.	External W/S System	
5.1	Distribution System	
	<p>(i) Check for leakages and ensuring free flow from ferrule to O.H. tanks on buildings</p> <p>(ii) Check material of pipes used in distribution system</p> <p>(iii) Type of joints provided</p> <p>(iv) Check for anchor blocks provided</p> <p>(v) Hydraulic test pressure for distribution pipe.</p>	Test report to be enclosed.
5.2	Elevated Water Tanks	
	<p>i) Test for water tightness in tank, pipes, joints, valves</p> <p>ii) Device for pipe openings of washout and outlet inside tank</p> <p>i) Check functioning of water level indicator.</p> <p>ii) Mosquito proof netting for vent pipes.</p> <p>iii) Concrete flash pad for overflow cum washout pipe and lead channel.</p> <p>iv) Check for handrails, access ladder to ensure safety requirements.</p> <p>v) Check for proper clamping of pipes inside the lower shaft.</p>	<p>OK/needs repair gradually Provided/needed to be provided.</p> <p>OK/not OK. Provided/to be provided. Provided/to be provided. OK/needs improvement. OK/needs improvement.</p>
5.3	Under Ground Tank	
	<p>i) Check for water tightness</p> <p>ii) Provision of vent pipe</p> <p>iii) Locking arrangement for inspection Manhole</p>	<p>Satisfactory/Not Satisfactory</p> <p>Provided/Not Provided</p> <p>Provided/To be Provided.</p>

6	External Sewerage i) Check for leakage test ii) Check for invert level of Manholes and gradient of sewers iii) Check for free flow in sewers iv) Provision of ladders in deep manholes v) Check for Manhole covers	Test report to be enclosed OK/needs modification OK/not OK Provided/To be provided Provided/To be provided
---	--	--

CHECK LIST FOR ELECTRICAL WORKS

Electrical item will be checked as per check lists 1 to 6 indicated in Annexure - 19

CHECK LIST FOR FIRE FIGHTING SYSTEM

- Type of System :**
- i) Hydraulic pressure testing of mains from the test register O.K./Not O.K.
(Test results to be enclosed)
 - ii) Check for actual capacity of pump set.
 - a) Average rate of dischargelpm
 - b) Suction headmts
 - c) Delivery headmts
 - iii) Check for instantaneous starting of diesel engine pump set. OK/needs repair.
 - iv) Material and class of pipe used, maximum permissible pressure for pipe.
 - vi) Type of joints provided Tyton/flanged joint
 - vii) Check for provision of RCC/PCC anchor block at all strategic places like bends, Tee joints dead ends, hydrants etc. OK/needs provision
 - viii) Hydrant pumpset particulars name Plates details of
 - a) Pump
 - b) Motor
 - c) Character curve for Pumpset.
 - d) Spare part list for pumpset Enclosed/not enclosed
 - e) Catalogue of pump & motor Enclosed/not enclosed.
With addressed of manufacturer/
Supplier and telephone no. Enclosed/not enclosed.
 - f) List of standard tool set spare parts for electric motor and diesel engine and pumps. Enclosed/not enclosed.
 - g) Test certificate for the pump and motor . Enclosed/not enclosed.
 - ix) Check functioning of control panel for pump motor, earthing and lighting, maximum current drawn during starting and during running of pump.
 - a) Starting current
 - b) During runningOK/needs repair
 - x) Pump installation drawing to be framed and mounted on the wall in pump house. Provided/to be provided.

**Temporary function at VVIP Residence/Office/Hyderabad House/Rajghat
Complex/Parliament House**

Ex. Engineer (C) & (E) to discuss the arrangement with the designated officer in-charge of the function.

1. Date, time, venue and period of function.
2. Shamiana requirement/open air.
3. Seats/Chairs requirement.
4. No. of Microphones requirement.
5. Microphone stand/Desktop/Podium requirement.
6. Lighting arrangement with special fittings, air Circulators, pedestal fans.
7. Standby power arrangement.
8. Duplicate source of supply with change every witch
9. Durries/carpets/pillows/cots
10. Intimation to NDMC/MCD about water continuity.
11. Intimation to NDMC/DESU about electricity continuity and operation of street/road lights wherever necessary.
12. Drinking water arrangement – Cold water/tanker etc., ice requirement, water lines/leakage tests.
13. Catering arrangement.
14. Special electric power for catering purposes.
15. Standby amplifier and mixer with manual change over.
16. Battery operated amplifier(Additional)
17. Whether generating set to be in operation at the time of function?
18. Music/tapes arrangement.
19. Position of loud speakers.
20. Tape recording facilities of the proceedings
21. Video recording requirement.
22. Extra power outlets for A.I.R./Doordarshan.

23. Special enclosures for press/MPs/Ministers.
24. Power requirement for metal detectors.
'X' Ray machines and locations
25. Flower decoration requirements
26. Bouquet requirements
27. Loss flower petal requirements
28. Security/Safety in case of rain.
29. Security lights, street lights – Status.
30. Whether working and lamps duly replaced wherever required
31. Any covered area needing temporary air Conditioning/air cooling
32. HT/LT Supply for the function checked for proper operation including terminations/contacts
33. All fuses of right size and category provided in switches/feeder pillars/switch boards/distribution boards including connection.
34. Switches and boards in open area are covered and properly made weather proof.
35. Cables and wires laid overhead or in ground are safe and trip free.
36. Standby generating set supply tested for automatic operation or on load as the case may be.
37. All contacts/switch boards/wires/cables/pillars checked for perceptible heating and remedial action taken.
38. Souvenir to be printed or circulated.
39. Any escort to be arranged.

40. Vehicle to be arranged.
41. Installations checked by any other official
42. Temporary water taps or Urinals (Gents/Ladies) required.
43. Prior intimation to A.I.R/Doordarshan/ Press to be given by CPWD/Client.
44. Has security personnel been consulted on the arrangement
45. How many hours/day before the actual function. All the above arrangements are required to be made.
46. Do you have a list of telephone nos. of office/residence of JE/AE/EE/SE/CE and DD(H)/AD(H)/other departments like security/client/NDMC/DESU/MCD who are concerned with the function?
47. Do you have some emergency wires, cables, spares and lamps for immediate replacement of any item if required?
48. Has fire service been informed and portable fire extinguishers provided at site with sand buckets?
49. Has First Aid Box for emergency medical aid kept at site?
50. Car calling system provided or not?
51. Any other service expected by the designated officer for the function
52. Any other service expected by the designated officer for the function?
 - (a) Arrangements as stated above have been made, duly checked and found to be in satisfactory condition.

- (b) The arrangements have also been checked by _____ on _____
at _____ time and found to be
satisfactory.

Date/Time. J.E.

Date/Time A.E

Date/time E.E

**GUIDELINES FOR VARIOUS PROVISIONS TO PREPARE ANNUAL
MAINTENANCE ESTIMATES FOR HORTICULTURE WORKS**

1	Provision of W.C. staff	As per approved yardstick of 1989.(Annexure 13)
2	Salary and allowances of W.C. Staff chargeable to works	Admissible as per Govt. orders in force. Allowances, Bonus etc. to be calculated on the mean pay of minimum and maximum of pay scale. In case, more than 50% staff is drawing salary at the maximum of scale, it should be calculated on maximum of the scale.
3	Provision for casual labour for seasonal operations.	6/12/18 unit PA/PA (per acre per annum).
4	Sundries	Rs.5PA/PM (Per acre per month).
5	Uniforms/Liveries/Shoes etc.	As per instructions of Deptt. Of Personal and Public Grievances & instructions of D.G. (W) issued time to time.
6	Soap/Dusters	-do-
7	<u>Sludge Manure/Cow dung manure</u> For HORs, GOBs, Type I to VI flats, Samadhis, Offices, Hospitals, Prestigious works playground etc.	0.003 cum per sqm. Over the surface i.e.4000 x 0.003 =12 cum per acre.
8	<u>Good Earth</u> For HORs, GOBs, Type I to VI flats, Samadhis, Offices, Hospitals, Prestigious works playground etc.	0.003 cum per sqm over the surface i.e.4000 x0.003 per cum = 12 cum per acre.
9	<u>Fertilizers</u> For HORs, GOBs, Type I to VI flats, Samadhis, Offices, Hospitals, Prestigious works playground etc.	Urea : Four applications (Nov., Dec., Jan., & Feb.) 10 gms. Per sqm. for garden area i.e. 40 gms. per sqm. $\frac{4000 \times 40}{1000} = 160$ kgs. per acre. DAP:DAP, Bonemeal, Oilcake, Agro etc. combined @ 100kgs per acre i.e. 1 quintal per acre

10	<u>Empty Earthen Pots</u> a) HORs etc. b) Parks etc.	@ Rs. 1800/-per acre/year Rs. 900/- per acre/year
11	<u>Cement Pots</u> a) HORs etc. b) Parks etc.	Rs. 600/- per acre/year @ Rs. 250/- per acre/year
12	<u>Roses</u> a) HORs	Rs.1125/ per area per year.
13	<u>Shrubs, Trees, Fruit Plants, other plants</u> HORs/GOBs etc.	Rs. 800/- per acre/year
14	<u>Guidelines for Road side plantation</u> <u>Materials required</u> Manure/Sludge/Cow dung Concentrated Organic Manure (Two applications)	@ 5 cum for 100 trees @ 5 cum for 1200 shrubs @ 2 Quintal for 100 trees @ 2 quintal for 200 shrubs
15	<u>Trees & Shrubs required for mortality replacement</u> Ist 3 Years of plantation Beyond 3 years of plantation	25% of the total plantation 10% of the total plantation
Provision for items not mentioned above may be made as per actual requirement for specific reasons		

MAINTENANCE NORMS, FREQUENCY OF APPLICATION OF FINISHING ITEMS :

S.No.	Item	Periodicity				
		Res. Bldg.	Office Bldg.	Hospitals	Laboratories	Schools
1	2	3	4	5	6	7
1	White Washing/Colour washing	2 Years	2 Years	2 Years	2 Years	2 Years
2	Applying dry distemper	2 Years	2 Years	2 Years	2 Years	2 Years
3	Painting with plaster paint, Synthetic enamel paint, Oil bound distemper, acrylic paint, acrylic distemper	3 Years	2 Years	1 Year – Corridor O.T. Rooms 2 Years- Other areas	2 Years	3 Years
4	Painting external surface with water proofing cement paint	3 Years	3 Years	3 Years	3 Years	3 Years
6	Cleaning and disinfecting of water storage/distribution tanks, water mains.	6 months	6 months	3 months	3 months	6 months

7	Cleaning of Manholes/Gully chambers/ inspection chambers and flushing of building sewers	1 year	1 year	6 months	1 year	1 year
8	Cleaning of storm water drains	1 year	1 year	1 year	1 year	1 year
9	Painting steel water tanks inside with bitumastic paint.	2 years	2 years	1 year	2 years	2 years
10	Polishing wooden doors/ windows with sprit polish/ Polish/synthetic acrylic polish.	5 years	5 years	5 years	5 years	5 years
11	Text mat or poly mat based equivalent synthetic silicon based exterior paint.	5 years	5 years	5 years	5 years	5 years
12	Cleaning Electrical installations, fans etc.	1 year	1 year	1 year	1 year	1 year
13	Premix, Semi dense/dense carpeting of roads.	5 years	5 years	5 years	5 years	5 years
14	Collection of water samples for physical, Chemical and bacteriological analysis of water	6 months	6 months	3 months	6 months	6 months

List of Estate Officers

Annexure – 24

TO BE PUBLISHED IN THE GAZETTE OF INDIA, PART II, SECTION 3, SUB
SECTION (ii)

No. 28012/98/90-W3
Government of India
Ministry of Urban Development
(Works Division)

**

New Delhi, dt. the 01.3.94.

NOTIFICATION

S.O .. 1124

In exercise of the powers conferred by section 3 of the Public Premises (Eviction of Unauthorised Occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below being gazetted officers of Government to be Estate Officers for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed on Estate Officers by or under the said Act within the local limits of their respective jurisdiction in respect of the public premises specified in column (2) of the said table.

TABLE

Designation of the officer		Categories of Public Premises and local limits of jurisdiction
1.	Executive Engineer, Central Stores Dn. No.I	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction.
2.	Executive Engineer, Central Stores Dn. No. II	-do-
3.	Executive Engineer, 'A' Division	-do-
4.	Executive Engineer, 'B' Division	-do-

5.	Executive Engineer, 'C' Division	Premises under the administrative control of Central Public Works Department situated within local limits of their respective jurisdiction.
6.	Executive Engineer 'F' Division	-do-
7.	Executive Engineer 'K' Division, Central	-do-
8.	Executive Engineer, Central Secretariat Division	-do-
9.	Executive Engineer, President Estate Division	-do-
10.	Executive Engineer, Construction Division No. IX	-do-
11.	Executive Engineer, Asian Games Division	-do-
12.	Executive Engineer, Smt. Sucheta Kriplani Hospital Division	-do-
13.	Executive Engineer, U.F.W. Supply Division	-do-
14.	Executive Engineer, Patna Central Division No. I	-do-
15.	Executive Engineer, Ranchi Central Division	-do-
16.	Executive Engineer, Bhubaneswar Central Division No. I	-do-
17.	Executive Engineer, Dhanbad Central Division	-do-
18.	Executive Engineer, Calcutta Central Division No. I	-do-
19.	Executive Engineer, Calcutta Central Division No. IV	-do-
20.	Executive Engineer, Calcutta Central Division No. VI	-do-

21.	Executive Engineer, Calcutta Central Division No.III	Premises under the administrative control of Central Public Works Department situated within local limits of his respective jurisdiction.
22.	Executive Engineer, Gangtok Central Division	-do-
23.	Executive Engineer, Chandigarh Central Division No. I	-do-
24.	Executive Engineer, Chandigarh Central Division No. II	-do-
25.	Executive Engineer, Ludhiana Food Storage Division	-do-
26.	Executive Engineer, Karnal Central Division	-do-
27.	Executive Engineer, Jammu Central Division	-do-
28.	Executive Engineer, Srinagar Central Division	-do-
29.	Executive Engineer, Madhopur Central Division	-do-
30.	Executive Engineer, Jalandhar Central Division	-do-
31.	Executive Engineer, Jaipur Central Division	-do-
32.	Executive Engineer, Bikaner Central Division	-do-
33.	Executive Engineer, Jodhpur Central Division	-do-
34.	Executive Engineer, Madras Cenral Division No. I	-do-
35.	Executive Engineer, Madras Central Division No. II	-do-
36.	Executive Engineer, Madras Central Division No. III	-do-

37.	Executive Engineer, Madras Central Division No. IV	Premises under the administrative control of Central Public Works Department situated within local Limits of his respective jurisdiction
38.	Executive Engineer, Coimbatore Central Division	-do-
39.	Executive Engineer, Pondicherry Central Division	-do-
40.	Executive Engineer, Trivandrum Central Division	-do-
41.	Executive Engineer, Cochin Central Division	-do-
42.	Executive Engineer, Calicut Central Division	-do-
43.	Executive Engineer, Bombay Central Division No. III	-do-
44.	Executive Engineer, Bombay Central Division No. VI	-do-
45.	Executive Engineer, Bombay Central Division No. VII	-do-
46.	Executive Engineer, Bombay Central Division No. VIII	-do-
47.	Executive Engineer, Ahmedabad Central Division	-do-
48.	Executive Engineer, Ghandinagar Central Division	-do-
49.	Executive Engineer, Goa Central Division	-do-
50.	Executive Engineer, Nagpur Central Division No. I	-do-
51.	Executive Engineer, Nagpur Central Division No. II	-do-
52.	Executive Engineer, Dehradun Central Division No. I	-do-
53.	Executive Engineer, Kanpur Central Division	-do-

- | | | |
|-----|---|---|
| 54. | Executive Engineer,
Allahabad Central Division | Premises under the administrative
control of Central Public Works
Department situated within local
Limits of his respective jurisdiction |
| 55. | Executive Engineer,
Bhopal Central Division No. I | -do- |
| 56. | Executive Engineer,
Indore Central Division No. I | -do- |
| 57. | Executive Engineer,
Bangalore Central Division No.1 | -do- |
| 58. | Executive Engineer,
Bangalore Central Division No.11 | -do- |
| 59. | Executive Engineer,
Bangalore Central Division No.111 | -do- |
| 60. | Executive Engineer,
Hyderabad Central Division No. I, | -do- |
| 61. | Executive Engineer,
Hyderabad Central Division No. II, | -do- |
| 62. | Executive Engineer,
Hyderabad Central Division No. III | -do- |
| 63. | Executive Engineer,
Mysore Central Division | -do- |

Sd/-

(V.V. RAMANATHAN)

DEPUTY SECRETARY TO THE GOVT. OF INDIA

TEL : 3014151

To

The Manager
Govt. of India Press
New Delhi.

Copy to :

- (1) DG (W), CPWD, New Delhi. (Shri K. Srinivasan)
with reference to their file No. 1/61/86-WI(DG)
(with 150 copies for transmission to all EEs/SEs/CEs concerned.).
- (2) Housing Division, Min. of UD, New Delhi
- (3) Lands Division, M/o UA&E, New Delhi (Shri B.R. Dhimman, US)
- (4) Dir. of Estates (Shri G.B. Singh)
- (5) All functionaries in the works Division

Sd/-

(V.V. RAMANATHAN)

DEPUTY SECRETARY TO THE GOVT. OF INDIA

Copy also forwarded to Min. of Law and Justice (Legislative Department), Shastri Bhawan,
New Delhi – I with reference to their U.O. No. 355/94, dated 18.3.94.

Sd/

(V. V. RAMANATHAN)

DEPUTY SECRETARY TO THE GOVT. OF INDIA

No. 28012/98/90 – W3
Government of India
Ministry of Urban Affairs and Employment
Department of Urban Development
(Works Division)

**

New Delhi, dt. the 17th April, 1996.

NOTIFICATION

S.O.....

In exercise of the powers conferred by section 3 of the Public Premises (Eviction of Unauthorised Occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below being gazetted officers of Government to be Estate Officers for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed, on Estate Officers by or under the said Act within the local limits of their respective jurisdiction in respect of the public premises specified in column (2) of the said table.

THE TABLE

Designation of the officer	Categories of Public Premises and local limits of jurisdiction
1. Executive Engineer, 'D' Division	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction.
2. Executive Engineer, 'E' Division	-do-

- | | | |
|-----|--|--|
| 3. | Executive Engineer,
'G' Division | Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction. |
| 4. | Executive Engineer,
'I' Division | -do- |
| 5. | Executive Engineer,
'J' Division | --do-- |
| 6. | Executive Engineer,
'L' Division | --do-- |
| 7. | Executive Engineer,
'M' Division | --do-- |
| 8. | Executive Engineer
'N' Division | --do-- |
| 9. | Executive Engineer,
'P' Division | --do-- |
| 10. | Executive Engineer,
'Q' Division | --do-- |
| 11. | Executive Engineer,
'R' Division | -do- |
| 12. | Executive Engineer,
'T' Division | --do-- |
| 13. | Executive Engineer,
'U' Division | --do-- |
| 14. | Executive Engineer,
'V' Division | --do-- |
| 15. | Executive Engineer,
'Pushp Vihar Maint.' Division | --do-- |

- | | | |
|-----|---|--------|
| 16. | Executive Engineer,
CD-XIV | --do-- |
| 17. | Executive Engineer,
Parliament Works Division - I | --do-- |
| 18. | Executive Engineer,
Parliament Works Division - III | --do-- |
| 19. | Executive Engineer,
Gwalior Central Division | -do- |
| 20. | Executive Engineer,
'Jabalpur Central' Division | --do-- |
| 21. | Executive Engineer,
'Meghalaya Cental' Division | --do-- |
| 22. | Executive Engineer,
'Guwahati Cnetral' Division | --do-- |
| 23. | Executive Engineer,
'Assam Aviation Works' Division | --do-- |
| 24. | Executive Engineer,
'Manipur Central' Division - I | --do-- |
| 25. | Executive Engineer,
'Tripura Central' Division | --do-- |
| 26. | Executive Engineer,
'Trichur Central' Division | --do-- |
| 27. | Executive Engineer,
'Chandigarh Central'
Division - III | -do- |
| 28. | Executive Engineer,
'Shimla Central' Division - I | --do-- |

- | | | |
|-----|---|--------|
| 29. | Executive Engineer,
'Shimla Central' Division - II | --do-- |
| 30. | Executive Engineer,
'Ajmer Central' Division | --do-- |
| 31. | Executive Engineer,
'Lucknow Central' Division - I | --do-- |
| 32. | Executive Engineer,
'Lucknow Central' Division - II | --do-- |
| 33. | Executive Engineer,
'Bareilly Central' Division | --do-- |
| 34. | Executive Engineer,
'Gwalior Central'
Division | -do- |
| 35. | Executive Engineer,
'Jabalpur Central' Division | --do— |
| 36. | Executive Engineer,
'Dehradun Central' Division - II | --do— |
| 37. | Executive Engineer,
'Central' Division,
Shillong | --do— |
| 38. | Executive Engineer,
'Amritsar Central' Division | --do— |
| 39. | Executive Engineer,
'Agra Central' Division | --do— |
| 40. | Executive Engineer,
'Jaipur Central' Division - II | --do— |
| 41. | Executive Engineer,
'Jaisalmer Central' Division | --do— |

- | | | |
|-----|---|---|
| 42. | Executive Engineer,
'Dadra Central' Division,
Silvassa. | Premises under the administrative
control of Central Public works
Department situated within local
limits of his jurisdiction. |
| 43. | Executive Engineer,
'Nanded Central' Division,
Mudkhad (Nanded) | --do-- |
| 44. | Executive Engineer,
'Nagpur Central' Division- III | --do-- |
| 45. | Executive Engineer,
'Indore Central' Division | --do-- |
| 46. | Executive Engineer,
'CCD VIII' Division,
Calcutta | --do-- |
| 47. | Executive Engineer,
'Bhubaneswar Central'
Division - III | --do-- |
| 48. | Executive Engineer,
'Siliguri Central' Division, | --do-- |
| 49. | Executive Engineer,
'Tejpur Central' Division, | --do-- |
| 50. | Executive Engineer,
'Hubli Central' Division, | Premises under the administrative
control of Central Public Works
Department situated within local
limits of his jurisdiction. |

-sd-

(V.V. RAMANATHAN)

DEPUTY SECRETARY TO THE GOVT. OF INDIA

TEL : 3018336

To

The Manager
Govt. of India Press, New Delhi.

Copy to :

DG (W), CPWD, New Delhi. (Shri C.B. Lal) with reference to their file No. 1/61/86
– WI(DG)(with 150 copies for transmission to all EEs/SEs/CEs Concerned.)

Housing Division, Min. of UA&E, New Delhi

Lands Division, M/o UA&E, New Delhi
Shri B.R. Dhimman, US)

Dte. Of Estates, (Shri O.P. Aggarwal)

All functionaries in the works division

-sd-

(V.V. RAMANATHAN)
DEPUTY SECRETARY TO THE GOVT. OF INDIA

Copy also forwarded to Min. of Law and Justice (Legislative Department), Shastri Bhawan,
New Delhi – I with reference to their U.O. No. 746/96 – SRO

-sd-

(V. V. RAMANATHAN)
DEPUTY SECRETARY TO THE GOVT. OF INDIA

TO BE PUBLISHED IN THE GAZETTE OF INDIA, PART II, SECTION 3, SUB
SECTION (ii)

No. 28012/98/90-W3

Government of India

Ministry of Urban Affairs & Employment

Department of Urban Development

(Works Division)

**

New Delhi, dated 8/12/98.

NOTIFICATION

SO.....

In exercise of the powers conferred by section 3 of the public premises (Eviction of unauthorised occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below being gazetted officers of Government to be Estate Officer for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed, on Estate Officer by or under the said act within the local limits of their respective jurisdiction in respect of the public premises specified in column (2) of the said table.

THE TABLE

Designation of the officer	Categories of Public Premises and local limits of jurisdiction
(1)	(2)
Executive Engineer, S Division,	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction.

Sd/-

(P.G. Dhar Chakrabarti)

DIRECTOR TO THE GOVT. OF INDIA

TEL : 3017630

To

The Manager
Govt. of India Press
New Delhi.

Copy to :

1. DG (W), CPWD, New Delhi
with reference to their file No. 1/61/86 – WI(DG).
2. Housing Division, Min. of UA&E, New Delhi
3. Lands Division, M/o UA&E, New Delhi
4. Dte. Of Estates.
5. All functionaries in the works division

Sd/-

(P.G. Dhar Chakrabarti)

Director to the Govt. Of India

Tel. No. 3017630

Copy also forwarded to Min. of Law and Justice (Legislative Department), Shastri Bhawan,
New Delhi – I with reference to their U.O. No. 1922/98.

Sd/-

(P.G. Dhar Chakrabarti)

Director to the Govt. Of India

Tel. No. 3017630

TO BE PUBLISHED IN THE GAZETTE OF INDIA, PART II, SECTION 3,
Sub Section (ii)

Government of India
Ministry of Works, Housing & Supply
Department of Urban Development
(Works Division- W.3)

New Delhi, the 6th February, 1988

NOTIFICATION

S.O. In exercise of the powers conferred by section 3 of the public premises (Eviction of unauthorised occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below, being gazetted officers of Government to be Estate Officer for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed, on Estate Officer by or under the said Act within the local limits of their respective jurisdiction in respect of the Public premises specified in the corresponding entries in column (2) of the said table.

THE TABLE

Designation of Officers	Categories of public premises and local limit of jurisdiction
1	2
1. Executive Engineer, 'R' Division	Premises under the administrative control of Central Public Works Department situated within local limits of their respective jurisdiction in Delhi and New Delhi
2. Executive Engineer, 'E' Division	-do-
3. Executive Engineer, Construction Division VI	-do-

4. Executive Engineer, Construction Division VII	Premises under the administrative control of Central Public Works Department situated within local limits of their respective jurisdiction in Delhi and New Delhi
5. Executive Engineer, Construction Division XI	-do-
6. Executive Engineer, Asian Games Division III	-do-
7. Executive Engineer, 'H' Division	-do-
8. Executive Engineer, Dr. Ram Manohar Lohia Hospital Division	-do-
9. Executive Engineer, Safdarjang Hospital Division	-do-
10. Executive Engineer, Pushap Vihar Maintenance Division	-do-
11. Deputy Director of Horticulture, Eastern Division	-do-
12. Deputy Director of Horticulture, Western Division	-do-
13. Deputy Director of Horticulture, Northern Division	-do-
14. Deputy Director of Horticulture, Southern Division	-do-
15. Deputy Director of Horticulture, Central Division	-do-

-sd-

(S.RANGANATHAN)
DEPUTY SECRETARY (WORKS)
F.NO.28012/87/87-W.3

To

The Manager,
Government of India Press,
New Delhi.

Copy to :

1. DG (W), CPWD, New Delhi
2. Chief Engineer, Construction Zone, CPWD, New Delhi.
3. Chief Engineer I & II, New Delhi Zone, CPWD, New Delhi.
4. Chief Engineer, Food Zone, CPWD, New Delhi.
5. Director of Horticulture, CPWD, New Delhi.
6. Dte. Of Estates, New Delhi
7. All EEs/DDs Concerned in the CPWD.
8. All functionaries in the works division

-sd-

(S.RANGANATHAN)
DEPUTY SECRETARY (WORKS)
F.NO.28012/87/87-W.3

Copy to:

Ministry of Law, Legislative Department, Shastri Bhawan, New Delhi (10 copies)

-sd-

(S.RANGANATHAN)
DEPUTY SECRETARY (WORKS)
F.NO.28012/87/87-W.3

REVIEW OF PERFORMANCE OF SERVICE CENTRES

ZONE :
CIRCLE:
DIVISION :
PERIOD OF REVIEW

SUB-DIVISION
JURISDICTION ;
NAME OF AE
NAME OF J.E./S

SERVICE CENTRE :

I. DETAILS OF JURISDICTION

Sl. No.	OFFICE BUILDING		Residential Accommodation		
	Name of office Building	Plinth Area in Sq.m.	Type	Nos.	Plinth Area in Sqm.
			Type-I Type-II Type-III Type-IV Type-V Type-VI Type-VII Type-VIII Unclassified		
Total Plinth Area :			Total Plinth Area :		

II. DETAILS OF WORKS CARRIED OUT THROUGH CONTRACT/WORK ORDER

Sl. No.	Name of work as per T/S	Agreement/Work Order		Expenditure incurred	Works executed in brief	Reference of complaints attended
		No.	Amount			

II. DETAILS OF WORKS CARRIED OUT DEPARTMENTALLY

Work charged Staff					Persons Engaged on Work Order/Hand Receipt					Details of Materials required			
Expenditure on Estt.					Expenditure on Establishment								
Category	Total Nos.	Monthly salary	Over time	No. of complaints	Category	Total Nos.	Monthl y salary	Over time	No. of complaints attended	Reference of Agreements/ Supply Orders	Expdr. incurred	Details of materials procured	Details of materials consumed

III. ABSTRACT OF RECEIPTS & DISPOSAL OF COMPLAINTS

No. of Complains received		No. of Complaints attended				Complaints Pending	
From Sl. No. To Sl. No.		Through W.C. Staff	Through Person on W.O./H.R.	Through Contract	Total	No.	Date of oldest pending complaint
Total Receipts							

LIFE SPAN OF FURNITURE ARTICLES

S.No.	Type & Name of the item	Life	Remarks
A	DURABLE		
I	Heavier		
1	Sofa Set	15 yrs.	
2	Dining Table	15 yrs.	
3	Almirah	15 yrs.	
4	Beds	15 yrs.	
5	Dressing Table	15 yrs.	
6	Side Board	15 yrs.	
7	Chest or Drawers	15 yrs.	
8	Central table	15 yrs.	
9	Book case	15 yrs.	
10	Writing table	15 yrs.	
11	Easy Chair	15 yrs.	
12	Santry Box	15 yrs.	
II	Lighter		
13	Chairs	10 yrs.	
14	Cabinets	10 yrs.	
15	Framed mirror	10 yrs.	
16	Peg Table	10 yrs.	
17	Stools	10 yrs.	
18	Tepoy	10 yrs.	
19	Tepoy	10 yrs.	
B	NON-DURABLE		
20	Grass matting	2 yrs.	At the time of change of occupancy or once in two years which ever is earlier.
21	Chicks	2 yrs.	At the time of change of occupancy or once in two years which ever is earlier.

22	Coir mattress	2 yrs.	At the time of change of occupancy or once in two years which ever is earlier.
23	Jute mattress	2 yrs.	At the time of change of occupancy or once in two years which ever is earlier.
24	Tepoy	2 yrs.	At the time of change of occupancy or once in two years which ever is earlier.
25	Cotton Durries	5 yrs.	Redying as described at least once in three years or change of occupancy at the time of use whichever is earlier.
26	Cotton Durries	5 yrs.	Redying as described at least once in three years or change of occupancy at the time of use whichever is earlier.

27	Cane Garden Chairs	2 Years	
28	Tepoy	At the time of occupancy or six months, whichever is earlier	
29	Dust bin	2 years	
30	Bath tubs	2 years	
31	Folding beds	2 years	
32	Foam mattresses	5 years	Change of tapestry as described or after 2 ½ years which ever is earlier.
33	Foam Cushion	5 years	Change of tapestry as described or after 2 ½ years which ever is earlier.
34	Cotton mattresses	5 years	Regular maintenance includes change of cloth in between as described.
35	Curtains	5 years	It may be considered whether it could be made concurrent with term of Lok Sabha /Tenure of the member of LS/RS.

36 Woolen carpets 10 years

C UPHOLSTRY

37 Sofa sets 3 years

D DRY CLEANING

38 Sofa At the time
 of change of
 occupancy or
 once in a
 year
 whichever is
 earlier.

39 Sofa chair At the time
 of change of
 occupancy or
 once in a
 year
 whichever is
 earlier.

40 Dining Chairs At the time
 of change of
 occupancy or
 once in six
 months
 which ever is
 earlier.

41 Cotton Durries At the time
 of change of
 occupancy or
 once in a
 year
 whichever is
 earlier.

42 Curtains

At the time of
change of
occupancy or
once in six
months which
ever is earlier.

E PAINTING

43 Cane garden chairs

At the time of
change of
occupancy or
once in six
months which
ever is earlier.

44 Tepoy

At the time of
change of
occupancy or
once in six
months which
ever is earlier.

F POLISHING

45 Polishing

At the time of
change of
occupancy or
once in 2 years
which ever is
earlier.

RETURNS TO BE SUBMITTED BY ASST.ENGINEER/ASST.ENGINEER(E)

S.No.	Subject	Form No.	Submission	
			To	Date
Monthly Returns				
1	Day to day complaints	MIS – M – 1 – AE	EE / EE(E)	5 th of next month
2	Special repairs and Additions/Alterations Complaints	MIS – M – 2 – AE	EE / EE(E)	5 th of next month
3	Periodical Repairs	MIS – M – 3 – AE	EE / EE(E)	5 th of next month

RETURNS TO BE SUBMITTED BY EXECUTIVE ENGINEER/EXECUTIVE ENGINEER(E)

S.No.	Subject	Form no.	Submission	
			To	Date
Monthly Returns				
1	Day to day complaints	MIS – M – 1 – EE	SE / SE(E)	10 TH of next month
2	Special repairs and Additions/Alterations Complaints	MIS – M – 2 – EE	SE / SE(E)	10 TH of next month
3	Periodical Repairs	MIS – M – 3 - EE	SE / SE(E)	10 TH of next month

RETURN TO EB SUBMITTED BY SUPERINTENDING ENGINEER/SUPERINTENDING ENGINEER (E)

S.No.	Subject	Form no.	Submission	
			To	Date
Monthly Returns				
1	Special Repairs and Additions/alterations Complaints	MIS – M – 4– SE	CE / CE(E)	15 TH of next month

MIS – M – 1 - AE

DAY TO DAY COMPLAINTS
(To be reported by AE/AE(E) to EE/EE(E) monthly)

Sub Division :
Division :

Month :

S.No.	Service Centre	No. of complaints received		No. of complaints attended in the month	Complaints pending at the end of the month		Remarks –reasons for delay in attending the complaints, -assistance required.
		B/F from previous month	Received during the month		No.	Date of oldest complaint	
1	2	3	4	5	6	7	8

X- Service Centre

Y – Service Centre

SPECIAL REPAIRS AND ADDITIONS/ALTERATIONS COMPLAINTS
(To be reported by AE/AE (E) to EE/EE(E) Monthly)

Sub-division :

Division :

Month:

No.	Group of Repairs/Additions & Alterations	No. of complaints received		Complaints attended(No.)			Complaints pending		Remarks – reasons of delay – assistance required.
		B/F from Previous month	Rcd. in the month	Target for Qtr.	Attended in the month	Attended in the qtr.	No	Date of Oldest complaint	
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
	<u>X – Service Centre</u> a) Special Repairs i) . . iii) b) Additions/Alterations i) . . iii) <u>Y – Service Centre</u> a) Special Repairs i) . . iii) b) Additions/Alterations i) . . iii)								

PERIODICAL REPAIRS
(To be reported by AE/AE(E) to EE/EE(E) monthly)

Sub-division :

Division :

Month :

Particulars	Target for the quarter (No. of qtrs/area)			Progress(%) during the month & quarter						Remarks – Programme, action etc.
	External	Internal		External		Int.wall finishing		Int.door &window painting /fan&DB painting		
		Wall finishing	Door&window painting/ Fan & DB painting	In the month	In the qtr.	In the month	In the qtr.	In the month	In the qtr.	
1	2	3	4	5	6	7	8	9	10	11
X – Service centre										
a) Residential (No. of qtrs./Colony)										
b) Non-residential (Name of building)										
Y – Service Centre										
a) Residential (No. of qtrs./Colony)										
b) Non-residential (Name of building)										

DAY TO DAY COMPLAINTS
(To be reported by EE/EE(E) to SE/SE(E) monthly)

Division :
Circle :

Month :

S.No.	Service Centre	No. of complaints received		No. of complaints attended in the month	Complaints pending at the end of the month		Remarks –reasons for delay in attending the complaints, -assistance required.
		B/F from previous month	Received during the month		No.	Date of oldest complaint	
1	2	3	4	5	6	7	8

X- Sub Division
Y- Sub Division

SPECIAL REPAIR AND ADDITIONS/ALTERATIONS COMPLAINTS
(To be reported by EE/EE(E) to SE/SE(E) Monthly)

Division :
Circle :

Month:

No.	Group of Repairs/Additions & Alterations	No. of complaints received		Complaints attended(No.)			Complaints pending		Remarks – reasons for delay – action taken- assistance required.
		B/F from Previous month	Rcd. in the month	Target for Qtr.	Attended in the month	Attended in the qtr.	No	Date of Oldest complaint	
1.	2.	3.	4.	5.	6.	7.	8.	9.	10.
	<u>X – Sub Division</u> a)Special Repairs i) . iii) b)Additions/Alterations i) . . iii) <u>Y – Sub Division</u> c) Special Repairs i) . . iii) d) Additions/Alterations i) . . iii)								

PERIODICAL REPAIRS
(To be reported by EE/EE(E) to SE/SE(E) monthly)

Division :

Circle :

Month :

Particulars	Target for the quarter (No. of qtrs/area)			Progress(%) during the month & quarter						Remarks – Programme, action etc.
	External	Internal		External		Int.wall finishing		Int.door &window painting /fan&DB painting		
		Wall finishing	Door & window painting/ fan & DB painting	In the month	In the qtr.	In the month	In the qtr.	In the month	In the qtr.	
1	2	3	4	5	6	7	8	9	10	11
X – Sub Division										
a) Residential (No. of qtrs./Colony)										
b) Non-residential (Name of building)										
Y – Sub Division										
a) Residential (No. of qtrs./Colony)										
b) Non-residential (Name of building)										

MIS -M - 4 - SE

DAY TO DAY COMPLAINTS, SPECIAL REPAIR AND ADDITIONS/ALTERATIONS COMPLAINTS
(To be reported by SE to CE and SE(E) to CE AND CE(E) monthly)

Circle :

Zone :

Month :

S.No.	Category of repairs	No. of complaints attended	Complaints pending		Action taken including no. of Enquiries inspected
			No.	Date of oldest complaint	
1	2	3	4	5	6
	X – Division a) Day to day Complaints b) Special Repairs c) Additions/Alterations				
	Y – Division a) Day to day Complaints b) Special Repairs c) Additions/Alterations				

MAINTENANCE INFORMATION SYSTEM

GUIDELINES FOR FILLING UP THE MAINTENANCE REPORT FORMATS

Maintenance information system envisages submission of maintenance complaint returns by the officers at the level of Assistant Engineers, Executive Engineers and Superintending Engineers. Three returns have been prescribed for Assistant Engineer/Assistant Engineer (E), three for Executive engineer/executive Engineer (E) and one for Superintending Engineer/Superintending Engineer (E). The returns will be originated by Asst.Engineer/Asst.Engineer(E) which will be compiled by EEs and SEs for sending to their respective controlling officers. The returns will include under mentioned three categories of complaints.

- 1) Day to day complaints
- 2) Special Repairs and Additions/Alterations Complaints
- 3) Periodical Repairs Complaints

Although the Special Repair complaints and Additions/Alterations Complaints are of different nature, only one return has been prescribed for these two complaints at the level of AE and EE. The returns have been prescribed only for Civil and Electrical Complaints. Similar returns will be finalised by Director of Horticulture for the Asst.Director, Deputy.Directors and Additional director/Director of Horticulture for the Horticultural complaints. Following guidelines are given for completing the returns relating to above categories of Civil and Electrical complaints.

1. Day to day Complaints

Assistant Engineers /Assistant Engineers(E) will send the day to day complaints to the EE/EE(E) respectively, separately for all the Service Centres under them. The day to day complaints will be grouped trade/worker wise as under :

Civil

1. Plumber
2. Sewer man

Electrical

1. Electrician
2. Lift

- | | |
|--------------|------------------|
| 3. Mason | 3. Pump/motor |
| 4. Carpenter | 4. AC/Coolers |
| 5. Others | 5. Fire alarm |
| | 6. Wet riser |
| | 7. Miscellaneous |

These complaint groups will be prepared by the AEs separately in the complaint registers. Total of all the complaints however will be indicated in the return. The remarks column will indicate the type of pending oldest complaint along with the reasons for the delay and assistance required. Executive engineers and Superintending Engineers will indicate these complaints in the return formats separately for each Sub- Division and Divisions respectively.

2. Special Repairs and Additions/Alterations Complaints

a) Special Repairs Complaints

AE level officers will indicate these complaints Service Centre wise. Similarly the EE level and SE level officers will indicate these sub-division wise and division wise respectively. Total number of complaints received will include the complaints received from the allottees, as well as observed by the officers during their inspections and surveys conducted. The complaints will be indicated group wise. Groups of Civil and Electrical complaints are indicated as under:

Civil

1. Structural Repairs
i/c Concrete work, brick work etc.
2. finishing wroks
i/c Plastering, Flooring etc.
3. Wood work
4. Steel Work
5. Sanitary and Water supply

Electrical

1. Wiring/Switches/Light/Power points
2. Fittings and fixtures
3. D.B., Panels, Controls
4. Window Coolers/AC
5. Lift/Pump/Generator

6. Water proofing treatment

6. AC Plant/Package plant

Remarks Column will indicate the group of oldest pending complaint, reasons for delay, assistance required.

b) Additions/Alterations complaints

Similar system as for special repairs complaints will be followed for Additions/Alterations Complaints also. Type of Additions/Alterations complaints for Civil and Electrical are indicated below:

ADDITIONS / ALTERATIONS WORKS

CIVIL	ELECTRICAL
<p>A) Items of 10% of payment</p> <ol style="list-style-type: none"> Covering of verandah Renovation of kitchen <ol style="list-style-type: none"> Sink Drainage Board Kota Stone/Marble on cooking slab Tiles Breaking of chimney Shelves renovation Toilet renovation <ol style="list-style-type: none"> Kota Stone/Marble/Tiles flooring Tiles in dado Chrom plated fittings <ol style="list-style-type: none"> Wash basin Looking Glass Glass shelves <ol style="list-style-type: none"> Pelmet Curtain rod Water tank <ol style="list-style-type: none"> Fencing 	<p>A) Items of 10% payment</p> <ol style="list-style-type: none"> Power/light points A.C. Socket Light bracket Flourescent tube Call bell <p>B) Items of 100% payment</p> <ol style="list-style-type: none"> Additional Ceiling fan/exhaust fan Additional light and compound light Flood light Heaters/geysers/booster pump A/A in wiring and plumbing work Compact flourescent lamp and fitting Change of cable from feeder pillar

b)Gate		15
8. Wire gauge shutters	7. Temporary shed	7. to house.

3. Periodical Repairs Complaints

AE,EE and SE will indicate these complaints Service Centre wise, Sub-division wise and Division wise respectively in their returns. The Assistant Engineers will draw the programme for the year for attending these complaints. The yearly programme will be drawn on the basis of the number of quarters/colony in case of residential buildings and names of the building in case of non-residential buildings which are due for these repairs during the year. Yearly programme will be broken down into quarterly programme and on the basis of the quarterly programmes, targets will be set. These targets for the quarter will be indicated in the return. The target can be in the form of number of quarters for the residential and square metres of the finishing for the non-residential buildings. Civil repairs may include external wall finish, internal wall finish , door/window paintings where as for electrical the periodical repairs may include the painting of fans and DBs. The list is only indicative and if more items of periodical repairs are carried out the officers will include them in the returns. The progress achieved will be indicated in %progress made during the month as well as progressive in the quarter vis-a-vis the targets set for the quarter for different type of finishes.

CITIZENS' CHARTER

1. PREAMBLE

1.1 The Central Public Works Department (CPWD) is entrusted with the responsibility of construction and maintenance of Residential and Non-Residential buildings for Ministries and Departments of Central Government throughout the country (excluding those of Defence, Railways, Deptt. Of Telecommunications and posts, All India Radio, Doordarshan and Civil Aviation).

1.2 This Charter reflects the commitment of the CPWD in the matter of constructions and maintenance of the above mentioned Residential and Non-residential buildings for

- Ensuring an Efficient, Transparent, Accountable and Cost Effective organisation at all levels
- Award of contract in a transparent manner and in the best interest of the Govt. and by ensuring maintenance of all round integrity as well as best possible standards and adequate supervision.
- Preventive maintenance and special repair for ensuring soundness and safety of building structure.
- Periodic and day-to-day repair and maintenance for ensuring habitability and aesthetics of buildings.
- Efficient and prompt operation, maintenance and upkeep of various services such as Water Supply, Electricity, Air conditioning, lifts, Fire Fighting, Drainage and Horticulture.
- Attention by responding promptly to upgradation of buildings structures and providing additions/alterations to meet user specific demands subject to structural and technical feasibility and availability of funds.

2.0 To ensure timely, prompt and efficient service to the users of the buildings mentioned above the CPWD shall

- Provide a widely dispersed network of Service Centres with a suitable complaint recording and monitoring system and single window where complaints and grievances will be registered and acknowledged immediately indicating the time limit within which action is expected to be taken.
- Ensure attending of routine complaints within 24 hours.

- Provide emergency essential maintenance services beyond regular working hours as well as round the clock for a group of colonies of group of Govt. houses particularly in regard to electrical installation, water supply and sewerage.
- Display names, designation, addresses, telephone numbers of all officers up to the rank of Executive engineers, in all Service Centres, as also the name, designation, address and telephone number of the next superior officers to whom complaint can be made. In case of the unresolved grievances and complaints.
- Ensure intimation of the reasons for delay for non-compliance etc. of the request/complaint/grievance of the allottees within 15 days of receipt of the same.
- Ensure that all persons manning counters at the service centres and all workmen wear name badges and carry identity cards and that they behave courteously with the residents and users of buildings at all times.
- Ensure that names of lift/pump operators are invariably indicated and that they are available in position. In case of absence of lift man on leave, provide one lift operator for a group of lifts and in the case of unmanned lifts, give indication as to whom to contact in case of emergency.
- Make available information booklets/slips containing details of service rendered by the Deptt. for use by individual allottees, Deptt./Ministry and/or resident welfare Associations.
- Provide Action plan for ensuing year in respect of additions/alterations, special and periodical repairs like white/color washing painting etc., not later than 30th April of each year and make this Action Plan along with the Schedule available to Residents Welfare Associations in respect of residential colonies and to the Administrative authorities concerned in the case of Non-residential buildings.

3.0 And in case of things go wrong provide a well organised Grievance Redressal Mechanism.

- By designating an officer of the rank of Executive Engineer as the Welfare/Grievance Officer for each or a group of colonies/buildings who will coordinate and get the needful done. The list of such officials along with their addresses and telephone numbers (Office and Residence) would be displayed in all Service Centres.
- By eliciting feed back on performance and for further improvement in the providing of various services through questionnaires, surveys etc.

4.0 In return the CPWD expects the users,

- To extend all assistance and cooperation to the maintenance staff in carrying out their bonafide duties.
- Not to make any unauthorised construction or to make any additions/alterations to the premises allotted to them without the express approval of the Deptt.
- To ensure that the accommodation is used only by the allottees and is used only for the purpose for which it has been allotted.
- Not to sublet the whole or part of the accommodation allotted.
- Not to tamper with the equipment and installations and ensure that the electrical installations are not overloaded.
- Maintain the accommodation allotted and the surroundings in a hygienic manner and conform to the rules and regulations of the local bodies in this regard.
- To be vigilant about public property like pipes, valves, fittings, lamps, tube lights and other accessories installed in common areas such as staircase/corridor/gates/service roads/passages etc.
- To remove un authorised Civil, electrical or horticulture works when called upon to do so by the Deptt.
- To restore the civil and electrical systems to the original shape while vacating the quarters.
- To get the electricity and water supply disconnected and produce 'No dues Certificate' for these services from local bodies at the time of vacation.
- To bring to the notice of senior officers of the Department genuine grievances not attended to at the lower levels.
- To feel free to write to the Department for any constructive suggestions for further improving this Charter, to

The Deputy Director General (Works)
Central P.W.D.
Nirman Bhawan
New Delhi – 110011.

Tel : 301 6118

CLASSIFICATION OF HORTICULTURE MAINTENANCE WORKS

Annual Repairs

- i) Gap filling of hedges/perennials beds
- ii) Replacement/replanting trees, shrubs etc.
- iii) Painting of tree-guards once in a year
- (iv) Planting of annual beds and other specific type/Exotic bulbs & Plants such of Roses, Chrysanthemum, Dehalias.

Special Repairs

- i) Regrassing of lawns/grass once in 5-10 years (replacement with atleast 1' upper surface with good earth).
- ii) Renovation of lawns once in 5-6 years.
- iii) Replanting of hedges once in 8-10 years.
- iv) Uprooting & removing hedges/shrubbery due to security requirements.
- v) Replanting of :
 - a) Rose Beds once in 5-6 years
 - b) Perennials Bed once in 5-6 years
 - c) Canna Beds once in 1-2 years.
- vi) Shifting any garden feature from one site to another within the building such as Kitchen Garden, position of beds, position of lawns etc.
- vii) Floral & Foliage decoration on specific occasions not covered under annual repairs.
- viii) Providing temporary camouflaging, when existing hedges/shrubbery are replaced/replanted.
- ix) Painting of tree guards for special occasions.

Additions & Alterations

Generally, works of additions/alterations in Horticulture are carried out at the request of occupants depending upon interest and utility of individuals and sometimes on technical reasons. In fact, garden features always require changes. Otherwise it becomes monotonous. The following operations may be classified under this head :

- i) Change in length & design of lawns, hedges, edges, shrubbery, planting beds, rockeries.
- ii) Providing special garden structures like pergolas, Arches, G.I. Pipe frames, shelters, seats, water-bodies.

CHECK LIST/NORMS FOR HORTICULTURE MAINTENANCE
FOR BUNGALOWS PROVIDED WITH ONE OR MORE MALI PER
BUNGALOW

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1.	Irrigation	Daily		
2.	Manuring	Seasonal		
(i)	Fertilization	Monthly in winter (Nov. to Feb.)		
(ii)				
3.	Lawn mowing			
	Summer	Monthly		
	Winter	Monthly		
	Rains	Fortnightly		
4.	Plant Protection	Need based		
5.	Pruning & Trg. Of Trees/Shrubs Creeper/Etc.	Yearly/Need based		
6.	Cultivation & Weeding	As and when required		
7.	Seasonal Flowers	Yearly		
	Winter	Yearly		
	Summer	Yearly		
	Rains			
8.	Top dressing with Soil &/or manure	Yearly		
9.	Repair & replacement of plants, levelling etc.	As & when required		
10.	Hedge Cutting			
	Summer,	Fortnightly		
	Rains	Monthly		
	& Winter			

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
11.	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		
12.	Out door potted plants	Nos. subject to ceiling yet to be fixed		
13.	Indoor potted plants & planters	Nos. subject to ceiling yet to be fixed.		
14.	Planter beds	Need based		
15.	Ground cover as part of grass	Need based		
16.	Kitchen garden	(Only for bungalows of Ministers, MPs and Judges and other officers who are provided with rent free furnished accommodation but there is variation for individual occupants.)		
17.	Special requirement	In case of VVIP's residences		

FOR BUNGALOWS ONE MALI PROVIDED FOR MORE THAN
ONE BUNGALOW

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1.	Irrigation	Daily		
2 (i)	Manuring	Seasonal		
(ii)	Fertilization	Monthly in winter (Nov. to Feb.)		
3.	Lawn mowing	Monthly		
	Summer	Monthly		
	Winter	Fortnightly		
	Rains			
4.	Plant Protection	Need based		
5.	Pruning & Trg. Of Trees/Shrubs Creepers/Etc.	Yearly/Need based		
6.	Cultivation & Weeding	As and when required		
7.	Seasonal Flowers	Yearly		
	Winter	Yearly		
	Summer	Yearly		
	Rains			
8.	Top dressing with Soil &/or manure	Yearly		
9.	Repair & replacement of plants, levelling etc.	As & when required		
10.	Hedge Cutting	Fortnightly		
	Summer, Rains & Winter	Monthly		

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
11.	Out door potted plants.	Nos. subject to ceiling yet to be fixed		
12.	Indoor potted plants & Planters	Nos. subject to ceiling yet to be fixed		
13.	Planter beds	Need based		
14.	Ground cover as part of grass	Need based		
15.	Kitchen garden	N.A		
16.	Any other item (Hort., Civil. Elect., U/F Water Supply)require d for proper maintenance	On need basis		

FOR TYPE V & ABOVE FLATS DI, DII, CI, CII FLATS

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1	Irrigation	On visit of Mali		
2	Manuring Fertilization	Once a year Monthly in winter (Nov. to Feb.)		
3	Lawn mowing Summer Winter Rains	Monthly Monthly Fortnightly		
4	Plant Protection	On Need basis		
5	Pruning & Trg. Of Trees/Shrubs Creeper/Etc.	Yearly		
6	Cultivation & Weeding	As and when required		
7	Top dressing with soil &/or manure	Yearly		
8	Repair & replacement of plants, levelling etc.	As & when required		
9	Hedge Cutting Summer, Rains & Winter	Monthly		
10	Out door potted plants.	Nos. subject to ceiling yet to be fixed.		
11	Any other item (Hort., Civil., Elect., U/F Water supply) required for proper maintenance	On need basis		

FOR RESIDENTIAL COLONIES TYPE IV INDIVIDUAL GARDENS ATTACHED TO FLATS

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1	Irrigation	On visit of Mali		
2	Manuring Fertilization	Once in a year Four times in winter (Nov. to Feb.)		
3	Lawn mowing Summer Rains	Monthly Monthtly		
4	Plant Protection	On Need basis		
5	Pruning & Trg. Of Trees/Shrubs Creeper/Etc.	Yearly		
6	Cultivation & Weeding	As and when required		
7	Top dressing with soil &/or manure	Yearly		
8	Repair & replacement of plants, levelling etc.	As & when required		
9	Hedge Cutting	Monthly		
10	Indoor & Out door plants.	Not applicable		
11	Any other item (Hort., Civil., Elect., U/F Water Supply)required for proper maintenance	On need basis		

FOR RESIDENTIAL COLONY TYPE I TO III INDIVIDUALS GARDENS

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1	Pruning and Trg. of Trees etc.	Yearly/Need based		
2	Hedge cutting	Monthly		
3	Any other item(Hort., Civil, Elect., U/F water Supply) required for proper maintenance	On need basis		

FOR OPEN SPACES/PARKS IN RESIDENTIAL COLONIES

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1	Irrigation	Daily		
2	Manuring Fertilization (Nov. to Feb.)	Once in a year Monthly in winter		
3	Lawn mowing Summer Winter Rains	Monthly Monthly Monthly		
4	Plant Protection	Need based		
5	Pruning & Trg. Of Trees/Shrubs Creeper/Etc.	Yearly		
6	Cultivation & Weeding	As and when required		
7	Seasonal flowers Winter Summer Rains	Wherever feasible		
8	Top dressing with soil &/or manure	Yearly		
9	Repair & replacement of plants, levelling etc.	As & when required		
10	Hedge Cutting	Monthly		
11	Annual tree plantation under Van Mahotsav Programme	Once in a year (In monsoon)		
12	Any other item (Hort., Civil., Elect., U/F Water Supply)required for proper maintenance	On need basis		

FOR PRESTIGIOUS OFFICES/COMPLEXES

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1.	Irrigation	Daily		
2. (i)	Manuring	Seasonal		
(ii)	Fertilization	Four times during winter season (Nov. to Feb.)		
3.	Lawn mowing			
	Summer	Fortnightly		
	Winter	Monthly		
	Rains	Fortnightly		
4.	Plant Protection	Need based		
5.	Pruning & Trg. Of Trees/Shrubs Creeper/Etc.	Yearly/Need based		
6.	Cultivation & Weeding	10-15 days		
7.	Seasonal Flowers			
	Winter	Yearly		
	Summer	Yearly		
	Rains	Yearly		
8.	Top dressing with Soil &/or manure	Yearly		
9.	Repair & replacement of plants, levelling etc.	As & when required		
10.	Hedge Cutting			
	Summer, Rains & Winter	Fortnightly Monthly		

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
11.	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance			
12.	Out door potted Plants	Need Based		
13.	Indoor potted plants & Planters	Need Based		
14.	Planter beds	Need Based		
15.	Rockeries	Need based		
16.	Flower vases	Need Based		

FOR OTHER OFFICES

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1.	Man Power	As per Yard Stick		
2.	Irrigation	As per turn		
3. (i) (ii)	Manuring Fertilization	Seasonal Four times in winter (Nov. to Feb.)		
4.	Lawn mowing Summer Winter Rains	Monthly Monthly Fortnightly		
5.	Plant Protection	Need based		
6.	Pruning & Trg. Of Trees/Shrubs Creeper/Etc.	Yearly/Need based		
7.	Cultivation & Weeding	Need Based		
8.	Seasonal Flowers Winter Summer Rains	Yearly Yearly Yearly		
9.	Top dressing with Soil &/or manure	Yearly/Need Based		
10.	Repair & replacement of plants, levelling etc.	Half Yearly Etc.		
11.	Hedge Cutting Summer, Rains & Winter	Fortnightly Monthly		

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
12.	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance			
13.	Out door potted Plants	Need Based		
14.	Indoor potted plants & Planters	On payment basis		
15.	Planter beds	Need Based		

Note :

1. Where item of work cannot be indicated in terms of numbers/quantity/frequency, it shall be described as satisfactory or unsatisfactory.
2. Any nos./qty./frequency of work not supplied/executed during this month due to valid reasons/directions, to be carried over to the following month.
3. Above programme cannot be adhered to under conditions beyond control, such as staff on leave, strike, adverse climatic conditions, failure of water supply and availability of funds etc.
4. Green grass can only be maintained & not the lawns. Weeding beyond a particular stage is possible and 'Malba' be treated as part of grass.

PRESTIGIOUS OFFICES/OFFICE COMPLEXES

1. Parliament House & Annexe
2. Supreme Court of India
3. Vice President's House
4. Prime Minister's House & PMO
5. Vigyan Bhawan
6. State Guest House like Hyderabad House
7. U.P.S.C.
8. Samadhies
9. Delhi High Court
10. 5 Moti Lal Nehru Place (C.B.I. Office)
11. North Block & South Block
12. Indira Gandhi Memorial
13. Teen Murti House
14. Old Secretariat (Vidhan Sabha)
15. Raj Niwas Secretariat
16. National Gallery of Modern Art (Jaipur House)
17. National Museum
18. Sports Stadium

HORTICULTURE WORKS REQUIRED TO BE CARRIED OUT UNDER A SUB-DIVISION

NAME OF DIVISION	Total No. of Flats (GF) quarters	----- Nos.	----- Acres
NAME OF SUB-division	Total No. of Bungalows	----- Nos.	----- Acres
	No. of trees on Road	----- Nos.	----- Kms.
	Length of hedges in R. Mt.	----- Nos.	----- R. Mt.
	No. of Parks/Open spaces	----- Nos.	----- Acres
	No. of Seed-beds	----- Nos.	----- Acres
	Prestigious office complexes	----- Nos.	----- Acres
	Other office complexes	----- Nos.	----- Acres

Sl. No.	Item of work	Quarterly Target	Achievements			Remarks
			First Month	Second Month	Third Month	
1.	2.	3.	4.	5.	6.	7.
A.	MAINTENANCE					
(i)	Manuring	No. of Flats/Bungalows _____ Acres _____				
(ii)	Fertilization	No. of Flats/Bungalows _____ Acres _____				
(iii)	Lawn mowing	No. of Flats/Bungalows _____ Acres _____				
(iv)	Plant Protection	No. of Flats/Bungalows _____ No. of times _____				
(v)	Pruning & Trg.	_____ Nos.				
(vi)	Hedge Cutting	No. of Flats/Bungalows _____ R. Mt. _____				

1.	2.	3.	4.	5.	6.	7.
(vii)	Seasonal Flowers	No. of Flats/Bungalows _____ Sqm. _____				
(viii)	Potted plants	_____ Nos.				
(ix)	Flower Vases	_____ Nos.				
(x)	Planter beds (Perennial)	No. of Flats/Bungalows _____ Acres _____				
(xi)	Floral Decoration in Samadhies/Special occasions	_____ Nos.				
B. SPECIAL REPAIRS						
(i)	Gap filling of Hedges/Plants	_____ Nos.				
(ii)	Replacement/Replanting of hedges/Plantation of Trees/Shrubs	_____ Nos.				
(iii)	Plantation under Vanmahotsav Programme/Make Delhi Green Programme					
(iv)	Regrassing of Lawn	_____ Nos.				
(v)	Renovation of Lawn	_____ Nos.				
(vi)	Removing unwanted tree guards and repair and re-use					

1.	2.	3.	4.	5.	6.	7.
----	----	----	----	----	----	----

C. ORIGINAL WORKS

(i) Development of Garden _____ Sqm.

(ii) Proposal for development of
Model Parks/Gardens
including Landscape Plans
and estimate etc. (self-
technical initiation also)

E. MISCELLANEOUS

DRILL OF MAINTENANCE ACTIVITIES

I. GENERAL ITEMS OF MAINTENANCE FOR JE/AE-REQUIRING PLANNING DAILY/WEEKLY/MONTHLY (Applicable for SO(H)/AD(H) also)

S. No	ITEM	ACTION BY JE			ACTION BY AE		
		DAILY	WEEKLY	MONTHLY	DAILY	WEEKLY	MONTHLY
1.	2.	3.	4.	5.	6.	7.	8.
1.	Day to Day Complaints	<p>(a). Transfer the complaints of special Repair & Periodical Repairs to the Respective Registers & send reply to the complainants intimating the time frame to attend the complaints.</p> <p>(b). Check the Compliance of task assigned to the workers notebook and complaint Register.</p> <p>(c). Prepare the abstract of complaints at the end of day.</p>	<p>(a). Prepare an abstract of complaints on the last working day of the week.</p>			<p>(a). Forward weekly abstract of pending complaints to EE for taking suitable action with suggestion, if any.</p> <p>(b) Devise ways to attend long pending complaints by redeployment of workers.</p>	

1.	2.	3.	4.	5.	6.	7.	8.
		(d). Review the complaints Register and identify the complaints of repetitive nature from the same premises.					
2.	Handing over/ Taking over of vacant premises	Handing over/Taking over of vacant possession of premises & preparing occupancy & vacation report.			Send occupancy & Vacancy report to DOE, AE(E) & AD(H).		(a)Intimate the details of vacant quarters to Division office.
3.	Work plan	(a). Marking Attendance of the workers and Issue of materials	(c) Draw program of Annual repairs, Special Repairs & Addition/Alterations works based on monthly/quarterly programme. (b) Review availability of material for contract works. (c) Submit estimates of works required to be carried out.		(a).Monitoring the Attendance of JE/ SO(H)/ Other Staff	(a) Send estimate of works cropped up during the week.	(a).Chalkout monthly program of Addition/ Alterations, Special Repairs & Annual Repair works Section wise. (b) Monthly review/ arrange of material from store etc. (c) Discuss with EE the program for tendering etc. for sanctioned works.

1.	2.	3.	4.	5.	6.	7.	8.
4.	Inspection	(a). Personally inspect 25% of the complaints attended everyday. (b). Pay specific attention to cleanliness, encroachments, general deficiency, clearance of construction rubbish in maintenance etc. during his routine inspection of works			(a). Pay specific attention to cleanliness encroachments, general deficiency in maintenance etc. during his routine inspection of works	(a). Personally inspect 10% of the complaints attended other than those checked by JE twice a week (b) Review the records maintained at service center twice a week.	
5.	Meetings/ Reports/ Returns/ Records						(a) Send the monthly returns to Division office as per form Nos:- MIS- M- 1- AE MIS- M- 2- AE MIS- M- 3- AE (b) Have monthly meeting with Residents/recognised RWA regarding progress of works chalked out for ensuing year & general maintenance.

1.	2.	3.	4.	5.	6.	7.	8.
6.	Addition/ Alterations	(a) List out the Cases of Addition/ Alteration work	(a) Send cases of Addition & Alteration works to subdivision along with cost of work to be paid by Allottees.		(a) Issue acknowledgement for the requests of addition/alteration works	(a) Update the value of Civil and Electrical Addition/ Alteration works carried out in all the premises. (b) Send cases of Addition/ Alterations to Division for receiving payment from allottees.	
7.	W.C. Staff Liveries & Personnel Matters		(a) Complete personnel cases of workers, leaves, GPF, HBA, Festival Advance etc. liaise with division for welfare of workers			(a) Monitoring of Personnel matters and welfare cases of W.C. Staff	

II. GENERAL ITEM OF MAINTENANCE FOR JE/AE-REQUIRING PLANNING PERIODICALLY
(Applicable for SO(H)/AD(H) also)

S. No	ITEM	ACTION BY JE			ACTION BY AE		
		SEASONAL 3.	QUARTERLY 4.	ANNUAL 5.	SEASONAL 6.	QUARTERLY 7.	ANNUAL 8.
1.	Inspection	(a)Inspect the buildings Twice a year i.e. in March-April & Sep.-Oct. for identifying items of Preventive maintenance and annual repairs. (b) Inspect Buildings & services installations after monsoon for relief and rehabilitation measures.		(a)Physically inspect 100% buildings for identifying items of Annual Repairs, special repairs & Periodical repairs in the beginning of the year. (b)Inspect structures twice a year so as to ensure that these are safe to use.	(a)Inspect the buildings Twice a year i.e. in March-April & Sep.-Oct. for identifying items of Preventive maintenance. (b) Inspect important Buildings & services installations after monsoon for relief and rehabilitation measures.		(a)Physically inspect 50% buildings for identifying Annual Repairs, special repairs & Periodical repairs in the beginning of the year. (b)Inspect structures yearly so as to ensure that these are safe to use.

1.	2.	3.	4.	5.	6.	7.	8.
2.	Estimation			(a) Prepare the estimates for annual repairs in the beginning of year , prepare estimate for special Repairs, Extra ordinary repairs & for maintenance of services			(a) Send the estimates for annual repairs in the beginning of year, send estimate for special Repairs, Extra ordinary repairs & for maintenance of services
3.	Materials			(a) Assess the materials for store once in the month of March			(a) Finalise the requirement of materials for store once in the month of March
4.	Reports/ Returns/ Records		(a) List out items of dismantled items etc for write off sanction.	(a) Update Building Register		(a) Prepare Survey Report of dismantled items etc.	(a) Update Building Register

III. SPECIAL ITEMS OF MAINTENANCE FOR JE/AE – REQUIRING URGENT ACTION

S.No. 1.	ITEM 2.	ACTION BY JE 3.	ACTION BY A.E. 4.
1.	V.I.P Maintenance & Functions	<p>(a) Fill up a set of six inspection reports of check list already circulated by CE(E)I every month after inspecting sub-station equipment, generating sets, services connections, AC plants, lifts, W/S pumps, Filtration plants, S.I. System, Wetriser, Fire Alarm, Public Address system, C.C.TV, Cable TV, Laundry, kitchen, incinerator, Equipment etc.</p> <p>(b) JE to be present in all functions attended by Ministers & other dignitaries.</p> <p>(c) Finalize the Capital cost of Furniture on 1st of April.</p>	<p>(a) Send a set of six inspection reports of check list already circulated by CE(E)I every month to division office after inspecting sub-station equipment, generating sets, services connections, AC plants, lifts, W/S pumps, Filtration plants, S.I. System, Wet riser, Fire Alarm, Public Address system, C.C.TV, Cable TV, Laundry, kitchen, incinerator, Equipment etc.</p> <p>(b) Fill up the check list as mentioned above well before every VIP function for sending it to CE(C) & CE(E).</p> <p>(c) AE to be present in all functions attended by Ministers & others dignitaries.</p> <p>(d) Finalize the Capital cost of Furniture on 1st of April.</p>
2	New allotments/breakdowns	<p>a) Make house ready for occupation</p> <p>b) Process estimates for addition/alteration works</p> <p>c) Process estimates for restoration of services</p>	<p>a) Send estimates for addition/alteration works and co-ordinate these works with his Elect./Civil counter part.</p> <p>b) Send estimates for restoration of services for Civil/Elect.</p>

IV. IMPORTANT ITEMS OF MAINTENANCE FOR EXECUTIVE ENGINEER

S. No.	ITEM	DAILY	WEEKLY	MONTHLY	PERIODICALLY
1	2	3	4	5	6
1.	Day to Day complaints	a) Review the complaints received through senior officers as well as the complaints pertaining to VIPs	a) Review the abstract of complaints at least once a week in normal course and twice a week where complaints pertain to VIP.		
2	Inspection		a) Turn by turn spend half a day in every Service Centre, covering 2-3 Service Centre a week, examine the records, note books of W.C. Staff and review the functioning of the Service Centre.	a) Inspect the complaints attended, other than those checked by the JE&AE at least twice a month and record results of his inspection in the complaint Register. b) Pay specific attention to general deficiency in maintenance of area, cleanliness and encroachment and take immediate action in this regard.	a) Physically inspect 25% of the buildings for identifying Annual repairs, Special Repairs and periodical repairs in the beginning of the year. b) Physically inspect important buildings once a year to ensure that structures are safe to use and bring to the notice of SE the cases where he has doubts with regard to structural soundness. In case of unsafe VIP residences, EE will send report directly to CE. c) Immediately after monsoon, inspect all-important structures and users installations for likely damage and relief measures.

1	2	3	4	5	6
3.	Additions/ Alterations		a) Raise demands with allottees for payment to be made by them for the cases of Addition/ Alterations.		
4.	Estimation		a) Obtain sanction for new works like addition/alteration.	a) Review requisitions pending for preparing estimates.	a) Certify the necessity of undertaking Special Repairs work on the estimates initiated by JE/AE. b) Arrange Technical Sanction for ARMO woks in the beginning of the year. c) Send estimates for S.R./EOSR
5.	Work Plan			a) Review works progress with the AEs. b) Finalise tenders of sanctioned works c) Chalk out monthly programme of additions/alterations, Special Repairs and Annual Repair works Sub Division wise. d) Review sanction of estimates sent.	a) Review requirement of materials b) Sanction survey reports of dismantled/ Unserviceable materials.

6.	Meetings/Reports/ Returns/Records	<p>a) Send the following monthly returns to Circle Office</p> <ul style="list-style-type: none"> • MIS-M-1-EE • MIS-M-2-EE • MIS-M-3-EE 	<p>a) Have quarterly meetings with the RWA and discuss the issue of general maintenance.</p> <p>b) Furnish certificate in the Register of buildings at the end of every financial year to the effect that additions made in costs and modification in building/structure made have been updated.</p>
7.	Handing over/Taking over of vacant premises.	a) Send monthly statement of vacant quarters to DOE	Send Quarterly report of vacant qtrs. to S.E.
8.	VIP Maintenance and functions.	<p>a) Sign six sets of check list already circulated by CE(E) I for sending to CE(C) and CE(E) every month.</p>	<p>a) Fix the capital cost of furniture on 1st April of each year.</p> <p>b) Fill up the check list already circulated by CE(E) I well before every function for sending it to CE(C) & CE(E).</p> <p>c) EE to be present with his junior staff in all functions attended by VVIP.</p>
9.	W.C. Staff matters	Review pending personnel matters related to W.C. Staff and others.	

V. IMPORTANT ITEMS OF MAINTENANCE FOR SUPERINTENDING ENGINEER

S. No.	ITEM	DAILY	MONTHLY	PERIODICALLY
1	2	3	4	5
1.	VIP Maintenance and functions	a) Monitor VIP complaints and the complaints received from senior officers	a) Review monthly checklist sent by EE	a) Review the functioning of various services as per details sent by EE before VIP functions. b) SE to be present in all functions attended by VVIP in case EE is unable to attend the same.
2.	Day to Day complaints		(a) Review the complaint Register at least once a month in general and at least once in a fortnight in case of VIP complaints.	
3.	Meetings/Reports/Returns/Records		a) Send the following monthly return to the Zonal office : MIS – M-4-SE	a) Conduct periodical (Six monthly) meeting with Resident welfare Associations to discuss points of common interest and general performance. b) SE should examine building Register during his inspection to verify that it is upto date. Send quarterly report to DOE regarding vacant quarters.

4.	Inspection			<ul style="list-style-type: none"> a) Review the complaint Register and carry out inspection of some of the complaints as frequently as possible. b) Review the performance of the service centre twice a year and send reports to CE. c) Inspect buildings for structural safety consideration as per intimation by EE.
5.	Work Plan		<ul style="list-style-type: none"> a) Review the works of addition/alterations and Special repair with every division to minimise the number of complaints. 	<ul style="list-style-type: none"> a) Review availability of funds & Expr. Quarterly and make proposals accordingly. b) Review TS periodically.

Life of various Electrical Equipments/Installations etc.

Sl. No.	Description of Equipment/Installation	Life in years
1.	2.	3.
A. Wiring of Electrical Installations		
1.	Conduit wiring non-coastal area	20
2.	Conduit wiring Coastal area	15
3.	Casing and capping wiring	15
4.	PVC wiring on batten	15
5.	L.S. wiring	10
6.	T.R.S. wiring	10
7.	Cleat Wiring	10
B. Fans		
1.	Ceiling Fan AC.	20
2.	Ceiling Fan DC	15
3.	Exhaust Fan AC/DC	6
4.	Table Fan AC/DC	8
5.	Pedestal/Air circulated Fan	8
C. External Electrical Lines		
1.	Temporary overhead lines on wooden poles	5
2.	Permanent overhead line on steel/RCC poles	25
3.	Underground Cable Lines	30
D. Substation Equipment		
1.	Switchgear Heavy duty LT/HT	20
2.	Tranformer 11 KV/0.4 KV	25
E. Lifts		
1.	Electric Lifts	20

F. Electric Motors and Pumps

1.	Electric Motors single phase	8
2.	Electric Motors three phase	15
3.	Electric pumps small (3000 RPM) AC/DC	8
4.	Electric pumps medium (1500 RPM) AC/DC	10
5.	Engine pump small upto 10 H.P. (Diesel)	10
6.	Engine pump big above 10 H.P. (Diesel)	12
7.	Diesel Generator upto 50 KW	12
8.	Diesel Generator above 50 KW	15

G. Refrigerators, Coolers & Air Conditioners

1.	Refrigerators	8
2.	Cold storage plant with air-cooled condensing unit	8
3.	Cold storage plant with water cooled condensing unit	12
4.	Desert Coolers [1500-2000 cfm (Evaporative type)]	7
5.	Water Coolers	7
6.	Room coolers cheap type about 1000 cfm	5
7.	Window type Air-conditioning units with air-cooled condensers	5
8.	Packaged type Air-conditioning units with water cooled condensers	10
9.	Packaged type Air-conditioning units with air cooled condensers	8
10.	DX type central air-conditioned plant with water cooled condensers	15
11.	Central chilled water system of air-conditioning plant with water cooled condensers	20
12.	Evaporative type air-cooling plant upto 25,000 cf.	15
13.	Evaporative type air-cooling plant above 25,000 cfm.	20

H. Mechanical Machinery

a) Asphalt Plant

1.	Hotmix Asphalt Plant (upto 10 TPH)	5
2.	Hotmix Asphalt Plant (10 to 30 TPH)	7
3.	Hotmix Asphalt Plant (30/45 TPH)	8
4.	Tar/Bitumen heater 1000-1500 litres capacity	8
5.	Cold asphalt mixer 30 cft.	5
6.	Asphalt power finishers	5

b) Compaction equipment

1.	Hand Roller ½ tonne	20
2.	Diesel Steel wheel roller 8/10 tonne capacity	18
3.	Vibratory tandem roller 4 tonne	15
4.	Sheep's foot roller single/double drum.	15

c) Concrete Plants

1.	Concrete Mixer 3/5 cft. capacity	7
2.	Concrete Mixer 0.28/0.20 and 0.39/0.28 cu.m. capacity	8
3.	Electric vibrator capacity 5 HP	5
4.	Vibrator Engine driver, Immersion/screed board type above 2 HP – 5 HP	5

d) Earth Moving Machinery

1.	Dozer	12
2.	Earth Rammer	6
3.	Front and Boarder 75 B.H.P.	15
4.	Front end loader 45 B.H.P.	10
5.	Motor Grader 60-80 BHP	12
6.	Electric driven portable Swivel loader	15

e) Miscellaneous

1.	Air-compressors 108-210 cf.m.	5
2.	Mobile crane 4 tonne capacity	20
3.	Grass cutter 1.52-1.8 3m(5'-6'') cut mid/rear mounted	10
4.	Centrifugal pump upto 10 HP	8
5.	Trailer mounted centrifugal pump, Engine driven about 10 HP-50 HP	10
6.	Spray painting equipment complete	10
7.	Welding Transformers	5
8.	Pneumatic rock drill	3
9.	Pneumatic pavement breakers	3
10.	Generating set upto 50 KW with trolley.	10
11.	Insulating oil dehydration plant upto 500 lit.	15
12.	Core cutting machine	5
13.	Water tank 910 lit. capacity trolley mounted.	8

f) Transport

1.	Tipper/Truck	7
2.	Tractor 25-40 HP	12
3.	Tractor above 60-80 BHP	12
4.	Jeep	7
5.	Four wheeled trailer	18