

Draft

4.
GOVERNMENT OF NCT OF DELHI
PWD : 5TH LEVEL "B" WING
DELHI SECRETARIAT: NEW DELHI

No. F.4(Allot.)/PWD/2013/Pt.File-II/ 5862-72

Dated: 20/4/15

**Minutes of the meeting held on 09.04.2015 to discuss implementation of
PWD Sewa in the GNCTD Residential Colonies maintained by PWD**

A meeting was held on 09.04.2015 at 11.00 a.m. in the Conference Room of the Secretary (PWD), chaired by the Special Secretary (PWD) to discuss implementation of PWD Sewa. The meeting was attended by the AEs & JEs of the PWD Department (list of officers attached at Annexure "A").

1. PWD presently runs a toll free Helpline No.1800-110093 for receiving complaints for residential /non-residential areas, which is based at MSO Building, New Delhi. The Helpline functions from 9.00 a.m. till 11.00 at night. The Helpline staff, who manage the online complaint system through the PWD website, gave a presentation on the working of the existing online complaint registering system to the SEs/EEs/ AEs/ JEs present in the meeting. It was informed that the present meeting on PWD Sewa was focussed on residential complaints .
2. The complaint system has a provision for sending an SMS to the officer (EE/AE/JE) concerned with the complaint, it was therefore proposed that a Nodal Officer (AE/JE) be identified in each Service Centre who would receive an SMS following the filing of complaint by the individual/ allottee. The AEs/JEs present, proposed that instead of SMS, an e-mail based system be adopted for registering the complaints. After much discussion, it was finally agreed that e-mail based system should be adopted under PWD Sewa with a focus on web based on-line complaint registering system where an e-mail ID should be created for each Service Centre and the Helpline receiving the online complaint should forward the same at the concerned Service Centre e-mail.
3. Several SEs/ EEs who had earlier worked with CPWD were familiar with the CPWD Sewa proposed that since CPWD had huge stock of houses in Delhi as compared to GNCTD (60,000 and 6,000 respectively), several elements of

CPWD Sewa, such as the Call Centre was not required because the colonies were small and the individual could directly call the Service Centre and lodge the complaint and there were no need for a centralised telephonic service. It was decided that to begin with the suggestions of the EEs will be adopted but can be changed subsequently based on this pilot.

4. The SE/EE present expressed the opinion that system of sending SMS by the Helpline to the AE/JE, was also not required as it was easier to send e-mail to the Service Centre, where the authorised person deputed for the purpose could check the e-mail at specified times. This suggestion was also accepted for the time being but it was decided that ultimately we have to send SMS to the
- 5.
- 6.
7. inquiring person and also feedback to the complainant. A time limit of 3 months can be given to adopt the system completely.
8. To start with the large colonies such as Gulabi Bagh, Timarpur and Kalyan Vas be taken up for introduction of PWD Sewa, on pilot basis, to examine scope for improvement.

The meeting ended with thanks to the Chair.


(Promila Mitra)

Deputy Secretary (PWD)

Copy for information and necessary action to :-

1. Director (Personnel), ENC Office, 12th floor, MSO Building, New Delhi.
2. All Chief Engineers, Zone M-1/ M-2/ M-3/ M-4/ F-1/F-2/ B-1, MSO Building, New Delhi.
3. PPS to Secretary, PWD, Delhi Secretariat, New Delhi.
4. PA to Spl. Secretary, PWD, Delhi Secretariat, New Delhi.
5. Help Desk for follow up and uploading minutes on the website.


(Promila Mitra)

Deputy Secretary (PWD)