

**GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 1659
ANSWERED ON 03/08/2026**

GRIEVANCE REDRESSAL UNDER THE PM-UDAY SCHEME

1659. DR. M. THAMBI DURAI:

Will the Minister of *Housing and Urban Affairs* be pleased to state:

- (a) whether Government is aware of difficulties faced by applicants under the PM-UDAY Scheme due to inability to correct the submitted applications and deficiencies in property details entered during processing;
- (b) whether Government proposes to provide a facility for correction of genuine errors in applications;
- (c) whether any dedicated facilitation or grievance redressal centre has been established in areas such as Kishangarh and Vasant Kunj, Delhi, to assist applicants; and
- (d) the steps taken to ensure time-bound resolution of such grievances?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF HOUSING AND URBAN AFFAIRS
(SHRI TOKHAN SAHU)**

- (a): Yes. The Government of National Capital Territory of Delhi (GNCTD), to whom the PM-UDAY Scheme has been transferred vide Gazette Notification dated 06.04.2026, has informed that applicants have, in certain cases, have been facing difficulty on account of inadvertent errors or incomplete particulars entered in their applications.
- (b): GNCTD have informed that a facility for correction already exists on the PM-UDAY portal. Where any deficiency or discrepancy is noticed during scrutiny, the application is reverted to the applicant with specific observations, thereby enabling the applicant to carry out the requisite corrections in the application form and to resubmit the same for further processing.
- (c): GNCTD have informed that dedicated Help Desk Centres have been established in the office of every District Magistrate across all Revenue Districts of Delhi to assist applicants, including in respect of colonies falling in Kishangarh and Vasant Kunj, which are served by the Help Desk functioning in the office of the District Magistrate (South).
- (d): GNCTD have informed that following steps have been taken to facilitate the residents of unauthorised colonies and to ensure time-bound redressal of grievances:
 - (i) Single Window Camps are organised in unauthorised colonies on every Saturday and Sunday, jointly manned by the staff of the Revenue Department and the Municipal corporation of Delhi, wherein applications are received, deficiencies are pointed out and rectified on the spot and grievances are resolved;
 - (ii) Help Desks functioning in the office of each District Magistrate provide day-to-day assistance to the applicants; and
 - (iii) The progress of registration and disposal of applications, including pendency at each stage, is monitored regularly at the level of the Divisional Commissioner and the District Magistrates concerned.
