

GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO. 5840
TO BE ANSWERED ON APRIL 03, 2018
COMPLAINTS REGARDING PMAY

No. 5840 SHRI RAHUL KASWAN:

Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:

- (a) whether the Government has received complaints/representations against fake builders/developers who have registered several customers for allocation of houses meant for economically weaker sections/low income group in the name of Pradhan Mantri Awas Yojana; (PMAY)
- (b) if so, the details thereof;
- (c) whether the Government proposes to conduct inquiry into the matter and take punitive action against those builders/developers; and
- (d) if so, the details thereof?

ANSWER

THE MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF
HOUSING AND URBAN AFFAIRS

(SHRI HARDEEP SINGH PURI)

- (a)&(b): Housing is a State subjects and the Government of India through various programmatic interventions assists the State/Union Territory(UT) Governments both financially and technically to address the housing shortage in their respective States/UTs. In this regard, the Ministry of Housing and Urban Affairs (MoHUA) is implementing the Pradhan Mantri Awas Yojana (Urban) {PMAY(U)} Mission since 25 June, 2015 in order to provide all weather pucca houses to all eligible urban

households by the year 2022 through implementing agencies. The implementing agencies i.e. States/UTs/Urban Local Bodies (ULBs) are responsible for the execution of the PMAY (U) mission.

Most of the States/UTs have reported 'Nil' complaint/representation against fake builders/developers, who have registered several customers for allocation of houses meant for economically weaker sections/low income group in the name of Pradhan Mantri Awas Yojana (PMAY).

(c)&(d): The MoHUA has taken the following initiatives to address the complaints/queries/representations to ensure the proper implementation of the Mission including redressal of complaints /representation against fake builders/developers:

(i) A Public Grievance Cell is functioning in the Mission Directorate to address the issues in coordination with States/UTs and CNAs.

(ii)The Public Grievance Officer of the Mission also addresses the complaints in person, if any. The complaints/representations received in the MoHUA are forwarded to the concerned States/UTs Governments for redressal.

(iii)A Management Information System (MIS) Portal has been established in the MoHUA to maintain the list of beneficiaries of the PMAY (U) Mission.

(iv)In order to ensure transparency and facilitate citizens in registration for demand assessment, the MoHUA has enabled the facility of online application using the platform of Common Service Centre (CSC) and a separate website namely www.pmaymis.gov.in.

(v)Toll free numbers in Central Nodal Agencies (CNAs) have been generated to address the complaints of beneficiaries in respect of Credit Linked Subsidy Scheme (CLSS) component of the PMAY(U) Mission.