

**GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
LOK SABHA  
UNSTARRED QUESTION NO. 3474  
TO BE ANSWERED ON AUGUST 10, 2023  
GUIDELINES FOR CPWD OFFICERS**

**NO. 3474. SHRI KANAKMAL KATARA :**

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

- (a) Whether the Government has framed any guidelines for Junior Engineers and higher level officers of Central Public Works Department (CPWD) to meet allottees of the Government accommodation on some particular day/days and solve /address their grievances ;**
- (b) if so, details thereof;**
- (c) whether it is a fact that CPWD Engineers, particularly Junior Engineers and higher level posted in these Enquiry Offices including in Laxmibai Nagar, do not adhere to punctuality and keep the allottees waiting for long time; and**
- (d) if so, the details thereof and action taken in this regard so that CPWD Enquiries function efficiently?**

**ANSWER**

**THE MINISTER OF STATE IN THE  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
(SHRI KAUSHAL KISHORE)**

**(a) to (d) Guidelines regarding interaction with allottees of the government accommodation are laid down in Central Public Works Department (CPWD) Manual, 2019. It is endeavoured that the timings prescribed in the guidelines are adhered to by officers at CPWD enquiry offices including Laxmibai Nagar. However, there could be instances where allottees may have to wait longer due to shortage of officers at Junior Engineer (J.E) levels, scattered jurisdiction etc.. Necessary action to minimize such instances is taken by way of posting officers against vacant posts and monitoring by senior officers. Strict instructions have been given for adherence of the guidelines.**

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