

**GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 3498
TO BE ANSWERED ON AUGUST 10, 2023**

WORKS ASSIGNED TO CPWD

NO. 3498. SHRIMATI GODDETI MADHAVI :

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

- (a) whether the Government has outsourced any works originally assigned to Central Public Works Department (CPWD) during the last two years and the current year;**
- (b) if so, the details thereof and if not, the reasons therefor;**
- (c) whether the Government has taken any steps to improve the services provided by the CPWD; and**
- (d) if so, the details thereof and if not, the reasons therefor?**

ANSWER

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

(a) to (d): Central Public Works Department (CPWD) executes the works assigned to it as per provisions of General Financial Rules (GFR), 2017 which inter alia provides for award of works through competitive bidding. E-tendering is adopted for the construction and maintenance works. All such works / contracts are supervised by CPWD. Several steps have been taken for improvement of services provided by CPWD, such as adoption of e-tendering for transparent competitive bidding, reduction of levels in reporting system for quick decision making, introduction of online complaint registration system for General Pool Residential Accommodation (GPRA) and General Pool Office Accommodation (GPOA) and survey of user satisfaction etc..
