

GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 2009
TO BE ANSWERED ON DECEMBER 14, 2023
COMPLAINTS AGAINST EMPLOYEES OF HUA

NO. 2009. SHRI BENNY BEHANAN:

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

- (a) whether the Government is cognizant of the fact that 4,710 complaints were reported against employees of the Ministry of Housing and Urban Affairs in 2022, as per the Central Vigilance Commission report;**
- (b) if so, the details of the steps taken by the Government to address the high number of corruption complaints against its employees;**
- (c) whether the Government is aware that out of the 4,710 complaints against employees of the Ministry, 577 complaints were pending for more than three months;**
- (d) if so, the details of the steps taken to ensure timely disposal of pending complaints; and**
- (e) the reasons behind pendency in taking action in these corruption cases?**

ANSWER

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

(a) Yes Sir. The 4710 complaints reflected in CVC's annual report 2022 are, however, inclusive of those received by CPWD, DDA, DMRC, DUAC, HPL, HUDCO, NBCC and NCRPB. It is also noteworthy that during 2022, approximately 90% complaints were disposed of on account of being Anonymous, Pseudonymous, Vague, Generic and devoid of any vigilance angle.

(b) All departments are regularly sensitized for timely disposal of complaints. A special drive for disposal is also taken up during Vigilance Awareness Week every year. Some specific steps taken to introduce transparency are as follows:

- (i) **DDA has introduced an online system for Citizen Centric activities such as conversion, allotments, bookings, tendering etc. to facilitate the citizens in tracking the status of their applications.**
- (ii) **e-Tendering, e-Measurement Book, e-Billing and e-Payment have been introduced by CPWD.**
- (iii) **NBCC has issued Works Manual, HRM Manual, Quality Assurance & Quality control Manual and policies for recruitment and other business activities.**

(c) & (d) Yes Sir. Every effort is made to reduce the pendency by regular monitoring. From the data shown below, it may be seen that in the past three years there is an increasing trend in the disposal of complaints, while there is a declining trend in the complaints that are pending for more than three months.

| Year | 2020 | 2021 | 2022 |
|--|--------------------------|--------------------------|--------------------------|
| Complaints Received | 4191 | 4422 | 4710 |
| Complaints Disposed of | 2780 (66.33%) | 3493 (78.99%) | 3889 (82.56%) |
| Pending Complaints at the end of the year | 1411 (33.67%) | 929 (21.01%) | 821 (17.43%) |
| Pending for more than 3 months | 1089 (25.9%) | 636 (14.38%) | 577 (12.25%) |

(e) The complaints received are of varied nature and need an exhaustive examination/ consultation. It takes time to get the information / documents from various offices spread across the country. In addition to seeking explanations from individuals, comments are also sought from different agencies / offices during preliminary enquiry. The whole exercise takes considerable time in many of the cases.