



**GOVERNMENT OF INDIA**  
**CENTRAL PUBLIC WORKS DEPARTMENT**

**MAINTENANCE MANUAL**

**2012**



Published under the Authority of Director General, CPWD, New Delhi

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## FOREWORD

It gives me immense pleasure to note that CPWD Maintenance Manual 2012 is ready for publication. Maintenance Manual was lastly published in the year 1999. Due to changes in trends of maintenance system and requirement of the users, it was necessary to revise and update the present Maintenance Manual so as to fulfil the maintenance requirements to ensure smooth and satisfactory functioning of the maintenance.

This revision of CPWD Maintenance Manual is being brought out by incorporating changes in rules / procedures, yardsticks for upgradation / aesthetic improvement, along with useful suggestions made by various Field Units.

This self contained publication shall be of great help and guidance to the officers engaged in the Maintenance works.

This manual is the combined effort of a large number of officers. I would like to express my appreciation of the guidance given by Shri Rakesh Misra, Special Director General (DR), and efforts made by Shri B. B. Gupta, former Additional Director General (Trg) & Chairman, Manual Committee and other officers of the Sub-Committees in bringing out this manual.



**(S. K. MITTAL)**  
**DIRECTOR GENERAL, CPWD**

Place : New Delhi  
Date : 26th October 2012



## PREFACE

Central Public Works Department is maintaining a very large building stock comprising of General Pool residential accommodation and Central Government Buildings. The residential units and office buildings maintained by CPWD are adding regularly with the creation of the new assets. The gigantic task of maintaining these assets is being discharged by CPWD to the satisfaction of the stake holders through its wide and established network.

To help meet the challenges effectively and efficiently on maintenance front, CPWD Maintenance Manual was published last in the year 1999. Since then, several changes in rules / procedures, yardsticks for upgradation / aesthetic improvement, retrofitting works etc have taken place and several initiatives in improving the maintenance have been taken. Some of the initiatives taken in this regard are:

The system of outsourcing of maintenance in select areas to overcome the constraint of shortage of staff has been started. The outsourcing of maintenance is being done by awarding the work of Civil, Electrical and Horticulture maintenance to a single agency, so that the allottees do not have to lodge complaints on separate enquires. Results of outsourcing have been found encouraging.

For improving lodging & monitoring Complaints, Call Centre with toll free Number with SMS facility has been made operational in Delhi and other Cities for registering of complaints 24 x 7 and has been integrated with CPWD-Sewa. This has made maintenance services more efficient and saved the allottees from hassles of registering complaints in person at Service Centres. Computerized monitoring and feedback system has improved speed and quality of attendance of complaints.

To incorporate the new initiatives taken on maintenance reform and the guidelines/instructions issued over last several years by Ministry/Department on upgradation etc., the updation / revision of CPWD Maintenance Manual was felt necessary. Therefore to revise of the CPWD Maintenance Manual, a Committee under the Chairmanship of Additional Director General (Trg) with ten Sub-Committees as tabulated below and Director (S&D) as Member Secretary was constituted. Their recommendation has been circulated to CSQ Unit and the observations of this unit have been incorporated in the Manual.

Chapters	Subcommittees	
	Chairman	Member(s)
1. Introduction	CE(PLP)	SE(PLP)
2. Service Centres & Monitoring	CE(CDO)	SE(CC), SE, DCC-VII, SE, DCEC-VI
3. Day To Day & Annual Repairs	CE(NDZ-III)	SE,DCEC-IX, SE, DCC-XI
4. Special Repairs	CE(E) NDR	SE,DCEC-IX, SE, DCC-XI
5. Additions/Alterations & Upgradation	CE(NDZ-III)	SA(IV), SE,DCC-VI, SE,DCEC-IV
6. Preventive Maintenance	CE(NDZ-I)	SE, DCC-II, SE,DCEC-VI
7. Horticulture Maintenance	CE(NDZ-II)	DOH(NDR)
8. Maintenance Of VIP Residences	CE(NDZ-I)	SE, DCC-IV, SE,DCEC-I
9. Encroachment	CE(NDZ-III)	SE, DCC-VII
10. Outsourcing Maintenance	CE(E) DR	SE,DCC-I, SE,DCEC-VII

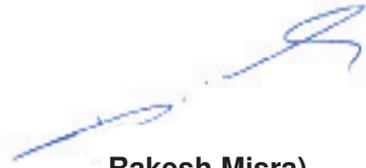
In this revised edition, attempt has been made to include all the guidelines/instructions issued on the subject by Ministry/ Department from time to time. New Chapter on Outsourcing on Maintenance has been introduced incorporating nature, scope, procedure and guidelines on outsourcing. Necessary materials related to upgradation and e-sewa have also been included appropriately in the Manual. The revised Manual contains 10 Chapters and 24 Annexures.

This self contained publication shall be of great help and guidance to the officers engaged in maintenance. Though every effort has been made to incorporate all the required changes in Manual. However, if any discrepancy is found, it may be brought to the notice of Chief Engineer (CSQ).

I take this opportunity to acknowledge the commendable efforts made by Er. B. B. Gupta, former Additional Director General (Training) who was entrusted the job of revision of the Maintenance Manual. I also express my thanks to entire dedicated team involved in revision of the Manual for their valuable contributions in finalization of the Chapters of Manual. I specially appreciate sincere efforts made by Er. Anupam Agrawal, Director(S&D) in bringing out this Manual.

The downloadable copy of new 'CPWD Maintenance Manual - 2012' shall also be uploaded on CPWD website ([www.cpwd.gov.in](http://www.cpwd.gov.in)) and its soft copy shall be updated on annual basis to facilitate planning and field officers of department.

Place: New Delhi  
Dated: 26<sup>th</sup> October 2012



**Rakesh Misra)**  
**Special Director General (DR)**

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## CHAPTER 1 INTRODUCTION

### 1.1 Objectives

Building Maintenance is work undertaken to keep, restore or improve every facility i.e. every part of a structure or building, its services including Horticulture operations to a currently acceptable standard and to sustain the utility and value of the facility.

The objective of maintenance is: -

- (i) To preserve building and services, in good operating and habitable condition.
- (ii) To ensure safety of the occupants or the public at large
- (iii) Where so required to Upgrade, renovate, retrofit the facilities to improved specifications and standards

Maintenance aims at effective and economic means of keeping the building and services fully utilisable. It involves numerous skills as influenced by occupancy and the performance level expected of a building. Programming of works to be carried out to keep the building in a good condition calls for high skills. Feed back from maintenance should also be a continuous process to improve upon the design and construction stages. In this Manual wherever the maintenance of building is referred, it will include the associated services also. These include primarily operations undertaken for maintaining proper condition of buildings, its services and works in ordinary use. The use for which buildings are designed is a prime factor in determining the requisite standard of care.

### 1.2 Maintenance Services

CPWD maintains Central Government assets whose ownership is vested with the Ministry in charge of Works (presently the Ministry of Urban Development) from funds reflected in its Demand of Grants. It also maintains, at the option of the owning entity in Central Government, assets and works constructed by the CPWD from funds provided by various sources.

CPWD does not maintain assets and works not constructed by CPWD, unless so decided by DG, CPWD. Wherever CPWD is called upon to maintain such works, following steps may be taken:

- (i) The maintenance must preferably be placed under CPWD for ten years or more and no other agency should be engaged for that period
- (ii) As far as possible, maintenance may be taken over for all Civil and E&M components. The Division(s)-in-charge may carry out detailed inspection and record the defects and record photographs/videos.
- (iii) Wherever structural defects endangering safety to the occupants or the public at large are found, these must be resolved as the first priority
- (iv) The repairs estimate must, in addition to the work requisitioned by the client, indicate rough cost of repairs of all defects and shortcomings recorded, whether or not sanctioned by the client

The repair works are classified in under mentioned categories:

1. Day to day repairs/service facilities
2. Annual repairs including preventive maintenance
3. Special repairs

In addition to above the following works are also executed by the maintenance wing of CPWD as per guideline prescribed by Government of India.

- (a) Additions and Alterations Works in the buildings
- (b) Upgradation (Retrofitting and Aesthetic Improvement)
- (c) Supply & maintenance of furniture & furnishing articles for Ministers, MPs & Judges of Supreme Court & High Court & other VIPs in Delhi.

**These are explained in subsequent chapters in detail.**

### **1.3 CPWD Citizens' Charter**

The Citizens' Charter is placed on the website of the department.

### **1.4 Means of effecting maintenance**

#### **1.4.1 Repair estimates**

These are detailed in CPWD Works Manual Chapter 2.

#### **1.4.2 Service Centre**

CPWD has a net work of Service Centres in various Govt. Colonies/ Office complexes as well as web-based portal cpwd-sewa for receipt and disposal of maintenance complaints which are made by the occupants and these provisions are described in detail in subsequent chapters.

##### **1.4.2.1 Complaint Register**

All complaints received at the Service Centres are noted in complaint register. This is the basic document maintained at the Service Centre. Complaints of different nature are passed on to specific registers from the complaint register.

#### **1.4.3 Modalities of maintenance**

The maintenance works are undertaken through one of the following:-

- (i) Directly employed labour
- (ii) Through Contracts further classified as:
  - (a) Contracts for specific works
  - (b) Comprehensive Outsourcing

Whether the work should be carried out through contract or own work force is decided on the nature of the following: -

- (a) Type of work
- (b) Amount of work
- (c) Expediency or urgency.

##### **1.4.3.1 Through directly employed labour**

Directly employed labour is the most appropriate for routine day to day maintenance. This comes under the following two categories:-

(1) Departmental labour: The cost of establishment due to workers such as their pay, allowances etc. are directly charged to the maintenance work and hence they are called work charged establishment. The existing norms for civil, electrical and horticultural staff employed on maintenance work is given in Annexure 8.

The work charged staff is primarily meant for day to day maintenance where the work is not amenable to measurement Maintenance and repair work which is either amenable to measurement or of specialised nature is more efficiently However, spare capacity of work charged cadre, if any, should be utilized in carrying out petty items of works.

The strength of work-charges cadre have dwindled in recent years and day to day maintenance is increasingly being outsourced. The prescribed yardsticks indicate the staff that is required for the entire day-today repairs in the maintenance locality / Division and the yardsticks are applicable throughout India. Instead of attaching one or more Beldars with a particular category of skilled labourers, a pool of Beldars should be fixed on the basis of the total number of skilled labourers in a Division. This pool should then be deployed to work with the skilled labourers or otherwise in performing miscellaneous jobs, like cleaning the drains, repairs to roads, carriage of material etc., at the discretion of the Assistant Engineer in charge.

Where in a subdivision the distance between the farthest buildings is more than 16 K.M. and where not less than 75% of the property is uniformly scattered over large area, 25% weightage may be allowed to all categories of work charged staff over the above yardstick.

No yard-stick has been prescribed for the maintenance of Rashtrapati Bhawan. The Engineer-in-charge should however deploy staff judiciously.

The existing incumbents of these two categories will however continue to hold their respective posts, till vacated on account of promotion, resignation, termination of service, retirement, death or otherwise.

The rounding off should be done at the level of Sub-division and a fraction of less than half ignored and half or more than half treated as one.

(2) Casual labour: Casual labour are employed for getting the work done departmentally for short periods generally not exceeding a month at a time and for a specific item of work. Measurements are recorded if the works are susceptible to measurements. For works which are of very short duration but requiring a high intensity of labour, employment of muster roll is the only alternative

There is, however, a complete ban imposed by the Government on engagement of labour through Muster Roll (and through Hand receipt, Work order or in any other form). Therefore, no casual labour should be employed in any form.

#### **1.4.3.2 Through contracts**

The annual repair work, and Retrofitting and Upgradation works and works of Security are generally carried out through contracts.

#### **1.4.3.3 Through Comprehensive Outsourcing discussed in subsequent chapters**

### **1.5 Register of Buildings**

- (i) Every division should maintain a Register of buildings in the prescribed format (at Annexure- 24) upto date. The Executive Engineer should certify to that effect at the end of every financial year after ensuring that necessary additions in the cost and in structures are made up to date. This certificate should be furnished by him to the Superintending Engineer every year in the month of July.

- (ii) The Superintending Engineer during his inspection of the Divisional Office, should examine this register to verify that it is being posted and maintained up to date. On similar lines, garden Register will be maintained by Horticulture indicating therein the original works, addition and alteration works and special repairs.

### **1.6 Safety of Buildings**

- (i) All Buildings/structures borne on the Register of Buildings are required to be inspected once a year by the Assistant Engineer in-charge to ensure that the building/structure is not unsafe for use. In case of electrical and other installations, the Assistant Engineer (Electrical) should inspect the same and record a certificate to that effect. The Junior Engineers are also required to inspect such structures/installations twice a year and record certificates to that effect.
- (ii) In case of any deficiency found in the structure/installation necessary report should be made to higher authorities and immediate steps taken to get the same inspected by the Executive Engineer and further action taken to remedy the defects. The Divisional officers will also inspect important buildings /Gardens once a year. He shall bring to the notice of his Superintending Engineer, cases where he has reasons to doubt the structural soundness of any building/structure/installations and the latter will take such action, as he considers necessary.
- (iii) In case of any deficiency found in the important buildings like Prime Minister's house, Cabinet Minister's House, Vice-president's House and houses of other V.I.Ps, report about unsafe condition of the house should always be sent to the Chief Engineer, who will send it to the Department /Ministry concerned directly or through the Ministry with his recommendations and proposals for repairs, if any for disposal of the building. In case it is decided to demolish such unsafe building.
- (iv) Electrical and Horticulture wings should be informed so that its maintenance is stopped immediately.
- (v) Action for survey report and demolition of such buildings should be taken as per provisions of CPWD Works Manual.

### **1.7 Cleanliness in the Colonies**

Cleanliness will be maintained in the colonies. It will be ensured, in all kinds of maintenance that after day's work, malba is collected from the work place and deposited at suitable identified spots, where residents/users do not throw garbage on it. Suitable provision will be made for disposal of malba on continuous basis, so that the same is not allowed to accumulate / pile up and create unhygienic and unsightly conditions.

Any leakage from the water supply line, sewers or unfiltered water supply line noticed in the colonies will be repaired immediately. Water will not be allowed to stagnate on the roofs, courtyards, roadside to act as breeding place for mosquitoes. All precautions should be taken to keep the colonies neat and clean. In case unhygienic health hazardous conditions are noticed in the portion of areas/service maintained by local bodies, the same will be reported to them and pursued for action. Over head tanks will be provided with lockable covers and Mosquito proof couplings. The occupants will be advised against storage of water in coolers not in use and apply Mosquito repellents in the Cooler's pads etc. to check spread of Malaria.

### 1.8.1 Services to be attended by local bodies and CPWD

Often it becomes a point of dispute as to which services should be attended by department and by local bodies. Immediately after construction of all services and buildings in a colony are completed, local body is asked to take over the maintenance of bulk services in the colony. These include internal roads/paths, water supply, sewerage system, storm water drains. After these services are taken over by them it is their duty to carry out regular maintenance of these services and maintain cleanliness. Till such time these are not handed over to them, the same will be maintained by CPM'D. Even where the bulk services are not taken over by the local bodies regular sweeping of roads/paths and common areas like lawns, parks and back lanes will be carried out by them.

### 1.8.2 Services to be provided by different disciplines of CPWD

So long as the bulk services in a colony are not handed over LO local bodies and they do not even discharge their responsibilities of cleaning the areas, the Civil wing of CPWD will arrange the cleaning of back lanes, roads/paths and storm water drains. The electrical wing of CPWD will ensure proper maintenance of electric sub stations, feeder pillars, pump rooms etc. Cleaning of lawns, parks and hedges will be the responsibilities of Horticultural wing of CPWD. In case of flooding of the area civil wing of CPWD will take action when bulk services are maintained by the department.

In many Govt. colonies bulk water supply is received by CPWD from local authorities at one point in the colony, say underground sump and then it is distributed through overhead distribution tank to different houses. The pumping of water to overhead tank is done by Electrical Wing of Department. The valves in various distribution lines upto a distance of 50 metre from overhead distribution tank/ pump house will be operated and maintained by Electrical wing of the Department along with pumps and associated equipments. Civil wing will be responsible for disinfection of stored water before distribution and regular cleaning of OH Tank/ U. G. Sump and also metering of water released /supplied.

### 1.8.3. Services not within the purview of CPWD

Under mentioned important services do not come under the category of maintenance of non-residential buildings and its services and hence not rendered by CPWD.

- (i) Housekeeping -It is distinctly different from building maintenance. It includes day to day cleaning/scavenging of the areas, which is arranged by user Department. According to Govt. guidelines Coordination Committee is formed by user Departments in case more than one Department/Ministry are located in an office complex and such services are arranged by Coordination Committee.
- (ii) Maintenance of Fire Extinguishers -Whereas maintenance of Fire detection and fire fighting equipment/services is within the purview of CPWD, maintenance and filling of Fire extinguishers installed at various locations in the building are the responsibility of user Department.
- (iii) Security of building -Security of the building is the responsibility of user departments, which is discharged by them directly or through Ministry of Home Affairs.
- (iv) Pest control.
- (v) Monkey menace.

**1.8.4.** However in case of GPRA / residential buildings sweeping, cleaning, mopping of common areas e.g. staircases, lift lobbies, corridors, terraces etc. shall be the responsibility of CPWD civil wing.

### **1.9 Monitoring of maintenance**

For effective maintenance and achieving client satisfaction it is necessary to monitor the maintenance complaints at various levels. These measures are detailed in a subsequent chapter.

### **1.10 Encroachment**

The role of the CPWD dealing with encroachments is detailed in a subsequent chapter.

### **1.11 Essential staff quarters**

There are essential staff quarters attached to the Service Centre for allotment to the staff responsible for maintenance of the area. Allotment of these essential staff quarters is governed by "Allotment of Government Residences (under the control of Central Public Works Department) Rules, 1981". Allotment of these quarters can be done by Divisional Officer, which means the Executive Engineer (Civil or Electrical), Assistant Executive Engineer and Superintending Engineer. Distribution of essential staff quarters between civil and electrical will be decided by the Zonal Chief Engineers. Having done this, it shall be the responsibility of Executive Engineer and Superintending Engineer of the area to earmark houses at a particular Service Centre for various trades-men/officers. An overall view will be taken by Superintending Engineer of the Circle to earmark the essential staff quarters at various Service Centers to different tradesmen/officers to ensure that services of all trade persons and officers in different grades, eligible for allotment of quarters, is available within the circle at the time of emergency. As per allotment rules, the tradesmen/officers will be required to attend emergency complaints, not only at the Service Centre where they have been housed, but anywhere within the division, circle or zone. The rules have to be followed strictly and quarters have to be got vacated from the occupants, who otherwise becomes ineligible on account of transfer to non-essential areas. Seniority of trades-men and officers will be maintained at the circle level for allotment of essential staff quarters. Superintending Engineer on the recommendation of the Executive in whose area essential staff quarter has fallen vacant will approve allotment in principle. The Divisional Engineer will issue formal allotment order. A copy of allotment of Government Residences (under the control of CPWD) Rules, 1981 is attached as Annexure -12.

## CHAPTER 2

### ANNUAL ACTION PLAN AND RATE CONTRACT SYSTEM

#### 2.1 Annual Building Survey and Program for Repairs

Before the calendar year is completed a survey of the buildings borne on the Register of Buildings or otherwise maintained from obtained through the demand of grants of our Ministry, should be conducted to identify all works of repairs, minor works and upgradation works required or anticipated. The Report of the Assistant Engineer on the Annual Survey of the buildings should highlight defects of structural nature in the buildings which require personal investigation of the Executive Engineer.

Special repairs required to eliminate leakage and dampness in buildings should be given priority and completed before the monsoon. As far as possible it should be ensured that all other repair works both Civil and Electrical are completed before finishing works are taken up. For this the Assistant Engineer of both the streams shall submit a time frame of the repairs, minor works and upgradation works required or anticipated to the Executive Engineer in charge of the Service Centre, who shall be responsible for circulation of a coordinated time frame for carrying out the repairs by 31st January for the ensuing financial year.

#### 2.2 Annual Action Plan

Wherever the sum of the maintenance expenditure by a subdivision through funds obtained from the detailed demand of grants of the Ministry under all heads of Ordinary Repairs, Special Repairs, Minor Works, Maintenance and Repairs and Upgradation exceeds his powers to issue Technical Sanction corresponding to Delhi Plinth Area Rates 2007, the Assistant Engineer shall, under intimation to the counterpart Assistant Engineer level officers of other disciplines, take action to forward by 15<sup>th</sup> December proposal for an Annual Action Plan for the ensuing financial year. These officers of the other disciplines shall similarly forward their Annual Action Plan to their superiors.

The Annual Work Program of the Annual Action Plan, indicating the activities of all disciplines may be approved by Superintending Engineer who is in charge of the Service Centre except where the divisions are situated more than 100 km away from the Circle Office, in which case it may be approved by the Executive Engineer in charge of the Service Centre. The Annual Work Program may be circulated to all officers from JE to CE for the sub-division of each discipline as well as to the RWAs by 31<sup>st</sup> January. The Annual Action Plan of all disciplines, shall thus have the same Annual Work Program.

The Annual Action Plan, which shall be based on the Survey, the Major Complaints pending as well as on past experience and anticipation, shall include, indicating quarter/ building / block wise detail of work to be carried out, the following:

1. Extract of works through contracts contemplated in the
  - (a) Estimate for Annual Repairs
  - (b) Estimate for Special Repairs (including Extraordinary Repairs)
  - (c) Estimate for Maintenance and Repairs
2. List of Up-gradation works and Minor works to be carried out.
3. An Annual Work Program giving start and completion of each of the above jobs and activities
4. A Time Frame for invitation of tenders and award of work and completion thereof.

The Executive Engineers shall ensure that all the estimates within competence of division are sanctioned by 15th January and where approval of higher authority(s) is required, the proposals are forwarded by 5th January so that these are also sanctioned by 15th January. Approved Annual Work Programs of each discipline may be forwarded to the authority competent to approve the same by 15th January.

Action for call of tenders and award of work or supply may be taken in time so as to start at the beginning of the year i.e. 1st April. Tenders may not be invited for amount more than 80% of the allocation of the current year or of the estimated amount whichever is lower.

The Annual Action Plan may be reviewed before 30th September and if necessary a revised Plan may be approved and additional tenders etc. may be invited.

### **2.3 Annual Rate Contract System**

The Annual Rate Contract System is suited to Maintenance Operations as it better meets the following objectives:

- (i) Minimises time-gap between demand and start of work
- (ii) Avoids Tentative tendering on arbitrary schedules of quantities and thereby
- (iii) Minimises Deviations and misuse thereof
- (iv) Obviates irrational variation of rates
- (v) Avoid Multiplicity of Agencies for a job

It also achieves following benefits

- (i) Obviates repeated tendering, Multiple contracts
- (ii) Free staff time to be available for inspection and supervision
- (iii) Reduces dependence on a single Contractor

Guidelines for Annual Rate Contract System issued vide DG(W) / MAN / 154 dated 25.3.2008 as included in Section 16.11 of Works Manual 2012 may be adopted as frequently as possible. With the prior concurrence of the Headquarters, these provisions may be extended to other maintenance operations like Annual Repairs, Special Repairs, Maintenance and Repairs and Upgradation and system where quantities are not estimated and disclosed in the NIT may be adopted.

## CHAPTER 3 SERVICE CENTRES

Service Centres have been created for management and disposal of complaints lodged online at CPWD Sewa Web portal by the users of CPWD maintenance services. For lodging complaints, the allottees could also take assistance of 24X7 Call Centre for which toll free telephone numbers are displayed at each of the Service Centre. A service centre is located generally at a central location of a government residential colony or at a prominent location within an office building.

A Junior Engineer/ Sectional Officer is in charge of a service centre related to their respective disciplines viz: Civil, Electrical or Horticulture. As far as possible, Service Centres are combined to cater to the services related to civil, electrical and horticulture disciplines. The service centre is attended by a JE / SO (Horticulture) and AE / ADH every day and by an EE / DDH at least once a week in general and twice a week where the service centre caters to maintenance needs of VIP residences.

The complaints received through CPWD SEWA Web portal are downloaded by respective Service Centre and allotted online to workman (mason, carpenter, painter, sewer-man, wire-man, beldar, khalasi etc.), who could be departmental or engaged through an outsourcing agency. The printed slips of allotment with details of complaint and the complainant are handed over to the worker concerned for getting the needed materials issued from the Service Centre Store and attending to the complaint.

The responsibilities of the Service Centres are as under:

### **Maintenance of premises including the services within it is detailed as under:**

- (i) (a) Water supply system from underground water sump/ tubewell, if maintained by CPWD or ferrule connection (as the case may be)
  - (b) Electric supply from electric meter onwards and all
  - (c) Garden features maintained by CPWD
  - (d) Drainage upto first manhole from appurtenances within the premises
  - (e) Storm water drainage upto first exit point beyond premises at ground level
  - (f) Other services in the premises
- If there is any complaint pertaining to above, the allottees are required to lodge the same on CPWD SEWA Web Portal which may be direct or the services of call centre, if any, could be availed on 24 x 7 basis.
- (ii) Bilingual notice shall be placed at prominent place in the service centre indicating the following:
    - (a) Jurisdiction of the service centre
    - (b) Working hours of the service centre
    - (c) Services available after working hours
    - (d) Complaints related to premises can be lodged on 24X7 basis at
      - (a) Toll Free telephone number 18002664499, 1800114499 (at time of publication).
      - (b) CPWD Sewa Web portal address <http://cpwdsewa.gov.in>
    - (e) Time and days of the week on which the AE and EE shall be available at the service centre to hear grievances
    - (f) Name, telephone Nos. (official and residential) and e-mail addresses of the SE/Director (Hort), EE/DDH, AE/ADH & JE/SO(H)

- (iii) Service centre shall have bilingual notice at prominent place indicating certain additions / alterations/ up gradations as may be admissible in each class of quarters
- (iv) It shall be the endeavor of the Service Centre
  - (a) To assign the related worker and attend all the minor and emergent complaints
    - (i) Of normal nature within 24 hours of lodgment but during working hours
    - (ii) Of emergent nature within 1 hour of lodgment but during working hours
  - (b) Classify complaints as emergent/ minor/ major and for major complaints, assign the timeframe for its attendance.
- (v) Officers at all levels shall carry out regular as well as surprise inspections of some of the complaints to check whether these have been attended satisfactorily. It shall be ensured that all repairs and other works are carried out as per the specifications both for works done departmentally and also through contracts. Wherever the quality is not found up to the mark after inspection, the same shall be got redone."

### 3.1 Online Maintenance Service (CPWDSewa)

For monitoring of complaints related to maintenance of assets being maintained by CPWD, the CPWDSewa portal is being operated. Each service centre has been given ID and password to login-in to the system. The CPWDSewa portal has four main modules.

#### (A) RESIDENTS' MODULE

Under this module, an occupant can lodge one's complaint in respect of residential or non-residential buildings being maintained by CPWD either by taking assistance of 24 x 7 Call Centre service or by directly logging into CPWDSewa portal. The type of complaints (i.e. Residential or Non-residential) can be selected after log-into CPWDSewa website from the drop down menu shown at left panel of the screen.

The complainants using CPWDSewa portal can select a residential quarter or non-residential building through multiple options e.g. house details, service centre, building name, general search or one's own mobile number. The complainants can choose any of the above options as per their convenience. The resident can also view the detailed list of complaint types in respect of Civil, Electrical and Horticulture. Against a specific complaint lodged, the resident are allowed to choose their preferred day and time for complaint attendance. Upon submission of needed details, the confirmation screen appears with the UNIQUE Complaint Number, which is Auto-Generated by the system.

The status of a previously lodged complaint can also be known online through multiple options e.g. direct by giving complaint number or by selecting particulars of building/quarter and then the specific pending complaint. The residents can also get the complaint history in respect of their particular quarter during a specified period.

The SMS-es are generated and sent to the registered mobile of the user at various stages namely making the complaint lodging i.e. immediately after the complaint is lodged, the complaint is assigned to the worker and when the complaint is attended. The user has also been given the option to submit their feedback via SMS also. Once the complaint gets attended by the respective CPWD Service Centre, the resident is asked to give feedback in three different modes as under:

- A. Satisfied with the work done;
- B. Not satisfied with the work done; and
- C. Attended but claimed to be not attended by the Allottee.

This feedback is taken automatically through an SMS responded by an user in response to SMS reporting complaint compliance. If not satisfied with complaint compliance, the user has option to re-activate the complaint thru Call Centre. Against a re-activated complaint, the worker is required to re-visit and attend the complaint to the satisfaction of user.

## **(B) SERVICE CENTRE MODULE**

This module is created for looking after the complaints handled at the operational level i.e. Service Centre. Each service centre is owned by Junior Engineer and he has been allotted a Login ID and Password and when logged-in, it shows online numerical abstract of registered complaints assigned and remaining to be assigned to workers for that Service Centre. This is displayed to all three JEs / SO(Hort) ( i.e. Civil, Elect & Hort) in regard to all complaints under that Service Centre. The analysis for Bench marking can also be done for the complaints lodges for selected period.

### **(i) Responsibilities of the Service Centre:**

**(a) Complaint Entry** - Wherever Call Centre Service is not yet activated and/ or where complaints are directly received, these are required to be entered online at the designated service centre. For this purpose, Data Entry Menu is used by Service Centres. There is a provision for lodging single or multiple complaints in the system. Wherever Call Center service exists, this menu is exceptionally used by the service centres.

**(b) Workers' List Update:** Updated list of workers of a particular service centre is used online both for marking their attendance and assignment of complaints by concerned Junior Engineer.

### **(c) Keep Database of Service Centre Updated:**

- (i) In respect of quarters under the maintenance under its jurisdiction.
- (ii) Adding/updating the workers list,
- (iii) Change the password,
- (iv) Service Centre profile,
- (v) List of respective maintenance officers, their contact numbers
- (vi) Information related to allottees.

### **(d) Updation of Complaints**

Soon after the complaint is registered, worker is assigned, the and complaint reported as attended an online update is done on a REALTIME basis by JE for one's own discipline (i.e. Civil, Elect or Horticulture) . This is done by selecting the various options like:

**(a)** Assign Complaints;

**(b)** Attend Complaints;

**(c)** Convert Complaint to :

- Disowned by Allottee;
- Major Complaint;
- Non-CPWD Complaint;
- Door Found Locked-1;
- Door Found Locked-2;
- Door Found Locked-3;

- Not Admissible Complaint; and
- Periodic/Upgradation Complaint,

Non-updation of status on a REALTIME basis would result in reflection of inactive and non-responsive disposal of Complaints on the website resulting in flood of queries from the Residents, CPWD Management Officials and the Call Centre.

**(ii) MIS Reports**

Service Centre has been empowered for its own jurisdiction through the CPWDSewa to generate MIS reports in different formats for monitoring and taking corrective actions by the JE concerned. These MIS reports include:

**(a) Reports Related to complaints**

- (i) Lodged, pending & disposed off
  - On a particular day
  - During a specific period
- (ii) Pending for more than specified number of days,
- (iii) Numerical abstract
- (iv) Status Report

**(b) Residents' Feedback Reports categorizing as:**

- (i) Satisfied with the work done
- (ii) Not Satisfied with the work done;
- (iii) Attended but claimed to be not attended by the Allottee; and
- (iv) Delay in assigning

**(c) Reports Related to Workers**

- (i) Assignment, pendency and disposal of complaints.
- (ii) Attendance Report for a specified period.
- (iii) Attended but reported by user as unattended.

**(d) List of houses**

- (i) Repeatedly lodging same complaints beyond a specified number of repetition.
- (ii) Vacated, occupied during a specified period
- (iii) With period of vacation/ occupation history
- (iv) Occupation/ vacation report. Duplicate, if needed, at any time

**(e) Non-CPWD complaints identified** helps in analyzing the number of complaints received which do not pertain to CPWD vis-à-vis the total complaints received.

**(f) Comments of senior officers** on the disposal of complaints, These MIS reports available on the CPWDSewa are self-explanatory.

**(iii) Bulk conversion to Major Service Requests**

Bulk Conversion of the normally registered complaint to major complaint and their bulk disposal can be updated by the JE through Bulk Updation option available in the system. Time to time MIS reports are needed to be generated to review the pendency of major complaints for appropriate taken at appropriate level within CPWD.

**(iv) Inventory of Items Issued Quarterwise**

The JE in charge of maintenance of residential accommodation shall maintain and update list of inventory items issued for a particular house and generate reports for the same.

**(C) CPWD MANAGEMENT MODULE**

This module is to provide access to all the AE and above level officers to monitor pendency and attendance of complaints. They can securely log in the system by using their own Login ID and password. A Dashboard is displayed to CPWD officer as the first Welcome Screen. This indicates Live and Online information regarding registration, pendency and disposal of all minor & major complaints.

Reviewing and recording comments against any of the minor or major pending complaints pertaining to all or any of the 3 disciplines viz Civil, Electrical and Horticulture is permitted to concerned CPWD officer with options available in CPWDSewa. There are various sub-menus under this menu where the management can take advantage of generating various reports as per their convenience.

Benchmark reports for analysis purpose are also generated as per colour coding in respect of complaints, which have been attended during the specified period in respect of minor as well as major complaints. Feedback reports can be generated for all service centers for a specified period for further analysis by the management.

CPWDSewa software also periodically generates MIS reports and automatically sends thru e-mails. These MIS reports are to be regularly received by the respective officers on daily basis for smooth and effective maintenance management.

**(D) CALL CENTRE MODULE**

The call center on 24 x 7 basis receives all the complaints via Toll Free numbers. At the call center, there is a facility of receiving calls and lodging the complaints through the same website <http://cpwdsewa.gov.in> on a Real-Time Basis.

After the complaints are lodged by the Call Centre on to the website, it is attended by the respective service center. Consequently, upon attendance of the complaint, the call center takes feedback of such attended complaints telephonically. The feedback is taken basically to assess the satisfaction level of occupants and assess efficacy of efforts put in by CPWD team in giving the maintenance service to users of properties being maintained by CPWD. The feedback report is generated as MIS report which can be seen by respective JE and officers concerned.

**3.2 Disposal of Dismantled Material**

Maintenance is a continuous process and lot of dismantled material is generated in this process. Dismantled material should not be allowed to be accumulated in large quantity or for long period. It occupies lot of valuable space in the Service Centres, which otherwise could be put to use for storing serviceable material. Dismantled material when stored for longer duration gets deteriorated and loses its worth. Thus, in addition to blockage of space it causes revenue loss to the Government by way of less realization of sale proceeds of the dismantled material.

Also it gives unsightly look as the dismantled material is seen scattered in the compound of Service Centre. Most of the dismantled material can be survey reported by the Executive Engineer. It is the responsibility of Assistant Engineer that Survey Reports of the dismantled material are sent to Executive Engineer periodically in time and ensure that valuable space at the Service Centre is not occupied.

### 3.3 Maintenance Stores

One of the reasons for delay in attending to complaints is the non-availability of stores in time. To avoid this, each AE shall prepare in March/September every year a statement showing the items and quantities of stores required by/ surplus at the Service Centre under his charge during the next six months. The Divisional officer/ Circle officer shall redistribute the surplus amongst Service Centres under their charge and procure the requirement. Procurement action shall be broadly classified as below:-

(i) Items like bricks, aggregates, sand, paints, distemper, cement paint, sanitary fittings, GI, CI and SCI pipes valves, glass panes etc. shall be procured by the Divisions concerned at convenient periodical intervals.

### 3.4 Occupation / Vacation of premises

CPWD is the practical custodian of a large number of Government residential and non-residential accommodations. The Directorate of Estates is responsible for allotment of Government accommodation. Due care has to be taken by Jr. Engineer / Assistant Engineer that vacant accommodation is reported to the Directorate of Estates at the earliest. Vacation report of the residences/ office space is to be intimated online thru CPWDSewa to Directorate of Estates by Assistant Engineer In-charge of Service Center immediately of its vacation along with intimation to AE (Elect) and also to Executive Engineer (Elect) and DD(H) through e-mail to take proper care of the items pertaining to them.

Executive Engineer will also mention every month to the Directorate of Estates about the quarters that are not yet occupied. Period / date of vacation of these quarters during the month will be indicated to Directorate of Estates.

There is provision of white-washing / distempering/ plastic emulsion (as per admissibility) on change of tenancy. Executive Engineer should ensure that within the limited time available, the Governments' premises are given required periodical repairs on change of tenancy. Assistant Engineer (Civil) will send a copy of Vacation Report of premises to Assistant Engineer (Elect.) through e-mail and also side by side to the Directorate of Estates, indicating clearly the repairs required to be carried out in the premises on change of tenancy and time likely to be taken. The Assistant Engineer (E) will also inform the Assistant Engineer (Civil), if he has any proposal to carry out electrical works in the premises during the change of tenancy. This helps Directorate of Estates in making allotment offers to the allottees accordingly.

The work of white washing, colour washing, painting etc. and items of inevitable repairs to the building (other than additions / alterations ) shall be taken up immediately upon vacation without waiting for the allotment of the residence to the new incumbent.

### 3.5 Review of Performance of Service Centres

The performance of Service Centres need to be reviewed by officers at AE and above level periodically so as to make functioning of the Service Centres more responsive to the needs of allottees. In this connection, instructions issued from time to time in respect of CPWDSewa and other guidelines issued by the Directorate General of CPWD relating to maintenance of Central Govt. buildings and works of enquiry office. In continuation of these, it is enjoined on the all Superintending Engineers in charge of maintenance to review the performance of Service Centres under their charge, with the online CPWDSewa application to improve the functioning of the Service Centres.

This exercise shall be carried out by the Superintending Engineers in respect of each Service Centre under their charge at least once every year to ensure that the shortcomings noticed in their first review are attended to before the next review. A report in this regard shall be submitted by the Superintending Engineers to their Chief Engineers accordingly.

The Chief Engineers shall also review the service centres through CPWDSewa application and identify those Service Centres whose performance has been found to be below the mark. He shall personally inspect these Service Centres to suggest and to take necessary corrective and remedial measures and keep a close watch on future performance of these Service Centres. A report in this regard shall be submitted to the Regional ADGs by the Chief Engineers on monthly basis.

### **3.6 Tasks to be performed by various officers**

Duties and responsibilities of various functionaries in the department are indicated in CPWD code and CPWD Works Manual. The important tasks to be performed by various officers in charge of the maintenance for satisfactory performance are indicated as under:-

#### **3.6.1 Task of JEs [also applicable to SO(H)]**

- (i) The Junior Engineer / SO(H) will generally follow the time chart of duties at Service Centres as given at Annexure - 1.
- (ii) The JE shall make it a point to review the complaints received through CPWDSewa at least once a day. The JE shall invariably carry out personal inspections of 25% of the complaints attended to every day to ensure that the work has been carried out satisfactorily. This check shall cover all trades and all workers. A remark regarding his observations on his personal inspections shall be recorded in the CPWDSewa against the complaints investigated by him. If the work has not been carried out satisfactorily, suitable instructions shall be given to the W. C. Staff for rectification of the defects.
- (iii) While reviewing the complaints online, JE shall examine if there are complaints of a repeated nature from the same house. Such complaints shall be personally investigated by the JE to examine if there is any slackness on the part of the WC Staff.
- (iv) Complaints of the nature of the special repairs or periodical/upgradation repairs like white washing, painting, rewiring, which cannot be attended on daily basis shall be transferred in CPWDSewa to the Major complaints or periodical/upgradation complaints categories as the case may be. Complaints transferred to these categories shall be acknowledged through SMS sent to the complainant intimating the time frame for attending the complaint in form as at Annexure-2.
- (v) Complaints which need follow up action / balance work to be done shall be noted in CPWDSewa by the JE in the column for remarks of JE. For instance, where repairs to plaster are carried out, it shall be ensured that white washing / distemping is carried out immediately. Like-wise, repairs to wood work need to be followed up with painting and similarly electrical complaints are to be followed up with plastering, white washing etc.
- (vi) Any repair needed subsequent to attending a complaint shall be recorded as a complaint at the Service Centre for taking further action or transferred to the other discipline, if need be. When complaint of a balance work is required to be transferred to another JE of the same discipline or of another discipline, the same shall be done by sending a complaint through NIC e-mail by the transferor JE himself. When this is not possible, Complaint Transfer Memo, as at Annexure - 3 shall be used. In all cases cross reference note shall be against the original complaint and the transferred complaint. The use of a complaint transfer memo shall be discouraged as far as possible.

- (vii) The JE / Assistant Engineer (AE) / Inspecting officer shall record complaints suo moto as soon as any defect / repair work comes to their knowledge during inspection.
- (viii) An abstract of complaints recorded, attended, and balance to be attended is available on CPWDSewa on daily basis. The period of pendency of unattended complaints is also available on CPWDSewa.
- (ix) A complaint assignment slip should be generated through CPWDSewa while assigning a complaint to a worker by JE. The W. C. staff shall be instructed to write / get written by the occupant in the appropriate columns of the assignment slip the details of work done by him and the balance work, if any. He shall also get the signature of the occupants.
- (x) The worker shall be asked to report the compliance of a complaint immediately but not later than the evening of the same day. They shall also submit their assignment slip to the Service Centre in the evening after day's work.
- (xi) The assignment slip of the workers shall be checked by the JE to ensure the complaints not attended are not shown in the CPWDSewa as having been attended to.
- (xii) One of the most important functions of the JE is to hand over / take over possession of the premises. He has to inspect the premises along with the allottee or his authorized representative and hand over the vacant possession of quarters along with fittings and fixtures and obtain the signature of allottee or his authorized representative in occupation report generated online through CPWDSewa. On vacation of the quarter also he has to inspect the quarters and take possession of fittings / fixtures available in the quarters and indicate the deficiencies in the vacation report online. The vacation status of the quarter is then automatically transferred to Director of Estate through CPWDSewa.
- (xiii) To monitor and effectively check on encroachments.

In addition to above, the JE will also perform the under mentioned task regarding establishment matters of workers.

- (i) JE/ SO(H) shall ensure timely distribution of Uniform, Duster, Soaps etc., to W. C. Staff and its proper accounting.
- (ii) To ensure effective monitoring of leave accounts of W. C. Staff including whether leave sanctioned, salary paid / deducted.
- (iii) To ensure other proper welfare of W. C. Staff such as timely filling & submission of forms of leave, GPF, HBA, Festival Advance etc. etc. and to keep liaison with division to keep the staff properly informed to avoid roaming of W. C. Staff in Division offices on such petty matters.

### **3.6.2 Task of Assistant Engineer [also applicable to AD(H)]**

- (i) The AE shall carry out personal inspections of 10% of the complaints attended other than those checked by the JE at least twice a week. The result of his inspection shall be recorded through comments option in CPWDSewa.
- (ii) The AE shall log on to the website to review pending complaints everyday and shall ensure their early compliance. He shall examine the performance of the complaint registration, worker assignment of job and disposal of complaint, performance of W. C. Staff etc. He shall also check the records maintained by the Enquiry Clerk, W.C.Staff/ outsourcing agency etc.

- (iii) He will send the vacation/occupancy report online to Directorate of Estate.
- (iv) He will inspect the premises at the time of its vacation, co-ordinate with AE (E) and identify the repairs required to be carried out in the premises. He will intimate tentative time involved in carrying out these repairs to Directorate of Estates.
- (v) During his routine inspection of works, AE will specifically take note of cleanliness, encroachment, general deficiency in maintenance etc. and take immediate remedial measures in this regard.
- (vi) The AE will inform the Residents / RWA regarding progress of works chalked out for the ensuring year.
- (vii) He will take specific measures to monitor and have effective check on encroachments.

In addition to above, he will perform under mentioned tasks relating to establishment of workers and JEs.

- (i) Monitoring of sanction of leave, deduction of pay for un-sanctioned leave, day-to-day items of welfare cases of W. C. Staff etc.
- (ii) Monitoring of attendance of JE / SO(H)

### **3.6.3. Task of Executive Engineer [also applicable to DD(H)]**

- (i) The EE shall also carry out personal inspections of some of the complaints attended other than those checked by the JE and AE at least twice a month. The result of his inspection shall be recorded through comments option in CPWDSewa.
- (ii) The EE shall log on to the website to review pending complaints everyday and shall examine the records maintained by the Enquiry Clerk, the notebook maintained by the W.C.Staff/outsourcing agency etc.and to have first hand information about the efficiency of the Service Centre.
- (iii) The EE shall have periodical meetings with the Residents' Welfare Associations where points of common interest to the residents could be discussed and action programme chalked out.
- (iv) EE will send monthly statement to the Directorate of Estate regarding Quarters lying vacant in the month.
- (v) During regular inspection EE will specifically take note of general deficiency in maintenance of the area, cleanliness and encroachment and take immediate action in this regard. As soon as such provision is enabled, before and after photographs of the work shall be uploaded on the website.
- (vi) EE will send monthly report of complaints to SE and CE.

### **3.6.4. Task of Superintending Engineer [also applicable to DOH / Addl. DOH]**

The SE shall check and review the complaints through CPWDSewa and carry out inspection of some of the complaints as frequently as possible for him to check whether these have been attended to satisfactorily. As soon as such provision is enabled, before and after photographs of the work shall be uploaded on the website.

- (i) The SE shall have periodical meetings with the Residents' Welfare Associations either alone or along with the EE and discuss the points of common interest to the residents could be discussed and action programme chalked out.

### **3.6.5 Task of Chief Engineer**

The primary role of the Chief Engineer is to ensure that arrangement to obtain labour and material are available to carry out day today maintenance.

The Chief Engineer shall ensure that due attention is being paid to all the aspects of maintenance by conducting random inspections and review meetings. As soon as such provision is enabled, before and after photographs of the work shall be uploaded on the website.

Drill of maintenance activities to be performed daily, weekly, monthly, annually and periodically by various functionaries is indicated at Annexure-22. This drill of activities will generally be followed by Sections, Sub-divisions, Divisions and Circles where these are purely maintenance units. In other cases, the drill as laid down under the Annexure-33 will be followed to the extent possible.

## CHAPTER 4

### DAY TO DAY AND ANNUAL REPAIRS

#### 4.1 Day to day Repairs

Day to day repairs are carried out by CPWD in all the buildings under its maintenance. The works which are to be attended on the day to day basis such as removing chokage of drainage pipes, manholes, restoration of water supply, repairs to faulty switches, watering of plants, lawn mowing, hedge cutting, sweeping of leaf falls etc. are attended under day to day service facilities. These services are provided after receipt of complaints from the users to call centres and from call centres to Service Centres and in the case of Service Centre not attached to Call Centre, from users at the respective Service Centres.

#### 4.2 Annual Repairs

The works of periodical nature like White washing, colour washing, distempering, painting etc. are called Annual Repair works and these are generally undertaken through system of contracts.

The periodicity of applying white washing and colour washing for a building has been laid down by the Government. The periodicity is two years for white washing and colour washing and three years for painting. The periodicity of various items of Annual repairs is indicated in Annexure-15. In addition, works such as patch repair to plaster, minor repairs to various items of work, replacement of glass panes, replacement of wiring damaged due to accident, replacement of switches, sockets tiles, Gap filling of hedges/perennial beds, Replacement/Replanting of trees, shrubs, painting of tree guards, planting of annual beds and trimming/pruning of plants etc., which are not emergent works and are considered to be of routine type, can be collected and attended to for a group of houses at a time and particular period of financial year, depending upon the exigency. Such works can be done under day to day repair also. The yard stick for annual repairs cover both the above facilities. Guidelines for various provisions to prepare annual maintenance estimates for horticulture works are described in Annexure - 14. Following guidelines shall be followed for planning and execution of Annual repair works.

The total estimated cost of maintenance of a building / structure during a year shall be within the prescribed limits as approved by the Government from time to time, for Annual repairs. The existing permissible plinth area rates for various types of buildings approved for this purpose are as in Annexure - 5. These may be suitably increased by the approved maintenance cost index in the relevant year. Repairs and services cost indices are approved by the Directorate General of works as per details given in Annexure - 9.

Programme for carrying out annual repairs shall be drawn up at the commencement of each financial year.

The annual survey of the buildings shall be such as to highlight defects of structural nature in the buildings which require personal investigation by the EE.

The other source of information about the annual repairs are the complaints received from the occupants of the Government buildings and transferred to the registers of special/periodical repairs as mentioned at S.No. 4 under 'duties of the JE' in Chapter-4. These shall also be accounted for while planning for annual repairs.

The programme of annual repairs shall be intimated to the Residents Welfare Associations and they shall be requested to co-operate with the Department in carrying out the programme smoothly.

The entire exercise of finishing under annual repair should be carried out in a professional manner. Before sanctioning of estimate/invitation of tenders, it should be ensured that all defects like dampness of walls, damage to RCC, brick work and plaster are removed in advance so that the building looks renovated and presentable for sufficient time after annual repairs.

Payment for annual repairs is generally made on the basis of standard measurements and as such, there should not be lack of supervision on the part of the Departmental Officers. The JE shall make it a point to physically inspect 100% of the buildings where annual repairs are to be carried out. The AE and the EE shall carry out personal inspection to the extent of 50% and 25% respectively. The JE shall maintain a register indicating the number of residences where annual repairs are to be carried out, dates of his inspection and his observations regarding the quality of the works. The results of the inspection of the AE and EE shall also be recorded in the same register. 1/3rd of the total check exercised by the EE / AE shall be done by checking all the items of work done in certain quarters i.e. by checking some of the quarters/flats completely

#### **4.3 Register of periodical repairs**

This register shall be maintained in form as at Annexure-7. Complaints of periodical nature like white washing, painting etc. which are usually got attended through contractors and cannot be attended to on daily basis are transferred to this register. From this register / records of the particular premises appropriate information shall be passed on to the complainant about the admissibility of the request and the likely time it shall require for the compliance.

#### **4.4 Major Complaints**

Complaints of periodic nature like white washing, painting etc and special repairs, upgradation works, which are usually got attended through contractors and cannot be attended on daily basis are converted into periodic/ upgradation complaints and major complaints. A time framework for carrying out major complaints shall be fixed by the EE between 45days to 90days subject to availability of funds, currency of contracts and other resources. The JE shall ensure recording of major complaint attended within 10days of having attended the major complaints.

## CHAPTER 5 SPECIAL REPAIR

As the building ages, there is deterioration to the various parts of the building and services. Major repairs and replacement of elements become inevitable. It becomes necessary to prevent the structure from deterioration and undue wear and tear as well as to restore it back to its original conditions to the extent possible. The following types of works in general are undertaken under special repairs: -

- (i) White Washing, Colour washing, distempering etc., after completely scrapping the existing finish and preparing the surface afresh.
- (ii) Painting after removing the existing old paint from various members.
- (iii) Provision of water proofing treatment to the roof. All the existing treatments known are supposed to last satisfactorily only for a period of about ten years.
- (iv) Repairs of internal roads and pavements.
- (v) Repairs/replacement of flooring, skirting, dado and plaster.
- (vi) Replacement of doors, window frames and shutters. Replacement of door and window fittings.
- (vii) Replacement of water supply and sanitary installation like water tanks, WC cistern, Wash basins, kitchen sinks. pipes etc.
- (viii) Re-grassing of lawns/grass plots within 5-10 years.
- (ix) Renovation of lawn in 5-6 years.
- (x) Replanting of hedges in 8-10 years.
- (xi) Completely uprooting and removing hedges / shrubbery.
- (xii) Replanting of
  - (a) Rose beds in 5-6 years.
  - (b) Perennial beds in 5-6 years.
  - (c) Canna beds in 1-2 years.
- (xiii) Shifting of any garden feature from one site to another within building.

The building services fixtures including internal wiring, water supply distribution system etc. are expected to last for 15-20 years. There afterwards it may be necessary to replace them after detailed inspection.

Electrical special repairs in general are whole sale replacement of the wiring and the electrical installations. Earthing is also to be attended. Useful Life of various Electrical Equipments/ Installations etc. given at annexure -23.

The expected economic life of the building under normal occupancy and maintenance conditions is considered to be as below:-

- |                                 |            |
|---------------------------------|------------|
| (i) Monumental buildings        | 100 years. |
| (ii) RCC Framed construction    | 75 years.  |
| (iii) Load bearing construction | 55 years.  |
| (iv) Semi permanent structures  | 30 years.  |
| (v) Purely temporary structures | 5 years.   |

The life of the building mentioned above is only indicative and it depends on several factors like location, utilisation, specifications, maintenance and upkeep/caretaking.

The replacement, renovation and major repairs become inevitable as the life of all the components are not identical.



### **Authenticity of Special Repairs**

Any work of Special Repair to be undertaken in the division has to be certified by the Executive Engineer. The EE has to verify himself the necessity of undertaking Special Repair to any item of the building. Estimates of Special Repairs of course, will be initiated by Junior Engineer and Assistant Engineer but Executive Engineer before accord of approval at his level or sending it to higher authorities will record in writing in the body of the estimate that the necessity has been verified by him.

There should not be too many estimates for Special Repairs in a subdivision. As far as possible, number of estimates should be restricted to number of identified subheads as indicated in the register of Special Repairs. In that case it may be possible that one Special Repair Estimate is operated by more than one JE in the subdivision.

When expenditure on Special Repair to a particular building is in excess of the permissible yardstick of Special Repair, the same come under the category of Extra Ordinary Special Repair. Expenditure on Special Repair up to permissible limit can be incurred by the Executive Engineer. Beyond the permissible limit however EE has to have the approval of the higher authorities. As a rule, Superintending Engineer is empowered to approve the extra ordinary special Repair Estimates within 50% of the permissible limit. Beyond this, approval of Chief Engineer would be necessary. Chief Engineers are empowered to approve the extra ordinary Special Repair Estimate to any amount so long as scope of expenditure is to retain the building in its original shape in liveable conditions without carrying out any additions to it.

The following shall be followed for Operation & Maintenance of specialized E&M Systems:

#### 1. Central AC Plant

Irrespective of capacity, screw and centrifugal plants (to include both high & low side) will be got comprehensively maintained by Manufacturers/Authorised Agents of the Plant. This should include all repairs, spares, gas, oil etc. Operation of Central AC Plant except centrifugal plants are to be carried out by Manufacturers / Authorized Agents / annually pre-qualified HVAC contractor of appropriate class. Operation of centrifugal plants are compulsory to be carried out by the Manufacturer or their Authorized Agents only, where such agent is not available, CE of the Zone is the competent authority to decide. Reciprocating plant irrespective of capacity can be operated and maintained by manufacturer/ authorized agents/ by annually prequalification (in HVAC category) firms upto their tendering limit.

2. **Lifts:-** Lifts will be got comprehensively maintained by the respective Lift manufacturer only.

#### 3. Deleted

4. The following systems will be got maintained comprehensively by the Manufacturer/ Authorized Agents only.

- (i) Baggage Security Scanner
- (ii) Video/Film Projection System
- (iii) CC TV System
- (iv) UPS System
- (v) PA System
- (vi) Sound reinforcement System

- (vii) Conference System
  - (viii) Communication System
  - (ix) Computer System
  - (x) Water Pump Automation System
5. Wet Riser, Fire Alarm System: -  
Wet Riser, Fire Alarm System will be got operated/ maintained by specialized firms selected on basis of prequalification criterion or from amongst the annually pre-qualified firms.
6. Any other specialized System:-  
The Chief Engineer will decide whether the system is to be got maintained by Manufacturer/ Authorised Agents or by specialized firms to be selected on basis of prequalification criterion.
7. Sub - Station: - Routine maintenance of Sub-Station is to be carried by specialized firm after pre-qualification of tender/ annually pre-qualified firms upto their tender limit of substation category.

Notes:

- (i) When maintenance work is to be got awarded to Manufacturer/authorized agent, there is no need to call tender with press publicity. It is adequate to send the NIT to only the manufacturer/ authorized agent. The tender accepting authority will be responsible for the best offer received and reasonability of rates
- (ii) Deleted

## CHAPTER 6

### ADDITIONS/ALTERATIONS/UPGRADATION

Two types of Additions/Alterations are carried out in non residential buildings. Addition/Alterations are to be carried out to suit the special requirement of occupant/ occupying department for functional efficiency. Such works of Addition/Alterations are carried out at the cost of occupying department after ascertaining the technical feasibility. Some Addition/ Alterations are carried out by CPWD themselves as a general requirement for better functioning of offices located in the office complex. Such works are carried out at cost of M/o UA&E. In case of residential buildings, MoUD vide vide no. 11014/1/2008-W3 dated 14/03/2008 and no. 11014/1/2009-W3 dated 12/10/2009 have issued detailed specifications prescribed for upgradation on vacation as well as in occupied quarters as per **Annexure 'A'** free of cost. Some Addition/Alterations are also carried out by CPWD keeping in view the safety of buildings, approach to buildings, augmentation of services etc., which are beneficial to all residents in general. Few Addition/Alterations are carried out on payment of certain percentage of estimated cost of providing the facility. A list of such items and the percentage of their cost to be borne by the allottee is given in **Annexure 'B'**.

No additions/alterations once carried out to any Govt. residence except temporary prefab works purely related to special security aspects shall, however, be removed upon the vacation of these houses by the allottee concerned. "

Under mentioned points shall be observed while carrying out addition/alterations in government buildings:

No addition/alteration shall be carried out to permanent public buildings apart from that given in the above OM issued by MoUD (**Annexure A**), without the concurrence of the Chief Architect/ Senior Architect in writing.

The allottee shall be asked to fill up a form as at **Annexure-C**, for works for which 10%/100% is to be paid by the allottees. Counterfoil of the form shall be returned to the allottee duly signed by the JE/AE as an acknowledgement of the receipt of the application.

'No non-usability' certificate in respect of houses where works of addition/alterations have been taken up at request of allottee shall be issued except when such works render the house really unusable.

Regarding carrying out the works of Additions/alterations on payment of contribution by the allottees Ministry has issued directives vide No. 11014/22/90 - W3 dtd.26.10.98. According to these, the amenities provided by Govt. can be removed by the allottees without disturbing the installations/structure. The guidelines are reproduced below:-

"It is clarified that wherever any movable bulk item of work is executed by payment of 100% cost by the allottee the same may be returned to him on vacation of the flat irrespective of the fact that these items were maintained by CPWD during the stay of the concerned allottee subject, however, to the conditions that removal of such items does not damage any of the existing installations/structure. "

Works of additions/alterations on Horticulture side can be carried out at the request of occupants depending upon the requirements. Such works are :-

- (i) Changes in length and design of hedges, shrubbery, planting beds and rockeries etc.

- (ii) Making some changes in basic design of gardens/lawns by providing mounds, undulations, rockeries etc.
- (iii) Providing some garden structures like pergolas, arches, GI pipe frames, shelters, seats and water body etc..
- (iv) Digging of new tree /shrub pits, planting beds within existing garden area or changing the situation of beds, kitchen garden, lawns etc..

In Horticulture, the works of additions and alterations shall be carried with the approval of competent authorities as per the powers delegated to them and on availability of funds.

Timely communication and coordination shall be made by the discipline if the work taken up by it is likely to affect other disciplines.

### ANNEXURE-A

#### SPECIFICATION PRESCRIBED FOR UPGRADATION ON VACATION AS WELL AS IN OCCUPIED QUARTERS

S. No.	Description of Item	Type-II	Type-III	Type-IV	Type-V	Type-VI
	<b>A. CIVIL WORKS</b>					
<b>1.0</b>	Kitchen					
<b>1.1</b>	<b>General</b>	Y	Y	Y	Y	Y
1.1.1	Removal of chimney wherever existing	Y	Y	Y	X	X
1.1.2	Covering of shelves below kitchen counter with cupboard shutter or built in cupboard where concrete/stone shelves are not existing (except gas area) (items to be done as per approved and demonstrated design)					
1.1.3	Covering of shelves below kitchen counter with cupboard shutter or built in cupboard where concrete/stone shelves are not existing (except gas area) and overhead cabinets (With prelaminate board with beige/grey shade).	X	X	X	Y	Y
1.1.4	Plumbing for water purifier and geyser	Y	Y	Y	Y	Y
1.1.5	Addition of water storage capacity upto 300 ltr. Per square	Y	Y	Y	Y	Y
<b>1.2</b>	<b>Kitchen Sink</b>					
1.2.1	Stainless steel kitchen sink without drain board.	Y	Y	Y	X	X
1.2.2	Stainless steel kitchen sink with drain board wherever possible	X	X	X	Y	Y
<b>1.3</b>	<b>DADO</b>					
1.3.1	60cm high white glazed tiles (Size 8"x12") above and along the work platform and around and below kitchen sink.	Y	Y	Y	X	X

S. No.	Description of Item	Type-II	Type-III	Type-IV	Type-V	Type-VI
1.3.2	60cm high white glazed tiles (Size 8"x12") dado from skirting level upto 60cm height above the kitchen platform above and along the worktop and around and below kitchen sink excluding areas where built in cupboards are fixed.	X	X	X	Y	Y
<b>1.4</b>	<b>Worktop</b>					
1.4.1	Green marble-pre-polished with premoulded nosing.	Y	Y	Y	X	X
1.4.2	Granite with pre-polished and premoulded nosing.	X	X	X	Y	Y
<b>1.5</b>	<b>Flooring</b>					
1.5.1	Ceramic floor tiles (size 12"x12" Matt finish) flooring over existing floors	Y	Y	Y	X	X
1.5.2	Rectified Ceramic floor tiles (Size 16"x16" Matt finish) flooring over existing floors.	X	X	X	Y	Y
<b>2.0</b>	<b>Toilets &amp; Bathrooms</b>					
<b>2.1</b>	<b>Wash Basin &amp; Mirror</b>					
2.1.1	One was basin with one pillar tap at appropriate location	Y	Y	Y	X	X
2.1.2	One looking mirror with PTMT frame and with one glass shelf with anodized aluminium frame.	Y	Y	Y	X	X
2.1.3	Anodized aluminium Pegs in bathroom/ towel rings (1 No.) as per feasibility.	Y	Y	Y	X	X
2.1.4	CP Brass pegs and towel rail in bathroom, towel ring at washbasin with CP Brass mixer tap (preferably single lever)	X	X	X	Y	Y
2.1.5	Looking mirror with PTMT frame and glass shelves with stainless steel/ CP Brass frame at washbasins.	X	X	X	Y	Y
2.1.6	Plumbing for geysers.	Y	Y	Y	Y	Y
<b>2.2</b>	<b>Flooring &amp; Dado</b>					
<b>2.2.1</b>	<b>Flooring</b>					
2.2.1.1	Ceramic floor tile (Size 12"x12" Matt finish) of approved design.	Y	Y	Y	X	X
2.2.1.2	Rectified ceramic floor tiles (Size 16" x 16") of approved design.	X	X	X	Y	Y
2.2.1.3	Pre-finished/Pre-polished granite threshold 100 mm high and 100 mm wide in shower area in combined toilet.	X	X	X	Y	Y

S. No.	Description of Item	Type-II	Type-III	Type-IV	Type-V	Type-VI
<b>2.3</b>	<b>Dado</b>					
2.3.1	Ceramic white glazed tile (Minimum Size 8"x12") up to door lintel level.	Y	Y	Y	Y	Y
<b>3.0</b>	<b>Bed Rooms / Living Rooms</b>					
<b>3.1</b>	<b>Flooring in rooms and internal areas</b>					
3.1.1	Grey/Beige color Ceramic floor tile (Size 12"x12" Matt finish) of approved design.	Y	Y	Y	X	X
3.1.2	Grey/Beige color rectified Ceramic floor tile (Size 16"x16" Matt finish) of approved design.	X	X	X	Y	Y
<b>4.0</b>	<b>In common circulation areas and staircases</b>					
4.1	Kota stone flooring and matching skirting. In staircase, single piece pre-polished kota stone slab with pre-finished nosing shall be used.	Y	Y	Y	Y	Y
4.2	Dado of ceramic tile light grey/dull green shade 12"x12" size up to 120 cm height above skirting including green marble nosing.	Y	Y	Y	Y	Y
<b>5.0</b>	<b>Others fixtures and amenities</b>					
5.1	Magic eye in the main entry door.	Y	Y	Y	Y	Y
5.2	Curtain rods with brackets.	Y	Y	X	X	X
5.3	Drapery rods with brackets.					
5.4	Built in cupboards in bedrooms as per standard drawings where no cupboard provided earlier, where openings are available the same will be covered with built in cupboard as per approved drawings. In case of such openings with existing concrete/stone shelves, only cupboard shutters with wooden frames shall be provided.	Y	Y	Y	Y	Y
5.5	Glazing of verandah/balcony, using M.S. window section, (to be done as per approved design) if requisitioned by the allottee.	Y	Y	Y	X	X
5.6	Glazing of verandah/balcony, with powder coated aluminum section of matching shade, (to be done as per approved design) if requisitioned by the allottee.	X	X	X	Y	Y
5.7	Wire-gauze shutters for windows, with hard wood/LVL.	Y	Y	Y	X	X
5.8	Wire-gauze shutters for windows with 2nd class teakwood.	X	X	X	Y	Y
5.9	Wire gauze shutters for main entrance door. This will be made of M.S. tube/angle iron with grills and wire gauge as per approved design.	Y	Y	Y	Y	Y

S. No.	Description of Item	Type-II	Type-III	Type-IV	Type-V	Type-VI
	In case of balcony, wire gauge shutters for door to be provided only in those quarters where balconies have not been covered.					
5.10	Pre-coated chain link fencing with iron gate, if feasible. The height of pre-coated chain link fencing with 90 cm over 30 cm high toe wall with permanent finish to be provided. (Area around the quarter to be defined/restricted for proper aesthetics and to facilitate parking of vehicles of upper floor houses as per site condition and in an approved uniform manner)."	Y	Y	Y	Y	Y
<b>6.0</b>	<b>Internal finishing</b>					
6.1	All walls and ceiling to be treated with 2mm thick POP (one time only) followed by oil bound distemper. Synthetic enamel paint on all wood work and steel work.	Y	Y	Y	X	X
6.2	All walls and ceiling to be treated with 2mm thick POP (one time only) followed by plastic emulsion paint. Synthetic enamel paint on all wood work and steel work.	X	X	X	Y	Y
	<b>B. ELECTRICAL WORKS</b>					
1.0	1.1 Power Points (15 Amp. 6 - Pins) (in Numbers)	3	4	5	6	7
	1.2 Power Points (15 Amp. 6 - Pins) Servant quarter and garage where ever available (in Numbers)	X	X	X	1	1
	1.3 Power sockets (DP - MCB type) for air conditioner/geyser (in Numbers)	1	1	2	4	5
2.0	Ceiling Fans (in Numbers)					
	2.1 Additional ceiling fan to be provided in balcony/verandah. (in Numbers)	3	4	5	6	7
	2.2 Additional ceiling fan to be provided in balcony/verandah. (in Numbes)	Y	Y	Y	Y	Y
3.0	3.1 Fluorescent light fittings (excluding tube lights and starter) (in Numbers)	3	4	5	7	8
	3.2 Servant quarters/garage (1 Number)	Y	Y	Y	Y	Y
4.0	4.1 Electrical Points including light, fan, call bell and 5 Amp. Plug points (in Numbers)	20	23	27	38	44
<b>5.0</b>	<b>Others</b>					
	5.1 One No. Door call bell	Y	Y	Y	Y	Y
	5.2 Call bell from main house to servant's qtr. and from main gate pillar to the qtr. (wherever existing)	X	X	X	Y	Y
	5.3 Recessed conduit wiring.	Y	Y	Y	Y	Y

S. No.	Description of Item	Type-II	Type-III	Type-IV	Type-V	Type-VI
	5.4 Call bell point from ground floor at stair entrance to first floor quarters where grill door has been provided on stair entry.	Y	Y	Y	Y	Y
	5.5 Fresh air fan in kitchen and toilets (In Numbes).	1 Y	2 Y	2 Y	3 Y	3 Y
	5.6 Tube light fittings with tube light/CFL fitting with CFL in common circulation areas/ staircases.	1	1	1	2	2
	5.7 Cable TV point (In Numbers)					
	5.8 Telephone Points (In Numbers)					

Note: Y for Yes  
X for No.

## ANNEXURE B

### ITEMS OF WORK UNDER PAYMENT BASIS OF ESTIMATED COST (Balance items excluding the items already covered in up-gradation works)

For GPRA quarters as well as quarters in other pools maintained by CPWD (except Type I)

#### A. CIVIL WORKS

- (i) Items for which 10% of the estimated cost is to be charged from allottees:
  - Pavement of areas around the premise with suitable material in an approved manner.  
Note: Pavement of areas to be done with chequered tile or plain cement concrete or interlocking blocks including CC edging.
- (ii) Items for which 100% of the estimated cost is to be charged from allottees:
  - Changing of Indian WC to European WC & vice versa. (It will be free of cost once for an allottee).  
Note: All connected costs of dismantling, relaying tiles, finishing etc. To be included for changing of Indian WC to European WC & vice versa..

#### B. ELECTRICAL WORKS

- (i) Items for works 10% of the estimated cost is to be charged from allottees:
  - Additional power plugs points/light plug points/light points.  
Note: Additional points to be provided only when feasible as per electrical load.
- (ii) Items for which 100% of the estimated cost is to be charged from allottees:
  - Fancy light fittings.
  - Change of cable from feeder pillar to house, if required due to increased load in house.

**ANNEXURE-C**

**APPLICATION FOR ADDITONS/ALTERATIONS IN GENERAL POOL ACCOMMODATION**

**PART A: (TO BE FILLED BY THE ALOTTEE)**

1. Name:
  2. Designation:
  3. Office Address:
  4. Residential Address:
  5. Type of Accommodation in which residing:
  6. Actual Date of occupation of present accommodation:
  7. Particulars of works desired with location (Refer guidelines enclosed).
- .....

**ACKNOWLEDGEMENT**

Received application dated ..... for addition/alteration in Flat/ Quarter No.....  
 o ..... f  
 colony .....

Dated:.....

Signature of JE/AE

**PART B (TO BE FILLED BY THE OFFICE)**

1. Annual limit of additions/alterations fixed Rs.....
2. Cost of works already incurred during (19.....20.....)  
 (a) Civil works Rs.....  
 (b) Electrical works Rs.....  
 Total Rs.....

Signature of AE(Civil)/  
 AE (Elect.)

3. Rough Cost of estimate of works in present requisition.....

<b>ITEM NO.</b>	<b>COST</b>
1.....	Rs.....
2.....	Rs.....
3.....	Rs.....
4.....	Rs.....

4. Amount available during Year (20.....-20.....) Rs.....

5. Amount proposed to be carried out from next year's Budget (20.....-20.....) Rs.....

Certified that all the proposed Additions/Alteration works mentioned above are fresh and no such renovation work has been carried out at given locations earlier.

**Signature of JE**

**Signature of AE**

Name.....  
Date.....

Name.....  
Date.....

I undertake to pay 10%/100% of the cost of the additions/alterations for item Nos.....  
..... mentioned above.

In case the costs of the works exceed the estimated cost, I will deposit the corresponding additional sum also.

Date .....

Signature of Allottee

It is verified that as per records of this office, the facts stated by Shri.....allottee of House No.....are correct.

Date:.....

Signature of authorized Signatory  
with official seal.

## CHAPTER 7

### PREVENTIVE MAINTENANCE

Preventive maintenance is very essential maintenance requirement to keep the building services in serviceable condition. Preventive maintenance differs from the annual repair and maintenance as well as to special repair estimates in the sense that precaution should be taken in respect of the building services so that the avoidable maintenance problems can be attended to. The preventive maintenance in real sense starts with the planning stage of construction of the building itself and it runs upto the stage of real serviceable life of the building. The importance of preventive maintenance at the various stages are mentioned hereunder :-

(a) Preventive maintenance at design stage.

Precaution should be taken while designing the building of the structure so that any designer lacunae can be avoided which otherwise would create burden/difficulties during the maintenance stage of the building.

(b) Architectural system

The layout of the campus, the layout of the buildings, its components etc. should be designed in such a way that maintenance aspect are smoothly carried out after the building is put to operation. It is essential that all the architectural features should be designed in such a way that their replacement or repair can be carried out smoothly.

(c) Accessibility to maintenance

This is somewhat related to the development of architectural plans but the idea is to focus on the accessibility aspect during the maintenance like size of the shaft should be such that vertical stacks are changed whenever required smoothly. Also platforms may be introduced at intermediate levels to provide workers platform to work. Similarly, design of the structural components and any deficiency in design of the building components may lead to serious implication in the serviceability of the building or its component. Therefore, every precaution has to be taken at the design stage and the designer should foresee the anticipated problem during the maintenance.

Special precaution should be taken to design thin members of the building components like Chhajha, Fins, Balcony Railings, Parapet walls etc. It has been the experience that the maximum damage and corrosion in the steel is found in thin members because of less cover or because of structural difficulties in casting of concrete thin members.

(d) Design of services

(i) Provision of future requirements of services should be ensured at the time of conception of project.

(ii) Any deficiency in the design of services be it Civil or Electrical will definitely creates maintenance trouble at some stage. While designing the system, the functional aspect has to be seen but at the same time, maintenance aspect has also to be kept in mind.

(iii) To avoid seepage from A.C. pipes, a network of pipes with an outlet of considerable size should be catered for at the time of construction.

#### II. Preventive maintenance at construction stage

Construction stage is one of the important stage wherein the aspect of preventive maintenance are taken care of. This can be broadly specified in under mentioned categories :-

(a) With the advancement of technology, the new approaches to the construction are being adopted. While the focus is mainly on the construction when such technologies are adopted but the efforts should be made to keep in mind the maintenance aspect while adopting any new technology for construction.

## (b) New design of fittings and fixtures

There is advancement in development of new fittings and fixtures in civil as well as electrical. So, while deciding such factors, the aspect of its easy repairs, maintenance and replacement should also be seen. Also, specification for the new items & material should be elaborated in details.

## (c) Selection of materials

While selecting any specific material for construction, it should be seen that if there is any requirement of repair or replacement in part, whether the same or similar material of the matching specification would be available in future, otherwise any damage in the localized area may need complete replacement with some other material which will lead to costly maintenance.

## (d) Workmanship

Workmanship during construction stage is one of the most important component which affects the serviceability of the building. Any deficiency in workmanship will lead to problem during the service life of the building which would create avoidable pressure on maintenance. Therefore, the construction team has to be fully alert to ensure that there is no such lacunae which may affect the service life of the building.

## III. Handing over of the completed building to maintenance

This is the transition phase when the building is completed by one team of engineers and the same is handed over to new time of maintenance engineers. Those who are involved in the construction has certain responsibilities before the building is handed over. The following should be ensured by the construction team of engineers.

- (a) All the "service drawings" & "as built completion drawings" should be handed over to the maintenance team.
- (b) The architectural drawing as well as construction drawing should be well preserved in the custody of division maintaining the record of the building.
- (c) The essential features of the building should be well documented and it should be handed over to the maintenance team.
- (d) The maintenance team should fully understand the salient features of the buildings and services in the campus at the time of taking over the building and services from the construction team. Any deficiency during the handing over may create trouble for maintenance team. Therefore, every aspect of maintenance has to be understood properly by the maintenance team at the taking over stage itself.

## IV. Handing over of building between maintenance team

Whenever there is transfer of field staff like JE, AE or EE maintaining any building or services, the new person taking the charge of the building shall be given full information, so that, there is no difficulty in carrying out the maintenance work by the new person. The following activities may be ensured :-

- (a) All the relevant documents and materials in the custody of outgoing person should be handed over and properly explained. The building or the services should be physically visited & explained.
- (b) There should be periodical drill to involve W.C. staff for locating and making aware about the services of the building so that at the time of real problem, there should be least delay in locating the hidden or underground services.

## (c) Role of client department

- (i) The client department may be made aware that the building is properly used as it has been designed. There should not be extra loading at any slab panel other than for which it has been designed.
- (ii) Any addition/alterations shall be taken by the client department in consultation with CPWD. The client department should not undertake any civil or electrical work at their own which may otherwise create complication or interfere with the existing services. Instances are there when clients have undertaken such addition/alterations works without consulting CPWD. In many times, such works are carried out without proper design and precautions which has led to maintenance trouble and in many cases, hazardous situation also.
- (iii) There should be joint inspection by CPWD field staff along with nodal officer from the client department to see that the building is being utilized and used as intended.

**PERIODIC CHECKS**

1 Systematic inspection by all concerned officers should be ensured. Broadly, there are different approaches for maintenance of residential quarters and non-residential buildings. While in the case of residential quarters, the complaints against any functional items are generally pointed out by the allottee and CPWD officials to see such cases are normally required to attend to these complaints promptly. In the case of non-residential buildings, as no individual is having the responsibility to look after the functioning of the building, it is responsibility of CPWD officials to ensure that all the functional items are working properly. While the periodic checks are required to be carried out in the case of residential as well as non-residential buildings.

While attending to day to day complaints, a proper watch has arose in isolation or due to some associated item which would call for repair later . Generally, the life of building components should also be kept in mind while taking a general decision about changing of outlived component of the building in the phased manner to avoid reoccurring of day to day complaints. The following categories of items have great significance in preventing maintenance, hence, special attention has to be paid in respect of these items by all concerned field engineers so that there is less burden on day to day maintenance.

- (i) Cleanliness of roof chajha top and plinth protection top.

These locations are generally found to be covered with some discarded material after construction work or vegetation growth are also found at these locations it should be ensured that roof top, chajha top and plinth protection is cleaned throughout the use of the building and any vegetation growth at these locations including vegetation on the vertical wall services should also be removed from time to time.

- (ii) Pre and post monsoon check

On the basis of experience, it has been found that one of the main causes of leakages from the roof of the building or from the chajha top is due to improper cleaning and blockages of drainage outlets. Hence pre-monsoon check-up should be thoroughly done. Special efforts has to be made to ensure that roof top, chajha top and its drainage system is properly cleaned. Also any hanging branches of the trees which is generally the source of leaves choking the drainage systems at the roof, action may be taken to remove them or treat these branches if otherwise possible.

During monsoon whenever complaint of leakage from roof or chajha arising on account of cracks, are received. While attending to these complaints, the cleanliness of such location may be ensured. Once the monsoon is over, identify the locations of seepages and leakages if due to failure of water proofing may be identified in the buildings & then the action should be taken in a planned manner for attending root causes.

- (iii) A/R & M/ O & S/R to be carried out on regular basis. While the preventive maintenance lessens the burden of A/R & M/O and Special Repair, at the same time, regular execution of A/R & M/O & Special Repair works also improves the preventive maintenance.
- (iv) Plaster spalling  
Cases of loose plaster on the vertical walls surface or top of wall should be attended. It should be removed and re-plastered so that there is no ingress of water to the wall from such location.
- (v) Leakages/seepages  
One of the challenging job in many cases is to identify the root cause of leakages & seepages in the buildings.
- (vi) Rusting of G.I. Pipes  
The rusted of G.I. Pipes is the main cause of leakages/seepages in the walls. Considering life and condition of the G.I. Pipes, action should be taken to replace outlived G.I. Pipes.  
"The G.I. pipe line from ferrule to water meter should also be replaced after a certain interval as it reduces the water supply resulting in water shortage".
- (vii) All the shafts should be easily accessible and should have adequate space, so that, it is possible to refix the window glasses at higher floors, dripping from the cooler points.
- (viii) All the roof should be easily accessible for easy maintenance and cleanliness. Ladders of appropriate metal should be provided, if possible, on permanent basis.
- (ix) The services above the false ceiling should be taken on the tray and neatly arranged.
- (x) In the termite affected area, anti-termite treatment should be ensured
- (xi) The root cause of rising dampness where feasible should be attended.
- (xii) The condition of water proofing treatment should be examined frequently. The water proofing of trap joints should be ensured. The trap as far as possible should be near to shaft.
- (xiii) Overhead tanks provided/placed on terrace on platform should have sufficient space under it for easy maintenance.
- (xiv) It should be ensured that inlet of rain water pipe is property scaled around the periphery.
- (xv) The allottees should be advised not to place pots on terrace as these may cause seepage during rainy season.
- (xvi) The cleaning of manholes and sewer line/storm water drains before mansoon should be done.
- (xvii) Damaged cables & other abandoned service lines should be removed periodically.
- (xviii) Electrical systems like main boards etc. should be checked annually.
- (xix) Bldg. Register & Inspection Register should be checked frequently by the Executive Engineer.

## CHAPTER 8

### HORTICULTURE MAINTENANCE

Guidelines for maintenance of buildings and services as contained in CPWD Manual shall be applicable in general for horticultural maintenance also. Horticultural maintenance however, is a bit different from the maintenance of buildings and services and norms for some of the activities are yet to be finalised. In many Government colonies Horticultural maintenance is not for a specific flat, but for a group of flats as the open spaces are not attributable to any particular flat. System of receipt/recording of complaints, categories of maintenance works, system of execution, inspection and monitoring is covered in the following paragraphs:-

#### **8.1 Receipt, recording and attending of Complaints**

General system of receipt of complaints as indicated in Chapter 2 shall be applicable. By and large, the complaints of Horticulture and other disciplines shall be received at the combined Service Centre and shall be recorded in separate Registers for Horticulture, Civil and Electrical disciplines. Horticulture complaints can be received at Seed Bed also. Assistant Director (Hort.) will ensure collection of Horticulture complaints from the combined Service Centre, get these assigned to the workers for compliance and record the complaints pending at the end of the day. The Workers will present their note-books to the Sectional Officer (Hort.) in the morning and during the day immediately after attending to the earlier complaint assigned to them for getting the new complaints for compliance. They will also report back at the end of the day in the evening with the compliance made. Similar system as for the civil and electrical complaints will be followed by Assistant Director (Hort.) for preparation of daily/weekly abstracts of pending complaints and for making efforts for getting the complaints attended at the earliest.

#### **8.2 Categorisation of Works**

Horticulture maintenance works have been categories as under: -

- (a) Day to day repairs
- (b) Annual repairs/periodical repairs
- (c) Special repairs

Details of above repairs at by c & d are indicated in Annexure-19.

#### **8.3 Norms**

Yardstick for deployment of workers for horticultural maintenance is given in Annexure-8. Various provisions for different types of Residential Bungalows, quarters, open spaces and Non-residential complexes with regard to hedges, trees and plantations etc., are given in Annexure-19. This also serves as the check-list for Inspecting Officers. Provisions to be followed for prestigious office buildings are also given in Annexure-19. List of such prestigious office complexes is given at Annexure-20.

#### **8.4 Survey and inspections**

Due emphasis will be laid on carrying out periodical surveys and inspections of the areas, specifically by S.O. (H) and AD (H), with a view to decide the items to be included in the day to day, periodical, special repairs and maintenance. List of items to be included in the inspection of Horticulture works is indicated in Annexure-10.

During their regular inspections, the S.O. (Hort.) and Asstt. Director (Hort.) will verify the actual work done with reference, to what is required to be done in particular areas and report their remarks in the check list indicated at Annexure-19. The Inspecting Officers will take note of the difficulties also for remedial action. To ensure closer interaction of field staff with the users, offices of Section Officer (Hort.), Assistant Director (Hort.) and Dy. Director (Hort.) will be located in the Centre of gravity of their operations.

### **8.5 Works Programming**

Efficient maintenance of Horticulture depends on the availability of irrigation water. Although unfiltered water supply network is available at some places like Delhi, the same has not been extended to all the colonies. This has to be supplemented with the tube-well water. It will be responsibility of Dy. Director (Hort.) to ensure that requirement of irrigation water is projected properly to his counterparts Executive Engineer (Civil) and Executive Engineer (Elect.), so that they can make arrangements for boring the tube-wells/operationalisation of pumps etc.

Based on the norms provided for different types of maintenance, yearly programme of works shall be drawn up by Asstt. Director (Hort.) and Dy. Director (Hort.) in the beginning of the year; say in April. This programme will be broken down in quarterly and monthly programmes. Estimates shall be prepared, based on the provisioning of different inputs for the maintenance. A typical format for preparation of the estimates is indicated at Annexure-14. It is only an indicative and will be different for different type of maintenance.

Provisions for indoor plants, cutflowers, floral decoration etc., are not covered under general maintenance. These are specific requirements of users and concerned Ministries/Departments are to bear expenditure on such provisions. Separate estimates are to be sent on specific demands for such requirements to the users and works executed on receipt of sanctions and funds.

### **8.6 Monitoring and control**

General system of monitoring of complaints like preparing abstract of complaints at the end of day, checking the compliance of the task assigned to the workers from the workers note-book vis-a-vis complaint register, transferring complaints of special repair and periodical repairs to the respective Registers, intimating time-frame for attending the complaints to the users, inspection of complaints attended every day and routine inspections of the area and watch for any unauthorised/illegal activity will be followed.

Based on Annexure-19, which is applicable for residential and non-residential maintenance, the Asstt. Director (Horti.) shall chalk out quarterly programmes in consultation with Dy. Director and monitor the same. Specimen copy of one such programme of Assistant Director (Hort.) is indicated at Annexure-21. Similar programme will be prepared by Dy. Director (Hort.) in consultation with Addl. Director of Horticulture/Director of Horticulture. A system of feedback will be devised for maintenance of areas. For important areas, Inspection Card system shall be followed, which will be got signed at least once in a month from the representatives of localities through Resident Welfare Associations. In case of office premises, Card shall be got signed by the nominated head of the Coordination Committee of the building. In case there is no Coordination Committee for maintenance of the buildings, acknowledgement will be obtained from the major user Ministry/Department in the buildings/office complexes.

A system of collecting feed back for maintenance of the areas has to be developed for taking action for processing the feed back information. A reporting system for civil and electrical disciplines is indicated at Annexure-18. Similar reporting system will be observed by ADH/DDH/Addl. DOH/DOH for Horticulture works, AD (H) will prepare details of day to day complaints, special repair complaints, requests of additions/alterations and periodical repairs and send the same for all Service Centres to DD (H) monthly. On the basis of the data received by DD (H), he will make programme and fix agency for the execution of works of special repairs and additions/alterations. He will send monthly report to Addl. Director (Hort.)/Director (Hort.), who will compile it at his level and send monthly report for works of all categories to Chief Engineer.

## CHAPTER 9

### MAINTENANCE OF VIP RESIDENCES

Definition of VIP Residence : Official Residence of President, Vice President, Prime Minister, Former Presidents, Chief Justice of Supreme Court, Lok Sabha Speaker, Former Prime Ministers, Cabinet Ministers of Union, Leaders of Opposition in Lok Sabha and Rajya Sabha, Deputy Chairman Planning Commission, Judges of Supreme Court of India, Comptroller and Auditor General, Chief Election Commissioner of India, Chairman of UPSC, Deputy Chairman of Rajya Sabha, Deputy Speaker of Lok Sabha, Members of Planning Commission, Ministers of State of Union, Attorney General of India, Cabinet Secretary, Chiefs of Staff, Chairpersons of CAT, Minorities Commission, SC/ST Commission, Chief Justice and Judges of Delhi High Court, Members of Parliament and Other Senior Government Functionaries as appointed from time to time shall be defined as VIP residence.

#### 9.1 Additions/Alterations

In case of Additions/Alterations ministry has laid down guidelines and fixed annual monetary limit/tenure monetary limit for carrying out Addition/Alterations. These Addition/Alterations are carried out subjected to technical feasibility. Yardstick for Additions/Alterations to VIP residences are as under:-

TABLE - I  
YARD STICK OF ADDITIONS/ALTERATIONS AT RESIDENCES

Sl. No.	Category of VIP	Ceiling Limit of A/A works (Amount in Rs.)	Remarks
1.	Vice President	As per actual	
2.	Prime Minister	-do-	
3.	Chief Justice of India	2,00,000	For the purpose of applyin these financial limit, the value of old works of A/A carried out at the residence of ministers, judges, or M.P., during their entire tenancy will be taken into account. If allottee in any category changes his residence during his tenancy as minister, judge or M.P. the financial limit is to be applied for his full tenancy that is coinciding with term of Lok Sabha or Rajya Sabha in the case of minister and MPs and High Court Judge/Supreme court Judge in case of Judges.(M/o UA&E No.110 1315188 - WI dated 28.1.98.)
4.	Ministers	2,00,000	11013/5/88-WI dt. 9.4.97.
5.	Judges of Supreme Court and High Court	1,00,000	11013/5/88-WI dt. 9/10.4.97.
6.	MPs	75,000	11013/5/88-WI dt. 11.3.97.
7.	Chairman and member of other commission i/c UPSC		The work of AIA will be born by Commission itself. (Directorate of Estate No. 14011 (9)87-Pol. IV dated 7.2.92.)

The following guidelines are issued by M/o UA&E vide O.M. No.28012122196 WI dated 9.4.97 for carrying out the works of addition/alteration:

- (1) Renovation of kitchens and toilets including replacement of floor tiles etc. should be carried out only in those cases where 10 years' time has expired after such works were carried out in any bungalow. Even after completion of 10 years, if renovation is not technically needed in the opinion of CPWD and if an occupant still wants to have additions/alterations, he would be required to bear the full expenses.
- (2) Additional construction prohibited under the LBZ norms should not be carried out in the bungalows and the occupants be informed accordingly.
- (3) To provide necessary facility of office block, construction of temporary office blocks as per the existing guidelines may continue to be provided in the bungalows occupied by Hon'ble Ministers which are below their entitlement. However when bungalow of the entitled type is available or likely to be available in near future for allotment but the Hon'ble Minister desires to continue in accommodation already made available to him but which is below his entitlement, then in such cases the temporary office blocks should not be constructed.

### 9.1.1 Constructions in Lutyen's Bungalow Zone area, New Delhi.

Additional construction is allowed to be carried out at the residences of ministers and other VIPs. This includes office accommodation at residence, guard room, toilet, visitors' room, etc. All the VIP residences are generally located in Lutyen's Bungalow Zone (LBZ) area, New Delhi. There are however strict restrictions on under taking additional constructions in LBZ. These restrictions have been imposed because there is need for preservation of the original character of Bungalow Zone. Delhi, which is the capital of India, comprises areas having three distinctive characters.

- (1) Walled city, Shahajahanabad.
- (2) Lutyen's New Delhi.
- (3) Post independence development.

The urban design form of New Delhi, which was designed by Sir Edwin Lutyen when the capital was shifted from Calcutta to Delhi (1911), was fundamentally based on Garden City concept. After independence, Delhi grew suddenly and enormously in a haphazard and unplanned way inspite of the Delhi master Plan (1962). With the view to preserve and maintain the aesthetic quality of Urban Design of Lutyen's Delhi, which is still dominated by green areas and bungalows, a separate set of norms were formulated for Lutyen's Bungalow areas with a delineated Bungalow area boundary comprising 2300 hect. by the Ministry of Urban Development on 8.2.1998.

- ⇒ [The need to preserve the original character of LBZ arises because:-
- ⇒ [The area has a unique quality with a special historical significance.
- ⇒ [The area has a strong identity, clarity and imaginability.
- ⇒ [The visual quality of the low density developments with predominant green areas is not only enriching the overall aesthetic environment but also balancing the ecology of the areas.

### 9.1.2 Upgradation of Bungalows in LBZ.

Keeping in view the above, the following guidelines for additions and alterations in Bungalows occupied by Cabinet/State/Dy.Ministers/Supreme Court/High Court judges, Secretaries to government of India are to be observed.

**(A) External Character**

1. Front set back shall be maintained as per the existing building line and no additional structures shall be allowed. Like wise, existing height of the building shall not be exceeded while making additions/alterations.
2. However for the purpose of security, sentry post/guard rooms/frisking sheds etc. shall be provided in the front set back near the entry point. These structures shall be of temporary nature/portable type lasting maximum upto 5 years.
3. The colour scheme shall be decided by the Architects depending upon the site environment.
4. The design of the boundary wall/gate shall be as per security requirements and best suited to the site and surroundings.
5. The existing bungalows can be modernised internally, by means of partitions in the rooms/additional toilets, etc. keeping the exterior facade as it is by creating additional rooms/spaces depending on the structural feasibility and the requirements of Cabinet Ministers/State/Dy. Ministers/equivalent.
6. If the additional requirements exceed the facilities provided as per para 8.1.2(B) the same shall be provided in side and rear set back, depending upon site conditions but not in the front set back.
7. There exist different types of bungalows with plinth areas ranging from 3,000 to 8,000 sq.ft. In order to modernise the existing bungalows under the above mentioned guidelines, each and every bungalow shall have to be designed independently with reference to the existing site conditions by the Architects.
8. To keep the tree studded character of the LBZ, no trees shall be cut and emphasis shall be laid on the plantation of more trees of similar varieties as existing in the LBZ.
9. The landscape design of the bungalow plots shall be in consonance with the overall character of the bungalow, and the designs shall be approved by the Chief Architect/Senior Architect concerned.

**(B) Additional Construction**

The guideline for construction in the Lutyen's bungalow zone stipulates no additional construction in the Bungalows. However to meet the functional demands, certain additional areas are required to be provided in the Ministers, Supreme Court Judges/ High court Judges/Secretaries to the Government of India's bungalows for additional residential accommodation, office accommodation & accommodation of security personnel in the Bungalows where the plinth area is below the entitlement of Minister/ .Judges and Secretary to Government of India. To meet such additional requirements, temporary accommodation as shown below may be provided for Minister/Supreme Court Judge/High Court Judges/Secretaries to Government of India's Bungalows.

**(a) Additional Residential accommodation****(i) Ministers**

At present a minister is entitled to a plinth area of the bungalow as 4498 sq.ft. In case the Minister is allotted a Type VII or below bungalow additional construction to the extent of one bed room with attached toilet and temporary open sheds for multipurpose usage etc. with a ceiling of 500 sq.ft. plinth area subject to overall ceiling of 4498 sq.ft. may be provided with temporary specifications.

- (ii) Supreme Court Judges/ High Court Judges/Secretaries to Government of India. In case Supreme Court Judges, High Court Judges and Secretaries to Government of India are allotted accommodation below their entitlement, additional construction for residential purposes with a ceiling of 500 sq.ft. plinth area may be provided with temporary specifications.
- (b) Office Accommodation  
For upgrading the bungalows to accommodate the Ministers, Supreme Court Judges/High Court judges, provision of office space as per norms laid down by the Government may be made by erecting semi portable structure with a life span of 5 years. Accommodation is to be provided with temporary specifications. Cabinet Minister/Minister of State/Deputy Minister/Supreme Court Judges/High Court Judges Area = 46.45 Sq.m./500 Sq.ft.  
Accommodation: 2 rooms with one toilet.
- (c) Security works
- (I) Guard Rest Room: To be provided in the following configuration.
- (i) Cabinet Minister: Room for (2+8) guards with bath & W.C.
- (ii) Minister of State: Room for (1+4) guards with bath & W.C.
- (II) Frisking Room/PSO Shed: One Room.
- (III) Sentry Post: Nos. of sentry post as per security arrangements.  
Additional residential /Office accommodation proposed to be provided to Ministers, judges and Secretaries to government of India would be as per Table 2:

TABLE - 2

Type of Addl. Accommodation	Cabinet Minister/Minister of State/ Dy. Minister/ Supreme Court/ High Court Judges	Secretary to Govt. of India	Specification
Residential	46.45 sq.m. (500 sq.ft.)	46.45 sq.m. (500sq.ft.)	Temporary
Office	46.45 sq.m. (500 sq.ft.)	-	Semi-portable.
Security Guard Rest Room	33.75 sq.m Cabinet (365 sq.ft.) Ministers (250 sq.ft.) for others	-	Semi portable
(ii) Frisking Room/PSO Shed	9.2 sq.m. (100 sq.ft.)	-	Portable
(iii) Sentry Pots	2 sq.m. (20 sq. ft.)	-	Portable

The issue of construction of temporary sheds at the residences of Hon'ble Judges of Delhi High Court has been discussed in various meetings taken by Hon'ble Chief Justice of Delhi High Court. This matter has also been considered in this Department and it has now been decided that temporary shed of an area of 500 sq.ft. with variations upto 25% where inescapable, may be constructed with cement concrete flooring and fibre glass roofing for sit-out, sheds and cement concrete flooring with fiberglass roofing for car sheds wherever the need for such structure is felt. There is no fixed cost ceiling and the expenditure will be governed by the specifications prescribed by the Department from time to time.

Similar sheds upto a limit of 500 sqft with variations upto 25% where inescapable may be constructed in LBZ bungalows on specific request from allottees after getting A/A & E/S of competent Authority.

**(C) Specifications**

(i) For temporary structure with life span of 5 years (for additional residential accommodation).

FOUNDATION	Brick work in foundation
FLOORING / SKIRTING/ DADO	PCC/Mosaic for office, tiles for toilet, and kota stone for verandah
SUPERSTRUCTURE	BRICK work in mud mortar with Cement plaster.
WINDOWS	Steel windows with grill.
DOORS	T-Iron/Pressed steel frame with suitable Shutter.
ROOFING	Sand stone slabs on T-Iron frame with suitable water proofing. OR A.C./CGI sheet roofing with suitable false ceiling.
COST	Cost of structures with above specifications will be Rs. 4000/- per sq.m. (as on Oct. 1995).

(ii) For semi-portable structure (for additional office & security accommodation).

STRUCTURE	Mild steel frame structure placed on plinth.
CLADDING	Flexo Board or equivalent outside & Gypsum Board or Novopan or equivalent inside with insulation
ROOFING	AC/CGI sheet roofing with false ceiling. Fiberglass sheets roofing for sitting out sheds.
COST	Cost about Rs. 6527/- per sq.m. (as on Oct. 1995).

**9.2 Furniture / Furnishings**

CPWD Divisions procure furniture for supplying to President of India, Vice President of India, Prime Minister, Union Ministers, Judges of Supreme Court, Hon'ble Members of Parliament and other dignitaries entitled to furnished accommodation by specific orders of Govt. of India. Furniture is also supplied to various Commissions against specific approvals issued for the purpose. Furniture is not supplied to general pool residences unless the same is available in spare with the divisions after meeting with the requirements of VIPs.

The furniture procured by department comes under two categories; durable and non-durable. Life span of durable and non-durable furniture has been fixed by Minister of Urban Affairs and Employment through WI desk letter dated 9.3.1995 and the same is indicated in Annexure -17.

### 9.2.1 Maintenance of Furniture

The furniture require day to day repairs to keep it in functional & usable and periodical repairs like painting/polishing, change in upholstery, cushions etc. With constant use, the furniture goes out of circulation and new furniture is required to replace the same after following due procedure of writing off. Under mentioned amount will be spent annually on maintenance of furniture.

- (i) Durable furniture - 1 1.25 % of capital cost of furniture
- (ii) Non-durable furniture - 23% of capital cost of furniture

The capital cost of total furniture available as on 1st of April of the year will be worked out and maintenance estimate of furniture will be prepared within above mentioned cost. All items of day to day repairs, periodical repairs and renewal and replacement will be met out of this cost. Estimate for purchase of additional new furniture not forming the part of above estimate will be prepared separately and sent to Ministry for approval.

Almost all the VIP residences are provided with furniture/furnishings by CPWD. Director of Estate lay down guidelines for issue of furniture furnishings in the residence of Vice President, Prime Minister, Ministers and MPs. There is limit in terms of monetary value of furniture/furnishings up to which no rent is charged from the VIP and beyond this limit, rent is charged at certain rates.

Yard stick for supplying furniture and furnishings, amount of rent recoverable separately for durable and non durable furniture as fixed up by Director of Estates in respect of VIP residences is given in table - 3.

TABLE -3  
ENTITLEMENT OF FURNITURE/ FURNISHING

Sl. No.	VIP	Rent Free Limit	Rent of furniture & furnishing
1.	Vice President	No limit	Full furniture/ furnishing Rent-free.
2.	Prime Minister	-do-	-do-
3.	Ministers State Ministers	2.5 Lacs 2 Lacs	@1.9% of cost of furniture per month beyond ceiling limit for durable furniture and 2.9% of cost of furniture for non-durable furniture.
4.	Dy. Minister	Rs. 22,500/-	-do-
5.	Chairman, Planning Commission Election Commission	Rs. 38,500/-	-do-
6.	Member, Planning Commission/ Election Commission	Rs. 22,500/-	-do-
7.	Chairman & Member Other Commissions' I/c UPSC		As per orders of the Commission. The expenditure is to be born by the Commission.
8.	M.P.s	75,000/-	Rent @ 13.75% of the cost of furniture beyond ceiling, per annum.
9.	Chief Justice of India	5 Lacs	Directorate of Estate No. 1401 1(4)/91-Pol.IV, dt. 27.2.96.
10.	Judges of Supreme Court of India	4 Lacs	-do-

### 9.3 Security Works

Security Works are provided on the recommendation of Police. Usually, such requisitions are given by DIG (Security). Expenditure on security works is to be incurred by Ministry of Home Affairs. MHA has laid down guidelines for making various security provisions according to the category of security cover provided to the protected persons. These guidelines are of confidential nature and as such cannot be depicted in this manual. Whenever any requisition is received in this regard from police authorities, security provisions are made according to these guidelines.

To avoid delay in providing these facilities, MHA has delegated powers of sanctioning the estimates based on standard guidelines to DG(W), CEs. Whenever there is a demand for providing security provisions to the protected persons, which are not as per standard guidelines laid down by M/o Home Affairs, facility is provided on receipt of sanction from Ministry of Home Affairs.

### 9.4 Arrangements for functions at VIP Residences/Govt. functions

Very often functions are held at the residences of VIPs. In addition, various Govt. functions are also held in important buildings like Rashtrapati Bhawan, Parliament House, Hyderabad House. Special care is to be taken by all disciplines for making arrangements for such functions. A check list of items in connection with the arrangements for such functions is given at Annexure 13. In general following guidelines shall be followed.

1. The EE(C), EE (E) & DD(H) shall fill up the check list in case of each function and sent one copy to respective CE(Civil). EE(E) shall, in addition, send one copy to CE(E) concerned. This should be done at least one day in advance.
2. At all functions attended by a VVIP, Ex. Engineer with his junior staff should normally be present and in case of his inability due to any reason the SE concerned shall be present.
3. At all functions attended by Ministers and other dignitaries an officer of the rank of AE & JE from each discipline shall be present and in case of any difficulty the EE shall be available.
4. Against each item in the above check list, the reply should normally be one or more as under :
  - (a) Not required.
  - (b) Arrangement made.
  - (c) Arrangement made checked and found O.K.
  - (d) Yes/No/Not applicable.
5. If the notice of the function is too short, the forms may be filled up by AE but it is his responsibility to inform the EE' concerned.
6. Functions held after prior notice shall also be attended by SEICE at their discretion or if so desired, by the designated officer for the function but shall be inspected by them at least one day in advance.
7. The JE/AE/EE shall check independently and record the time and date.
8. Check list at Annexure 13 should be filled up well before every function and sent to CE(C) and CE(E).

### 9.5 Powers to CPWD Officers

For ensuring prompt services to these residences certain powers have been given to CPWD officers. The cases beyond the power of CPWD officers are sent by Chief Engineer to Ministry. All the VIP residences are located in Delhi and their maintenance is carried out generally by NDZ I. Some specific powers have therefore being given to Chief Engineer, NDZ I and Additional Director General(S&P), apart from DG(W). These powers are given in table-5

TABLE - 5  
POWER DELEGATED TO CPWD OFFICERS

Sl. No.	Description of item	Officer	Power	Remarks
1.	Purchase of furniture for residences of Vice President and Prime Minister	CE(NDZ) I ADG(S&P) DG(W)	1 Lakh 5 Lakh Full	Estimate beyond Rs. 5 Lakh will be submitted to DG (W) for approval. (N0.50/ 6/90 - W, Vol.IV dt. 24.2.96..)
2.	Purchase of furniture for residence of (i) Minister / Minister of State (ii) Deputy Minister	CE(NDZ-I) CE(NDZ-I)	22,500	Subject to conditions mentioned in Directorate of Estate's O.M. No. 14011(4)/91-Pol.IV, Dated 21.5.91 (i) The estimates for purchase of furniture should be approved and concurred in by the appropriate authority (ii) The purchase should be made after satisfying that the existing requirement cannot be met from within the available stock of CPWD and that earlier sanction, (iii) if any has been fully utilised. (iv) The prescribed ceiling is inclusive of the value of old furniture as well as new furniture going to be purchase. Therefore, the purchase of furniture should not be resorted to in cases, where the total value of furniture issued to the VIP applicant, including the old items of furniture exceed his / her entitlement.
3.	Civil works for residence of Vice President and Prime Minister.	DG(W)/ ADG(S&P)/ CE(NDZ-I)	Full/ 5 Lakh/ 1 Lakh	(Min. of UA&E No. 11013/5/88- WI, Dated 9.4.97)
4.	Additions and Alterations Provision of compound wall, barbed wire fencing and other civil works for security purposes in residence allotted to ministers, judges of the supreme Court, judges of the Delhi High Court and Govt. officers	CE (NDZ) VI ADG (Works)/ DG(W)	Full Powers	Strictly in accordance with the recommendation1 approved plan of Police Authorities. (M/o UA&E NO. 170 13/1/85 - W I Dated 2 1.7.89)
5.	Provision of flood light Powers fittings, alarm bell system etc. for security purposes in the residences allotted to Ministers, judges of the Supreme Court and Delhi High Court and Government officers.	CE(NDZ) VII ADG (Works)/ DG(W)	Full Powers	Strictly in accordance with the recommendation1 approved plan of Police Authorities. (M/o UA&E NO. 170 13/1/85 - W I Dated 2 1.7.89)
6.	Construction of office block and guard house in the residences allotted to Ministers	CE(NDZ) I/ DG(W)	Full powers	Subject to the norms approved by the Ministry of UAE after obtaining a certificate from the Directorate of Estates that no bungalow with the facility of office block and guard house is available for allotment to the Minister
7.	Construction of additional bath room and WC for servant quarters in case the existing facilities are considered insufficient in relation to the number of servant quarters.	--DO--	--DO--	Subject to maximum limit of one bath room and WC for Two servant quarters.

Sl. No.	Description of item	Officer	Power	Remarks
8.	Metalling the approach roads -- within the bungalow	CE(NDZ) I/ DG(W)	Full powers	
9.	Provision of under ground water tank with boosting arrangements in residences allotted to Ministers and Judges of the Supreme Court.	--DO--	--DO--	M/o UA&E.O.M. No. 17013/1/85 - WI dtd. 21 J.89
10.	Works of Additions1 Alterations in Ministers residences.	--DO--	Rs. 1,00,000/-	M/o UA&E O.M. NO. 11013/5/88 - WI dtd.9.4.97
11.	Works of additions1 alterations in the residences allotted to judges of the Supreme Court and the Delhi high court.	CE(NDZ) I/CE(NDZ) /11/DG (W)	Rs. 50,000/-	Wo UA&E O.M.No.11013/5/88 - WI dtd.9/10.04.97
12.	Works of additions/alterations in residences allotted to MPs.	House Committee Lok Sabha/ Rajya Sabha	Rs. 30,000/-	Addition/ Alteration works beyond Rs.30,000/- sanctioned by the M/o UA &E/M/o Finance. (M/o UA&E O.M. No. 1 1013/5/88 - WI dtd. 1 1.3.97)
13.	Provision of boundary wall and barbed wire fencing and security lighting alarm bell system in residences allotted to MPs. 14 Sanctioning	CE(NDZ) I/ ADG (W)/ DG (W)	Full powers	Powers limited to the cases where a certificate of essentiality has been furnished by the appropriate police authorities and in accordance with the norms/ recommendations made by the police authorities. (M/o UA&E O.M. NO. 170 13/5/85 - W dtd. 2 1.7.89).
14.	Sanctioning additional construction in houses allotted to Minister in case the type is VII or below - cases where plinth area of the bungalow is less than 4498 Sq.ft.	--DO--	Full powers	Additional construction to the extent of one bed room with attached toilet with a ceiling of 500 sq.ft. plinth area, subject to overall ceiling of 4498 sq ft. may be provided. (M/o UA&E O.M. NO. 1701315185 - WI dtd. 21.7.89)
15	Works for augmenting water supply like construction of underground tank with boosting arrangement, provisional additional over head tanks or provision of additional taps.	--DO--	Full powers	(M/o UA&E O.M. No. 17013/5/85-WI, dtd.21.7.89)

## CHAPTER 10 ENCROACHMENT

Encroachment on government land/public premises will not be allowed to occur. Since the government buildings standing on the land and the land underneath and appurtenant there to along with the land under roads, parks, toilets, play grounds, situated in government colonies come under the administrative control of CPWD for all purposes, the responsibility with regard to preventing, reporting and removal of unauthorised construction /encroachments thereon is that of the CPWD. The services like roads, parks, storm water drains which have been handed over to local bodies will come under their purview for taking action regarding prevention and removal of the encroachments. Directorate of Estate, which is the authority for allotment of government premises will receive reports from CPWD regarding unauthorised construction or encroachments by the allottees of general pool residential / commercial premises and would take steps for cancellation of allotments. The responsibility for removal of such unauthorised construction/encroachment as also encroachments by the persons other than the allottees will vest with the CPWD. The CPWD is also entrusted with the responsibility for taking action for removal of encroachments or unauthorised construction under common areas such as roads, parks not handed over to local bodies or unallotted land in government colonies, which cannot be specifically attributable to allottee.

### 10.1 Responsibility for detection/removal of encroachments

The responsibility for detection/reporting and removal of unauthorised construction/encroachments in government colonies/government land lie on the authorities as indicated in the Annexure - 11. Ministry of Urban Development has issued comprehensive guidelines for removal/demolition of unauthorised constructions vide O.M. No. 11010/1/2010-W-1 dt 21.6.10.

A close watch will be kept to ensure that encroachments do not take place in the area. Junior Engineer and Assistant engineer will be personally responsible for the encroachments taking place in their jurisdictions. Executive Engineers, Assistant Engineers & Junior Engineers in case of transfers, will prepare a detailed note/ list of the encroachments already existing in their areas and action taken/proposed to be taken will be mentioned clearly in their handing over reports to their successors.

Under-mentioned procedure will be adopted to prevent further encroachment in CPWD areas and remove the encroachments already taken place.

- (i) Whenever any construction activity going on in the locality is noticed by the J.E/A.E. on their inspection carried out by them on day to day basis, they will verify whether the construction is according to building plans sanctioned by the local bodies. Immediate steps shall be taken to stop or demolish the constructions which are being carried out in the absence of sanctioned building plans.
- (ii) A report will be sent to the Directorate of Estates in case the building activity is within the premises allotted by the Directorate of Estates or in the area appurtenant to the premises allotted by them. For this purpose, area within the compound wall and gate of the premises will be considered as appurtenant to the premises allotted by the Directorate of Estates. Side by side the matter will also be reported to the Police for immediate prevention of unauthorised construction.

Director of Estate will upon receiving such intimation of unauthorized encroachment within premises allotted by him, cancel the allotment and take action to evict the allottee. Whenever such premises are vacated by the allottee all unauthorized encroachments, structures/additions / alterations etc. shall be demolished by CPWD before the premises are re-allotted by DoE.

- (iii) In case unauthorised construction/encroachment is not stopped/removed by the encroacher, a notice may be issued to him by the Estate Officer of the area under P.P. (Eviction & Unauthorised occupation) Act, 1971. Side by side F.I.R. may be lodged with the police against the defaulter/encroacher.
- (iv) Action will be taken by the Estate Officer under the P.P (E of U.O.)Act 1971 and eviction proceedings will be passed. Consequent upon the passing of the eviction proceedings, Estate Officer i.c. Executive Engineer / DD(H) will approach Special Task Force constituted by Government of NCTD in Delhi and similar mechanisms in other states in consultation with local police and State Government authorities and get the unauthorized encroachments removed.
- (v) The Ministry of UA&E has been declaring EEs/DD (H) of CPWD as Estate Officers from time to time. Some more officers of CPWD have been declared as Estate Officers recently by Ministry of UA&E for the purpose of Public Premises Act and list of those is enclosed at Annexure - 16.

It is the responsibility of the department to act immediately as and when un-authorized construction/encroachment is noticed. They will not take the plea that said encroachment had already taken place before taking over their duties in the area. It is expected that irrespective of the fact whether the encroachment had taken place during the time of their predecessors or in their own period, they will take action under the rules and direction issued by Government from time to time. Their performance will be judged by the action they have taken to stop/remove the encroachment.

It shall be kept in mind that police on receiving the report regarding encroachment/unauthorised construction may not act at their own. Their duty is to provide protection to the officers of the department against any untoward incidence at the time of removal of encroachments and for that police help can be sought. Arrangement for labour and equipments for demolition/removal has to be made by CPWD officers.

Divisional officer or his representative A.E. or J.E. may take the help of Demolition Squad of local bodies in case they do not have any arrangements of their own or in case it will take time for them to make arrangement for arranging the demolitions and exigency of job warrants the demolitions to be arranged on emergency basis.

Local governments also have Demolition Squads in certain cities. In Delhi the Lt. Governor has constituted Special task Force, in every District. Assistance of special Task Force Demolition Squad can be taken by writing to the ADM/DM of the District concerned.

## **10.2 Removal of Encroachments on Public Land**

The responsibility for prevention, detection and removal of encroachments from lawns, parks and other green areas under the maintenance of Horticulture wing of CPWD will be that of Sectional Officer (Horticulture), Assistant Director (Horticulture), and Deputy Director (Horticulture). Their responsibilities will be similar to their counter parts on Civil and Electrical side relating to the encroachment within their jurisdiction. They will also follow the above procedure for prevention, detection, and removal of encroachments.

### 10.3 Role of local bodies in prevention of encroachment

Local bodies like municipal Corporations, Development authorities play a vital role in prevention of encroachment in the cities. For any construction in the cities, construction plans have to be approved by local bodies. Their inspectors are required to go round their areas on inspections and stop any construction activities going on without any approved plan.

### 10.4 Government Instructions to local bodies

In cities like Delhi, encroachments have occurred on a large scale, which has engaged the attention of Ministry of Urban Affairs and Employment. Under Section 41(1) of Delhi Development Act, Section 487 of Delhi Municipal Corporation Act, and Section 395 of NDMC Act. Ministry has issued under mentioned directions to local bodies NDMC, MCD and DDA for strict compliance and land owning agencies report action taken by them to Ministry :-

- (i) NDMC, MCD and DDA should set up within their financial resources mobile squads headed by jurisdictional Assistant Engineers in order to conduct spot verification of all ongoing constructions in their respective areas on a day to day basis, with a view to ensuring that these are based on building plans duly sanctioned by the respective local Authorities/bodies. Such inspections should not be confined merely to the lands owned by these bodies but will extend over all public and private lands in their respective jurisdictions :
- (ii) Immediate steps should be taken to stop or demolish the constructions which are being carried on in the absence of sanctioned building plans, Effective liaison with the jurisdictional Police stations should be maintained while carrying out these tasks to prevent any law and order or other untoward problems;
- (iii) The performance of the mobile squads may be reviewed by the District level Special Task Forces set up under the orders of the LG, Delhi in each district;
- (iv) Whenever deemed necessary and specially in cases where unauthorised constructions are not stopped despite issue of a notice, steps should be taken to register FIRS and launch prosecutions against the defaulters/encroachers;
- (v) Special attention will be paid to ensure that parks, green spaces and other public open spaces are not encroached upon even through temporary constructions. Any temporary construction allowed for a specific purpose should be got vacated within the allotted time frame in the absence of which action be taken to remove such constructions forthwith at the cost of the party concerned and deduct the expenditure from his security deposit; and
- (vi) All land owning agencies should take effective measures including fencing, regular inspection of the land, etc. to protect their lands from future encroachments. Private security agencies may be deployed for this purpose, where ever found absolutely necessary.
- (vii) All land owning agencies should also take necessary protective and preventive measures and ensure that their land is not utilised for dumping garbage and thereby be lost to its regular use.

## CHAPTER 11 OUTSOURCING OF MAINTENANCE

### OUTSOURCING OF MAINTENANCE ACTIVITY IN THE CPWD

**11.1. Nature of Outsourcing :-** It has been decided, wherever outsourcing is approved, to engage a single agency for a defined geographical area on contract for carrying out the comprehensive maintenance operations, which will include day to day repairs, special repairs, addition/alterations, minor works (carried out on cost sharing basis), annual repairs such as white washing, painting etc. This agency will be responsible for maintaining not only the civil component but also responsible for the electrical fittings/fixtures and horticulture works on a composite basis. Further, where caretaking is also being done by CPWD this would also be included in scope of work of the agency. One or more service centres can be covered under a single outsourcing agreement, as per administrative convenience.

#### 11.2 Scope of Outsourcing work:

- (A) Day to Day Maintenance:-** The single agency for carrying out day to day maintenance activity through the deployment of required trained manpower under the supervision of a supervisor. The agency will also provide the services of computer literate enquiry clerks to man the front offices of the service centres. It will be responsible for receiving the service requests from CPWD e-Sewa/IVRS/ various allottees and allotting the same to the workforce and keeping a detailed record of the work done in the computerized maintenance service of CPWD being run at the website <http://cpwd.sewa.nic.in>. The maintenance activity will include the cost of material required for attending of day to day complaints and the payment shall be made on the basis of unit plinth area being maintained per month. A detailed list of items, which will be considered as falling in the category of day to day repairs shall be enumerated and included in the agreement. For justification of rates at which the work is to be awarded, the requirement of labour shall be assessed on the basis of laid down yardsticks available for maintenance in CPWD and this requirement shall then be rounded off to nearest whole number for provision of manpower which shall be provided. Suitable provisions for recovery in case of non compliance by the agency may be incorporated in the NIT conditions.
- (B) Special Repairs :-** Provision for special repairs and addition/alterations shall be made as distinct subheads and the items of works required to be executed shall be enumerated, as are being done at present also, and the contractor shall be required to quote rate for individual items. The quantities for these repairs shall be based on an assessment made for the works executed in the preceding years and on the basis of requests for such items available on record with CPWD.
- (C) Annual Repair:-** The item of annual repair i.e. white washing, painting etc. shall also be included as distinct subhead and the quantities for this subhead shall be based on the yardstick for these items for the buildings considered to be covered under outsourcing.

**11.2.1** The proposal to have distinct subheads in the tender is based on the fact that while the items for other subheads can be estimated and measured distinctly the item in the first subhead i.e. Day to Day maintenance cannot be estimated and is not amenable to measurement. Therefore, while payment for items in the subheads of annual repair, special repair and addition/alteration will be made on actual quantities executed and measured, the payment for day to day maintenance shall be on the basis of unit area or number of dwelling units maintained as per agreement conditions and specifications.

**11.2.2** As day to day maintenance activities have to be attended within benchmarks laid down, suitable provisions for levy of compensation for delayed attendance of maintenance requests and or workmanship shall be provided for. Time frame for attendance of maintenance requests shall be stipulated in the agreement which shall be the same as those mentioned in this Manual in chapter 3 & 4.

**11.2.3** As the attending of day to day complaints shall be inclusive of the cost of materials, the CPWD shall make available suitable spaces if available, in the service centre to be operated by the agency in which sufficient quantity materials required for attending common day to day complaints shall be stored to ensure that service requests are attended promptly. This would also eliminate the necessity for the contracting agency to set up temporary stores in the areas. However, for its own convenience the construction agency can be permitted to erect temporary stores, with the approval of EE, CPWD. However, the decision of CPWD about erection of such store will be final.

**11.2.4** Suitable provisions for making mandatory provision for the workers to come in proper uniform and proper identification shall be incorporated in the agreements. Besides, the standard clauses available in the agreement form which provide for ensuring safety and welfare activities of the workforce required to be deployed by the agencies employed by CPWD, conditions shall be incorporated in the agreement to indemnify the govt. from acts of omissions/commissions of the workers employed by the contractor.

**11.3** For Housekeeping activities the following provisions may be made:-

- (i) List of tools, plant and machinery and onus of providing the same and chemicals and consumables
- (ii) Monthly, weekly and daily schedule and frequency of operations.
- (iii) Demarcation of space(s) for storage of machines, material and chemicals; rentals if any
- (iv) provision for damage to existing structures, fixtures etc due to any of his activities
- (v) provision for collection and disposal of garbage, malba, serviceable materials and any other waste(s); method(s) and location(s) of their final disposal.
- (vi) Penalty for non achievement of bench marks.

<b>Annexure 1</b>
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**TIME CHART AT SERVICE CENTRE FOR JUNIOR ENGINEER AND SECTION OFFICER (HORTICULTURE)**

Time	Functions
8.45	Report duty, perusal of Artisan Diary, instructions to workmen.
9.00	Marking attendance of Artisans and issuing materials duly accounted for release and surplus materials
9.20	Attending personal representations from tenants (Licensees)++
9.45	Discussions with AE about complaints
10.00	Supervision and inspection of works
13.00	Lunch Rest
14.30	Supervision and inspection of works.
15.30	Attending Office work.
17.00	Marking attendance and closing Time : 8 hours 15 minutes Effective supervision time : 4 hours.
	++ New classification added

**Annexure 2**

**ACKNOWLEDGEMENT TO COMPLAINT**

No.....

Dated : .....

To

Ref: Your Complaint No. ....dated.....For Flat/Quarter No.....

Dear Sir,

The subject complaint is acknowledged. Necessary action is being taken to fix-up an agency for attending to the same. We will revert back to you no sooner we are in a position to take up the subject complaint. I request you to kindly bear with us.

However, the complaint is likely to be attended in next.....months.

Yours faithfully,  
(Assistant Engineer)

### Annexure 3

#### CPWD SERVICE CENTRE .....

Date : .....

Unit to which transferred :

S.No.	Flat No.	Ref. of Orgl. Complaint (No. & Date)	Balance work to be attended by the receiving unit	Classification		Remarks
				No delay	Other	

(Junior Engineer)

Recd: Complaint Transfer Memo.

M/c Numbered

Date :

(Junior Engineer)



### Annexure 5

#### PLINTH AREA RATES FOR CIVIL ENGINEERING MAINTENANCE

Base Year 1979

Sl. No.	Category	Service Charges	Annual Repair	Special Repairs		
				Age 0-20 years (Rs./Sqm.)	Age 21-40 years (Rs./Sqm.)	Above 40 years (Rs./ Sqm.)
1	2	3	4	5	6	7
1.	<b>RESIDENTIAL BUILDINGS</b> Type I to V and above	2.40	2.75	1.75	2.90	4.05
2.	M.Ps Flats, Ministers Bungalows, Supreme Court and High Court Judges Residences	4.80	5.50	2.30	3.85	5.40
3.	Hostels	3.10	3.55	1.75	2.90	4.05
4.	Rashtrapati Bhawan Vice Presidents House & PM's House	Actuals	Actuals	Actuals	Actuals	Actuals

Sl. No.	Category	Service Charges	Annual Repair	Special Repairs		
				Age 0-20 years (Rs./Sqm.)	Age 21-40 years (Rs./Sqm.)	Above 40 years (Rs./ Sqm.)
1	2	3	4	5	6	7
1.	<b>NON-RESIDENTIAL BUILDINGS</b> Normal offices	2.75	3.15	3.00	5.00	7.00
2.	North & South Block Sectt.	1.35	1.55	-	-	5.00
3.	Parliament House & Sansad Saudha	5.15	5.90	9.65	-	9.65
4.	Temporary office Buildings	2.75	3.15	2.35	3.85	-
5.	Supreme Court	5.15	5.90	9.65	-	-
6.	Hospitals	6.85	7.85	4.65	7.70	10.80
7.	Dispensaries	6.85	7.85	4.65	7.70	10.80

**NOTES :**

1. The above plinth area rates do not cover expenditure on Conservancy charges.
2. These rates also do not include the extra amount admissible for maintenance and repairs in hilly region.

**PLINTH AREA RATES FOR ELECTRICAL ENGG. MAINTENANCE**

Sl. No.	Category	Rate in per Sqm., for day to day Service repairs, mentenance	
		Concentrated groups	Scattered groups
1.	2.	3.	4.
1.	Type I to IV	2.30	2.80
2.	Type V and above	2.80	3.25
3.	M.Ps Flats, Ministers Bungalows, Supreme Court Judges Residences	5.55	-
4.	Hostels	3.70	-
5.	Rashtrapati Bhawan,Vice Presidents House & PM's House	Actuals	
1.	Normal offices	3.25	3.70
2.	North & South Block Sectt.	2.80	-
3.	Parliament House & Sansad Saudha	9.25	-
4.	Temporary office Buildings	3.25	3.70
5.	Supreme Court	5.55	-
6.	Hospitals	7.40	-
7.	Dispensaries	5.55	-

**NOTES :**

1. These plinth area rates do not cover expenditure on maintenance of air-conditioning installations; lifts, pumps and substation. Funds will be provided for these services on actual requirement.
2. The rates do not include the extra amount admissible for maintenance and repairs in hilly region.

### Annexure 6

#### REGISTER OF SPECIAL REPAIRS

Special Repair Group.....

S.No.	Complaint No.	House No./ Locality	Location of Repairs	Approximate Quantity	Repairs required in			Schedule of Repairs
					Less than 1 month	Within 3 months	Within 6 months	
1	2	3	4	5	6	7	8	9



### Annexure 8

#### YARD STICK OF WORK-CHARGED STAFF

##### YARDSTICK FOR CIVIL WORK - CHARGED STAFF (RESIDENTIAL BUILDINGS)

S. No.	Categories	Plinth area in Sq. ft.
1.	2.	3.
1.	4.	5.
1.	Mason Type 1,7, 8 MP flat. and Officers hostels Type 2-6	Pre 1947 construction 2 lacs Post 1947 construction 2.5 lacs Pre 1947 construction 2.5 lacs Post 1947 construction 3 lacs
2.	Carpenter Type 1-3 Type 4-6 Type 7, 8, MP flats & Officers Hostel	3 lacs 3.5 lacs 2.8 lacs
3.	Plumber All types	3 lacs* * This does not include additional workers on night duty in selected areas.
4.	Type 1-3 Type 4-8	3 lacs@] 4 lacs@] @ This does not include addl. workers on night duty of seasonal Labour for cleaning branch sewers

- Notes: (1) Beldar for each Carpenter and 1 for each Mason. In addition the strength of Beldar should be 150% above what is worked out on the basis of Carpenters and Masons.
- (2) Mate and Blacksmith - No Mate or Blacksmith should be employed for maintenance of building.
- (3) Painter and Upholsterer - No yardstick is prescribed in respect of
- (i) Painter including Furniture Painter and
- (ii) Upholsterer.
- (4) Caneman - No Caneman should be employed in any Division, except one in 'B' Division and two in Parliament Works Division for urgent and emergent works. Canning should normally be got done through blind men.

##### YARDSTICK FOR CIVIL WORK CHARGED STAFF (NON-RESIDENTIAL BUILDINGS)

S.No.	Category	Parliament House	Other Monumental Buildings	Hospitals	Other Public bldgs. like Schools, Courts, Airport Terminal bldgs. etc.	Office Buildings
1.	2.	3.	4.	5.	6.	7.
1.	Mason	1 No.	5 lacs	(Pre1947 constn.) (Post 1947 constn.)	Plinth Area in sq. ft. 1.6 lacs 2 lacs	3 lacs
2.	Carpenter	1 No.	7.5 lacs	3 lacs	3 lacs	5 lacs
3.	Plumber	1 No.	7.5 lacs	3 lacs	3 lacs	3.6 lacs

1.	2.	3.	4.	5.	6.	7.
4.	Sewerman	1 No.	7.5 lacs	3 lacs	6 lacs	6 lacs
5.	Beldar	Twice the number of workers in the categories of Mason and Carpenter				
* Requisitioned buildings, if used for office purposes may be clubbed with 'Office Buildings', but if used for other purposes such as hospitals, schools etc., they may be clubbed with the respective head.						
<b>YARDSTICK FOR ELECTRICAL WORK CHARGED STAFF</b>						
Type of Buildings			Wireman/One per point	Ratio of Wireman to Khallasi	Painter one per point	
1.			2.	3.	4.	
(I) Residential						
(1) Type I to IV Qrs.			3300	2:1	15000	
(2) Type V & above MPs residences			3300	2:1	15000	
(3) VIP/Ministers' bungalow			3300	2:1	15000	
(II) Non- Residential Buildings						
(1) Monumental bldg.			2000	2:1	10000	
(2) Multi-storeyed bldgs			2000	2:1	10000	
(3) Hospital & Laboratories			2000	2:1	10000	
(4) Airports			2500	2:1	10000	
(5) Schools, Colleges, Single/Double Storeyed Offices/Hutments			3300	2:1	10000	
(6) Press bldgs., & Workshop			2500	2:1	10000	
<b>YARD STICK FOR HORTICULTURE STAFF</b>						
<b>A. MALI</b>						
Sl. No	Type of Area			Norms (1 Mali for)		
1.	H.M. Houses and officers entitled to free accommodation			1 acre		
2.	MPs accommodation and Govt. officers bungalows.			1.55 acres		
3.	Flats			1.35 acres		
4.	Permanent office accommodation			1.25 acres		
5.	Open spaces			3.00 acres		
6.	Play grounds			2.00 acres		
7.	Public Parks			2.00 acres		
8.	Prestigious works			1.00 acres		
9.	Hedge cutting			12000 Running ft.		
10.	Potted plants			3000 plants		
11.	Mowing of lawn			*20 acres		

Sl. No	Type of Area	Norms (1 Mali for)		
		No. of trees	Slow growing trees	Fast growing trees
12.	Trees			
		250	Upto 4 yrs. old	Upto 3 yrs. old
		300	4-8 yrs.	5-6 years
		1200	Beyond 8 yrs.	Beyond 6 yrs.

( Ratio of Sr. Malis to Malis - 1:3)

\* These works have already been included in the above works and therefore no separate staff is to be provided for these works unless at the places where only hedge cutting work/mowing of lawns is to be performed.

**B. CHOUDHARY :**

One Choudhary over 18 Malis/Sr. Mali

### Annexure 9

#### MAINTENANCE COST INDEX Repair Cost Index for Delhi as on 01/01/2012 (Base 100 as on 01-10-1979)

Annexure I

S. N.	Description of Item	Unit	Rate at Delhi corresponding to Base 100 as on 1/10/1979 (Rupees) (a)	Average Calculated Rate (b)	Weight-age (c)	Repair Cost index $\frac{(b \times c)}{a}$
1.	Aggregate 10 mm & 20 mm average	Cum	77.84	1120	4.00	57.55
2.	Cement	quintal	46.08	527	9.50	108.65
3.	Oil Bound Distemper	kg	4.50	46	17.00	173.78
4.	Plastic Emulsion	Litre	36.69	165	7.00	31.48
5.	Paint (Synthetic enamel)	Litre	36.50	157	17.50	75.27
6.	Fine Sand	Cum	37.88	688	4.00	72.65
7.	Timber (2nd class Teak and Salwood in scantling)	Cum	2186.60	59300	9.50	257.64
8.	Coolie/ Beldar	Each	13.0	256	21.50	423.38
9.	Mason/ Fitter/ Carpenter/ Painter	Each	18.30	312	10.00	170.49
	<b>Total</b>				<b>100</b>	<b>1370.89</b>

**Say 1371.00**

#### MAINTENANCE COST INDEX Service Cost Index for Delhi as on 01/01/12 (Base 100 as on 1-10-1979)

Annexure II

S. N.	Description of Item	Unit	Rate at Delhi corresponding to Base 100 as on 1/10/1979 (Rupees) (a)	Average Calculation Rate (b)	Weightage (c)	Service Cost index $\frac{(b \times c)}{a}$
1.	Work charged staff a) Beldar/ Coolie b) Mason/ Carpenter	Each Each	13.00 18.30	800 974	24 30	1476.92 1596.22
2.	Muster Roll Staff	Each	*Skilled- 14.95 *Semi skilled- 12.25 *Beldar- 9.25 36.45 Avg = Rs.12.15	- 312 256 568 Avg = Rs.284	11.50	268.81
3.	Materials			Repair cost index excluding labour is 777.13 and, weightage is 68.5, by converting to 100% = $\frac{777.13 \times 100}{68.5}$ =1134.50	34.50	$\frac{1134.50 \times 34.50}{100}$ = 391.40
	<b>Total</b>				<b>100</b>	<b>3733.35</b>

**Note:- \***

(1) Muster roll wages as in 1979

**Say 3733**



S. No.	Item No.	Needs Repair			Needs Replacement		Priority		
		Action	Quantity	Cost	Quantity	Cost	Immediate	Annual	Routine Repairs
5.5	Functioning of overhead/low level cistern								
5.6	Air Locking								
5.7	Leakages in pipe joints								
5.8	Condition of overhead tank								
5.9	Cleaning of overhead tank								
5.10	Fittings								
	5.10.1	Washbasin							
	5.10.2	Soap container							
	5.10.3	Mirror							
	5.10.4	Glass shelf							
	5.10.5	Towel rail							
	5.10.6	Hangers							
	5.10.7	Sinks							
	5.10.8	Taps							
	5.10.9	Pillar cocks							
	5.10.10	Showers							
	5.10.11	Cisterns							
	5.10.12	Ball valves							
	5.10.13	Seat cover							
	5.10.14	Steps							
<b>6.</b>	<b>External Services</b>								
6.1	Manhole covers								
6.2	Covers to gully traps								
6.3	Cleaning of manholes								
6.4	Plinth protection								
6.5	Cleaning of storm water drain								
6.6	Approach roads								
6.7	Service lanes								
<b>7.</b>	<b>Finishing</b>								
7.1	White washing/colour washing/distemper								
	(a) When was it done last?								
	(b) When is it due?								
	(c) Existing condition.								
7.2	Painting								
	(a) When was it done last?								
	(b) Existing conditions								
	(c) When is it due.								
<b>8.</b>	<b>Common Areas</b>								
8.1	Railing to staircase								
8.2	Staircase steps								
8.3	Staircase nosing								
8.4	Shafts								
<b>(B) INSPECTION OF BUILDINGS (ELECTRICAL)</b>									
(a) House No. and Type :					(b) Location :				
(c) Date of Last Inspection :					(d) Date of present inspection :				



- (D) Planting Beds :**
  - (i) Needs Replacement
  - (ii) Gap filling
- (E) U/F Water Supply:**
  - (i) Matter to be reported to U/F Water Division after inspection.
- (F) Rockeries :**
  - (i) Gap filling of dead one
  - (ii) Replacement of damaged, weak
  - (iii) Replacement of stones
  - (iv) Thinning, trimming
  - (v) Redesigning of paths, Maintenance of paths
- (G) Kitchen Garden:**
  - (i) Change in site
  - (ii) Plan for planting of vegetables
- (H) Road Side Plantation :**
  - (i) Gap filling Nos.
  - (ii) Trimming, pruning
  - (iii) Tree Guards not required & to be removed/repair/painting etc.
  - (iv) Proposal for new plantation, Digging of holes etc.
  - (v) Misc.
  - (vi) MOU-Detailed report(performance & financial achievements)

<b>Annexure 11</b>				
<b>RESPONSIBILITY FOR DETECTION/REMOVAL OF UNAUTHORISED CONSTRUCTIONS</b>				
S. No.	Type of unauthorised construction	Area where it takes place	Responsibility for detecting and reporting /removal	Responsibility for cancellation/eviction proceedings.
1.	Unauthorised construction	Inside a residential quarter/ shop allotted by the Directorate of Estates	C.P.W.D	Directorate. of Estates to cancel the allotment & initiate eviction proceedings evict the person concerned from the premises.
2.	Unauthorised construction	In a lawn/space attached to a specific residential quarter/ shop or by an identifiable allottee/shopkeeper	C.P.W.D	Dte. of Estate to cancel the allotment and initiate eviction proceedings & evict the person concerned from the premises.
3.	Unauthorised construction	On common lawns of residential qtrd/markets not attributable to a specific quarter or a specific allottee and internal roads not handed over to local bodies.	C.P.W.D.	C.P.W.D.
4.	Unauthorised construction	On open lands which do not form part of open space attached to specific quarters/ shops or which do not form part of common lawns of quarters/markets.	L&DO/C.P.W.D./ Land owning agency.	L&DO/C.P.W.D./ Land owning agency.
5.	Unauthorised construction	Roads/Lands/Open space declared as public streets handed over to local board	Land owing agency	Land owing agency

## Annexure 12

### ALLOTMENT OF GOVERNMENT RESIDENCE RULES Ministry of Works & Housing

NOTIFICATION

New Delhi dt.....1981

S.O. In exercise of the powers conferred by the proviso to article 309 of the Constitution, read with rule 45 of the Fundamental Rules, the President hereby makes the following additions to the Supplementary Rules, namely:-

#### Supplementary Rules, Part VIII - Division XXVI

#### Short title and application

##### S.R. 317-BB-1.

- (1) These rules may be called the Allotment of Government Residences (under the Control of the Central Public Works Department) Rules, 1981.
- (2) They shall come into force on the date of their publication in the Official Gazette.

#### Definitions

**S.R. 317- BB-2** In these rules, unless the context otherwise requires:-

- (a) 'Allotment', means the grant of a licence to occupy a residence in accordance with the provisions of these rules;
- (b) 'Allotment Year' means the year beginning on the 1st January or such other period as may be notified by the Divisional Officer but in no case an allotment year shall extend beyond two years.
- (c) 'Divisional Officer' means the Executive Engineer (Civil) or (Electrical) of the Central Public Works Department and includes an Assistant Executive Engineer or Superintending Engineer of the Central Public Works Department.
- (d) 'Director General (Works)' means the Director General (works) of the Central Public Works Department and Chief Engineers means the Chief Engineers (Civil) and (Electrical) of Central Public Works Department.
- (e) 'Eligible officer' means, -
  - (i) in the case of a accommodation meant for all offices of the Central Public Works Department, all offices of the Central Public Works Department, located in the city concerned;
  - (ii) in the case of accommodation available for the essential maintenance staff of the enquiry office or groups of enquiry offices the staff working in that office or group of office and who are notified by the Government as essential for the purpose of allotment of accommodation;
  - (iii) in the case of accommodation available in aerodromes, the staff working in the aerodrome concerned;
  - (iv) in the case of accommodation available for specific construction works, the staff employed on such construction works;
  - (v) In the case of accommodation meant for work charged staff of Central Public Works Department, all the work charged staff working at that station.
- (f) 'emoluments' means the emoluments as defined in Fundamental Rules 45-C but excluding the compensatory allowances.

**EXPLANATION :** In the case of an officer, who is under suspension the emoluments drawn by him on the first day of the allotment year in which he is placed under suspension, or if he is placed under suspension, on the first day of the allotment year, the emoluments drawn by him immediately before that date shall be taken as emoluments;

- (g) 'family' means the wife or husband, as the case may be, and children, step- children, legally adopted children, parents, brothers or sisters, who ordinarily reside with and are dependent on the officer;
- (h) 'Government' means Central Government unless the context otherwise requires;
- (i) 'Priority date' of an officer in relation to a type of residence to which he is eligible under provisions of S.R. 317 BB-5 means the earliest date from which he has been continuously drawing emoluments relevant of a particular type or a higher type in a post under the Central Government or State Government or on foreign service, except for periods of leave.

Provided that in respect of Type A B C D residence the date from which the officer has been continuously in service under the Central Government or State Government including the periods of foreign service shall be his priority date for that type.

Provided further that where the priority date of two or more officers is the same, seniority among them shall be determined by the amount of emoluments, the officer in receipt of higher emoluments taking precedence over the officer in receipt of lower emoluments; and where the emoluments are equal, by the length of service;

- (j) 'Licence Fee' means the sum of money payable monthly in accordance with the provisions of the Fundamental Rules in respect of a residence allotted under these Rules;
- (k) 'residence' means any residence for the time being under the administrative control of the divisional officer;
- (l) 'subletting includes sharing of accommodation by an allottee with another person with or without payment of licence fee by such other person.  
*Explanation :* Any sharing of accommodation by an allottee with close relations shall not be deemed to be subletting;
- (m) 'temporary transfer' means a transfer which involves an absence for a period not exceeding four months;
- (n) 'transfer' means a transfer from the station or post where the officer is working at any other station or any post at the station for which the accommodation in occupation of the officer is not intended and vice-versa.
- (o) 'type' in relation to an officer means the type of residence to which he is eligible under Supplementary Rule 317 BB - 5.
- (p) 'adjoining municipality' means any municipality contiguous to a local municipality;
- (q) 'house in relation to an officer or member of his family' means a building or part thereof used for residential purposes and situated within the jurisdiction of a local municipality or of any adjoining municipality.  
*Explanation :* A building, part of which is used for residential purposes, shall be deemed to be a house for the purposes of this clause notwithstanding that any part of it is used for non-residential purposes;
- (r) 'local' municipality in relation to an officer means the municipality within whose jurisdiction his office is located;
- (s) 'member of family' in relation to house owning officer means the wife or husband, as the case may be, or dependent child of the officer;
- (t) 'municipality' includes a municipal corporation, municipal committee or board, a town area committee, a notified area committee, and a cantonment board.

#### **Application**

**S.R. 317-BB-3** These rules shall apply to the following categories of quarters:-

- (1) quarters available at the disposal of divisional officers for allotment to staff employed in enquiry offices;
- (2) quarters available at the disposal of divisional officers for allotment to staff employed on the maintenance of aerodromes;
- (3) quarters available at the disposal of divisional officers to facilitate construction works;
- (4) other quarters under the Central Public Works Department.

#### **Allotment To Husband And Wife**

**S.R. 317.B.B.- 4**

- (1) No officer shall be allotted a residence under these rules, if the wife or the husband, as the case may be, if the officer has already been allotted a residence, unless such residence is surrendered;  
Provided that this sub-rule shall not apply where the husband and wife are residing separately in pursuance of an order of judicial separation made by any court.
- (2) Where two officers in occupation of separate residences allotted under these rules marry each other, they shall within one month of the marriage surrender one of the residences.
- (3) If a residence is not surrendered, as required under sub-rule (2), the allotment of the residence of the lower type shall be deemed to have been cancelled on the expiry of such period, and if the residences are of the same type, the allotment of such one of them, as the Divisional Officer may decide, shall be deemed to have been cancelled on the expiry of such period.
- (4) Notwithstanding anything contained in sub-rule (1) to (3), -
  - (a) If a wife or husband, as the case may be, who is an allottee of a residence under these rules, is subsequently allotted a residential accommodation at the same station from a pool to which these rules do not apply, she or he as the case may be, shall surrender any one of the residences within one month of such allotment.  
Provided that this clause shall not apply where the same husband and wife are residing separately in pursuance of an order of judicial separation made by any court.
  - (b) Where two officers, in occupation of separate residences at the same station, one allotted under these rules and another from a pool to which these rules do not apply, marry each other, any one of them shall surrender any one of the residences within one month of such marriage.
  - (c) If a residence is not surrendered as required under clause (a) or clause (b), the allotment of the residence in the Central Public Works Department pool shall be deemed to have been cancelled on the expiry of such period.

**Classification Of Residences**

**S.R. 317-B.B.-5** Save as otherwise provided by these rules, an officer shall generally be eligible for allotment of a residence of the type shown in the table below:

Type of residence	Category of officer or his monthly emoluments as on the first day of the allotment year in which the allotment is made.
A	Less than Rs. 260/-
B	Less than Rs. 500/-, but not less than Rs. 260/-
C	Less than Rs. 1,000/-, but not less than Rs.500/-
D	Less than Rs. 1500/-, but not less than Rs. 1,000/-
E	Rs. 1500/- and above.

**Applications For Allotment****S.R. 317 BB-6**

- (1) An officer who seeks allotment of a residence or the continuance of allotment of a residence which has been allotted to him should apply in that behalf to the divisional officer before the 15th December of the year preceding the year of allotment or when directed to do so by him and in such form and manner and by such date as may be prescribed by the Divisional/officer.
- (2) In respect of newly appointed officers or those coming on applications received before the 20th day of calendar month shall be considered for allotment in succeeding month.

**Allotment of Residences And Offers**

**S.R. 317 - BB - 7** (1) Residences attached to an enquiry officer of the Central Public Works Department, residences earmarked for Central Public Works Department staff at aerodromes and the construction sites shall be deemed to be reserved for the essential staff and will have to be vacated by occupant on his transfer, etc., as soon as his successor reports for duty or other person of his category is allotted that quarter in the interest of public service notwithstanding the period of retention allowed under S.R. 317 - BB-9. (The provision of Directorate of Estate O.M. No. 2/52/64-ACC.1 dated the 20th of the March, 1965, shall regulate retention of such reserved accommodation).

- (a) Residences attached to enquiry offices : The regular and work-charged staff who are attached to an enquiry office or have jurisdiction over an enquiry office shall be eligible for allotment of residences attached to that enquiry office. The divisional officer will decide for the particular enquiry officer, the categories of staff out of the following categories for which one residence each of the entitled or lower type of accommodation may be earmarked: -
  - (i) Assistant Engineer (Civil)
  - (ii) Junior Engineer (Electrical)
  - (iii) Assistant Engineer (Electrical)
  - (iv) Junior Engineer (Civil)
  - (v) Sewerman or Sweeper
  - (vi) Lift Mechanic
  - (vii) Wireman or Assistant Wireman
  - (viii)Plumber or Assistant Plumber
  - (ix) Pump Operator or Assistant Pump Operator
  - (x) Khallasi or Beldar

If more than one person of the selected categories of the staff are eligible for allotment of Government residence, the allotment shall be made to the person with the earliest priority date in that category. If any person offered an allotment in the aforesaid manner does not accept the allotment, the residence shall be offered to a person with the next priority date in the same category. If any residences are available after meeting the priority requirements as decided by the divisional officer, they shall be allotted to other members of staff attached to the enquiry office or having jurisdiction over the enquiry office in accordance with their dates of priority.

- (b) In the case of residences attached to aerodromes, the procedure for allotment shall be same as per sub-para (a).
- (c) The following categories of staff shall have preference in the allotment of residences earmarked for construction staff: -
  - (i) Executive Engineer (Civil)
  - (ii) Executive Engineer (Electrical)
  - (iii) Assistant Engineer (Civil)
  - (iv) Assistant Engineer (Electrical)

- (v) Junior Engineer (Civil)
- (vi) Junior Engineer (Electrical)
- (vii) Sub-Divisional Clerk
- (viii) Motor Lorry Driver

- (d) Persons who are allotted residences which are meant for essential staff as mentioned in sub-paras (a), (b) and (c) shall give a written undertaking that they will attend to emergency duty outside their normal working hours whenever called upon to do so. Failure to attend to emergency calls outside normal duty hours will involve cancellation of the allotment of the Government accommodation.
- (e) Notwithstanding other provisions, allotment may be cancelled without providing alternative accommodation if the allotting authority at any stage considers that the services of the allottee Govt. servant is not essential at the enquiry offices, working sites and aerodromes or in the case of misconduct or negligence of duty on the part of the allottee.

(2) Save as provided in these rules, a residence on falling vacant, will be allotted by the divisional officer preferably to an applicant desiring a change of accommodation in that type under the provisions of S.R. 317-BB-5 and if not required for that purpose, to an applicant without accommodation in that type having the earliest priority date for that type of residence subject to the following conditions:-

- (i) the divisional officer shall not allot a residence of a type higher than that to which the applicant is eligible under S.R. 317-BB-5.
- (ii) the divisional officer shall not compel any applicant to accept a residence of a lower type than that to which he is eligible under S.R. 317 BB-5.
- (iii) The divisional officer, on request from an applicant for allotment of a lower category residence, may allot to him a residence next below the type for which the applicant is eligible under S.R. 317 BB-5 on the basis of his priority date for the same.

(3) The divisional officer may even in case of non-reserved accommodation cancel the existing allotment of an officer and allot to him an alternative residence of the same type or in emergent circumstances an alternative residence of the type next below the type of residence in occupation of the officer if the residence in occupation of the officer is required to be vacated.

(4) A vacant residence may, in addition to allotment to an officer under sub-rule(1) be offered simultaneously to other eligible officers in order of their priority date, if it is apprehended that the allottee officer may not accept the allotment.

#### **Non-acceptance Of Allotment Or Offer Or Failure To Occupy The Allotted Residence After Acceptance S.R. - 317-BB-8**

- (1) If any officer fails to accept the allotment of a residence within five days or fails to take possession of that residence after acceptance within eight days from the date of receipt of the letter of allotment he shall not be eligible for another allotment for a period of one year from the date of the allotment letter.
- (2) If an officer occupying a lower type of residence is allotted or offered a residence of the type for which he is eligible under S.K. 317 - BB - 5 or for which he has applied under S.R. 317 - BB - 6, he may on refusal of the said allotment or offer of allotment, be permitted to continue in the previously allotted residence on the following conditions, namely:-
  - (a) that such an officer shall not be eligible for another allotment for the remaining period of the allotment year in which he has declined the allotment or offer;
  - (b) while retaining their existing residence he shall be charged the same licence fee which he would have had paid under F.R. 45 - A in respect of the residence so allotted or offered or the licence fee payable in respect of the residence already in occupation, whichever is higher.

#### **Period for Which Allotment Subsists And The Concessional Period For Further Retention**

**SR - 317 BB-9** (1) An allotment shall be effective from the date on which it is accepted by the officer and shall continue in force until,

- (a) the expiry of the concessional period permissible under sub-clause (2) after the officer ceases to be on duty in an eligible office of the Central Public Works Department;
- (b) It is cancelled by the divisional officer or is deemed to have been cancelled under any provision of these rules;
- (c) It is surrendered by the officer with due notice; or
- (d) The officer ceases to occupy the residence.

(2) A residence allotted to an officer may subject to sub-rules (3) and (5) be retained on the happening of any of the events specified in column I of the table below for the period specified in the corresponding entry in column 2 thereof provided that the residence is required for the bona fide use of the officer or members of his family.

TABLE

Events	Permissible period for retention of the residence
(i) Resignation, dismissal, or removal from service, termination of service or unauthorised absence without permission.	1 Month
(ii) Retirement or terminal leave	2 Months
(iii) Death of the allottee	4 Months
(iv) Transfer to a place outside the city concerned.	2 Months
(v) Transfer to an office which is not eligible for accommodation under these rules.	2 Months
(vi) On proceeding on foreign service in India	2 Months
(vii) Temporary transfer in India or transfer to a place outside India.	4 Months
(viii) Leave (other than leave (a) preparatory to retirement, refused leave, terminal leave, medical leave or study leave).	For the period of leave but not exceeding 4 months.
Events	Permissible period for retention of the residence
(b) Maternity leave	For the period of maternity leave plus the leave granted in continuation subject to maximum period of five months
(ix) Leave preparatory to retirement or refused leave granted under F.R. 86 or earned leave granted to Government Servants, who retire under F.R. 560(j)	For the full period of leave on full average pay, subject to a maximum of 180 days in the case of leave preparatory to retirement and 4 months in other cases, inclusive of the period permissible in the case of retirement.
(x) Study leave in or outside India	(a) In case the officer is in occupation of accommodation below his entitlement for the entire period of study leave, (b) In case the officer is in occupation of his entitled type of accommodation, for the period of study leave but not exceeding six months; Provided that where the study leave extends beyond six months he may be allotted alternative accommodation, one type below his entitlement on the expiry of six months or from the date of commencement of the study leave, if he so desires.
(xi) Deputation outside India.	For the period of deputation but not exceeding six months
(xii) Leave on medical grounds	Full period of leave.
(xiii) On proceeding on training	For the full period of training.

Note : The above concessional period for retention of Government accommodation not available when any quarter has been earmarked for a specific post by the Government.

Explanation : The period permissible on transfer mentioned against items (iv) and (v) in the table shall count from the date of relinquishing charge plus the period of leave, if any, sanctioned to and availed of by the officer before joining duty at the new office subject to a maximum limit provided under items (vi) or (ix) as the case may be of the table.

(3) Where a residence is retained under sub-rule (2) the allotment shall be deemed to be cancelled on the expiry of the admissible concessional period unless immediately on the expiry there of the officer resumes duty in an eligible office at that place.

(4) Where an officer is on medical leave without pay and allowances, he may retain his residence by virtue of the concession under item (xii) of the table below sub-rule(2):

Provided he remit: the licence fee for such residence in cash every month and where he fails to remit such licence fee for more than two months the allotment shall stand cancelled.

(5) An officer who has retained the residence by virtue of the concession under item (i) or item (ii) of the table below sub-rule (2) shall, on re-employment in an eligible office within the period specified in the said table to be entitled to retain that residence and he shall also be eligible for any further allotment of residence under these rules:

Provided that if the emoluments of the officer on such re-employment do not entitle him to the type of residence occupied by him, he shall apply for allotment of a lower type of residence.

(6) Notwithstanding anything contained in sub-rule (2) or sub-rule (3) of sub-rule (4) or sub-rule (5) when an officer is dismissed or removed from service or when his services have been terminated and the Head of the Department in respect of the officer in which such officer was employed immediately before such dismissal, removal or termination is satisfied that it is necessary or expedient in the public interest so to do, he may require the divisional officer to cancel the allotment of the residence made to such officer either forthwith or with effect from such date prior to the expiry of the period of one month referred to in item (l) of the table below sub-rule (2) as he may specify and the divisional officer shall act accordingly.

#### **Vacation Of Residences.**

**S.R. 317-BB-10** (1) The vacant possession of the quarters shall be given by the allottee Government servant to Junior Engineer or to Assistant Engineer in case Junior Engineer himself is to hand over the vacant possession, concerned with the maintenance of those quarters within the period prescribed under these rules.

(2) When after an allotment has been cancelled or is deemed to be cancelled under any provision contained in these rules, the residence remains or has remained in occupation of the officer to whom it was allotted or of any person claiming through him, such officer shall be liable to pay damages for use and occupation of the residence equal to the panel licence fee as may be determined in accordance with the policy formulation approved by the Government.

#### **Provisions Relating To Licence Fee**

**S.R.-317-BB-11** (1) Where an allotment of accommodation or alternative accommodation has been accepted, the liability for licence fee shall commence from the date of occupation or the eighth day from the date of receipt of the allotment, whichever is earlier.

An officer who, after acceptance, fails to take possession of that accommodation within eight days from the date of receipt of the allotment letter, shall be charged licence fee from such date upto a period of 12 days.

(2) Where an officer, who is in occupation of a residence is allotted another residence and he occupies the new residence, the allotment of the former residence shall be deemed to be cancelled from the date of occupation of the new residence. He may however retain the former residence without payment of licence fee for that day and the subsequent day for shifting.

(3) House owning officers or those who owns a house after allotment and are occupying government accommodation shall pay licence fee as decided by the Government from time to time.

#### **Personal Liability Of The Officer For Payment Of Licence Fee Till The Residence Is Vacated And Furnishing Of Surety By Temporary Officers**

**S.R. 317-BB-12 .** (1) The officer to whom a residence has been allotted shall be personally liable for the licence fee thereof and for any damage beyond fair wear and tear caused thereto or to the furniture, fixtures or fittings or services provided therein by government during the period for which the residence has been and remains allotted to him, or where the allotment has been cancelled under any of the provisions in these rules, until the residences along with the out-houses appurtenant there to have been vacated and full vacant possession thereof has been restored to Government.

(2) Where the officer to whom a residence has been allotted is either a permanent or a quasi-permanent Government servant, he shall execute a security bond in the form prescribed in this behalf by the Central Government with a surety, who shall be a permanent Government servant serving under the Central Government for due payment of licence fee and other charges due from him in respect of such residences and services and any other residences and services and any other residence provided in lieu.

(3) If the surety cases to be in government service or becomes insolvent or withdraws his guarantee or ceases to be available for any other reason, the officer shall furnish a fresh bond executed by another surety within thirty days from the date of his acquiring knowledge of such event or fact; and if he fails to do so, the allotment of the residence to him shall, unless otherwise decided by the divisional officer be deemed to have been cancelled with effect from the date of that event.

**Surrender of An Allotment And Period Of Notice**

**S.R.317-BB-13** (1) An officer may at any time surrender an allotment by giving intimation so as to reach the divisional officer at least ten days before the date of vacation of the residence. The allotment of the residence shall be deemed to be cancelled with effect from the eleventh day after the day on which the letter is received by the divisional officer or the date specified in the letter, which ever is later. If he fails to give due notice, he shall be responsible for payment of licence fee for ten days or the number of days by which the notice given by him fall short of ten days, provided that the divisional officer may accept a notice for a short period.

(2) An officer who surrenders the residence under sub-rule (1) shall not be considered again for allotment of Government accommodation at the same station for a period of one year from the date of such surrender.

**Change Of Residence**

**S.R. 317-BB -14.** (1) An officer to whom a residence has been allotted under these rules may apply for a change to another residence of the same type or a residence of the type to which he is eligible under S.R. 317 BB - 5 which ever is lower. Not more than one change shall be allowed in respect of one type of residence allotted to the officer.

(2) All applications for change made in the form prescribed by the divisional officer and received upto the 19th day of a calendar month shall be included in the waiting list in the succeeding month. For purposes of this rule the officers whose names are included in the waiting list in an earlier month shall be enblock senior to those whose names are included in subsequent months. The inter seniority of the officers included in the list in any particular month shall be determined in the order of their priority dates.

(3) Changes shall be offered in order of seniority determined in accordance with sub-rule (2) and having regard to the officer's preference as far as possible:

Provided that no change of residence shall be allowed during a period of six months immediately preceding the date of superannuation.

(4) If an officer fails to accept a change of residence offered to him within five days of the issue of such offer or allotment he shall not be considered again for a change of residence of that type.

(5) If an officer who after accepting a change of residence fails to take possession of the same he shall be charged licence fee for such residence in accordance with the provisions of sub-rule (1) of S.R. 317 BB - 11 in addition to the normal licence fee under F.R. 45 - A for the residence already in his possession, the allotment of which shall continue to subsist.

**Change Of Residence In The Event Of Death Of A Member Of The Family**

**S.R.317-BB-15** Notwithstanding anything contained in S.R. - 317 BB - 14 an officer may be allowed a change of residence on the death of any member of his family if he applies for a change within three months of such occurrence provided that the change will be given in the same type of residence and in the same floor as the residence already allotted to the officer.

**Mutual Exchange Of Residences**

**S.R. 317BB-16** Officers to whom residences of the same type have been allotted under these rules may apply for permission to mutually exchange their residences. Permission for mutual exchanges may be granted if both the officers are reasonably expected to be on duty at the same place and to reside in their mutually exchanged residences for at least six months from the date of approval of such exchange.

**Transfer to Non-Family Station**

**S.R.317-BB-17.** If an officer is transferred to a station where he is not permitted or advised by Government to take his family with him and the residence allotted to him under these rules is required by the family for the bonafide educational needs of his children he may be allowed on request to retain the residence on payment of the rent under F.R. 45 - A till the end of current academic session of his children, however this rule is not applicable in case of reserved accommodation where the orders of Directorate of Estates O.M. No. 2/52/64 - Acct. dated the 20th March 1965 will regulate retention of reserved accommodation.

**Maintenance Of Residences**

**S.R.317-BB-18** (1) The officer to whom a residence has been allotted shall maintain the residence and premises in a clean condition to the satisfaction of the Central Public Works Department and the local civil authorities. Such officers shall not grow any tree, shrubs or plants contrary to the instructions issued by the Government or Central Public works Department nor cut or lop off any existing tree or shrub in any garden, courtyard or compound attached to the residence save with the prior permission in writing of the Central Public Works Department. Trees, plantation or vegetation, grown in contravention of this rule may be caused to be removed by the divisional officer or other authority concerned at the risk and cost of the officer concerned.

(2) No additions or alterations shall be made in and around the premises allotted without the permission of the divisional officer.

### **Subletting And Sharing Of Residences**

**S.R. 317-BB-19.** (1) No officer shall share the residence allotted to him or any of the out-houses, garages and stables appurtenant thereto, except with the employees eligible for allotment of residence under these rules. The servants' quarters, out-houses and garages may be used only for the bonafide purposes including residence of the servants of the allottee or for such other purposes as may be permitted by the Divisional Officer.

(2) No officer shall sublet the whole of his residence; provided that an officer proceeding on leave may accommodate in the residence any other officer eligible to share accommodation under these rules as a caretaker for the period specified in S.R. 317-BB-9, but not exceeding six months.

(3) Any officer who shares or sublets his residence shall do so at his own risk and responsibility and shall remain personally responsible for any licence fee payable in respect of the residence and for any damage caused to the residence or its precincts or grounds or services provided therein by Government beyond fair wear and tear. The allottee shall have to pay damages as decided by the government in cases of misuse on account of, sub-letting (partly or fully) sharing without permission or for the structural misuse.

(4) The premises allotted for residential purposes, if used for any other purpose by the allottee shall constitute violation of the allotment rules.

### **Consequences Of Breach Of Rules And Conditions**

**S.R. 317-BB-20.** (1) If an officer to whom a residence has been allotted unauthorisedly sublets the residence or charges licence fee from the sharer at a rate which the divisional officer consider excessive or erects any unauthorised structure in any part of the residence or uses the residence or any portion thereof for any purposes other than that for which it is meant or tampers with the electric or water connection or commits any other breach of these rules or the terms and conditions of the allotment or uses the residence or premises or allows the residence or premises to be used for any purpose which the divisional officer considers to be improper or conducts himself in a manner which in his opinion is prejudicial to the maintenance of harmonious relations with his neighbours or has knowingly furnished incorrect information in any application or written statement with a view to securing the allotment, the divisional officer may without prejudice to any other disciplinary action that may be taken against him cancel the allotment of the residence. Allotment is liable to cancellation if in the opinion of the allotting authority, the conduct of the allottee or his dependent is prejudicial to the maintenance of harmonious relations with the neighbours.

**EXPLANATION :** In this sub-rule expression 'officer' includes, unless the context otherwise requires, a member of his family and any person claiming through the officer.

(2) If an officer sublets a residence allotted to him or any portion thereof or any of the out-houses or garages, appurtenant thereto in contravention of these rules, he may without prejudice to any other action that may be taken against him be charged enhanced licence fee not exceeding four times the standard licence fee under F.R. 45- A. The quantum of licence fee to be recovered and the period for which the same may be recovered in each case will be decided by the divisional officer on merits. In addition the officer may be debarred from sharing the residence for a specified period in future as may be decided by the divisional officer.

(3) Where action to cancel the allotment is taken on account of unauthorised subletting of the premises by the allottee, a period of sixty days shall be allowed to the allottee and any other person residing with him therein to vacate the premises. The allotment shall be cancelled with effect from the date of vacation of the premises or expiry of the period of sixty days from the date of the orders for the cancellation of the allotment, whichever is earlier.

(4) Where the allotment of a residence is cancelled for conduct prejudicial to the maintenance of the harmonious relations with the neighbours, the officers at the discretion of the divisional officer may be allotted another residence in the same class at any other place.

(5) The divisional officer shall be competent to take all or any of the actions under sub-rules (1) to (4) of this rule and also to declare the officer who commits a breach of the rules and instructions issued to him to be ineligible for allotment of residential accommodation for a period not exceeding three years.

(6) Where any penalty under this rule is imposed by any officer of the rank of Superintending Engineer or below, the aggrieved person may within twenty-one days of the receipt of the orders by him or his employer imposing the penalty, file a representation to the Chief Engineer or Director General (Works).

(7) The original order imposing the penalty shall stand unless it is modified or rescinded as a result of the representation.

### **Overstay In Residence After Cancellation Of Allotment**

**S.R. 317-BB-21.** Where, after an allotment has been cancelled or is deemed to be cancelled under any provision contained in these rules, the residence remains or has remained in occupation of the officer to whom it was allotted or of any person claiming through him, such officer shall be liable to pay damages for use and occupation of the residence, services, furniture and garden charges, equal to the penal licence fee or twice the licence fee the officer was paying, whichever is higher, as may be determined by Government from time to time.

Provided that an officer, as a special case, may be allowed by the divisional officer to retain a residence which is not earmarked for a particular post, on payment of twice the standard licence fee under F.R. 45A or twice the pooled standard licence fee under FR 45 A or twice the licence fee the officer was paying whichever is higher, for a period not exceeding two months beyond the period permitted under S.R. 317 - BB-9.

#### Continuance Of Allotment Made Prior To The Issue Of These Rules

**S.R. 317-BB-22** Any valid allotment of a residence which is subsisting immediately before the commencement of these rules under the rules then in force shall be deemed an allotment duly made under these rules notwithstanding that the officer to whom it has been made is not entitled to a residence of that type and all the preceding provisions of these rules shall apply in relation of that allotment and that officer accordingly.

#### Interpretation Of Rules

**S.R. 317 BB - 23** If any question arises as to the interpretation of the rules in this division it shall be decided by the Central Government.

#### Relaxation Of Rules

**S.R. 317-BB-24** The Central Government may for reasons to be recorded in writing relax all or any of the provisions of the rules in this Division in the case of any officer or residence or class of officers or type of residences.

#### Delegation Of Powers Or Functions

**S.R. 317-BB-25** The Central Government may delegate any or all the powers conferred upon it by the rules in this Division to any officer under its control subject to such conditions as it may deem fit to impose.

F.No.28017/7/80-EW-2

(D.P.Ohri)  
(Dy Sec to Govt. of India)

#### DRAFT ALLOTMENT LETTER

No. \_\_\_\_\_  
GOVERNMENT OF INDIA  
C.P.W.D. Division

Allotment/Immediate

Dated the.....

To.....  
.....

Dear Sir/Madam,

The marginally noted residence is hereby allotted to you in accordance with the provision of the 'Allotment of Govt. residences under the Central Rules, 1981'. This allotment is made for the . period you remain attached to .....Division and function as.....incharge of.....Section/Sub - Division/Division.

- |                                     |         |
|-------------------------------------|---------|
| 1. Particulars of residence         | 2. Type |
| 3. In lieu of unfurnished residence | 4. Type |
| 5. Furnished                        |         |

2. You are requested to send your acceptance within 5 days from the date of receipt/issue of this letter. The acceptance should be in the enclosed form in duplicate and should be addressed to the undersigned (by name).

3. If no acceptance is received within the prescribed period of 5 days, the allotment will be deemed to have been refused and your case will be deemed to have been refused and your case will be dealt with accordingly.

4. If you are a temporary Govt. servant, you are required to furnish a surety bond from a permanent Central Govt. servant along with your acceptance. The bond should be on the

5. If the allotment is accepted you should take possession of the allotted residence from the CPWD Enquiry Office concerned within 8 days of the date of receipt of this letter. In case of failure to take the possession within the time specified above, you will be liable to pay licence fee with effect from the 8th day and the allotment shall be liable to cancellation.

Yours faithfully  
Executive Engineer  
.....Division, CPWD  
Dated, the .....20 ..

Copy forwarded to :

..... Sub Division.

Cashier ..... Division/Bill Asstt.

Accountant, ..... Division

S.E., ..... Circle for information w.e.f. approval received under.

A & A/Cs Office..

**DRAFT ACCEPTANCE LETTER**

The Executive Engineer  
 ..... Division  
 CPWD, .....

**Sub: Acceptance of Residential Accommodation**

Sir,

I accept the allotment of residence No.....made to me vide your letter No..... dated.....received by me on.....(dated)

Full details of my emoluments are given below :

(i) Pay	Rs.....
(ii) Special Pay, if any	Rs.....
(iii) Pension, and pension equivalent of Death-cum-Retirement gratuity.	Rs.....
(iv) Dearness Pay, if any.	Rs.....
(v) City Compensatory Allowance	Rs.....
(vi) Any other allowance other than Dearness Allowance, Conveyance allowance, House Rent etc.	Rs.....
Total	Rs.....

I am a quasi permanent/permanent Central Govt. servant.

I am a temporary Govt. Servant and particulars of my Surety are given below.

- (i) Name of surety.....
- (ii) Designation of Surety.....
- (iii) Office/Ministry where employed.

No other Govt. accommodation is allotted to me or to my Wife/Husband to date, either by/the Directorate of Estates or by the Department of Rehabilitation or by any other Govt. Deptt./Autonomous body/Semi Govt./Public Undertaking Office.

I certify that I do not own a house or flat in the station of posting either in my own name or in the name of my wife/husband or any other member of my family. I also undertake to inform you if and when I or any member of my family acquire a house at this Station.

I agree to vacate the quarter within two weeks of my transfer from the present post, without waiting for a formal allotment in general pool or otherwise.

I have carefully read the Rules regarding Allotment of Govt. Residences at the disposal of C.P.W.D., to its Employees and hereby agree to abide by these rules.

Yours faithfully,

Signature

Name in Block letters

Designation

.....Date.

**SURETY BOND**

I, Shri ..... son of Shri ..... employed as.....In the .....hereby stand surety, which expression shall include my heirs, executors and administrators to the President of India (hereinafter call the Govt.) (which expression includes his successors and assignees) for payment by Shri .....of licence fee and other dues in respect of the residence now allotted to him by Govt. as also for any residence, addl. Accommodation, extra servant quarter for garages that may be allotted to him from time to time by the Government.

2. I, the surety, shall indemnify the Govt. against all loss and damages until delivery of vacant possession of the same is made to the Govt. I, the Surety, hereby undertake to pay to the Govt. forthwith on demand by Govt., and without tenure all such sums as may be due to the gov., as aforesaid and I hereby agree that the Govt., shall be at liberty (and be hereby irrecoverably authorised to do so) to recover the said sums from the salary payable to me and the decision of the Govt., as to the amount so to be recovered shall be final.

3. The obligation undertaken by me shall not be discharged or in any way affected by an extension of time or any other indulgence granted by the govt. to the said, Shri ..... (name of allottee) or by any other matter of thing whatsoever which under the law relating to sureties would but for this provisions have the effect of so releasing me from my such liabilities.

4. This guarantee shall not be discharged by my death nor shall it be recoverable by me at any time, except with the consent in writing of the Government, until the delivery of vacant possession of any such residence servant quarter or garage, which is in occupation of the allottee of the Government quarter.

5. Provided, however, that this guarantee shall *ipso-facto* terminate from the date Shri ..... is declared permanent or quasi-permanent in any service in the Government of India.

The Govt. have agreed to bear the stamp duty, if any, for this document.

Signed and delivered by said ..... at New Delhi the day of.....99

(Signature of Surety)

Signature, address & Occupation of Witness

Designation.....

Office to.....

which.....

attached.....

Certified that the above surety is a permanent Govt. servant. He is ..... years of age and his pay is Rs.....

Signature of Head of the Deptt.  
The office in which the Surety is  
employed.

Dated.....  
Office Stamp.....

#### **EXTENSION OF GOVT. ACCOMMODATION ALLOTTED FREE OF RENT TO GOVT. SERVANTS IN THE EVENT OF LEAVE, TRANSFER, DEATH, RESIGNATION ETC..**

The orders contained in this Ministry's officer memo. no. W - 11 - 82(8)153, W.11.27(2)155 and 2/213/59 - Acc. Dated the 28.5.1954, 24.11.1955 and 25.5.1960 respectively provided that:

- (i) An officer allotted residential accommodation on rent free basis may be allowed to retain the residence free of rent while on leave upto a maximum period of one month subject to the condition that he is likely to return to the same post from which he proceeds on leave. Where, however the period of leave granted to such an officer exceeds one month and the officer concerned is permitted to retain the residence by the competent authority during such period, usual rent in accordance with the rules in force shall be recovered for any period of leave exceeding one month.
- (ii) A female officer who has been allotted residential accommodation free of rent may be permitted to enjoy the rent free concession during the entire period of maternity leave provided that the accommodation is not required for the substitute if any engaged during the absence on leave of the officer concerned and she is likely to return to the same post from where she proceeds on leave.
- (iii) On transfer from one station to another, the officer may be allowed to retain the residence, free of rent for a period of first 15 days and thereafter on payment of rent under fundamental Rule 45-A but not exceeding two months from the date of handing over of the charge.
- (iv) In the event of the death of the officer, his family may be allowed to retain the residence, free of rent for a period of one month from the date of the officers' death and thereafter for a further period of 3 months on payment of rent under fundamental Rule - 45-A.
- (v) On resignation, rent free concession to the officer will cease from the date of resignation. However in the case of dismissal or removal or retirement from service, he may be allowed to retain the residence for a period of one month, free of rent.

The retention of residence in cases mentioned above is to be allowed only if the same is required for the bonafide use of the officer or his family as the case may be and the residence can be conveniently spared by the competent authority.

2. A question has been raised if allottees of reserved residences could as well be allowed to retain the accommodation after handing over charge. The position is that a reserved residence is intended for occupation by the

officer who actually holds the post. He is not entitled to retain it during the period of leave unless the competent authority permits him to do so. The allotment subsists only during the period of incumbency and immediately on change of incumbency, the successor incumbent becomes the allottee of the residence in question. It will, therefore, normally be necessary for the successor incumbent to occupy the residence immediately after taking over. If not withstanding these considerations reserved residences can be made available to the outgoing incumbent of the post or his family, the Government of India have decided that the concessional periods mentioned in the preceding para may be allowed by the competent authority to the allottee of the reserved residence in similar contingencies irrespective of the fact whether the allotment is on rent free basis or on rent paying basis provided that it is not detrimental to the interest of the new incumbent of that post and the accommodation can be conveniently spared and it does not involve any loss of revenue or extra cost of the Government. The administrative Ministry/Department of the Government of India will be the competent authority for this purpose.

3. These orders issue with the concurrence of the Controller and Auditor General of India in so far as the officers working under him are concerned.

4. This O.M. issues with concurrence of the Ministry of Finance (Estates) vide their U.O. No. 4900 - Estates 164 dated 13.10.1964.

Sd/-

H.S. Jain

Under Secretary to the Govt. of India

To

All the Ministries/Departments etc. of teh Govt. of India

## Annexure 13

### TEMPORARY FUNCTION AT VVIP RESIDENCE/OFFICE/HYDERABAD HOUSE/RAJGHAT COMPLEX/PARLIAMENT HOUSE

- Ex. Engineer (C) & (E) to discuss the arrangement with the designated officer in-charge of the function.
1. Date, time, venue and period of function.
  2. Shamiana requirement/open air.
  3. Seats/Chairs requirement.
  4. No. of Microphones requirement.
  5. Microphone stand/Desk/Podium requirement.
  6. Lighting arrangement with special fittings, air circulators, pedestal fans.
  7. Standby power arrangement.
  8. Duplicate source of supply with change every witch
  9. Durries/carpets/pillows/cots
  10. Intimation to NDMC/MCD about water continuity.
  11. Intimation to NDMC/DESU about electricity continuity and operation of street/road lights wherever necessary.
  12. Drinking water arrangement - Cold water/tanker etc., ice requirement, water lines/leakage tests.
  13. Catering arrangement.
  14. Special electric power for catering purposes.
  15. Standby amplifier and mixer with manual change over.
  16. Battery operated amplifier(Additional)
  17. Whether generating set to be in operation at the time of function?
  18. Music/tapes arrangement.
  19. Position of loud speakers.
  20. Tape recording facilities of the proceedings
  21. Video recording requirement.
  22. Extra power outlets for A.I.R./Doordarshan.
  23. Special enclosures for Press/MPS/Ministers.
  24. Power requirement for metal detectors. 'X' Ray machines and locations
  25. Flower decoration requirements
  26. Bouquet requirements
  27. Loss flower petal requirements
  28. Security/Safety in case of rain.
  29. Security lights, street lights - Status.
  30. Whether working and lamps duly replaced wherever required?
  31. Any covered area needing temporary air Conditioning/air cooling
  32. HT/LT Supply for the function checked for proper operation including terminations/contacts
  33. All fuses of right size and category provided in switches/feeder pillars/switch boards/distribution boards including connection.
  34. Switches and boards in open area are covered and properly made weather proof.
  35. Cables and wires laid overhead or in ground are safe and trip free.
  36. Standby generating set supply tested for automatic operation or on load as the case may be.
  37. All contacts/switch boards/wires cables/pillars/checked for perceptible heating and remedial action taken.
  38. Souvenir to be printed or circulated.
  39. Any escort to be arranged.
  40. Vehicle to be arranged.
  41. Installations checked by any other official
  42. Temporary water taps or Urinals (Gents/Ladies) required.
  43. Prior intimation to A.I.R./Doordarshan/Press to be given by CPWD/Client.
  44. Has security personnel been consulted on the arrangement.
  45. How many hours/day before the actual function all the above arrangements are required to be made.
  46. Do you have a list of telephone nos. of office/residence of JE/AE/EE/SE/CE and DD(H)/AD(H)/other departments like security/client/NDMC/DESU/MCD who are concerned with the function?
  47. Do you have some emergency wires, cables, spares and lamps for immediate replacement of any item if required?

48.	Has fire service been informed and portable fire extinguishers provided at site with sand buckets?				
49.	Has First Aid Box for emergency medical aid kept at site?				
50.	Car calling system provided or not?				
51.	Any other service expected by the designated officer for the function				
52.	Any other service expected by the designated officer for the function?				
	(a) Arrangements as stated above have been made, duly checked and found to be in satisfactory condition.				
	(b) The arrangements have also been checked by.....on.....at.....time and found to be satisfactory.				
Date/Time.	J.E.	Date/Time	A.E	Date/time	E.E

### Annexure 14

#### GUIDELINES FOR VARIOUS PROVISIONS TO PREPARE ANNUAL MAINTENANCE ESTIMATES FOR HORTICULTURE WORKS

1	Provision of W.C. staff	As per approved yardstick of 1989.(Annexure 13)
2	Salary and allowances of W.C. Staff chargeable to works	Admissible as per Govt. orders in force. Allowances, Bonus etc. to be calculated on the mean pay of minimum and maximum of pay scale. In case, more than 50% staff is drawing salary at the maximum of scale, it should be calculated on maximum of the scale.
3	Provision for casual labour for seasonal operations.	6/12/18 unit PAPA (per acre per annurn).
4	Sundries	Rs. 5PA/PM (Per acre per month).
5	Uniforms/Liveries/Shoes etc.	As per instructions of Deptt. Of Personal and Public Grievances & instructions of (D.G. :W) issued time to time.
6	Soap/Dusters	-do-
7	Sludge Manure/Cow dung Manure For HORs, GOBs, Type I to VI flats, Samadhis, Offices, Hospitals, Prestigious works playground etc.	0.003 cum per sqm. Over the surface i.e 4000 x 0.003 per cum =12 cum per acre.
8	Good Earth: For HORs, GOBs, Type I to qI flats, Samadhis, Offices, hospitals, Prestigious works playground etc.	0.003 cum per sqm over the surface i.e.4000 :0.003 per cum = 12 cum per acre.
9	Fertilizers: For HORs, GOBs, Type I to JI flats, Samadhis, Offices, hospitals, Prestigious works playground etc.	Area : Four applications (Nov., Dec., Jan., & Feb.) 10 gms. Per sqm. for garden area i.e. 0 gms. per sqm. $\frac{4000 \times 40}{1000} = 160 \text{ kgs. per acre.}$ DAP:DAP, Bonemeal, Oilcake, Agro &etc. combined @ 100kgs per acre i.e. 1 quintal per acre.
10	Empty Earthen Pots (a) HORs etc. (b) Parks etc.	@Rs. 1800/-per acre/year Rs. 9001- per acre/year
11	Cement Pots (a) HORs etc. (b) Parks etc.	Rs. 600/- per acre/year @ Rs. 250/- per acre/year
12	Roses (a) HORs	Rs. 1125/-per area per year.
13	Shrubs. Trees, Fruit Plants, other plants HORs/GOBs etc	Rs. 800/- per acre/year

14	<p>Guidelines for Road side plantation Materials required</p> <p>Manure/Sludge/Cow dung</p> <p>Concentrated Organic Manure (Two applications)</p>	<p>@ 5 cum for 100 trees @ 5 cum for 1200 shrubs</p> <p>@ 2 Quintal for 100 trees @ 2 quintal for 200 shrubs</p>
15	<p>Trees &amp; Shrubs required for mortality replacement 1st 3 Years of plantation Beyond 3 years of plantation</p>	<p>25% of the total plantation 10% of the total plantation</p>

### Annexure 15

#### MAINTENANCE NORMS, FREQUENCY OF APPLICATION OF FINISHING ITEMS

S.No. Item		Perodicity				
		Res.Bldg.	OfficeBldg.	Hospitals	Laboratories	Schools
1	2	3	4	5	6	7
1	White Washing/Colour washing	2 Years	2 Years	2 Years	2 Years	2 Years
2	Applying dry distemper	2 Years	2 Years	2 Years	2 Years	2 Years
3	Painting with plaster paint, Synthetic enamel paint, Oil bound distemper, acrylic paint, acrylic distemper	3 Years	2 Years	1 Years Corridor O.T.Rooms 2 Years - other areas	2 Years	3 Years
4.	Painting external surface with water proofing cement paint	3 Years	3 Years	3 Years	3 Years	3 Years
5.	Cleaning and disinfecting of water storage/distribution tanks, water mains.	6 months	6 months	3 months	3 months	6 months
6.	Cleaning of Manholes/Gully chambers/ inspection chambers and flushing of building sewers	1 year	1 year	6 months	1 year	1 year
8.	Cleaning of storm water drains	1 year	1 year	1 year	1 year	1 year
9.	Painting steel water tanks inside with bitumastic paint.	2 years	2 years	1 years	2 years	2 years
10.	Polishing wooden doors/ windows with sprit polish/ Polish/synthetic acrylic polish.	5 years	5 years	5 years	5 years	5 years
11.	Text mat or poly mat based equivalent synthetic silicon based exterior paint.	5 years	5 years	5 years	5 years	5 years
12.	Cleaning Electrical installations, fans etc.	1 year	1 year	1 year	1 year	1 year
13.	Premix, Semi dense/dense carpetting of roads.	5 years	5 years	5 years	5 years	5 years
14.	Collection of water samples for physical, Chemical and bacteriological analysis of water	6 months	6 months	3 months	3 months	6 months

## Annexure 16

### LIST OF ESTATE OFFICERS

TO BE PUBLISHED IN THE GAZETTE OF INDIA, PART II, SECTION 3, SUB-SECTION (ii)

No. 28012/98/90-W3

Government of India

Ministry of Urban Development

(Works Division)

New Delhi, dt. the 01.3.94

#### NOTIFICATION

S.O. 1124

In exercise of the powers conferred by section 3 of the Public Premises (Eviction of Unauthorised Occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below being gazetted officers of Government to be Estate Officers for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed on Estate Officers by or under the said Act within the local limits of their respective jurisdiction in respect of the public premises specified in column (2) of the said table.

#### TABLE

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
1. Executive Engineer, Central Stores Dn. No.I	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction
2. Executive Engineer, Central Stores Dn. No.II	-do-
3. Executive Engineer, 'A' Division	-do-
4. Executive Engineer, 'B' Division	-do-
5. Executive Engineer, 'C' Division	-do-
6. Executive Engineer 'F' Division	-do-
7. Executive Engineer 'K' Division, Central	-do-
8. Executive Engineer, Central Secretariat Division	-do-
9. Executive Engineer, President Estate Division	-do-
10. Executive Engineer, Construction Division No. IX	-do-
11. Executive Engineer, Asian Games Division	-do-
12. Executive Engineer, Smt. Sucheta Kriplani Hospital Division	-do-

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
13. Executive Engineer, U.F.W. Supply Division	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction
14. Executive Engineer, Patna Central Division No -1	-do-
15. Executive Engineer, Ranchi Central Division	-do-
16. Executive Engineer, Bhubaneswar Central Division No. I	-do-
17. Executive Engineer, Dhanbad Central Division	-do-
18. Executive Engineer, Calcutta Central Division No. I	-do-
19. Executive Engineer, Calcutta Central Division No. IV	-do-
20. Executive Engineer, Calcutta Central Division No. VI	-do-
21. Executive Engineer, Calcutta Central Division No.III	-do-
22. Executive Engineer, Gangtok Central Division	-do-
23. Executive Engineer, Chandigarh Central Division No. I	-do-
24. Executive Engineer, Chandigarh Central Division No. II	-do-
25. Executive Engineer, Ludhiana Food Storage Division	-do-
26. Executive Engineer, Karnal Central Division	-do-
27. Executive Engineer, Jammu Central Division	-do-
28. Executive Engineer, Srinagar Central Division	-do-
29. Executive Engineer, Madhopur Central Division	-do-
30. Executive Engineer, Jalandhar Central Division	-do-

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
31. Executive Engineer, Jaipur Central Division	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction
32. Executive Engineer, Bikaner Central Division	-do-
33. Executive Engineer, Jodhpur Central Division	-do-
34. Executive Engineer, Madras Central Division No. I	-do-
35. Executive Engineer, Madras Central Division No.II	-do-
36. Executive Engineer, Madras Central Division No.III	-do-
37. Executive Engineer, Madras Central Division No. IV	-do-
38. Executive Engineer, Coimbatore Central Division	-do-
39. Executive Engineer, Pondicherry Central Division	-do-
40. Executive Engineer, Trivandrum Central Division	-do-
41. Executive Engineer, Cochin Central Division	-do-
42. Executive Engineer, Calicut Central Division	-do-
43. Exegutive Engineer, Bombay Central Division No. IIII	-do-
44. Executive Engineer, Bombay Central Division No. VI	-do-
45. Executive Engineer, Bombay Central Division No. VII	-do-
46. Executive Engineer, Bombay Central Division No. VIII	-do-
47. Executive Engineer, Ahmedabad Central Division	-do-
48. Executive Engineer, Ghandinagar Central Division	-do-
49. Executive Engineer, Goa Central Division	-do-
50. Executive Engineer, Nagpur Central Division No. I	-do-
51. Executive Engineer, Nagpur Central Division No. II	-do-
52. Executive Engineer, Dehradun Central Division No. I	-do-

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
53. Executive Engineer, Kanpur Central Division	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction
54. Executive Engineer, Allahabad Central Division	-do-
55. Executive Engineer, Bhopal Central Division No. I	-do-
56. Executive Engineer, Indore Central Division No. I	-do-
57. Executive Engineer, Bangalore Central Division No. I	-do-
58. Executive Engineer, Bangalore Central Division No.II	-do-
59. Executive Engineer, Bangalore Central Division No.III	-do-
60. Executive Engineer, Hyderabad Central Division No. I	-do-
61. Executive Engineer, Hyderabad Central Division No. II	-do-
62. Executive Engineer, Hyderabad Central Division No. III	-do-
63. Executive Engineer, Mysore Central Division	-do-
<p>Sd/- (V.V. RAMANATHAN) DEPUTY SECRETARY TO THE GOVT. OF INDIA TEL :3014151</p>	
<p>To The Manager Govt. of India Press New Delhi.</p>	
<p>Copy to:</p> <ol style="list-style-type: none"> <li>(1) DG (W), CPWD, New Delhi (Shri K. Srinivasan) with reference to their file No. 1/61/86-WI(DG) (with 150 copies for transmission to all EEs/SEs/CEs concerned.)</li> <li>(2) Housing Division, Min. of UD, New Delhi</li> <li>(3) Lands Division, M/o UA&amp;E, New Delhi (Shri B.R. Dhimman, US)</li> <li>(4) Dir. of Estates (Shri G.B. Singh)</li> <li>(5) All functionaries in the Works Division</li> </ol>	
<p>Sd/- (V.V. RAMANATHAN) DEPUTY SECRETARY TO THE GOVT. OF INDIA</p>	
<p>Copy also forwarded to Min. of Law and Justice (Legislative Department), Shastri Bhawan, New Delhi -1 with reference to their U.O. No. 355/94, dated 18.3.94.</p>	
<p>Sd/- (V.V. RAMANATHAN) DEPUTY SECRETARY TO THE GOVT. OF INDIA</p>	

**TO BE PUBLISHED IN THE GAZETTE OF INDIA, PART II, SECTION 3, SUB SECTION (ii)**

No. 28012/98/90 - W3  
Government of India  
Ministry of Urban Affairs and Employment  
Department of Urban Development  
(Works Division)

New Delhi, dt. the 17th April, 1996

NOTIFICATION

S.O.....

In exercise of the powers conferred by section 3 of the Public Premises (Eviction of Unauthorised Occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below being gazetted officers of Government to be Estate Officers for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed, on Estate Officers by or under the said Act within the local limits of their respective jurisdiction in respect of the public premises specified in column (2) of the said table.

THE TABLE

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
1. Executive Engineer, 'D' Division	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction
2. Executive Engineer, 'E' Division	-do-
3. Executive Engineer, 'G' Division	-do-
4. Executive Engineer, 'I' Division	-do-
5. Executive Engineer, 'J' Division	-do-
6. Executive Engineer, 'L' Division	-do-
7. Executive Engineer, 'M' Division	-do-
8. Executive Engineer 'N' Division	-do-
9. Executive Engineer, 'P' Division	-do-
10. Executive Engineer, 'Q' Division	-do-
11. Executive Engineer, 'R' (Division)	-do-
12. Executive Engineer, T Division	-do-
13. Executive Engineer, 'U' Division	-do-
14. Executive Engineer, 'V' Division	-do-

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
15. Executive Engineer, 'Pushp Vihar Maint.' Division	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction
16. Executive Engineer, CD-XIV	-do-
17. Executive Engineer, Parliament Works Division -1	-do-
18. Executive Engineer, Parliament Works Division - III	-do-
19. Executive Engineer, Gwalior Central Division	-do-
20. Executive Engineer, 'Jabalpur Central' Division	-do-
21. Executive Engineer, 'Meghalaya Central' Division	-do-
22. Executive Engineer, 'Guwahati Central' Division	-do-
23. Executive Engineer, 'Assam Aviation Works' Division	-do-
24. Executive Engineer, 'Manipur Central' Division -1	-do-
25. Executive Engineer, 'Tripura Central' Division	-do-
26. Executive Engineer, Trichur Central' Division	-do-
27. Executive Engineer, 'Chandigarh Central' Division - III	-do-
28. Executive Engineer, 'Shimla Central' Division	-do-
29. Executive Engineer, 'Shimla Central' Division - II	-do-
30. Executive Engineer, 'Ajmer Central' Division	-do-
31. Executive Engineer, 'Lucknow Central' Division -I	-do-
32. Executive Engineer, 'Lucknow Central' Division -II	-do-
33. Executive Engineer, 'Bareilly Central' Division	-do-
34. Executive Engineer, 'Gwalior Central' Division	-do-
35. Executive Engineer, 'Jabalpur Central' Division	-do-

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
36. Executive Engineer, 'Dehradun Central' Division-II	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction
37. Executive Engineer, 'Central' Division, Shillong	-do-
38. Executive Engineer, 'Amritsar Central' Division	-do-
39. Executive Engineer, 'Agra Central' Division	-do-
40. Executive Engineer, 'Jaipur Central' Division - II	-do-
41. Executive Engineer, 'Jaisalmer Central' Division	-do-
42. Executive Engineer, 'Dadra Central' Division, Silvassa	-do-
43. Executive Engineer, 'Nanded Central' Division, Mudkhad (Nanded)	-do-
44. Executive Engineer, 'Nagpur Central' Division-III	-do-
45. Executive Engineer, 'Indore Central' Division	-do-
46. Executive Engineer, 'CCD VIII' Division, Calcutta	-do-
47. Executive Engineer, 'Bhubaneswar Central' Division - III	-do-
48. Executive Engineer, 'Siliguri Central' Division	-do-
49. Executive Engineer, 'Tejpur Central' Division	-do-
50. Executive Engineer, 'Hubli Central' Division	-do-

-Sd-  
 (V.V. RAMANATHAN)  
 DEPUTY SECRETARY TO THE GOVT. OF INDIA  
 TEL: 3018336

To

The Manager  
Govt. of India Press, New Delhi.

Copy to:

DG (W), CPWD, New Delhi (Shri C.B. Lal) with reference to their file No. 1/61/86- WI(DG) (with 150 copies for transmission to all EEs/SEs/CEs Concerned.)

Housing Division, Min. of UA&E, New Delhi

Lands Division, M/o UA&E, New Delhi (Shri B.R. Dhimman, US)

Dte. Of Estates (Shri O.P. Aggarwal)

All functionaries in the Works Division

-Sd-

(V.V. RAMANATHAN)

DEPUTY SECRETARY TO THE GOVT. OF INDIA

Copy also forwarded to Min. of Law and Justice (Legislative Department), Shastri Bhawan, New Delhi -1 with reference to their U.O. No. 746/96 - SRO

-Sd-

(V. V. RAMANATHAN)

DEPUTY SECRETARY TO THE GOVT. OF INDIA

TO BE PUBLISHED IN THE GAZETTE OF INDIA, PART II, SECTION 3, SUB-SECTION (ii)

No. 28012/98/90-W3

Government of India

Ministry of Urban Affairs & Employment

Department of Urban Development

(Works Division)

New Delhi, dated 8/12/98

## NOTIFICATION

SO.....

In exercise of the powers conferred by section 3 of the public premises (Eviction of Unauthorised Occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below being gazetted officers of Government to be Estate Officer for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed, on Estate Officer by or under the said Act within the local limits of their respective jurisdiction in respect of the public premises specified in column (2) of the said table.

## THE TABLE

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
Executive Engineer, S Division	Premises under the administrative control of Central Public Works Department situated within local limits of his jurisdiction

-Sd-

(P.G. Dhar Chakrabarti)

DIRECTOR TO THE GOVT. OF INDIA

TEL-.3017630

To,  
The Manager  
Govt. of India Press  
New Delhi.

Copy to:

1. DG (W), CPWD, New Delhi  
with reference to their file No. 1/61/86 - WI(DG)
2. Housing Division, Min. of UA&E, New Delhi
3. Lands Division, M/o UA&E, New Delhi
4. Dte. of Estates
5. All functionaries in the Works Division

-Sd-  
(P.G. Dhar Chakrabarti)  
DIRECTOR TO THE GOVT. OF INDIA  
TEL :3017630

Copy also forwarded to Min. of Law and Justice (Legislative Department), Shastri Bhawan, New Delhi -1 with reference to their U.O. No. 1922/98.

-Sd-  
(P.G. Dhar Chakrabarti)  
DIRECTOR TO THE GOVT. OF INDIA  
TEL: 3017630

TO BE PUBLISHED IN THE GAZETTE OF INDIA, PART II, SECTION 3, Sub Section (ii)  
Government of India  
Ministry of Works, Housing & Supply  
Department of Urban Development  
(Works Division- W.3)

New Delhi, the 6th February, 1988

#### NOTIFICATION

S.O..... In exercise of the powers conferred by section 3 of the Public Premises (Eviction of Unauthorised Occupants) Act, 1971 (40 of 1971) the Central Government hereby appoints the officers mentioned in column (1) of the table below, being gazetted officers of Government to be Estate Officer for the purposes of the said Act and further directs that the said officers shall exercise the powers conferred, and perform the duties imposed, on Estate Officer by or under the said Act within the local limits of their respective jurisdiction in respect of the Public Premises specified in the corresponding entries in column (2) of the said table.

#### THE TABLE

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
1. Executive Engineer, 'R' Division	Premises under the administrative control of Central Public Works Department situated within local limits of their respective jurisdiction in Delhi and New Delhi
2. Executive Engineer, 'E' Division	-do-
3. Executive Engineer, Construction Division VI	-do-
4. Executive Engineer, Construction Division VII	-do-

Designation of the officer	Categories of Public Premises and local limits of Jurisdiction
5. Executive Engineer, Construction Division XI	Premises under the administrative control of Central Public Works Department situated within local limits of their respective jurisdiction in Delhi and New Delhi
6. Executive Engineer, Asian Games Division III	-do-
7. Executive Engineer, 'H' Division	-do-
8. Executive Engineer, Dr. Ram Manohar Lohia Hospital Division	-do-
9. Executive Engineer, Safdarjang Hospital Division	-do-
10. Executive Engineer, Pushap Vihar Maintenance Division	-do-
11. Deputy Director of Horticulture, Eastern Division	-do-
12. Deputy Director of Horticulture, Western Division	-do-
13. Deputy Director of Horticulture, Northern Division	-do-
14. Deputy Director of Horticulture, Southern Division	-do-
15. Deputy Director of Horticulture, Central Division	-do-
<p>-Sd- (S.RANGANATHAN) DEPUTY SECRETARY (WORKS) F.NO.28012/87/87-W.3</p>	
<p>To The Manager Government of India Press New Delhi.</p>	
<p>Copy to :</p> <ol style="list-style-type: none"> <li>1. DG (W), CPWD, New Delhi</li> <li>2. Chief Engineer, Construction Zone, CPWD, New Delhi</li> <li>3. Chief Engineer I &amp; II, New Delhi Zone, CPWD, New Delhi</li> <li>4. Chief Engineer, Food Zone, CPWD, New Delhi</li> <li>5. Director of Horticulture, CPWD, New Delhi</li> <li>6. Dte. of Estates, New Delhi</li> <li>7. All EEs/DDs concerned in the CPWD</li> <li>8. All functionaries in the Works Division</li> </ol>	
<p>-Sd- (S.RANGANATHAN) DEPUTY SECRETARY (WORKS) F.NO.28012/87/87-W.3</p>	
<p>Copy to: Ministry of Law, Legislative Department, Shastri Bhawan, New Delhi. (10 copies)</p> <p style="text-align: center;">-Sd- (S.RANGANATHAN) DEPUTY SECRETARY (WORKS) F.NO.28012/87/87-W.3</p>	

## Annexure 17

## LIFE SPAN OF FURNITURE ARTICLES

S.No.	Type & Name of the item	Life	Remarks
<b>A DURABLE</b>			
<b>I Heavier</b>			
1	Sofa Set	15 yrs.	
2	Dining Table	15 yrs.	
3	Almirah	15 yrs.	
4	Beds	15 yrs.	
5	Dressing Table	15 yrs.	
6	Side Board	15 yrs.	
7	Chest or Drawers	15 yrs.	
8	Central table	15 yrs.	
9	Book case	15 yrs.	
10	Writing table	15 yrs.	
11	Easy Chair	15 yrs.	
12	Santry Box	15 yrs.	
<b>II Lighter</b>			
13	Chairs	10 yrs.	
14	Cabinets	10 yrs.	
15	Framed mirror	10 yrs.	
16	Peg Table	10 yrs.	
17	Stools	10 yrs.	
18	Tepoy	10 yrs.	
19	Tepoy	10 yrs.	
<b>B NON-DURABLE</b>			
20	Grass matting	2 yrs.	At the time of change of occupancy or once in two years whichever is earlier.
21	Chicks	2 yrs.	-do-
22	Coir mattress	2 yrs.	-do-
23	Jute mattress	2 yrs.	-do-
24	Tepoy	2 yrs.	-do-
25	Cotton Durries	5 yrs.	Redying as described at least once in three years or change of occupancy at the time of use whichever is earlier.
26	Cotton Durries	5 yrs.	-do-
27	Cane Garden Chairs	2 years	
28	Tepoy		At the time of occupancy or six months, whichever is earlier
29	Dust bin	2 years	
30	Bath tubs	2 years	
31	Folding beds	2 years	
32	Foam mattresses	5 years	Change of tapestry as described or after 2 ½ years whichever is earlier.

S.No.	Type & Name of the item	Life	Remarks
33	Foam Cushion	5 years	Change of tapestry as described or after 2 ½ years which ever is earlier.
34	Cotton mattresses	5 years	Regular maintenance includes change of cloth in between as described.
35	Curtains	5 years	It may be considered whether it could be made concurrent with term of Lok Sabha /Tenure of the member of LS/RS.
36	Woolen carpets	10 years	
<b>C UPHOLSTRY</b>			
37	Sofa sets	3 years	
<b>D DRY CLEANING</b>			
38	Sofa		At the time of change of occupancy or once in a year whichever is earlier.
39	Sofa chair		-do-
40	Dining Chairs		At the time of change of occupancy or once in six months whichever is earlier.
41	Cotton Durries		At the time of change of occupancy or once in a year which ever is earlier.
42.	Curtains		At the time of change of occupancy or once in six months whichever is earlier.
<b>E PAINTING</b>			
43	Cane garden chairs		-do-
44	Tepoy		-do-
<b>F POLISHING</b>			
45	Polishing		At the time of change of occupancy or once in 2 years which ever is earlier.

### Annexure 18

#### RETURNS TO BE SUBMITTED BY ASST.ENGINEER/ASST.ENGINEER(E)

S.No.	Subject	Form No.	Submission	
			To	Date
<b>Monthly Returns</b>				
1.	Day to day complaints	MIS-M-1-AE	EE/EE(E)	5th of next month
2.	Special repairs and Additions/ Alterations Complaints	MIS-M-2-AE	EE/EE(E)	5th of next month
3.	Periodical Repairs	MIS-M-3-AE	EE/EE(E)	5th of next month

#### RETURNS TO BE SUBMITTED BY EXECUTIVE ENGINEER/EXECUTIVE ENGINEER(E)

S.No.	Subject	Form No.	Submission	
			To	Date
<b>Monthly Returns</b>				
1.	Day to day complaints	MIS-M-1-EE	SE/SE(E)	10th of next month
2.	Special repairs and Additions/ Alterations Complaints	MIS-M-2-EE	SE/SE(E)	10th of next month
3.	Periodical Repairs	MIS-M-3-EE	SE/SE(E)	10th of next month

#### RETURN TO BE SUBMITTED BY SUPERINTENDING ENGINEER/SUPERINTENDING ENGINEER (E)

S.No.	Subject	Form No.	Submission	
			To	Date
1.	<b>Monthly Returns</b> Special repairs and Additions/ Alterations Complaints	MIS-M-4-SE	CE/CE(E)	15th of next month

**MIS-M-1-AE**

#### DAY TO DAY COMPLAINTS

*(To be reported by AE/AE(E) to EE/EE(E) monthly)*

Sub Division :

Division :

Month :

S. No.	Service Centre	No. of complaints received		No. of complaints attended in the month	Complaints pending at the end of the month		Remarks - reasons for delay in attending the complaints- assistance required.
		B/F from previous month	Received during the month		No.	Date of oldest complaint	
1	2	3	4	5	6	7	8

X- Service Centre

Y - Service Centre





MIS-M-3-EE

**PERIODICAL REPAIRS***(To be reported by EE/EE(E) to SE/SE(E) monthly)*

Division :

Circle :

Month:

Particulars	Target for the quarter (No. of qtrs/area)			Progress(%) during the month & quarter						Remarks - Programme, action etc.
	External	Internal		External		Int.wall finishing		Int.door &window painting/fan & DB painting		
		Wall finishing	Door & window painting/ fan & DB painting	In the month	In the qtr.	In the month	In the qtr.	In the month	In the qtr.	
1	2	3	4	5	6	7	8	9	10	11
<b>X - Sub-Division</b> (a) Residential (No. of qtrs./Colony) (b) Non-residential (Name of building)										
<b>Y - Sub-Division</b> (a) Residential (No. of qtrs./Colony) (b) Non-residential (Name of building)										

MIS-M-4-SE

**DAY TO DAY COMPLAINTS, SPECIAL REPAIR AND ADDITIONS/ALTERATIONS COMPLAINTS***(To be reported by SE to CE and SE(E) to CE AND CE(E) monthly)*

Circle :

Zone :

Month :

S.No.	Category of repairs	No. of complaints attended	Complaints pending		Action taken including no. of Enquiries inspected
			No.	Date of oldest complaint	
1	2	3	4	5	6
	X - Division (a) Day to day Complaints (b) Special Repairs (c) Additions/Alterations Y - Division (a) Day to day Complaints (b) Special Repairs (c) Additions/Alterations				

**MAINTENANCE INFORMATION SYSTEM****Guidelines For Filling Up The Maintenance Report Formats**

Maintenance information system envisages submission of maintenance complaint returns by the officers at the level of Assistant Engineers, Executive Engineers and Superintending Engineers. Three returns have been prescribed for Assistant Engineer/Assistant Engineer (E), three for Executive engineer/Executive Engineer (E) and one for

Superintending Engineer/Superintending Engineer (E). The returns will be originated by Asst.Engineer/Asst.Engineer(E) which will be compiled by EEs and SEs for sending to their respective controlling officers. The returns will include under mentioned three categories of complaints.

- (1) Day to day complaints
- (2) Special Repairs and Additions/Alterations Complaints
- (3) Periodical Repairs Complaints

Although the Special Repair complaints and Additions/Alterations Complaints are of different nature, only one return has been prescribed for these two complaints at the level of AE and EE. The returns have been prescribed only for Civil and Electrical Complaints. Similar returns will be finalised by Director of Horticulture for the Asst. Director, Deputy Directors and Additional Director/Director of Horticulture for the Horticultural complaints. Following guidelines are given for completing the returns relating to above categories of Civil and Electrical complaints.

### 1. Day to day Complaints

Assistant Engineers /Assistant Engineers(E) will send the day to day complaints to the EE/EE(E) respectively, separately for all the Service Centres under them. The day to day complaints will be grouped trade/worker wise as under :

<b>Civil</b>	<b>Electrical</b>
1. Plumber	1. Electrician
2. Sewer man	2. Lift
3. Mason	3. Pump/motor
4. Carpenter	4. AC/Coolers
5. Others	5. Fire alarm
	6. Wet riser
	7. Miscellaneous

These complaint groups will be prepared by the AEs separately in the complaint registers. Total of all the complaints however will be indicated in the return. The remarks column will indicate the type of pending oldest complaint along with the reasons for the delay and assistance required. Executive Engineers and Superintending Engineers will indicate these complaints in the return formats separately for each Sub- Division and Divisions respectively.

### 2. Special Repairs and Additions/Alterations Complaints

#### (a) Special Repairs Complaints

AE level officers will indicate these complaints Service Centre wise. Similarly the EE level and SE level officers will indicate these sub-division wise and division wise respectively. Total number of complaints received will include the complaints received from the allottees, as well as observed by the officers during their inspections and surveys conducted. The complaints will be indicated group wise. Groups of Civil and Electrical complaints are indicated as under:

<b>Civil</b>	<b>Electrical</b>
1. Structural Repairs i/c Concrete work, brick work etc.	1. Wiring/Switches/Light/Power points
2. Finishing works i/c Plastering, Flooring etc.	2. Fittings and fixtures
3. Woodwork	3. D.B., Panels, Controls
4. Steel Work	4. Window Coolers/AC
5. Sanitary and Water supply	5. Lift/Pump/Generator
6. Water proofing treatment	6. AC Plant/Package plant

Remarks Column will indicate the group of oldest pending complaint, reasons for delay, assistance required.

#### (b) Additions/Alterations complaints

Similar system as for special repairs complaints will be followed for Additions/Alterations Complaints also. Type of Additions/Alterations complaints for Civil and Electrical are indicated below:

ADDITIONS / ALTERATIONS WORKS		
CIVIL		ELECTRICAL
<p><b>(A) Items of 10% of payment</b></p> <ol style="list-style-type: none"> <li>1. Covering of verandah</li> <li>2. Renovation of kitchen               <ol style="list-style-type: none"> <li>(a) Sink</li> <li>(b) Drainage Board</li> <li>(c) Kota Stone/Marble on cooking slab</li> <li>(d) Tiles</li> <li>(e) Breaking of chimney</li> <li>(f) Shelves renovation</li> </ol> </li> <li>3. Toilet renovation               <ol style="list-style-type: none"> <li>(a) Kota Stone/Marble/Tiles flooring</li> <li>(b) Tiles in dado</li> <li>(c) Chrom plated fittings</li> </ol> </li> <li>4.               <ol style="list-style-type: none"> <li>(a) Wash basin</li> <li>(b) Looking Glass</li> <li>(c) Glass shelves</li> </ol> </li> <li>5.               <ol style="list-style-type: none"> <li>(a) Pelmet</li> <li>(b) Curtain rod</li> </ol> </li> <li>6. Water tank</li> <li>7.               <ol style="list-style-type: none"> <li>(a) Fencing</li> <li>(b) Gate</li> </ol> </li> <li>8. Wire gauge shutters</li> </ol>	<ol style="list-style-type: none"> <li>9. Window grills</li> <li>10. Additional cupboard</li> <li>11. Magic eye in door</li> </ol> <p><b>(B) Items of 20% payment</b></p> <ol style="list-style-type: none"> <li>1. Bamboo thattis</li> <li>2. Collapsible shutters in staircase.</li> </ol> <p><b>(C) Items of 100% payment</b></p> <ol style="list-style-type: none"> <li>1. Changing of W.C.</li> <li>2. Pavement</li> <li>3. Change of flooring</li> <li>4. Wall finishes</li> <li>5. Change of colour scheme</li> <li>6. Partitions</li> <li>7. Temporary shed</li> </ol>	<p><b>(A) Items of 10% payment</b></p> <ol style="list-style-type: none"> <li>1. Power/Light points</li> <li>2. A.C. Socket</li> <li>3. Light bracket</li> <li>4. Flourescent tube</li> <li>5. Call bell</li> </ol> <p><b>(B) Items of 100% payment</b></p> <ol style="list-style-type: none"> <li>1. Additional Ceiling fan/exhaust fan</li> <li>2. Additional light and compound light</li> <li>3. Flood light</li> <li>4. Heaters/Geysers/Booster pump A/A in wiring and plumbing work</li> <li>5. Compact flourescent lamp and fitting</li> <li>6. Change of cable from feeder pillar to house.</li> </ol>

### 3. Periodical Repairs Complaints

AE,EE and SE will indicate these complaints Service Centre wise, Sub-division wise and Division wise respectively in their returns. The Assistant Engineers will draw the programme for the year for attending these complaints. The yearly programme will be drawn on the basis of the number of quarters/colony in case of residential buildings and names of the building in case of non-residential buildings which are due for these repairs during the year. Yearly programme will be broken down into quarterly programme and on the basis of the quarterly programmes, targets will be set. These targets for the quarter will be indicated in the return. The target can be in the form of number of quarters for the residential and square metres of the finishing for the non-residential buildings. Civil repairs may include external wall finish, internal wall finish , door/window paintings whereas for electrical the periodical repairs may include the painting of fans and DBs. The list is only indicative and if more items of periodical repairs are carried out the officers will include them in the returns. The progress achieved will be indicated in %progress made during the month as well as progressive in the quarter vis-a-vis the targets set for the quarter for different type of finishes.

### Annexure 19

#### CHECK LIST/NORMS FOR HORTICULTURE MAINTENANCE

FOR BUNGALOW PROVIDED WITH 1 OR MORE MALI / PER BUNGALOW

No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done	Comments of Inspection Officer
1	Irrigation	Daily		
2	(i) Manuring (ii) Fertilization	Seasonal in winter in summer and rainy season- As per requirement		
3	Lawn Mowing Summer Winter Rains	Monthly Monthly Fortnightly		
4	Plant Protection	Need Based		
5	Pruning & Training. of Trees/Shrubs Creepers etc.	Yearly/Need base with the permission of Forest department		
6	Cultivation & Weeding	As and when required		
7	Seasonal Flowers Winter Summer Rains	Yearly Yearly Yearly		
8	Top dressing with soil & /or manure	Once in a year and it can be done twice in a year as per site requirement		
9	Repair & replacement of plants, leveling etc.	As and when required		
10	Hedges Cutting Summer Rains Winter	Fortnightly Monthly Monthly		
11	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		

12	Outdoor potted plants	Need based		
13	Indoor potted plants & planters	Need based		
14	Planter beds	Need based		
15	Ground cover as part of grass	Need based		
16	Kitchen garden	(Only for bungalows of Ministers, MP's and Judges and other officers who are provided with rent free furnished accommodations but there is variation for individual occupants.		
17	Special requirement	in case of VVIP's residences.		
FOR BUNGALOWS ONE MALI FOR MORE THAN ONE BUNGALOW				
No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./ Frequency Actually done	Comments of Inspection Officer
1	Irrigation	Daily		
2	(i) Manuring (ii) Fertilization	Seasonal in winter summer and rainy season- As per requirement		
3	Lawn Moving Summer Winter Rains	Monthly Monthly Fortnightly		
4	Plant Protection	Need Based		
5	Pruning & Trg. of Trees /Shrubs Creepers etc.	Yearly/Need base with the permission of Forest department		
6	Cultivation & Weeding	As and when required		
7	Seasonal Flowers Winter Summer Rains	Yearly Yearly Yearly		

8	Top dressing with soil & /or manure	Once in a year and can be done twice in a year as per site requirement		
9	Repair & replacement of plants, leveling etc.	As and when required		
10	Hedges Cutting			
	Summer	Fortnightly		
	Rains	Monthly		
	Winter	Monthly		
11	Outdoor potted plants	Need based		
12	Indoor potted plants & planters	Need based		
13	Planter beds	Need based		
14	Ground cover as part of grass	Need based		
15	Kitchen garden	(Only for bungalows of Ministers, MP's and Judges and other officers who are provided with rent free furnished accommodations but there is variation for individual occupants.		
16	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		
FOR TYPE V AND ABOVE FLATS DI, DII, CI, CII FLATS				
No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./ Frequency Actually done	Comments of Inspection Officer
1	Irrigation	On visit of Mali		
2	(i) Manuring (ii) Fertilization	Once in a year in winter in summer and rainy season- As per requirement		

3	Lawn Moving Summer Winter Rains	Monthly Monthly Fortnightly		
4	Plant Protection	Need Based		
5	Pruning & Trg. of Trees/Shrubs Creepers etc.	Yearly/Need base with the permission of Forest department		
6	Cultivation & Weeding	As and when required		
7	Top dressing with soil & /or manure	Yearly		
8	Repair & replacement of plants, leveling etc.	As and when required		
9	Hedges Cutting Summer Rains Winter	Monthly		
10	Outdoor/Indoor potted plants	Need based		
11	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		
FOR RESIDENTIAL COLONIES TYPE IV INDIVIDUAL GARDENS ATTACHED TO FLATS				
No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./ Frequency Actually done	Comments of Inspection Officer
1	Irrigation	On visit of Mali		
2	(i) Manuring (ii) Fertilization	Once in a year in winter in summer and rainy season- As per requirement		
3	Lawn Moving Summer Winter Rains	Monthly Monthly Monthly		

4	Plant Protection	Need Based		
5	Pruning & Trg. of Trees/Shrubs Creepers Etc.	Yearly/Need base with the permission of Forest department		
6	Cultivation & Weeding	As and when required		
7	Top dressing with soil & /or manure	Yearly		
8	Repair & replacement of plants, leveling etc.	As and when required		
9	Hedges Cutting			
	Summer	Monthly		
	Rains	Monthly		
	Winter	Monthly		
10	Indoor and Outdoor plants	Not applicable		
11	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		
FOR RESIDENTIAL COLONIES TYPE I to III INDIVIDUAL GARDENS				
No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./ Frequency Actually done	Comments of Inspection Officer
1	Pruning & Trg. of Trees/Shrubs Creepers Etc.	Yearly/Need base with the permission of Forest department		
2	Hedges Cutting			
	Summer	Monthly		
	Rains	Monthly		
	Winter	Monthly		
3	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		

FOR OPEN SPACES/PARKS IN RESIDENTIAL COLONIES				
No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./ Frequency Actually done	Comments of Inspection Officer
1	Irrigation	Daily		
2	(i) Manuring (ii) Fertilization	Once in a year in winter in summer and rainy season- As per requirement		
3	Lawn Moving Summer Winter Rains	Monthly Monthly Monthly		
4	Plant Protection	Need Based		
5	Pruning & Trg. of Trees/Shrubs Creepers etc.	Yearly/Need base with the permission of Forest department		
6	Cultivation & Weeding	As and when required		
7	Seasonal Flowers Winter Summer Rains	Wherever feasible		
8	Top dressing with soil & /or manure	Yearly		
9	Repair & replacement of plants, leveling etc.	As and when required		
10	Hedges Cutting Summer Rains Winter	Monthly Monthly Monthly		
11	Annual Tree plantation under Van Mahotsav Programme	Once in a year (in monsoon)		
12	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		

FOR PRESTIGIOUS OFFICE/COMPLEX				
No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./ Frequency Actually done	Comments of Inspection Officer
1	Irrigation	Daily		
2	(i) Manuring (ii) Fertilization	Seasonal in winter in summer and rainy season- As per requirement		
3	Lawn Moving Summer Winter Rains	Fortnightly Monthly Fortnightly		
4	Plant Protection	Need Based		
5	Pruning & Trg. of Trees/Shrubs Creepers etc.	Yearly/Need base with the permission of Forest department		
6	Cultivation & Weeding	As and when required		
7	Seasonal Flowers Winter Summer Rains	Yearly Yearly Yearly		
8	Top dressing with soil & /or manure	Yearly		
9	Repair & replacement of plants, leveling etc.	As and when required		
10	Hedges Cutting Summer Rains Winter	Fortnightly Monthly		
11	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis		
12	Outdoor potted plants	Need base as per requirement of site		

13	Indoor potted plants & planters	Need base as per requirement of site		
14	Planter beds	Need based		
15	Rockerries	Need based		
16	Flower vases	Need based		
FOR OTHER OFFICES				
No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./ Frequency Actually done	Comments of Inspection Officer
1	Man Power	As per Yard Stick		
2	Irrigation	As per turn		
3	(i) Manuring (ii) Fertilization	Seasonal in winter in summer and rainy season- As per requirement		
4	Lawn Moving Summer Winter Rains	Monthly Monthly Fortnightly		
5	Plant Protection	Need Based		
6	Pruning & Trg. of Trees/Shrubs Creepers etc.	Yearly/Need base with the permission of Forest department		
7	Cultivation & Weeding	Need based		
8	Seasonal Flowers Winter Summer Rains	Yearly Yearly Yearly		
9	Top dressing with soil & /or manure	Yearly / Need based		
10	Repair & replacement of plants, leveling etc.	Half Yearly		
11	Hedges Cutting Summer Rains Winter	Fortnightly Fortnightly Monthly		

12	Any other item (Hort., Civil, Elect., U/F water supply) required for proper maintenance	On need basis
13	Outdoor potted plants	Need base as per requirement of site
14	Indoor potted plants & planters	Need base as per requirement of site
15	Planter beds	Need based

**Notes :**

- 1 Where item of work cannot be indicated in terms of numbers /quantity/frequency, it shall be described as satisfactory or unsatisfactory.
- 2 Any nos./qty./frequency of work not supplied / executed during this month due to valid reasons / directions, to be carried over to the following month.
- 3 Above programme cannot be adhered to under conditions beyond control, such as staff on leave, strike, adverse climatic conditions, failure of water supply and availability of funds etc.
- 4 Green grass can only be maintained & not the lawns. Weeding beyond a particular stage is possible and Malba' be treated as part of grass.

**PRESTIGIOUS OFFICES/OFFICE COMPLEXES**

- 1 Parliament House & Annexe
- 2 Supreme Court of India
- 3 Vice President's House
- 4 Prime Minister's House & PMO
- 5 Vigyan Bhawan
- 6 State Guest House like Hyderabad House
- 7 U.P.S.C
- 8 Samadhies
- 9 Delhi High Court
- 10 North Block and South Block
- 11 Indira Gandhi Memorial
- 12 Teen Murti House
- 13 Old Secretariat (Vidhan Sabha)
- 14 Raj Niwas Secretariat
- 15 National Gallery of Morden Art (Jaipur House)
- 16 National Museum
- 17 Sports Stadium
- 18 All Ministry Offices
- 19 Budha Jayanti Park
- 20 Central Vista Complex, India Gate
- 21 CAG Office
- 22 CVC Office
- 23 CBI Academy Ghaziabad
- 24 CPWD training Institute
- 25 I.B. Complex , Sardar Patel Marg
- 26 Gandhi Smriti
- 27 Shastri Memorial

**CHECK LIST/NORMS FOR HORTICULTURE MAINTENANCE  
FOR PM HOUSE / OFFICE/ VICE PRESIDENT HOUSE  
FOR BUNGALOWS PROVIDED WITH ONE OR MORE MALI PER BUNGALOW**

Sl. No.	Item of work	Nos./Qty./Frequency Required	Nos./Qty./Frequency Actually done Officer	Comments of Inspection
1	Irrigation	Daily		
2	(i) Manuring	Seasonal		
	(ii) Fertilization	In winter, summer and rainy season - As per requirement		
3	Lawn Mowing			
	Summer	Need based		
	Winter	Need based		
	Rainy	Need based		
4	Plant protection	Need based		
5	Pruning & Trg. Of Trees/ Shrubs Creepers etc.	Yearly/ Need base with the permission of Forest Department		
6	Cultivation & Weeding	As and when required		
7	Seasonal Flowers			
	Winter	Yearly		
	Summer	Yearly		
	Rains	Yearly		
8	Top dressing with soil &/or manure	Need based		
9	Repair & replacement of plants leveling etc.	As and when required		
10	Hedges cutting			
	Summer	Need based		
	Rains	Need based		
	Winter	Need based		
11	Any other item (Hort., Civil, Elect., U/F water Supply) required for proper maintenance	On need basis		
12	Outdoor potted plants	Need base as per requirement of site		
13	Indoor potted plants & planters	Need base as per requirement of site		
14	Planter beds	Need based		
15	Ground cover	Need based		
16	Kitchen garden	Need based		
17	Flower arrangement in Flower vase and other Floral arrangement.	Need based		
18	Special requirement	Need based		

**Annexure 20****PRESTIGIOUS OFFICES/OFFICE COMPLEXES**

1. Parliament House & Annexe
2. Supreme Court of India
3. Vice President's House
4. Prime Minister's House & PMO
5. Vigyan Bhawan
6. State Guest House like Hyderabad House
7. U.P.S.C.
8. Samadhies
9. Delhi High Court
10. 5 Moti Lal Nehru Place (C.B.I. Office)
11. North Block & South Block
12. Indira Gandhi Memorial
13. Teen Murti House
14. Old Secretariat (Vidhan Sabha)
15. Raj Niwas Secretariat
16. National Gallery of Modern Art (Jaipur House)
17. National Museum
18. Sports Stadium

### Annexure 21

#### HORTICULTURE WORKS REQUIRED TO BE CARRIED OUT UNDER A SUB-DIVISION

NAME OF DIVISION	Total No of Flats (GF) quarters .....	Nos.	.....	Acres
NAME OF SUB-DIVISION	Total No. of Bungalows .....	Nos.	.....	Acres
	No. of trees on Road .....	Nos.	.....	Kms.
	Length of hedges in R. Mt. ....	Nos.	.....	R.mt.
	No. of Parks/open spaces .....	Nos.	.....	Acres
	No. of Seed-beds .....	Nos.	.....	Acres
	Prestigious office complexes .....	Nos.	.....	Acres
	Other office complexes .....	Nos.	.....	Acres

Sl. No.	Item of work	Quarterly Target	Achievements			Remarks
			First Month	Second Month	Third Month	
1.	2.	3.	4.	5.	6.	7.
<b>A. MAINTENANCE</b>						
(i)	Manuring	No. of Flats/Bungalows .....				
		Acres .....				
(ii)	Fertilization	No. of Flats/Bungalows .....				
		Acres .....				
(iii)	Lawn mowing	No. of Flats/Bungalows .....				
		Acres .....				
(iv)	Plant Protection	No. of Flats/Bungalows .....				
		No of times .....				
(v)	Pruning & Trg.	..... Nos.				
(vi)	Hedge Cutting	No. of Flats/Bungalows .....				
		RMT .....				
(vii)	Seasonal Flowers	No. of Flats/Bungalows .....				
		sqm .....				
(viii)	Potted plants	..... Nos.				
(ix)	Flower Vases	..... Nos.				
(x)	Planter beds (Perennial)	No. of Flats/Bungalows .....				
		Acres .....				
(xi)	Floral Decoration in Samadhies/Special occasions	..... Nos.				
<b>B. SPECIAL REPAIRS</b>						
(i)	Gap filling of Hedges/Plants	..... Nos.				
(ii)	Replacement/ Replanting of hedges/Plantation of trees/Shrubs	..... Nos.				
(iii)	Plantation under Van mahotsav Programme/Make Delhi Green Programme					

- (iv) Regrassing of Lawn ..... Nos.
- (v) Renovation of Lawn ..... Nos.
- (vi) Removing unwanted tree guards and repair and re-use

C. ORIGINAL WORKS

- (i) Development of .....Sqm. Garden
- (ii) Proposal for development of Model Parks/Gardens including Landscape Plans and estimate etc. (self-technical initiation also)

D. MISCELLANEOUS

## Annexure 22

### DRILL OF MAINTENANCE ACTIVITIES

#### I. GENERAL ITEMS OF MAINTENANCE FOR JE/AE-REQUIRING PLANNING

#### DAILY/WEEKLY/MONTHLY

(Applicable for SO(H)/AD(H) also)

S.No. ITEM		ACTION BY JE			ACTION BY AE		
		Daily	Weekly	Monthly	Daily	Weekly	Monthly
1	2	3	4	5	6	7	8
	Day to Day Complaints	<p>(a) Transfer the complaints of Special Repairs &amp; Periodical Repairs to the Respective Registers &amp; send reply to the complainants intimating the time frame to attend the complaints.</p> <p>(b) Check the compliance of task assigned to the workers notebook and complaint register.</p> <p>(c) Prepare the abstract of complaints at the end of day.</p> <p>(d) Review the Complaints Register and identify the complaints of repetitive nature from the same premises.</p>	<p>(a) Prepare an abstract of complaints on the last working day of the week.</p>			<p>(a) Forward weekly abstract of pending complaints to EE for taking suitable action with suggestion if any.</p> <p>(b) Devise ways to attend long pending complaints by redeployment of workers.</p>	
2.	Handing over/ Taking over of vacant premises	Handing over/ Taking over of vacant possession of premises & preparing occupancy & vacation report.			Send Occupancy & Vacancy Report to DOE, AE(E) & AD(H).		(a) Intimate the details of vacant quarters to Division Office.

S.NO. ITEM		ACTION BY JE			ACTION BY AE		
		Daily	Weekly	Monthly	Daily	Weekly	Monthly
1	2	3	4	5	6	7	8
3.	Work plan	(a) Marking Attendance of the workers and Issue of materials	(c) Draw programme of Annual Repairs, Special Repairs & Addition/Alterations works based on monthly/quarterly programme.  (b) Review availability of material for contract works. (c) Submit estimates of works required to be carried out.		(a) Monitoring the Attendance of JE/SO(H)/ Other Staff	(a) Send estimate of works cropped up during the week.	(a) Chalkout monthly programme of Additions/ Alterations, Special Repairs & Annual Repair works Section wise. (b) Monthly review/arrange of material from store etc. (c) Discuss with EE the programme for tendering etc. for sanctioned works.
4.	Inspection.	(a) Personally inspect 25% of the complaints attended everyday.  (b) Pay specific attention to cleanliness, encroachments, general deficiency, clearance of construction rubbish in maintenance etc. during his routine inspection of works			(a) Pay specific attention to cleanliness, encroachments, general deficiency in maintenance etc. during his routine inspection of works	(a) Personally inspect 10% of the complaints attended other than those checked by JE twice a week  (b) Review the Records maintained at service Centre twice a week.	
5.	Meetings/ Reports Returns Records						(a) Send the monthly returns to Division Office as per Form Nos:- MIS-M-1-AE MIS-M-2-AE MIS-M-3-AE (b) Have monthly meeting with Residents/ recognised RWA regarding progress of works chalked out for ensuing year & general maintenance.

S.No. Item		Action by JE			Action by AE		
		Daily	Weekly	Monthly	Daily	Weekly	Monthly
1	2	3	4	5	6	7	8
6.	Additions/ Alterations	(a) List out the cases of Addition/ Alteration work	(a) Send cases of Addition & Alteration works to sub-division along with cost of work to be paid by Allottees.		(a) Issue acknowledgement for the requests of Addition/ Alteration works	(a) Update the value of Civil and Electrical Addition/ Alteration works carried out in all the premises.  (b) Send cases of Additions/Alterations to Division for receiving payment from allottees	
7.	W.C. Staff Liveries & Personal Matters	(a) Complete personnel cases of workers, leaves, GPF, HBA, Festival Advance etc. liaise with Division for welfare of workers				(a) Monitoring of personnel matters and welfare cases of W.C Staff	
<b>II. GENERAL ITEM OF MAINTENANCE FOR JE/AE - REQUIRING PLANNING PERIODICALLY (Applicable for SO(H)/AD(H) also)</b>							
S.No. Item		Action by JE			Action by AE		
		Seasonal	Quarterly	Annual	Seasonal	Quarterly	Annual
1	2	3	4	5	6	7	8
1.	Inspection	(a) Inspect the buildings twice a year i.e. in March-April & Sep.-Oct. for identifying items of Preventive Maintenance and Annual Repairs.  (b) Inspect buildings & services installations after monsoon for relief and rehabilitation measures.		(a) Physically inspect 100% buildings for identifying items of Annual Repairs, Special Repairs & Periodical repairs in the beginning of the year.  (b) Inspect structures twice a year so as to ensure that these are safe to use.	(a) Inspect the buildings Twice a year i.e. in March-April & Sep.-Oct. for identifying items of Preventive Maintenance.  (b) Inspect important buildings & services installations after monsoon for relief and rehabilitation measures.		(a) Physically inspect 50% buildings for identifying Annual Repairs, Special Repairs & Periodical Repairs in the beginning of the year.  (b) Inspect structures yearly so as to ensure that these are safe to use.

S.No.	Item	ACTION BY JE			ACTION BY AE		
		Seasonal	Quarterly	Annual	Seasonal	Quarterly	Annual
1	2	3	4	5	6	7	8
2.	Estimation			(a) Prepare the estimates for Annual Repairs in the beginning of year, prepare estimate for Special Repairs, Extraordinary Repairs & for maintenance of services			(a) Send the estimates for Annual Repairs in the beginning of year, send estimate for Special Repairs, Extraordinary Repairs & for maintenance of services
3.	Material			(a) Assess the materials for store once in the month of March			(a) Finalise the requirement of materials for store once in the month of March
4.	Reports Returns/ Records		(a) List out items of dismantled items etc. for write off sanction.	(a) Update Building Register		(a) Prepare Survey Report of dismantled items etc.	(a) Update Building Register
<b>III. SPECIAL ITEMS OF MAINTENANCE FOR JE/AE - REQUIRING URGENT ACTION</b>							
S.No.	Item	ACTION BY JE			ACTION BY A.E.		
1	2	3			4		
1.	<b>V.I.P Maintenance &amp; Functions</b>	(a) Fill up a set of six inspection reports of check list already circulated by CE(E)I every month after inspecting sub-station equipment, generating sets, services connections, AC plants, lifts, W/S pumps, Filtration plants, S.I. System, Wetriser, Fire Alarm, Public Address system, C.C.TV, Cable TV, Laundry, kitchen, incinerator, Equipment etc.  (b) JE to be present in all functions attended by Ministers & other dignitaries.  (c) Finalize the Capital cost of Furniture on 1st of April.			(a) Send a set of six inspection reports of check list already circulated by CE(E)I every month to division office after inspecting sub-station equipment, generating sets, services connections, AC plants, lifts, W/S pumps, Filtration plants, S.I. System, Wet riser, Fire Alarm, Public Address system, C.C.TV, Cable TV, Laundry, kitchen, incinerator, Equipment etc.  (b) Fill up the check list as mentioned above well before every VIP function for sending it to CE(C) & CE(E).  (c) AE to be present in all functions attended by Ministers & others dignitaries.  (d) Finalize the Capital cost of Furniture on 1st of April.		
2.	<b>New Allotments/Breakdowns</b>	a) Make house ready for occupation  b) Process estimates for addition/Alteration works c) Process estimates for restoration of services			(a) Send estimates for Addition/Alteration works and co-ordinate these works with his Elect./Civil counter part. (b) Send estimates for restoration of services for Civil/Elect.		

IV. IMPORTANT ITEMS OF MAINTENANCE FOR EXECUTIVE ENGINEER					
Sl.No.	Item	Daily	Weekly	Monthly	Periodically
1	2	3	4	5	6
1.	Day to Day Complaints	(a) Review the complaints received through senior officers as well as the complaints pertaining to VIPs	(a) Review the abstract of complaints at least once a week in normal course and twice a week where complaints pertain to VIP.		
2.	Inspection		(a) Turn by turn spend half a day in every Service Centre, covering 2-3 Service Centres a week, examine the records, note books of W.C. Staff and review the functioning of the Service Centre.	(a) Inspect the complaints attended, other than those checked by the JE&AE at least twice a month and record results of his inspection in the Complaint Register. (b) Pay specific attention to general deficiency in maintenance of area, cleanliness and encroachment and take immediate action in this regard.	(a)Physically inspect 25% of the buildings for identifying Annual Repairs, Special Repairs and Periodical repairs in the beginning of the year. (b)Physically inspect important buildings once a year to ensure that structures are safe to use and bring to the notice of SE the cases where he has doubts with regard to structural soundness. In case of unsafe VIP residences, EE will send report directly to CE. (c)Immediately after monsoon, inspect all-important structures and users installations for likely damage and relief measures.
3	Addtions/ Alterations	(a) Raise demands with Allottees for payment to be made by them for the cases of Additions/ Alterations.			
4.	Estimation	(a) Obtain sanction for new works like Addition Alteration.		(a) Review requisitions pending for preparing estimates.	(a) Certify the necessity of undertaking Special Repairs work on the estimates initiated by JE/AE. (b) Arrange Technical Sanction for ARMO woks in the beginning of the year. (c) Send estimates for S.R./ EOSR
5.	Work Plan	(a) Review works progress with the AEs. Finalise tenders of sanctioned works (c)Chalk out monthly programme of additions/Alterations, Special Repairs and Annual Repair works Sub Division wise. (d) Review sanction of estimates sent.			(a) Review requirement of materials (b) Sanction Survey Reports Dismantled/Unserviceable materials.

S.No.	Item	Daily	Weekly	Monthly	Periodically
1	2	3	4	5	6
6.	Meetings/Reports/ Returns/Records			(a) Send the following monthly returns to circle Office:- • MIS-M-1-EE • MIS-M-2-EE • MIS-M-3-EE	(a) Have quarterly meetings with the RWA and discuss the issue of general maintenance. (b) Furnish certificate in the Register of buildings at the end of every financial year to the effect that additions made in costs and modification in building/ structure made have been updated.
7.	Handing over/ Taking over of vacant premises			(a) Send monthly statement of vacant quarters to DOE	Send Quarterly report of vacant qtrs. to S.E.
8.	VIP Maintenance and functions.			(a) Sign six sets of check list already circulated by CE(E)I for sending to CE(C) and CE(E) every month.	(a) Fix the capital cost of furniture on 1st April of each year. (b) Fill up the check list already circulated by CE(E) I well before every function for sending it to CE(C) & CE(E). (c) EE to be present with his junior staff in all functions attended by VVIP.
9.	W.C. Staff matters			Review pending personnel matters related to W.C. Staff and others.	

V. IMPORTANT ITEMS OF MAINTENANCE FOR SUPERINTENDING ENGINEER

S.No.	Item	Daily	Monthly	Periodically
1	2	3	4	5
1.	VIP Maintenance and Functions	(a) Monitor VIP complaints and the complaints received from senior officers	(a) Review monthly checklist sent by EE	(a) Review the functioning of various services as per details sent by EE before VIP functions. (b) SE to be present in all functions attended by VVIP in case EE is unable to attend the same.
2.	Day to Day Complaints		(a) Review the Complaint Register at least once a month in general and at least once in a fortnight in case of VIP complaints.	
3.	Meetings/Reports/ Returns/Records		a) Send the following monthly return to the Zonal Office : MIS - M-4-SE	a) Conduct periodical (Six monthly) meeting with Resident Welfare Associations to discuss points of common interest and general performance. (b) SE should examine Building Register during his inspection to verify that it is upto date. Send Quarterly Report to DOE regarding vacant quarters.
4.	Inspection			(a) Review the Complaint Register and carry out inspection of some of the complaints as frequently as possible. (b) Review the performance of the Service Centre twice a year and send reports to CE. (c) Inspect buildings for structural safety consideration as per intimation by EE.
5.	Work Plan		a) Review the works of Addition/ Alterations and Special repair with every Division to minimise the number of complaints.	(a) Review availability of Funds & Expr. quarterly and make proposals accordingly, (b) Review TS periodically.

### Annexure 23

#### USEFUL LIFE OF VARIOUS ELECTRICAL EQUIPMENTS/INSTALLATIONS ETC.

Sl. No	Description of Equipment/ Installation	Life in years
1	2	3
<b>A.</b>	<b>Wiring of Electrical Installations</b>	
1	Conduit wiring non-coastal area	20
2	Conduit wiring Coastal area	15
3	Casing and capping wiring	Deleted
4	PVC wiring on batten	Deleted
5	L.S. wiring	Deleted
6	T.R.S. wiring	Deleted
7	Cleat Wiring	Deleted
8	MS Pole	20
9	GI Pole	25
<b>B.</b>	<b>Fans</b>	
1	Ceiling Fan AC.	15
2	Ceiling Fan DC	Deleted
3	Exhaust Fan AC/DC DC	6 DC may be deleted
4	Table Fan AC/DC	Deleted
5	Pedestal/ Air circulated Fan	Deleted
<b>C.</b>	<b>External Electrical Lines</b>	
1	Temporary overhead lines on wooden poles	Deleted
2	Permanent overhead line on steel/RCC poles	20
3	Underground Cable Lines	20
<b>D.</b>	<b>Substation Equipment</b>	
1	Switchgear LT/HT	20
2	Transformers	25
3	Servo voltage stabilizer	10
<b>E.</b>	<b>Lifts</b>	
1	Electric Lifts	15-20
2	Escalators	15-20
<b>F.</b>	<b>Electric Motors and Pumps</b>	
1	Electric Motors single phase	Deleted
2	Electric Motors three phase	15
3	Electric pumps small (3000 RPM) AC/ DC	Deleted
4	Electric pumps medium (11500 RPM) AC/ DC	Deleted

5	(Diesel) Engine pump upto 10 H.P.	10
6	Storm water pump	7
7	Water supply Pump (Centrifugal)	10
8	Sewage Pump	5
9	(Diesel) Engine pump above 10 H.P.	12
10	Diesel Generator upto 50 KW	12
11	Diesel Generator above 50 KW	15
		Above 15 KW may be deleted
<b>G.</b>	<b>Refrigerators, Coolers &amp; Air Conditioners</b>	
1	Refrigerators	6
2	Cold storage plant with air-cooled condensing unit	8
3	Cold storage plant with water cooled condensing unit	Deleted
4	Desert Coolers [1500-2000 cfm (Evaporative type)]	4
5	Water Coolers	5
6	Room coolers cheap type about 1000 cfm	Deleted
7	Window type/ Split type/ Air-conditioning/ units with air cooled condensers	7
8	Packaged type Air-conditioning units with water cooled condensers	10
9	Packaged type Air-conditioning units with air cooled condensers	8
10	DX type central air-conditioned plant with water cooled condensers	Deleted
11	Central chilled water system of air-conditioning plant with water cooled condensers	20
12	Evaporative type air-cooling plant (upto 25,000 cfm.)	10
13	Evaporative type air-cooling plant above 25,000 cfm.	Deleted
<b>H.</b>	<b>Mechanical Machinery</b>	
<b>(a)</b>	<b>Asphalt Plant</b>	
1	Hotmix Asphalt Plant (upto 10 TPH)	Deleted
2	Hotmix Asphalt Plant (10 to 30 TPH)	Deleted
3	Hotmix Asphalt Plant (30/45 TPH)	Deleted
4	Tar/Bitumen heater 1000- 1500 litres capacity	Deleted
5	Cold asphalt mixer 30 cft.	Deleted
6	Asphalt power finishers	Deleted
<b>(b)</b>	<b>Compaction equipment</b>	
1	Hand Roller 1/2 tonne	Deleted
2	Diesel Steel Wheel roller 8/10 tonne capacity	Deleted
3	Vibratory tandem roller 4 tonne	Deleted
4	Sheep's foot roller single/double drum.	Deleted

<b>(c) Concrete Plants</b>		
1	Concrete Mixer 3/5 cft. Capacity	Deleted
2	Concrete Mixer 0.28/0.20 and 0.39/0.28 cu.m. capacity	Deleted
3	Electric vibrator capacity 5 HP	Deleted
4	Vibrator Engine Driver, Immersion/Screed board type above 2 HP - 5 HP	Deleted
<b>(d) Earth Moving Machinery</b>		
1	Dozer	Deleted
2	Earth Rammer	Deleted
3	Front and Boarder 75 B.H.P.	Deleted
4	Front end loader 45 B.H.P.	Deleted
5	Motor Grader 60-80 BHP	Deleted
6	Electric driven portable Swivel Loader	Deleted
<b>(e) Miscellaneous</b>		
1	Air-compressors 108-210 cf.m.	Deleted
2	Mobile Crane 4 tonne capacity	Deleted
3	Grass Cutter 1.52-1.8 3m(5'-6") cut mid/rear mounted	Deleted
4	Centrifugal pump upto 10 HP	Deleted
5	Trailer mounted Centrifugal Pump, Engine driven about 10 HP-50 HP	Deleted
6	Spray painting equipment complete	Deleted
7	Welding Transformers	Deleted
8	Pneumatic Rock Drill	Deleted
9	Pneumatic Pavement Breakers	Deleted
10	Generating set upto 50 KW with trolley.	Deleted
11	Insulating Oil Dehydration plant upto 500 lit.	Deleted
12	Core Cutting machine	Deleted
13	Water Tank 910 lit. capacity trolley mounted	Deleted
14	Boilers	15
15	Incinerator	15
<b>(f) Transport</b>		
1	Tipper/Truck	Deleted
2	Tractor 25-40 HP	Deleted
3	Tractor above 60-80 BHP	Deleted
4	Motor Car	5
5	Four wheeled trailer	Deleted
<b>(g) Fire Fighting Equipment</b>		
1	Fire Alarm System	15
2	Water based wet riser/ sprinkler system	20

