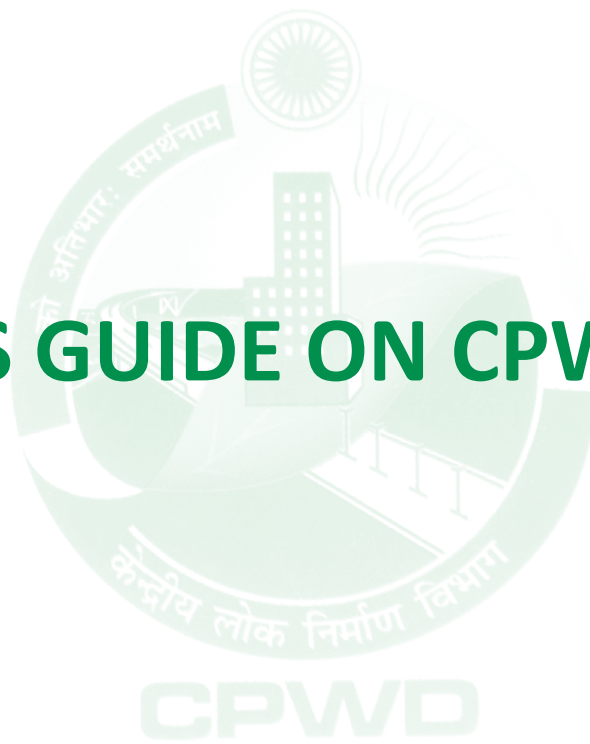


# USER'S GUIDE ON CPWDSEWA







सत्यमेव जयते



## FOREWORD

CPWD is responsible for creation and maintenance of landed assets of Government of India in the shape of residential and non-residential buildings. These include even monumental, other important buildings and infrastructure projects. Such assets are being created and added for maintenance year after year. A common citizen or a user of these assets gets first hand interaction with CPWD by way of maintenance response of CPWD in regard to complaints and standards of maintenance achieved.

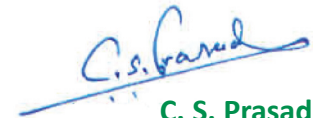
Under the circumstances, it is absolutely necessary to respond to the expectations of a citizen or a user of a CPWD maintained building by reducing the response time and upgrading maintenance standard. Due to ever increasing number of buildings in the maintenance fold, the maintenance management is becoming a challenge for which the help of latest technology has become absolutely essential for monitoring day today complaints with Management Information System (MIS) reports generated by exception, which would benefit the CPWD management for taking remedial measures and improve its services.

CPWDSEWA had been introduced earlier as a Pilot Project. However, with the implementation of Call Centre, toll free number and SMS services for two way communication, CPWDSEWA has now become a buzz word amongst users of CPWD maintenance services at Delhi. I compliment the officials involved in up-gradation of CPWDSEWA and by generating maintenance related MIS for improvement of response time of our maintenance services and its standard. The initial up-gradation work of CPWDSEWA carried out by Computer Cell of CDO, CPWD through NIC. This followed with its stabilization from grass root during last more than a year i.e. from service center level upto Chief Engineer level, the efforts made by S/Shri A. K. Trivedi, ADG(S&P) (Retd) and P. K. Gupta, ADG(TD) are appreciated.

Now this initiative, of bringing out guidelines on CPWDSEWA jointly by Central Designs Organisation and NIC, will ensure total awareness of salient features at grass root as well as CPWD management level. With the salient features made known to a citizen or user of maintenance services, officials in the service center, senior officers responsible for maintenance management

as well as Call Center, this publication 'User's Guide on CPWDSEWA' is expected to accelerate the targeted implementation at all important locations all over the country.

Also, it would also help effective use of CPWDSEWA for further improving efficiency of maintenance services and maintenance standards in CPWD.



**C. S. Prasad**

Director General,  
CPWD, Nirman Bhawan,  
New Delhi-110108





## MESSAGE

The recent times has seen innovative use of ICT in improving the services rendered by the Government agencies. CPWDSEWA is one such application relating to maintenance work of residential and non-residential Central Government buildings in Delhi. CPWDSEWA is designed, developed and hosted by National Informatics Centre, Department of Information Technology, in close coordination with CPWD. I am happy to note that CPWD has decided to roll it out to the entire country.

The release of "USER'S GUIDE ON CPWDSEWA" on the "CPWD Day" on 12<sup>th</sup> July 2011 shows the commitment of the organization for implementation of such concepts for larger benefits. I hope CPWDSEWA will establish a model maintenance software system.

I wish this publication will reach all those in need, thus serving the larger purpose for which it is intended for.

CPWD

**Dr. B. K. Gairola**  
Director General  
National Informatics Centre  
New Delhi



## PREFACE

The Government of India owns and maintains through Central Public Works Department (CPWD) a large number of residential units (68,000 plus) and Non-Residential buildings at New Delhi. The residential units cover wide range from palatial bungalow for the President of India, bungalows for Ministers, MPs, Supreme Court and High Court Judges and stretching upto the level of Beldar, Peon etc, whereas the non-residential buildings cover monumental and other non-residential & office buildings with highly varied levels of specifications and maintenance standards ranging from Parliament, North & South Blocks up to a smallest ordinary office building.

CPWDSEWA, a web application initially for residential units only, was developed as per CPWD's requirements in 2002. This acted as an interface between allottees of residential units and CPWD Service Centre. This was limited to lodging and monitoring day-to-day maintenance complaints by allottees. It was an additional web-based facility for allottees, which was running parallel to traditional system for lodging complaints through Service Centres. However, over a period of time with change of technology and integration with CPWDSEWA of Call Centre & toll free number, SMS services, feedback system, etc, the human interface at Service Centres for lodging complaints has now been totally eliminated. While Maintenance Management tools have been strengthened in CPWDSEWA, it has also been expanded to include non-residential assets also. Thus, CPWDSEWA has been made a complete maintenance operation and maintenance management tool for both residential & non-residential accommodation maintained by CPWD at Delhi. The objective of this system is to facilitate occupants for lodging complaints from their home or office with its status also made known to them at any time on 24x7 basis through CPWD's Call Centre or the website <http://cpwdsewa.gov.in>.

Besides facilitating the occupants, the entire CPWD operation & maintenance management team has been closely linked with CPWDSEWA. With the record of feedback of attended complaints generated through Call Centre as well as SMS from allottees, effective monitoring and management of complaints by the CPWD Senior Officers is also facilitated with an objective to improve CPWD's response time and upgrade its maintenance standards. Primary operation unit for operation of maintenance services is a Service Centre manned by a Junior Engineer, whereas maintenance management comprises of hierarchy spanning between an Asstt Engineer upto the level of Chief Engineer in CPWD.

Call Centre Service is outsourced with its payments linked to Service Level Agreements based on a number of performance criterion. A separate module as per needs of Call Centre and CPWD management has been added with a variety of features.

Even though, CPWDSEWA has been designed as user friendly web based software, its potential with its salient features is not known to many; even they may already be using this web-based software. It has, therefore been considered essential to bring out this 'Guide on CPWDSEWA' for the benefit of:

- i. All occupants of residential & non-residential assets being maintained by CPWD,
- ii. CPWD officials at Service Centre responsible for maintenance operation,
- iii. CPWD maintenance management team and
- iv. Call Centre

This '**User's Guide on CPWDSEWA**' has therefore been divided into five sections with first section titled as '*Background History*' and remaining four sections devoted for the above said four categories of beneficiaries, which are titled as '*Residents' Module*', '*Service Centre Module*', '*CPWD Management Module*' and '*Call Centre Module*'.

It is hoped that this 'User's Guide on CPWDSEWA' would help in bringing about awareness on CPWDSEWA and would accelerate the implementation of CPWDSEWA all over the country at important locations in a phased manner by December 2011.



**(A N Mishra)**

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**(Pradeep Kumar Gupta)**

Addl. Director General (TD),  
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**CPWD**



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Shri C S Prasad, Director General CPWD; Shri P K Gupta, Addl Director General (TD), CPWD; Shri S K Mittal, Addl Director General (S&P), CPWD.

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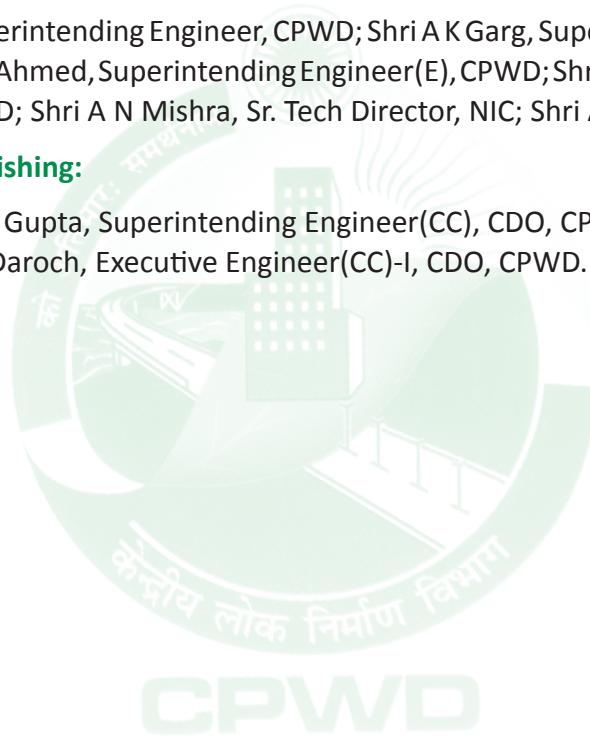
Shri Anil K Sharma, Chief Engineer (D), CDO, CPWD; Shri A N Misra, Sr Tech Director, NIC; Shri P K Singh, SE, CPWD; Shri Arun Raj, Scientist, NIC.

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## D. Printing and Publishing:

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# HISTORICAL BACKGROUND





## HISTORICAL BACKGROUND

Traditionally the complaints pertaining to the maintenance of residential and non-residential buildings were being lodged through Service Centres created by CPWD close to the assets being maintained by it in different colonies, offices etc. With ever increasing residential and non-residential assets being maintained by CPWD due to continuous addition year after year, the systematic maintenance management has become a necessity to ensure user satisfaction and proper upkeep of these assets.

Globally proven electronic / web-based mode of management for improvement of business and offices had been adopted by CPWD to create CPWDSEWA. This was for facilitating CPWD Management as well as occupants of residential and non-residential accommodation in handling of maintenance complaints in an effective manner.

To start with, a pilot project was taken up for maintenance management of residential quarters in Delhi in the year 2002. Since then, based on experience of CPWD as well as taking advantage of technological advancements in 'Information and Communication Technology (ICT)' for improvement of CPWDSEWA, continuous efforts have been made for its improvement. Besides user friendly CPWDSEWA website, Call Centre Service together with SMS services for two-way communication was also introduced in April 2010 as an interface between the occupants and CPWD. These feature introduced recently, have given CPWDSEWA a household popularity amongst occupants of CPWD maintained buildings. The database of complaints and their disposal is being utilized effectively by CPWD management for continuous improvement of maintenance services.

Now having gained confidence with successful implementation in Delhi, CPWDSEWA has been extended to following stations:

1. Ghaziabad
2. Faridabad
3. Chandigarh
4. Gandhi Nagar\*
5. Mumbai\*

\* Ready for implementation

It is proposed that CPWDSEWA shall encompass all the residential and non-residential assets under maintenance all over the country at important locations in a phased manner by December 2011. Non-residential buildings in Delhi have already been covered for lodging the complaint through CPWDSEWA w.e.f. April 2011.

The major advantages in adopting CPWDSEWA are as under:

1. 24 x 7 service for occupants of Government assets as well as CPWD maintenance management team and facilitating in improvement of maintenance services by

- a. Paperless monitoring of complaints
  - b. Lodging and knowing the status of complaints
2. Limited integration with database of Directorate of Estates for instant update of occupation, vacation and improved utilization of residential accommodation.
  3. Corrective actions could be taken by CPWD Management for improvement of system by comparing with benchmarking standards by analyzing the electronic database of:
    - a. Entire assets maintained, related complaints and disposal.
    - b. Feedback from users of CPWD maintenance services.
    - c. Entire operational team at Service Centre level and its performance.
    - d. Generated MIS reports in useful formats.

There are four modules under CPWDSEWA as mentioned below

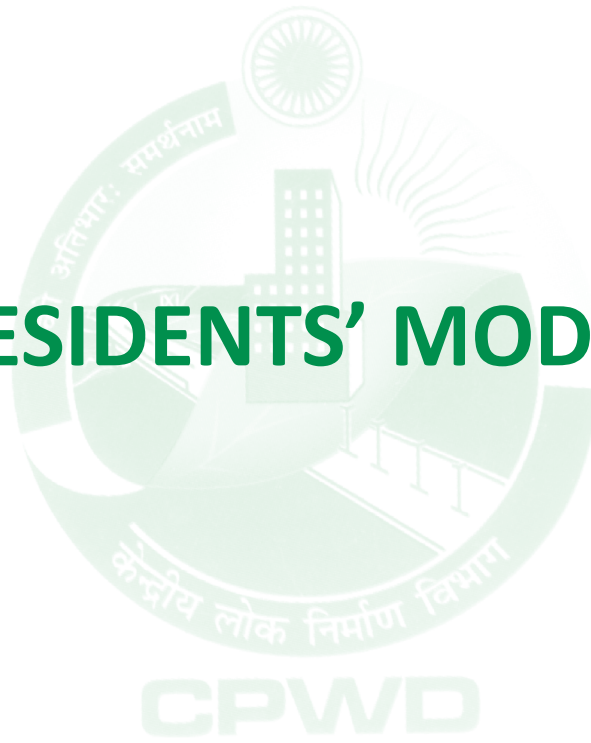
- a. Residents' Module
- b. Service Centre Module
- c. CPWD Management Module
- d. Call Centre Module

These modules are explained in detail in subsequent sections.

The CPWDSEWA has been planned by CPWD Management, for which software has been designed and developed by National Informatics Centre, Government of India as per CPWD's requirements. Besides the link on homepage of CPWD website with its URL <http://cpwd.gov.in>, the website of CPWDSEWA can also be accessed through URL <http://cpwdsewa.gov.in>.



# RESIDENTS' MODULE





## RESIDENTS' MODULE

Under this module, an occupant can lodge one's complaint in respect of residential or non-residential buildings being maintained by CPWD. The occupant is enabled from anywhere using either CPWDSEWA website or 24 x 7 Call Centre service.

### A. Complaints

#### a. Registration of Complaint

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 have been given options of selecting a residential quarter or non-residential building by different options like house details, service centre, building name, general search or mobile number. The complainants can choose any of the above options based on the information available with him. The sample 'complaint lodging screen' is shown herein below.

**REGISTER NEW SINGLE SERVICES**

Fields marked with an asterisk \* are mandatory.

\* City

\* Select House Through  House Details  Service Centre  General Search  Mobile Number

**House Details**

\* House Type

\* Locality

\* Sector

\* Block

\* House Number

\* Service Centre

**Allottee Details**

Name P.ARUN RAJ  
 Designation SCIENTIFIC OFFICER"SB"  
 Department NATIONAL INFORMATION CENTER, A-BLOCK, CGO COMPLEX, LODHI ROAD

**Complaint Details**

\* Category

\* Sub Category

\* Complaint

Date of Complaint 26/06/2011

Click the "Continue" button to proceed to the next page where the screen appears as shown below:

**REGISTER NEW MULTIPLE SERVICES**

*Please check the House and the Complaint*

City	NEW DELHI
Service Centre	New Minto Road Hostel (256)
House	05/7
Category	Horticulture
Sub Category	Horticulture
Complaint	Lawn grass to be cut
Date of Complaint	26/06/2011
Enter Mobile No. to Receive feedback	<input type="text" value="9868279910"/>
Preferred day of Attendance	<input checked="" type="radio"/> Today <input type="radio"/> Tomorrow <input type="radio"/> Day after Tomorrow
Preferred time of Attendance	<input checked="" type="radio"/> Any Time <input type="radio"/> 10 AM-1 PM <input type="radio"/> 2 PM-5 PM

The resident may choose their preferred day of attendance including preferred time of attendance against the complaint lodged. Upon click of the Submit button the following confirmation screen appears with the UNIQUE Complaint Number Auto-Generated by the system as shown below:




**Central Public Works Department**  
**CPWDSeWa**

<b>COMPLAINT REGISTRATION SLIP</b>	
City	: NEW DELHI
Service Centre	: New Minto Road Hostel (256)
House	: 5/7, New Minto Road Hostel B-II
Category	: Horticulture
Sub Category	: Horticulture
Complaint	: Lawn grass to be cut
Date of Complaint	: 26/06/2011 <span style="float: right;">Time : 10:34 PM</span>
Preferred day of Attendance	: 26/06/2011
Preferred time of Attendance	: Any Time
Name of Allottee	: P.ARUN RAJ
Name of J.E / SO(Hort) / Agency	: ..... Phone No : .....
<b>Your Complaint Number is : 1875324</b>	

**b. Status of complaint**

There is a facility to get the status of complaint online by two options:

- By complaint number; and
- By entering particular building/quarter and then selecting complaint number.

A sample complaint number 1107700 is checked for status through the Resident Module:

VIEW A COMPLAINT BASED ON COMPLAINT NUMBER

Enter Your Complaint Number

Click the submit button, upon which the below STATUS screen appears:

INFORMATION ABOUT COMPLAINT NUMBER : 1107700

CATEGORY : ELECTRICAL

NIC/CPWD 26/06/2011 10:  
**City : NEW DELHI**  
**Service Centre : 256 - NEW MINTO ROAD HOSTEL** <<

COMPLAINT INFORMATION	
Complaint No.	1107700
Date of Complaint	01/12/2010 10:18:52 Hrs
Complaint	No current/power (Inside House)
Quarter No.	5/7, New Minto Road Hostel B-II
Assigned to	satbeer singh
Status	ATTENDED
Date Attendance	01/12/2010 10:20:00 Hrs
Lodged Through	Service Centre
Call Centre User	sc256
Preferred date of Attendance	
Preferred time of Attendance	
Remarks by Call Centre	ARVIND BISWAS
Remarks by Service Centre	
Feedback	
J.E / SO(Hort) / Agency Name	Shri
J.E / SO(Hort) / Agency Ph. No	23236289

### c. Complaint History

The residents can get the complaint history in respect of their particular quarter in specified time period as per the options shown under this category.

**LIST OF COMPLAINTS RECEIVED FROM A HOUSE**

City:

Service Centre:

Quarter:

Category:

Select Date:  To  e.g. 21/12/2005 (dd/mm/yyyy)

All Complaints     Single Complaints

Click the Submit button after choosing the respective house details and specifying period of complaints.

LIST OF COMPLAINTS LODGED FROM 01/01/2011 to 26/06/2011

NIC/CPWD **Category : CIVIL**    26/06/2011 10:58 PM

**City : NEW DELHI**  
**SERVICE CENTRE : 256 - New Minto Road Hostel**  
 Quarter : 5/7, New Minto Road Hostel B-II    Phone (Res.) :  
 Name : P.ARUN RAJ    Phone (Off.) : 23061411  
 Total Complaints : 3

S.No.	Complaint Number	Date of Complaint	Complaint	Assigned to	Status	Date Attended	Remarks
1	1284036	20/01/2011	Miscellaneous	Gopal Dutt	DISOWNED BY ALLOTTEE		21JAN lock 10 22 jan 10 10 lock
2	1461453	12/03/2011	Drain Blocked (Inside House)	Charan Singh	ATTENDED	14/03/2011	
3	1600327	21/04/2011	Miscellaneous	Charan Singh	ATTENDED	21/04/2011	

**d. Feedback**

Once the complaint gets attended by the respective CPWD Service Centre, the resident can proceed to give their feedback. In this process, the residents may be allowed to enter either the complaint number or proceed to locate the particular complaint lodged by going step by step and enter the feedback. Feedback can be given in three different modes as under:

1. Satisfied with the work done;
2. Not satisfied with the work done; and
3. Attended but claimed to be not attended by the Allottee.

A sample Feedback Registration submitted through the option Feedback → For a Quarter → Locate the House → Locate the Complaint upon which Feedback to be given → click the submit button.

**FEEDBACK FOR A QUARTER**

City:

Service Centre:

Quarter:

Complaint:

**Service Center : 256 - NEW MINTO ROAD HOSTEL (NEW DELHI)**

COMPLAINT INFORMATION	
Complaint Number	1107700
Category	ELECTRICAL
Complaint	No current/power (Inside House)
Date of Complaint	01/12/2010 at 10:18:52 Hrs
Prefered date of Attendance	
Prefered time of Attendance	
Lodge Through	Service Centre
Call Centre User	
Remarks by Call Centre	
Remarks by Service Centre	
Assigned to	satbeer singh
Status	ATTENDED
Date & Time Attended	01/12/2010 at 10:20:00 Hrs
ALLOTTEE INFORMATION	
Quarter Name	5/7, New Minto Road Hostel B-II
Name	P.ARUN RAJ
Designation	SCIENTIFIC OFFICER"SB"
Department	NATIONAL INFORMATION CENTER, A-BLOCK, CGO COMPLEX, LODHI ROAD
Mobile	<input type="text" value="9868279910"/>
Phone (O)	<input type="text" value="23061411"/>
Phone (R)	<input type="text"/>
Email	<input type="text" value="arunraj@nic.in"/>
FEEDBACK HISTORY	
No Feedback Enter	
ENTER THE CURRENT FEEDBACK	
<input checked="" type="radio"/> Satisfied with the Workdone <input type="radio"/> Not Satisfied with the Workdone <input type="radio"/> Attended but claimed to be not attended by the allottee	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

**e. Reactivation of an unsatisfactorily attended Complaint:**

Choose any one of the Feedback option and click Submit button. If the options **Not Satisfied with the work done** or **Attended but claimed to be not attended by the allottee** is chosen, there will be option to RE-ACTIVATE the same complaint once again as shown below:

Satisfied with the Workdone

Not Satisfied with the Workdone

Attended but claimed to be not attended by the allottee

Do you want to reactivate this complaint ?  Yes  No

Upon which the Service Centre worker against that particular complaint may again visit the house and get the complaint done properly. By this method, lodging of same complaints again and again is avoided by the system.

**B. Major Complaint**

Under this category also, the residents can see the status of any of the complaints lodged by them that has been converted to a major category by the respective CPWD Service Centre. The status can be known either by entering the complaint number or by logging the particular quarter/ building. A sample Major complaint Number has been typed in the textbox and its details are shown after clicking the submit button as under.

**VIEW A MAJOR COMPLAINT BASED ON COMPLAINT NUMBER**

Enter Your Major Complaint Number



**INFORMATION ON MAJOR COMPLAINT NUMBER : 40677**

NIC/CPWD Category : Civil 26/06/2011 11:10

City : NEW DELHI  
Service Centre : 203 - Kaka Nagar

COMPLAINT INFORMATION	
Minor Complaint No.	236795
Date of Minor Complaint	20/05/2010
Complaint	Iron door/Window repair
Quarter No.	D-II/21 KAKA NAGAR
Currently Assigned to	Job work given to contr.
Current Status	ATTENDED
Last Attendance Date	28/05/2010
Date of Conversion from Minor to Major	27/05/2010
Remarks by Service Centre	contractor work welding to be iron gate
Comments by Senior Officers	

Similarly, a sample quarter has been selected either by mentioning part or full name or step by step by selecting city, service centre and then selecting particular quarter maintained under a service centre with its Major Complaints and its details, which are shown after clicking the submit button.

**VIEW A MAJOR COMPLAINT BASED ON QUARTER**

City

Service Centre

Quarter

Complaint

**INFORMATION ON MAJOR COMPLAINT NUMBER : 40677**

**NIC/CPWD** **Category : Civil** **26/06/2011 11:10**

**City : NEW DELHI**  
**Service Centre : 203 - Kaka Nagar**

COMPLAINT INFORMATION	
Minor Complaint No.	236795
Date of Minor Complaint	20/05/2010
Complaint	Iron door/Window repair
Quarter No.	D-II/21 KAKA NAGAR
Currently Assigned to	Job work given to contr.
Current Status	ATTENDED
Last Attendance Date	28/05/2010
Date of Conversion from Minor to Major	27/05/2010
Remarks by Service Centre	contractor work welding to be iron gate
Comments by Senior Officers	

### C. Complaint types

Under this option, the residents can view the detailed list of complaint types in respect of Civil, Electrical and Horticulture. The residents can select any item at the time of lodging the complaint under three categories. They can also lodge multiple complaints as per requirement. The list of complaints in categories of Civil, Electrical and Horticulture is given in Appendix-I

### D. Contact CPWD officers

The residents can find the name of the officers looking after the maintenance of particular Service Centre / building right from Junior Engineer upto Chief Engineer. They may select the City and the Service Centre Name as shown below, and then click the Submit button.

City	NEW DELHI ▼
Service Centre	New Minto Road Hostel (256) ▼
<input type="button" value="Submit"/> <input type="button" value="Clear"/>	

Upon which the following screen appears:

<b>DETAILS OF SERVICE CENTRE AND CONCERNED OFFICERS</b>			
<b>NIC/CPWD</b>		26/06/2011 11:22 PM	
<b>CITY : NEW DELHI</b>		<a href="#">&lt;&lt; Back</a>	
<b>Service Center</b>	<b>Address</b>	<b>Phone</b>	<b>Email</b>
New Minto Road Hostel(256)	B-II Enquiry Office, NMRH, New Delhi	23232536	je-c256.cpwd@nic.in
<b>Civil</b>			
<b>Designation</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
Chief Engineer	R S SHEORAN	23062120	ce_ndz2@nic.in
Superintending Engineer	KAMLESH KUMAR	23370284	delsedcc9.cpwd@nic.in
Executive Engineer	PL SINGH CHAUHAN	23379561	deleec1.cpwd@nic.in
Assistant Engineer	B B GUPTA	23237618	delae3ci.cpwd@nic.in
Junior Engineer	S K GUPTA	23232536	deljec256.cpwd@nic.in
<b>Electrical</b>			
<b>Designation</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
Chief Engineer	S KHAN	23414046	ceendr@gmail.com
Superintending Engineer	AWADHESH KUMAR	23378385	delseedcec2.cpwd@nic.in
Executive Engineer	R G SHARMA	23378113	deleeeed3.cpwd@nic.in
Assistant Engineer	A K SHARMA	23236289	delae1ed3.cpwd@nic.in
Junior Engineer	ARVIND BISWAS	23236289	deljee256.cpwd@nic.in

The telephone numbers and e-mail addresses are also available on CPWD Website. With these features available on Resident's Module and CPWD Website, the residents need not go now physically to service centre. Rather, they can now lodge the complaints online, know status of registered complaints, give their own feedback on attended complaints and contact the officers with the information available online.



# SERVICE CENTRE MODULE





## SERVICE CENTRE MODULE

This module is created basically for looking after the complaints handled at the operational level i.e. Service Centre. Three digit service centre codes have been generated for different residential colonies and non-residential buildings. The database of assets being maintained by CPWD are available service centre wise. Each service centre has been allotted a Login ID and Password, which is within the custody of the JEs in-charge of that particular service centre.

### A. Salient Features of CPWDSEWA

a. **A dashboard** for a particular service centre appears as first screen on its Login to inform 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 in a format as under:

<b>Welcome to the Service Centre: SPG 501(501).</b>			
 DASH BOARD		CPWDSEWA	
Benchmark Report		Benchmark Complaints	
	Electrical	Civil	Horticulture
<b>Pendency Status:</b>			
Minor Complaints Not Assigned	14	15	15
Minor Complaints Assigned	5	0	1
<b>Comments by Officers:</b>			
Against Minor Pending Complaints	0	0	0
Against Major Pending Complaints	0	0	0

Upon clicking the numerical 15 in above Numerical Abstract under Civil Complaints for the category Minor Complaints Not Assigned, a screen is displayed to JE, which a Junior Engineer can use for **assigning** the respective complaint to the worker instead of using the Sub-Menu options available in the left side pane.

A sample screen upon clicking 5 in afore displayed Numerical Abstract under Electrical Complaints for the category Minor Complaints Assigned as shown below:

**UPDATION FOR ALL PENDING COMPLAINTS**

NIC/CPWD Assign complaints for Civil 27/06/2011 11:16 AM

SERVICE CENTRE : Service Centre: SPG 501(501) << Back

■ Emergency Complaints 
 ■ Normal Complaints 
 ■ Re-Activated Complaints  
■ Door Found Locked-L1 
 ■ Door Found Locked-L2

Select : [Update All](#)

S.No.	Complaint Number	Date of Complaint	Type	Sub Category	Complaint	Quarter	Preferred date of Attendance	Preferred time of Attendance	Special Remarks by Call Centre	Assigned to	Date Assigned (dd/mm/yyyy)	Time Assigned (hh:mm)	Remarks by Service Centre
1	1758628	27/05/2011 03:49 PM	Emergency	Emergency	Water overflowing from Kitchen/Bathroom tank	Type II-2 (501-SPG 501)	27/05/2011	Any Time	hg	?		00 00 Hrs	fgf Update
2	105661	27/05/2011 03:50 PM	Normal	Others	Miscellaneous	Type II-60 (501-SPG 501)	27/05/2011	Any Time		?		00 00 Hrs	fdf Update
3	1758626	27/05/2011 03:52 PM	Emergency	Emergency	Flush overflow	Type II-2 (501-SPG 501)	27/05/2011	Any Time	bwvc	?		00 00 Hrs	 Update
4	1758634	27/05/2011 03:53 PM	Emergency	Emergency	Drain blocked (Inside House)	Type II-2 (501-SPG 501)	27/05/2011	Any Time	hgh	?		00 00 Hrs	 Update
5	1731531	20/05/2011 10:45 PM	Normal	Carpenter	Almirah Repair	Type II-2 (501-SPG 501)	20/05/2011	Any Time	test complaint by nic	?		00 00 Hrs	 Update
6	377921	26/06/2010 08:29 PM	Normal	Others	Miscellaneous	Type II-22 (501-SPG 501)	26/06/2010	Any Time		?		00 00 Hrs	test astaasdf asdf Update
7	1668970	04/05/2011 05:03 PM	Normal	Others	Miscellaneous	Type II-2 (501-SPG 501)	04/05/2011	Any Time	test	?		00 00 Hrs	asdfa sdf asdf Update
8	115358	07/04/2010 03:03 PM	Normal	Painter	Painter required	Type II-341 (501-SPG 501)	07/04/2010	Any Time		?		00 00 Hrs	 Update
9	115803	07/04/2010 03:39 PM	Normal	Painter	Painter required	Type II-751 (501-SPG 501)	07/04/2010	Any Time		?		00 00 Hrs	 Update
10	114823	07/04/2010 01:26 PM	Normal	Plumber	Overflow in storage tank on the roof	Type II-46 (501-SPG 501)	07/04/2010	Any Time		?		00 00 Hrs	 Update



**UPDATION FOR ALL PENDING COMPLAINTS**

NIC/CPWD      Attend complaints for Electrical      27/06/2011    11:19 AM

SERVICE CENTRE : Service Centre: SPG 501(501)

■ Emergency Complaints   
 ■ Normal Complaints   
 ■ Re-Activated Complaints

■ Door Found Locked-L1   
 ■ Door Found Locked-L2

Select : [Update All](#)      [<< Back](#)

S.No.	Complaint Number	Date of Complaint	Type	Sub Category	Complaint	Quarter	Preferred date of Attendance	Preferred time of Attendance	Special Remarks by Call Centre	Assigned to	Date Assigned	Date Attended (dd/mm/yyyy)	Time Attended (hh:mm)	Remarks by Service Centre	Update
1	139658	18/04/2010 12:59 PM	Emergency	Emergency Complaints	No current/power (Inside House)	Type II-809 (501-SPG 501)	19/04/2011	Any Time		Gyan ram	20/04/2011 05:35 PM	04/04/2011	12 35 Hrs	gfg	Update
2	139604	18/04/2010 12:49 PM	Normal	Accessories	Bell faulty	Type II-100 (501-SPG 501)	18/04/2010	Any Time		sunita yadav	28/02/2011 11:44 AM		00 00 Hrs		Update
3	371834	25/06/2010 01:17 PM	Normal	Accessories	Socket or switch faulty	Type II-75 (501-SPG 501)	25/06/2010	Any Time	2 switch need to be change	sunita yadav	28/02/2011 11:44 AM		00 00 Hrs	Pertains to MCD (28/02/2011).	Update
4	139617	18/04/2010 12:50 PM	Normal	Others	Other complaints	Type II-90 (501-SPG 501)	18/04/2010	Any Time		sunita yadav	28/02/2011 11:44 AM		00 00 Hrs		Update
5	388367	29/06/2010 02:51 PM	Normal	Others	Miscellaneous	Type II-17 (501-SPG 501)	29/06/2010	Any Time		sunita yadav	19/08/2010 05:03 PM		00 00 Hrs	Complaint is Private in nature	Update

Using these screens, the respective complaints can also be shown as **Attended** against the worker to whom it was previously assigned, instead of going to the Sub-Menu options found in the left side pane.

**b. Colour Coding of Complaints** is used in all the screens to facilitate in differentiation by the JE concerned between type of Complaints and assignment of tasks to be done with respect to Assign / Attend Complaints. These colour codings are as under:

 <b>Emergency Complaints</b>	 <b>Normal Complaints</b>	 <b>Re-Activated Complaints</b>
 <b>Door Found Locked-L1</b>	 <b>Door Found Locked-L2</b>	

**c. Benchmark Reports Analysis made possible:** For the Service Centre logged in, Benchmark Reports are displayed as under:

## BENCHMARK REPORT

[<< Back](#)

Service Centre	<input type="text" value="SPG 501 (501)"/>
Category	<input type="text" value="All Category"/>
Benchmark Period	<input type="text" value="20/06/2011 to 26/06/2011 5:00PM"/>

The JE could choose the Category of discipline i.e Civil / Electrical / Horticulture or All Category, analysis for the Benchmark Period chosen by the JE is displayed as on next page:

## BENCHMARK REPORT

Benchmark Period : 20/06/2011 to 26/06/2011 5:00PM														
Service Centre : SPG 501 (501)														
Report Viewed on : 27/06/2011 11:33 AM														
<span style="color: green;">■</span> Within Benchmark Time <span style="color: yellow;">■</span> Within Moderate Delay (100%) <span style="color: red;">■</span> Beyond Moderate Delay														
S. No.	Service Centre	Category	Type	Pending Carry Forwarded (A)	Lodged in this Period (B)	Grand Total (A+B)	Minor Pending (Not Assigned)	Minor Pending (Assigned)	Minor Pending (Assigned)	Minor Pending (Assigned)	Minor Pending (Assigned)	Minor Attended	Minor Attended	Major Pending
1	SPG 501 (501)	Electrical	Emergency	0	0	0	0	0	0	0	0	0	0	0
2	SPG 501 (501)	Electrical	Normal	14	0	14	10	4	0	0	0	0	0	0
3	SPG 501 (501)	Civil	Emergency	3	0	3	3	0	0	0	0	0	0	0
4	SPG 501 (501)	Civil	Normal	12	0	12	12	0	0	0	0	0	0	0
5	SPG 501 (501)	Horticulture	Emergency	0	0	0	0	0	0	0	0	0	0	0
6	SPG 501 (501)	Horticulture	Normal	7	0	7	6	1	0	0	0	0	0	0
<b>Total</b>				<b>36</b>	<b>0</b>	<b>36</b>	<b>31</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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## B. Responsibilities of the Service Centre:

**a. Complaint Entry by Service Centres** - Data Entry Menu is utilized by Service Centres, There is a provision of lodging single or multiple complaints in the system. This is the only mode of complaint entry available to service centre, where Call Centre Service is not yet activated and/or where complaints are directly received and entered at the designated service centre.

In Delhi, normally the complaints are being received and entered by Call Center, so this menu is generally required to be operated only in exceptional cases by the service centres.

**b. Workers' List Update:** Keeping the updated list of workers of that service centre in CPWDSEWA, which is used for their attendance and assignment of complaints directly into the system 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

Online update on a REALTIME basis of the status of complaints of his own discipline (i.e. Civil, Elect or Horticulture) soon after the complaint is registered, assignment to a worker, soon after the complaint reported as attended or disposed off.

- i. This is done by him by selecting the various options like:
- ii. Assign Complaints;
- iii. Attend Complaints;
  - Convert Complaint received 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.

## C. 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, if any, 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.

## D. 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. Also MIS reports for major complaints can be generated for a specified period. These could be by number, numerical abstract of major complaint and year wise abstract of major complaint.

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.

## E. Inventory of Items Issued Quarterwise

The JE in charge of maintenance of residential accommodation maintain and update list of inventory items issued for a particular house and generate reports for the same. Inventory for a service centre, as a whole, can also be maintained in the system and reports can be generated accordingly.

## F. Help

Under this menu, various options are available which are:

**a. Service Centers in CPWD** - This shows the list of all the service centers in a particular station with name of city, service center code and service center name.

**b. Quarters List with Allottee details** - This shows the quarter code, quarter address, name of the allottee, designation, department and phone numbers

**c. Quarters with codes** - This shows quarter code, quarter address, block, pool, date of occupation and date of vacation.

**d. Workers with codes** - This shows the worker code, name of worker, designation and category

**e. Type of complaints** - The category wise different items of complaints are listed under this sub-menu.

**f. Type wise quarters** - The type of quarters, No. of quarters, quarters occupied and quarters vacant can be seen for a particular service center in numerical format.

**g. Pool wise quarters** - Under this category, pool wise quarters, their numbers, occupancy, and vacancy position can be seen in abstract form.

**h. Contact CPWD Officers** - This sub-menu shows the list of CPWD officers, their name, designation, telephone number, e-mail addresses from JE to CE level.

The JE responsible for a particular service center must ensure that all the relevant information is available in the category and he shall take action to update the same.

# CPWD MANAGEMENT MODULE







## CPWD Management Module

The objective of this module is to provide access to all the AE and above level officers to monitor pendency of the complaints and its attendance. They can securely log in the system by using their own Login ID and password issued to them.

**A. DASHBOARD:** Based on territorial jurisdiction, a Dashboard is displayed to CPWD officer as the first Welcome Screen, who is recognized as a part of maintenance management. This indicates Live and Online information regarding registration, pendency and disposal of all minor & major complaints.

A sample Dashboard is shown below:

Welcome Sh. ER. R.N.DANDEKAR, CHIEF ENGINEER (CIVIL) to CPWD Sewa System			
DASH BOARD		CPWDSEWA	
Service Centre Last Logged in	Edit Profile	Officers Last Logged in	
Benchmark Complaints	Electrical	Civil	Horticulture
<b>Pendency Status:</b>			
Minor Complaints Not Assigned :	687	614	2942
Minor Complaints Assigned :	1043	6071	47
<b>Comments by Officers:</b>			
Against Minor Pending Complaints :	6	10	0
Against Major Pending Complaints :	2	36	0

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 the options:

**a. Benchmark Complaints** are exceptional reports on complaints, which have not been assigned to worker within the benchmarked timeframe.

**b. Service Centre Last Log-in** will display the last or never logged-in details of all the Service Centres under his/her jurisdiction. This is displayed as shown on next page.

**c. Subordinate Officer Last Log-in** will identically be displayed with last or never logged-in details of all sub-ordinate officers under his/her jurisdiction.

**d. Edit Profile:** This is for editing the contact details, etc

**Central Public Works Department**

**CPWD Sewa**



LIST OF SERVICE CENTRES LAST OR NOT LOGGED IN UNDER A USER

23/06/2011 11:37 AM

Total Records : 53

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NIC/CPWD

S.No.	User Name	Service Centre Code	Service Centre Name	Service Centre Address	Phones	E-Mail	Last Login
1	sc369	369	Dev Nagar Karol Bagh	DEV NAGAR KAROL BAGH	28715424	deljec369-cpwd@nic.in	23/06/2011 10:07:54 Hrs
2	sc303	303	Netaji Nagar	CPWD METAJI NAGAR NEW DELHI	01124671893	deljec303-cpwd@nic.in	23/06/2011 10:16:33 Hrs
3	sc306	306	Netaji Nagar	C P W D METAJI NAGAR NEW DELHI	24671893	DEUEC306.CPWD@NIC.IN	23/06/2011 10:17:03 Hrs
4	sc370	370	NIVEDITA KUNJ, SECTOR X, R.K. PURAM	NIVEDITA KUNJ, SECTOR X, R.K. PURAM	26167895	complaintsniveditakunj@gmail.com	23/06/2011 10:18:14 Hrs
5	sc365	365	DMS Colony Hari Nagar	CPWD ENQUIRY DMS COLONY HARI NAGAR	25129325		23/06/2011 10:22:15 Hrs
6	sc351	351	Lodhi Road Complex	TYPE V 22 LODHI ROAD COMPLEX	24635758		23/06/2011 10:45:53 Hrs
7	sc327	327	R K Puram Sector 1	Qtr No 845 847 Sector 1 R K Puram New Delhi	26174299		23/06/2011 11:02:49 Hrs
8	sc330	330	R K Puram Sector 2	SECTOR II R K PURAM NEW DELHI	26175424, 26172849 (ELECT.)		23/06/2011 11:02:56 Hrs
9	sc310	310	R K Puram Sector 7	CPWD SEC 7 R K PURAM NEW DELHI	26175094	je-c310-cpwd@nic.in, http://cpwdsewa.nic.in	23/06/2011 11:02:59 Hrs
10	sc360	360	E 87 IARI Pusa	E87 NEAR KISHAN HOSTEL	25781464/25785056	deljec360-cpwd@nic.in	23/06/2011 11:03:19 Hrs
11	sc323	323	Nanak Pura	NAIAK PURA NEW DELHI	24671488	je-c323-cpwd@nic.in	23/06/2011 11:03:57 Hrs
12	sc317	317	North West Moti Bagh	34/IV North West Moti Bagh New Delhi-21	26114700	je-c317-cpwd@nic.in, vinodkct123@indiatimes.com	23/06/2011 11:04:45 Hrs
13	sc333	333	Kidwai Nagar	DII 25 WEST KIDWAI NAGAR	24100891, 26876483	cpwd_ddivision@rediff.com	23/06/2011 11:05:58 Hrs
14	sc352	352	Lodhi Road Complex	1314 LODHI ROAD COMLEX NEW DELHI	24651148		23/06/2011 11:06:43 Hrs
15	sc336	336	Laxmi Bai Nagar		24104332		23/06/2011 11:08:22 Hrs
16	sc337	337	Laxmi Bai Nagar	CPWD SERVICE CENTRE LAXMIBAI NAGAR NEW DELHI	24104332		23/06/2011 11:09:12 Hrs
17	sc328	328	R K Puram Sector 4				23/06/2011 11:10:51 Hrs
18	sc305	305	Netaji Nagar	CPWD METAJI NAGAR NEW DELHI	24671893	DEUEC305.CPWD@NIC.IN	23/06/2011 11:11:31 Hrs
19	sc304	304	Netaji Nagar	CPWD METAJI NAGAR NEW DELHI	24671893	DEUEC304.CPWD@NIC.IN	23/06/2011 11:12:31 Hrs

**B. MIS REPORTS:** There are various sub-menus under this menu where the management can take advantage of generating various reports as per their convenience.

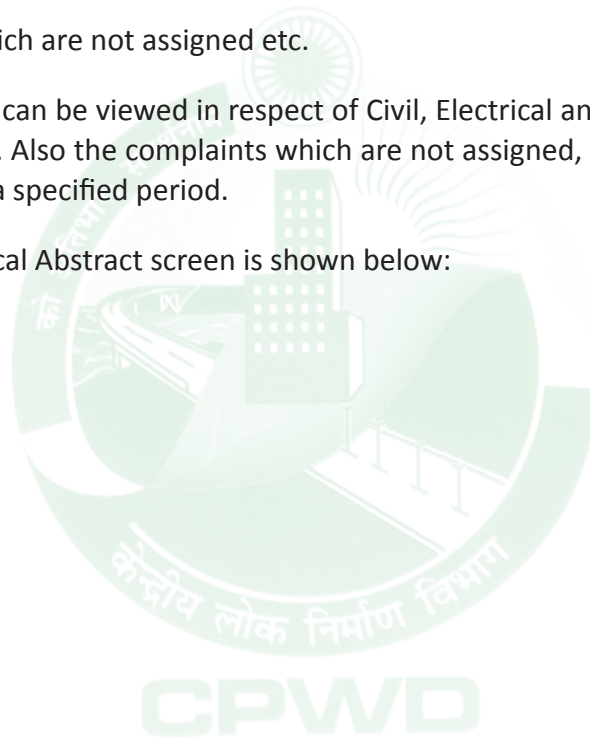
**a. Login Details** - The management can see the status of login by various service centers or by subordinate officers for different specified periods. The status regarding not logged in by the subordinate officers can also be seen from this sub-menu.


**b. Numerical Abstract** - In this sub-menu, the management can generate the reports of complaints in various forms like

- Complaints received from website and call center,
- Complaints in a particular month,
- Complaints pending for more number of days,
- Complaints which are not assigned etc.



These complaints can be viewed in respect of Civil, Electrical and Horticulture separately by the respective officers. Also the complaints which are not assigned, their numerical abstract can also be generated for a specified period.

A sample Numerical Abstract screen is shown below:



Central Public Works Department									
CPWD Sewa 									
NUMERICAL ABSTRACTS OF CIVIL COMPLAINTS LODGED THROUGH WEB AND CALL CENTRE FROM 23/06/2011 TO 23/06/2011									
Service Centre : All Service Centres									
NIC/CPWD				23/06/2011 11:23 AM					
<a href="#">&lt;&lt; Back</a>									
<b>SERVICE CENTRE : Chanakyapuri (301)</b>									
LODGED THROUGH				MINOR		MAJOR		CONVERTED TO	
CC	SC	R	TOTAL	ATTENDED	PENDING	ATTENDED	PENDING	NON-CPWD	DISOWNED BY ALLOTTEE
0	12	0	12	1	10	0	1	0	0
<b>SERVICE CENTRE : Chanakyapuri (302)</b>									
LODGED THROUGH				MINOR		MAJOR		CONVERTED TO	
CC	SC	R	TOTAL	ATTENDED	PENDING	ATTENDED	PENDING	NON-CPWD	DISOWNED BY ALLOTTEE
1	4	0	5	0	5	0	0	0	0
<b>SERVICE CENTRE : Netaji Nagar (303)</b>									
LODGED THROUGH				MINOR		MAJOR		CONVERTED TO	
CC	SC	R	TOTAL	ATTENDED	PENDING	ATTENDED	PENDING	NON-CPWD	DISOWNED BY ALLOTTEE
17	0	0	17	0	17	0	0	0	0
<b>SERVICE CENTRE : Netaji Nagar (304)</b>									
LODGED THROUGH				MINOR		MAJOR		CONVERTED TO	
CC	SC	R	TOTAL	ATTENDED	PENDING	ATTENDED	PENDING	NON-CPWD	DISOWNED BY ALLOTTEE
8	0	0	8	0	8	0	0	0	0
<b>SERVICE CENTRE : Netaji Nagar (305)</b>									
LODGED THROUGH				MINOR		MAJOR		CONVERTED TO	
CC	SC	R	TOTAL	ATTENDED	PENDING	ATTENDED	PENDING	NON-CPWD	DISOWNED BY ALLOTTEE
10	0	0	10	0	10	0	0	0	0

The list of complaints may also be retrieved by clicking any of the Numerical Figure in the XY axis as shown below:

Central Public Works Department									
CPWD Sewa  									
LIST OF ALL CIVIL MINOR PENDING COMPLAINTS LODGED FROM 23/06/2011 TO 23/06/2011									
NIC/CPWD				23/06/2011 11:28 AM					
Service Center : Chanakyapuri (302)									
Total Records : 5									
S.No.	Date of Complaint	Complaint Number	Complaint	Quarter	Assigned to	Status	Last Attended Date	Remarks by Call Centre	Remarks by Service Centre
1	23/06/2011 11:19 AM	1864134	Seepage	DI -177	Mason-2	PENDING			
2	23/06/2011 10:55 AM	1863895	Curtain rod replacement	DI -14	BrijRaj	PENDING			
3	23/06/2011 10:20 AM	1863485	Door Repair	DI -34	BrijRaj	PENDING			
4	23/06/2011 09:57 AM	1863202	Drain blocked (Inside House)	DI -87	SewerMan-2	PENDING			
5	23/06/2011 08:32 AM	1862357	Door Repair	DI -133	Carpenter-2	PENDING			

### c. Benchmark reports

In this sub-menu, very useful reports are generated in respect of complaints, which have been attended during the specified period in respect of minor as well as major complaints. This helps in analyzing the number of complaints which have been attended within the Benchmark time i.e. green zone, with slight delay i.e. yellow period or delayed i.e. red zone time period as shown in the image below and on next page

**BENCHMARK REPORT**

Residential  Non Residential

Service Centre All Service Centres ▼

Category Civil ▼

Benchmark Period 16/06/2011 to 22/06/2011 5:00PM ▼

The report is generated separately for all or any specific service center falling within the jurisdiction of concerned officer showing 'emergency' as well as 'normal' complaints. Similarly, the delay in assigning of the complaints w.r.t. benchmark timing can be seen in the report. In respect of major complaints also, similar analysis is shown which helps in identifying number of complaints attended within benchmark time, with moderate delay and beyond moderate delay. It is possible to look in to the details of each complaint contained in the 'complaints list under any particular category and the officers can enter their comments against any particular complaints, by clicking the Numerical Figure in the XY axis of the tabulated report. By clicking 'Add Comments' button to put any comment against the particular complaint, a popup window as shown in the screen on page 36.

CPWD

**Central Public Works Department**  
**CPWD Sewa**  
BENCHMARK REPORT

:16/06/2011 to 22/06/2011 5:00PM  
Residential Service Centre(s) : All Service Centres  
Report Viewed on : 23/06/2011 11:12 AM

Green Within Benchmark Time  
Yellow Within Moderate Delay (100%)  
Red Beyond Moderate Delay

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S. No.	Service Centre	Category	Type	Pending Carry Forwarded (A)	Lodged in this Period (B)	Grand Total (A+B)	Minor Pending (Not Assigned)	Minor Pending (Assigned)	Minor Pending (Not Assigned)	Minor Pending (Assigned)	Minor Attended	Minor Attended	Minor Attended	Minor Attended	Major Pending
1	Chanakyapuri (301)	Civil	Emergency	0	22	22	0	0	0	0	13	7	2	0	
2	Chanakyapuri (301)	Civil	Normal	0	88	88	0	23	0	53	9	6	26		
3	Chanakyapuri (302)	Civil	Emergency	0	28	28	0	3	0	16	5	4	0		
4	Chanakyapuri (302)	Civil	Normal	1	92	93	0	17	0	63	8	10	24		
5	Netaji Nagar (303)	Civil	Emergency	13	38	51	0	23	3	0	11	38	0		
6	Netaji Nagar (303)	Civil	Normal	38	149	187	1	112	0	24	34	43	90		
7	Netaji Nagar (304)	Civil	Emergency	0	13	13	0	1	0	0	2	11	2		

**Central Public Works Department**



**CPWD Sewa**  
BENCHMARK REPORT

**Benchmark Period** : 16/06/2011 to 22/06/2011 5:00PM  
**Residential Service Centre(s)** : Chanakyapuri (302)  
**Category** : Civil  
**Types of Complaints** : Emergency  
**Component** : Minor Pending Assigned - Within Benchmark time  
**Report Viewed on** : 23/06/2011 11:16 AM

Total Records : 3

S.No.	Date of Complaint	Complaint Number	Complaint	Quarter	Assigned to	Last Assigned Date	Status	Last Attended Date	Remarks by Call Centre	Feedback Received	Comments by Officers	Add Comments
1	22/06/2011 03:10 PM	1860801	Drain blocked (Inside House)	DI -122	SewerMan-1	22/06/2011 03:32 PM	PENDING					Add Comments
2	22/06/2011 09:16 AM	1857770	Pipe Leaking (Inside House)	DI -171	Plumber-2	22/06/2011 09:33 AM	PENDING			lock 9 15 am		Add Comments
3	20/06/2011 09:47 AM	1848455	Drain blocked (Inside House)	DI -94	SewerMan-1	20/06/2011 09:50 AM	PENDING			after 2 00 pm it major work		Add Comments



**Central Public Works Department**

*CPWD Sewa*

NIC/CPWD      **Add Comments on Complaint No. 1857770**      23/06/2011    11:17 AM

**Service Centre : Chanakyapuri (302)**

Comments of Senior Officer(s) :

The comments entered through this option will be reflected in the Service Centre Login of the JE concerned and also to all the other Officers in the hierarchy of that Service Centre who logs in through CPWD Management Module.

**d. Residential/non-residential units**

In this sub-menu, abstract of assets under maintenance within the territorial jurisdiction of the concerned officer can be seen for all or any particular service center separately.

**e. Complaints lodged**

In this category, the management can see the complaints lodged on a particular day or for a specified period under different categories of complaints. The status of different complaints can also be seen separately under the different categories as shown in the image below:

-----Select Status----- ▼

-----Select Status-----

ALL COMPLAINTS

ATTENDED

PENDING

MAJOR COMPLAINT

NON-CPWD

DISOWNED BY ALLOTTEE

Periodic/Upgradation

Not Admissible

Disposed OFF - Door Found Locked



Also there are other options available in this category to generate list of such houses/rooms from where complaints have been received, repetitive complaints from same house or complaints pending with workers.

#### f. Change password

The password can be changed by the management/officer periodically under this sub menu.

**PASSWORD UPDATION**

Enter Old Password  \*

Enter New Password  \*

Re-enter New Password  \*

\* One character , one special character(except "'()<>=%#) and one numeric value are compulsory.

\* Password Length - Maxi. 12 characters & Mini. Length 6 characters.

**4 attempts left to change your password.**

#### g. Feedback reports

Feedback reports can be generated for all service centers for a specified period for further analysis by the management.

One can choose the options: Service Centre, Feedback Received Period and Category, then go for the Submit button as shown in the below screen:

**FEEDBACK REPORTS OF LODGED COMPLAINTS**

Service Centre :

From  To

Category

Upon which the result will be displayed as shown below:



Total Feedbacks : 5265

S.No	Complaint Number	Date of Feedback	Service Centre	Quarter	Category / Complaint	Feedback Lodged Through	Feedback Lodged by (Call Centre User)	Reactivate	Complaint Lodged on	Last Assigned to	Date Last Atten
1	1793226	07/06/2011 14:27:06 Hrs	A G V Complex (421)	359 AGV COMPLEX	Civil/Miscellaneous	Call Centre	call53	Yes	06/06/2011	Sh Ram Beer	---
2	1775035	01/06/2011 18:23:03 Hrs	A G V Complex (421)	484 AGV COMPLEX	Electrical /Other complaints	Call Centre	call83	Yes	01/06/2011	Sh Kamal Kishore	02/06/ 14:01 Hrs
3	1759965	12/06/2011 10:17:27 Hrs	Albert Square Sector C DIZ Area (246)	Block-8, 362, Sector-C, Albert Square DIZ Area, ND.	Civil/Balcock to be fixed	Call Centre	call53	Yes	28/05/2011	Contractor Plumber	14/06/ 12:38 Hrs
4	1857359	25/06/2011 12:08:30 Hrs	Albert Square Sector C DIZ Area (246)	Block-64, 73, Sector-III	Civil/Basin waste pipe broken	Call Centre	call63	Yes	22/06/2011	Contractor Plumber	---
5	1795826	11/06/2011 12:47:44 Hrs	Albert Square Sector C DIZ Area (246)	Block-7, 327, Sector-C, Albert Square DIZ Area, ND.	Civil /Door need to be changed	Call Centre	call73	Yes	06/06/2011	Contractor	11/06/ 14:40 Hrs
6	1778855	06/06/2011 17:02:46 Hrs	Albert Square Sector C DIZ Area (246)	Block-69, 138, Sector-III	Civil/Drain blocked (Inside House)	Call Centre	call51	Yes	02/06/2011	Contractor sewerman	07/06/ 11:10 Hrs
7	1852679	24/06/2011 16:08:28 Hrs	Albert Square Sector C DIZ Area (246)	Block-10, 415, Sector-C, Albert Square DIZ Area, ND.	Civil /Drain Jali required	Call Centre	call48	Yes	21/06/2011	Ramji Ram.	25/06/ 15:02 Hrs
8	1809826	19/06/2011 14:38:53 Hrs	Albert Square Sector C DIZ Area (246)	Block-6, 313, Sector-C, Albert Square DIZ Area, ND.	Civil /Glass pane broken	Call Centre	call27	Yes	10/06/2011	Sh Sundar	22/06/ 13:58 Hrs
9	1827959	22/06/2011 10:55:30 Hrs	Albert Square Sector C DIZ Area (246)	Block-5, 281, Sector-C, Albert Square DIZ Area, ND.	Civil /Leakage in Drain Pipe	Call Centre	call44	Yes	15/06/2011	Contractor sewerman	22/06/ 14:18 Hrs

In this screen the officer can also View / Add comments against the feedback received, which in turn will be reflected in all the other officers Management Login in the hierarchy and also in the Service Centre Login of the JE concerned.

A sample Add Comment screen:

A sample Show (View) Comment Screen:

**h. Status of complaint**

The officer can get the status for a particular complaint through this submenu as shown in the figure:

VIEW STATUS OF A COMPLAINT BASED ON

Residential     Non Residential

Complaint Number     Mobile Number

Enter Your Complaint Number

The officer concerned may choose the option either Residential / Non-Residential type of complaint, then go for the next option for search mode either through Complaint Number of through Mobile Number. If the officer chooses the option Residential and Mobile number mode of search, then the screen will be displayed like this:

### VIEW STATUS OF A COMPLAINT BASED ON

Residential     Non Residential

Complaint Number     Mobile Number

Enter Your Mobile Number   

Submit
Clear

By entering the mobile number of the allottee, the result will be shown as below:

Status of Complaints based on Mobile number :														
NIC/CPWD		9868279910		26/06/2011		08:07 PM								
City : NEW DELHI		<a href="#">&lt;&lt; Back</a>												
HOUSE INFORMATION							ALLOTTEE INFORMATION							
House Number	5/7, New Minto Road Hostel B-II						Name	P.ARUN RAJ						
Type	Type-DS						Designation	SCIENTIFIC OFFICER"SB"						
Service Centre	New Minto Road Hostel (256)						Department	NATIONAL INFORMATION CENTER, A-BLOCK, CGO COMPLEX, LODHI ROAD						
Total Complaints : 34														
S.No	Complaint Number	Category	Complaint	Date of Complaint	Preferred date of attendance	Preferred date of attendance	Lodged Through	Lodged by (Call Centre User)	Remarks by Call Centre	Remarks by Service Centre	Last Assigned to	Date of Last Attended	Current Status	Feedback
1	1806554	Electrical	Lift Not Working	09/06/2011 11:26:23 AM	09/06/2011	Any Time	Residents	----	----	----	Contractor	14/06/2011 11:42:00 Hrs	ATTENDED	Satisfied with the Workdone (16/06/2011)
2	1600327	Civil	Miscellaneous	21/04/2011 09:12:28 AM	21/04/2011	Any Time	Call Centre	call71	dustbin channel bloked in 5th floor	----	Charan Singh	21/04/2011 15:47:00 Hrs	ATTENDED	----
3	1568833	Horticulture	Miscellaneous	11/04/2011 03:47:20 PM	12/04/2011	2 PM-5 PM	Call Centre	call99	Test complaint lodged by NIC. No action required.	----	?	----	PENDING	----
4	1546586	Horticulture	Miscellaneous	05/04/2011 11:58:44 AM	06/04/2011	10 AM-1 PM	Call Centre	call99	Test complaint lodged for DEMO by NIC.	----	?	----	PENDING	----
5	1519139	Horticulture	Miscellaneous	28/03/2011 03:32:48 PM	30/03/2011	10 AM-1 PM	Call Centre	call99	Test complaint lodged for DEMO purpose. No action required.	----	?	----	PENDING	----

**i. Quarter details**

In this menu, there are various options available to review the position of quarters as under:

- (a) Quarters occupied in a period;
- (b) Vacated in a period;
- (c) Period of vacation;
- (d) Period of vacancy; and
- (e) Occupational history.

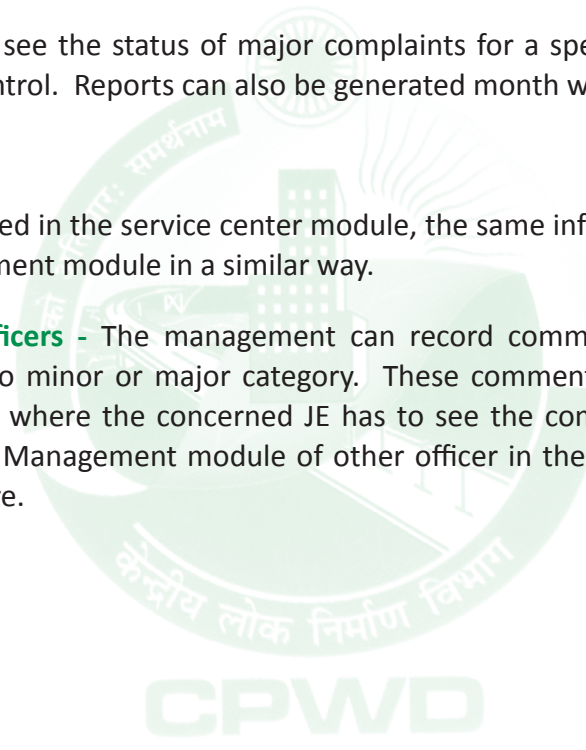
**j. Major complaints**

Management can see the status of major complaints for a specified period for all service centers under their control. Reports can also be generated month wise / year wise.

**k. Help**

As already explained in the service center module, the same information can be seen in the help menu of management module in a similar way.

**C. Comments by officers** - The management can record comments against any particular complaint pertaining to minor or major category. These comments are reflected both in the service center module where the concerned JE has to see the comments and act accordingly and also in the CPWD Management module of other officer in the hierarchy pertaining to the particular service centre.



# CALL CENTRE MODULE







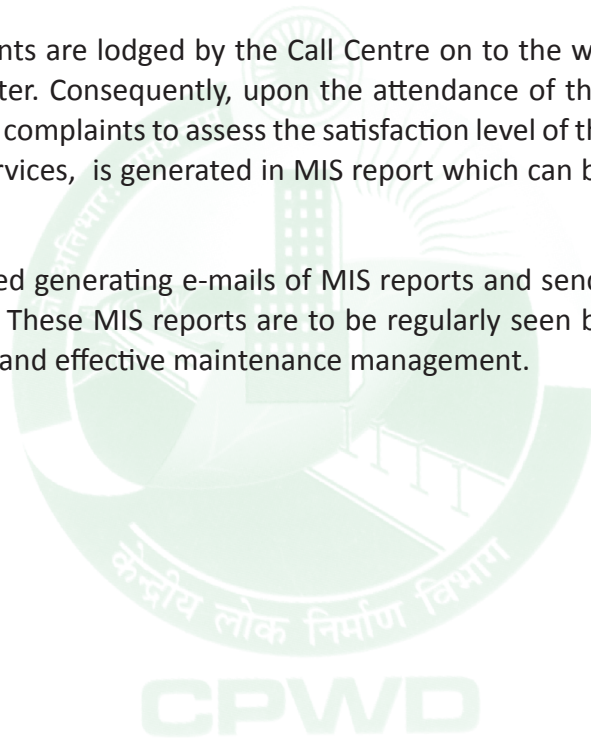
## Call Center Module

This module has been developed to receive the calls at the earmarked call center so that the calls which were otherwise received at individual service centers earlier can now be diverted to a centralized place i.e. Call Center on 24x7 basis. The call center 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> in a Real-Time Basis.

Along with the set up of call center, other facilities have also been provided in parallel to benefit the users. There is SMS facility in which SMS 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.

After the complaints are lodged by the Call Centre on to the website, it is attended by the respective service center. Consequently, upon the attendance of the complaint, the call center takes feedback of such complaints to assess the satisfaction level of the users. This feedback, also taken through SMS services, is generated in MIS report which can be seen by respective JE and officers concerned.

The NIC has started generating e-mails of MIS reports and sending the same to all the NIC generated e-mail IDs. These MIS reports are to be regularly seen by the respective officers on daily basis for smooth and effective maintenance management.



## APPENDIX-1

### Complaints Types

#### Civil

S.No.	Sub Category	Complaint
1	Carpenter	Almirah Repair
2	Carpenter	Door bolt faulty
3	Carpenter	Door need to be changed
4	Carpenter	Door or window jammed
5	Carpenter	Door Repair
6	Carpenter	Glass pane broken
7	Carpenter	Glass shelf broken
8	Carpenter	Jaffri Repair
9	Carpenter	Looking Mirror Fixed
10	Carpenter	Mirror broken
11	Carpenter	Sliding Door to be fixed
12	Carpenter	Towel rod to be replaced
13	Carpenter	Tower bolt faulty
14	Carpenter	Window need to be changed
15	Carpenter	Wiremesh broken
16	Emergency	Drain blocked (Inside House)
17	Emergency	Flush overflow
18	Emergency	Pipe Leaking (Inside House)
19	Emergency	W.C. blocked (Inside House)
20	Emergency	Water overflowing from Kitchen/Bathroom tank
21	Furniture	Change of Cotton Mattress
22	Furniture	Change of table Top Glass
23	Furniture	Change of tapestry cloth of Dinning Chairs
24	Furniture	Change of tapestry cloth of Revolving Chairs
25	Furniture	Change of tapestry cloth of Sofa Sets
26	Furniture	Curtain rod replacement
27	Furniture	Repair of furniture
28	Furniture	Repairing of Bed
29	Furniture	Repairing of Bed side Table
30	Furniture	Repairing of Chairs/ Dinning Chairs
31	Furniture	Repairing of Chicks
32	Furniture	Repairing of Curtains (Old)

S.No.	Sub Category	Complaint
33	Furniture	Repairing of Dewan
34	Furniture	Repairing of Drapery Rods
35	Furniture	Repairing of Dressing Table
36	Furniture	Repairing of Folding Bed
37	Furniture	Repairing of Frisking Shed
38	Furniture	Repairing of glass panes of Center Table
39	Furniture	Repairing of glass panes of Dinning Table
40	Furniture	Repairing of glass panes of Frisking Shed
41	Furniture	Repairing of lock of side Board
42	Furniture	Repairing of lock of Steel Almirah
43	Furniture	Repairing of Peg / Stool Table
44	Furniture	Repairing of Pelmet
45	Furniture	Repairing of revalving chairs
46	Furniture	Repairing of Sanitary Box
47	Furniture	Repairing of Side Board
48	Furniture	Repairing of Sofa Set
49	Furniture	Repairing of Table/ Dinning Table
50	Furniture	Repairing of Wooden Almirah
51	Furniture	Replacement of Mattress R.C
52	Furniture	Return the Old Furniture from Bunglow
53	Furniture	Send the old Furniture
54	Furniture	Termite treatment
55	Furniture	Washing of carpet
56	Furniture	Washing of curtains
57	Furniture	Washing of Sofa Covers
58	Mason	Brick work repair
59	Mason	Change of W.C
60	Mason	Change of W.C. seat
61	Mason	Flooring Repair
62	Mason	Leakage in Drain Pipe
63	Mason	Leaking Roof
64	Mason	Making AC opening
65	Mason	Mason's work
66	Mason	Plaster repair
67	Mason	Seepage
68	Mason	Vegetation to be removed from Roof / Building
69	Mason	Wall tiles repair

S.No.	Sub Category	Complaint
70	Others	Miscellaneous
71	Painter	Jaffri painting
72	Painter	Painiting of Frisking Shed
73	Painter	Painter required
74	Painter	Painting of Sanitary Box
75	Painter	Polish or painting required
76	Painter	Polishing of furniture
77	Painter	White washing
78	Plumber	Ballcock to be fixed
79	Plumber	Basin waste pipe broken
80	Plumber	Drain Jali required
81	Plumber	Flush not working
82	Plumber	Leakage in unfiltered water pipe
83	Plumber	No unfiltered water
84	Plumber	No water
85	Plumber	No Water in Kitchen and Bathroom
86	Plumber	No Water in WC
87	Plumber	Overflow in storage tank on the roof
88	Plumber	Pipe Leaking (Outside House)
89	Plumber	Repairs to water supply fittings
90	Plumber	Sink waste pipe broken
91	Plumber	Sink/Washbasin broken
92	Plumber	Tank cover required
93	Plumber	Tap faulty
94	Road Work	Malba to be removed
95	Road Work	Road Grass to be cut
96	Sewer Man	Drain Blocked (Outside House)
97	Sewer Man	Manhole Cover Missing
98	Sewer Man	Sewer man required
99	Welder	Iron door/Window repair

### Electrical

S.No.	Sub Category	Complaint
1	Accessories	Bell faulty
2	Accessories	M.C.B. Malfunctioning
3	Accessories	Regulator faulty
4	Accessories	Replacement of Bulb
5	Accessories	Replacement of Tube
6	Accessories	Socket or switch faulty
7	Emergency Complaints	Leakage of Current
8	Emergency Complaints	No Current / Power (Portion of Building)
9	Emergency Complaints	No current/power (Inside House)
10	Emergency Complaints	No current/power (portion of House)
11	Emergency Complaints	Sparking or Short Circuit
12	Emergency Complaints	Trapped in Lift
13	Fire Fighting / Alarm System	False Alarm/Indication
14	Fire Fighting / Alarm System	Leakage in Hydrant
15	Fire Fighting / Alarm System	Manual Call point Glass Broken
16	Fittings & Equipments	A.C. faulty
17	Fittings & Equipments	Cooler not working
18	Fittings & Equipments	Cooler pump not working
19	Fittings & Equipments	Cooler tank leakage
20	Fittings & Equipments	Exhaust fan faulty
21	Fittings & Equipments	Fan not working
22	Fittings & Equipments	Gate light faulty
23	Fittings & Equipments	Geyser faulty
24	Fittings & Equipments	Heater faulty
25	Fittings & Equipments	Water Cooler Faulty
26	Fittings & Equipments	Wireman required
27	Lift	Car call not accepting
28	Lift	Emergency Light not working
29	Lift	Landing call not accepting
30	Lift	Lift fan not working
31	Lift	Lift light not working
32	Lift	Lift Not Working
33	Lift	Non-functional indicator (car)
34	Lift	Non-functional indicator (landing)
35	Lift	Unusual noise in Lift
36	Others	Lobby / Corridor light not working
37	Others	Miscellaneous
38	Others	Other complaints
39	Others	Staircase / Common area Lights Repair
40	Others	Street Light / Compound Light not working

### Horticulture

S.No.	Sub Category	Complaint
1	Horticulture	Eradication of Motha from lawn
2	Horticulture	Grass Cutting
3	Horticulture	Hedge Cutting
4	Horticulture	Lawn grass to be cut
5	Horticulture	Leveling of grounds
6	Horticulture	Mali 3-4 days (Entitlement Alternate Days)
7	Horticulture	Mali 7 days (Entitlement once in week)
8	Horticulture	Mali Absent /Required
9	Horticulture	Mali Daily Entitlement
10	Horticulture	Mali required
11	Horticulture	Mowing required
12	Horticulture	Planting New Hedge
13	Horticulture	Pruning of trees
14	Horticulture	Regrassing
15	Horticulture	Removal of Garden Waste
16	Horticulture	Removal of fallen tree
17	Horticulture	Spray of Insecticide on plants
18	Horticulture	Supply of Good Earth
19	Horticulture	Supply of Manure/Fertilizer
20	Horticulture	Supply of pipe
21	Horticulture	Supply of plants
22	Horticulture	Supply of Seedlings/bulbs/Seeds
23	Horticulture	Weeding of Lawns
24	Others	Miscellaneous

## APPENDIX-2

### SMS COMMUNICATION

**A. CPWDSEWA responds** with SMS messages at different stages of a complaint as under:

- **On Registration of a Complaint in CPWDSEWA**

*“CPWDSEWA Civil Complaint No.:933192 is registered for Plumber required on 20/10/2010 at 16:53:07Hrs”*

- **On Assigning of job to a worker**

*“CPWDSEWA Electrical Complaint No.:926478, assigned to Sh.SATISH KUMAR for attending the complaint Wireman required on 19/10/2010 at Any Time”*

- **On receiving complaint attended report from worker;**

*“CPWDSEWA Compl.No.989879 for Glass pane broken (Civil) has been attended on 03/11/2010. Feedback SMS is requested at Mob: 9212279933 as FB<space>Compl. No.<space>Code (A-Satisfied B-Not Satisfied C-Not Attended). Eg.FB 989879 A”*

- **On conversion of Complaint from MINOR to MAJOR;**

*“CPWDSEWA Complaint No.:975405 for Plaster repair (Civil) has been converted to Major Category on 03/11/2010 at 16:47:00Hrs”*

- **On conversion of Complaint from MINOR to Non-CPWD Complaint**, pertaining to MCD / NDMC / JAL BOARD / BSES / Private Complaint, etc.;

Sample-1

*“CPWDSEWA Compl.No.:980858 Pertains to NDMC. Please Contact: NDMC Control Room AJAY GUPTA EXECUTIVE ENGINEER 01123348300 9810076894.”*

Sample-2

*“CPWDSEWA Compl.No.:977159 is Private in nature and can not attended by CPWD. Hence disposed off.”*

Sample 3

*“CPWDSEWA Compl.No.:893671 Pertains to BSES. Please Contact: BSES 32475373.”*

- **Periodical SMS to the respective JE’s Mobile**, sending the Numerical Abstract of complaints received / attended / pending in his Service Centre, for every Half-an-hour between 09.00 am to 05.00 pm on all days;

Sample SMS sent to a JE’s Mobile No.: 9910022729

*“Report for Kushak Road(134) as on 03/11/2010 during last 30min.: Civil Compl. Rcvd.: 2. Total Outstanding: Minor Compl:11, Major Compl:0”*

B. **CPWDSEWA receives** SMS messages from Users both as feedbacks and status queries:

- **For complainant to be able to give FEEDBACK**

*“FB<space>{Complaint No.}<space>{Code}”*

Codes defined as:

- A-Satisfied
- B-Not Satisfied
- C-Not Attended

- **For Complainant to know the Status of a complaint**

*“ST<space>{Complaint No.}”*





## APPENDIX-3

### RESIDENTIAL SERVICE CENTRES IN DELHI

S. No.	SCCODE	Service Centre Name	Phone
1	101	Feroz Shah Road Div 1	23389738 23381866
2	102	Feroz Shah Road Div 2	23389738 23381866
3	103	Sunheri Bagh Lane Div 4	23017631 23018746
4	104	Sunheri Bagh lane Div 5	23013289, 23017631
5	105	North Avenue Bungalows (Furniture)	23093401 23092891
6	106	North Avenue Flats (Civil-1)	23093997
7	107	North Avenue M S Flats B K S Marg	23324094, 23739558
8	108	South Avenue Bungalows	23016977 23016834 23015250
9	109	South Avenue Flats (Furniture)	23016977, 23015250, 23016834
10	110	President Schedule B & Reading lane (Furniture)	23015321, 23014344
11	111	Race Course Nursery	23014015
12	112	Teen Murti House Nursery	23014015
13	113	Tuglak Road and Tuglak lane Nursery	23014015
14	114	Kushak Road Nursery	23014056
15	115	North Avenue Horticulture Nursery	011-23378470
16	116	Parliament Horticulture Nursery	011-23378470
17	117	Sunheri Bhag Horticulture Nursery	011-23378470
18	118	Vigyan Bhawan Horticulture Nursery	011-23378470
19	119	Shastri Bhawan Horticulture Nursery	011-23378470
20	121	President Schedule B	23015321, 23014344
21	122	President Schedule A	23011965
22	123	Reading lane	
23	124	North Avenue Flats (Civil-2)	23093997
24	125	North Avenue Flats (Furniture)	23093997
25	126	PWED-2 (A/C & Coolers)	
26	127	North Avenue Bungalows (Civil-1)	23093401
27	128	North Avenue Bungalows (Civil-2)	23092891
28	129	South Avenue Flats (Civil-1)	23016977, 23015250, 23016834

S. No.	SCCODE	Service Centre Name	Phone
29	130	South Avenue Flats (Civil-2)	23016977, 23015250, 23016834
30	131	Kushak Road	23014111, 23010866
31	132	Kushak Road	23010866, 23014111
32	133	Kushak Road	
33	134	Kushak Road	
34	135	Kushak Road	
35	136	Kushak Road	
36	137	Curzon Road	23385752, 23073408
37	138	Curzon Road	23073408 23385752
38	139	K M Lane	23011924
39	140	K M Lane	23011924
40	141	Section I of 1/B Sub division	23014111
41	142	Section II of 1/B Sub Division	23014111
42	143	TEEN MURTI	23022199
43	144	VITHAL BHAI PATEL HOUSE, RAFI MARG	23719780
44	145	K M Lane (Electrical)	
45	146	Kushak Road (Electrical-1)	
46	147	Kushak Road (Electrical-2)	
47	148	Curzon Road (Electrical)	
48	149	Kushak Road	
49	150	Kushak Road	
50	151	Kushak Road (Furniture)	
51	201	Patiala House	23389965
52	202	Bapa Nagar	011-24359847
53	203	Kaka Nagar	011-24359847
54	204	M S Apt and Hostels K G Marg	23389183
55	206	Bharati Nagar	011-24640220
56	207	Rabinder Nagar	24617655
57	208	Rabinder Nagar	24617655
58	209	Shahjahan Road	23385196
59	210	Shahjahan Road	23385196
60	211	Pandara Road	23389475

S. No.	SCCODE	Service Centre Name	Phone
61	212	Pandara Road	23389475
62	213	P P Hostel	23384069
63	214	Asia House	23384069
64	215	Jam Nagar House	23386755
65	216	Shram Shakti Bhawan	32379036
66	217	DR. R.M.L. HOSPITAL (Horticulture)	23378285
67	218	RAJ GHAT (Section-II) (Horticulture)	23254229
68	219	RAJ GHAT (Section-III) (Horticulture)	23254229
69	220	INDIA GATE (Horticulture)	23384694
70	231	Mall Road	23813824
71	232	Mall Road	23813297
72	233	Timarpur	23811369
73	234	Timarpur	011-23814464
74	241	Havloc Square Kali Bari	23345428
75	242	J Block Mandir Marg	23364781
76	243	J Block Mandir Marg	23364781
77	244	Mahadev Road	23716457
78	245	Hanuman Road	23716457
79	246	Albert Square Sector C DIZ Area	23364235
80	247	P K Road	23364697
81	248	Block 19 Jaffari Square Sector 2 DIZ Area	23363495
82	249	Peshwa Road	23363495
83	250	Peshwa Road	23363495
84	252	Telegraph Lane	23317957
85	253	Press Road	1123237287
86	255	C Block Minto Road	23239125
87	256	New Minto Road Hostel	23232536
88	261	Aram Bagh	23522417
89	262	Chitragupta Road	23512596
90	266	DIZ Area Sector 4	23365431
91	267	DIZ Area Sector 4	23365431
92	301	Chanakypuri	24672603

S. No.	SCCODE	Service Centre Name	Phone
93	302	Chanakyapuri	24672603
94	303	Netaji Nagar	1124671893
95	304	Netaji Nagar	24671893
96	305	Netaji Nagar	24671893
97	306	Netaji Nagar	24671893
98	307	R K Puram Sector 13	24678538
99	308	R K Puram Sector 12 (G Div.)	26172073
100	309	R K Puram Sector 5	26174281, 26190384
101	310	R K Puram Sector 7	26175094
102	314	R K Puram Sector 9	26174089; 26188156
103	315	R K Puram Sector 8	26170480
104	317	North West Moti Bagh	26114700
105	318	Moti Bagh 1	26876051
106	319	Moti Bagh 1	26876053
107	320	Bapu Dham	26113049
108	321	Nanak Pura	26876087
109	322	Nanak Pura	26876087
110	323	Nanak Pura	24671488
111	324	R K Puram Sector 12 (Q Div.)	26172073
112	327	R K Puram Sector 1	26174299
113	328	R K Puram Sector 4	
114	329	R K Puram Sector 3	
115	330	R K Puram Sector 2	26175424, 26172849 (ELECT)
116	331	R K Puram Sector 4	
117	332	Vasant Vihar	
118	333	Kidwai Nagar	24100891, 26876483
119	334	Kidwai Nagar	24632247
120	335	Kidwai Nagar	24632247
121	336	Laxmi Bai Nagar	24104332
122	337	Laxmi Bai Nagar	24104332
123	338	Lodhi Colony	24690301
124	340	Sarojini Nagar	24670072

S. No.	SCCODE	Service Centre Name	Phone
125	341	Sarojini Nagar	24670072
126	342	Sarojini Nagar	24670072
127	343	Sarojini Nagar	24670072
128	344	Sarojini Nagar	24678129
129	345	Nauroji Nagar	26192926
130	346	Lodhi Colony	24611928
131	347	Lodhi Colony	24690301, 24611928
132	348	Lodhi Colony	24690301, 24611928
133	351	Lodhi Road Complex	24635758
134	352	Lodhi Road Complex	24651148
135	357	P V Hostel	24360319 24366064
136	358	P V Hostel	24360319 24366064
137	359	IARI Pusa Near Overhead Tank	25841464
138	360	E 87 IARI Pusa	25781464/25785056
139	361	Income Tax Colony Pitampura	27341071
140	364	MIG Flats Mayapuri	25133213
141	365	DMS Colony Hari Nagar	25129325
142	366	Govt Of India Press Colony Mayapuri	25147561
143	369	Dev Nagar Karol Bagh	28715424
144	370	NIVEDITA KUNJ, SECTOR X, R.K. PURAM	26167895
145	371	Rajya Sabha Staff Qtrs., INA	9899534888
146	401	Pushpa Vihar Sector 1	29564314
147	402	Pushpa Vihar Sector 1	29564314
148	403	Pushpa Vihar Sector 3	29553255
149	404	Pushpa Vihar Sector 3	29553255
150	405	Pushpa Vihar Sector 4	29561110
151	406	Pushpa Vihar Sector 4	29561110
152	407	Pushpa Vihar Sector 5	29564740
153	408	Pushpa Vihar Sector 7	29562435
154	409	Pushpa Vihar Sector 7	
155	410	Kasturba Nagar	24623370, 24646003
156	411	Tyagraj Nagar	24623370, 24646003

S. No.	SCCODE	Service Centre Name	Phone
157	412	Andrews Ganj	011-26256359
158	413	Andrews Ganj	011-26256359
159	414	Sadiq Nagar	26258058, 26264739
160	415	Sadiq Nagar	26258058
161	416	Andrews Ganj Extension	26251748, 26265860
162	417	Nehru Nagar	26251748
163	418	Srinivaspuri	26911175
164	419	Srinivaspuri	26911175
165	420	Hudco Place	26264084
166	421	A G V Complex	26492718
167	422	DDA Flats Kalkaji	26025667
168	423	OLD JNU CAMPUS	26711952
169	424	NCERT & NUEPA Campus	26967742
170	425	ICAR Krishi Vihar	
171	426	ICAR Krishi Vihar (Electrical)	
172	427	Hort. Division5, IP Bhawan	23378939
173	506	UFWS - Rajghat	
174	507	UFWS - Hassanpur Tank	
175	508	UFWS - Sunheri Bagh Lane	
176	509	UFWS - D-Point	
177	510	UFWS - B. B. TANK	
178	525	Raj Nagar (Civil)	
179	526	Raj Nagar (Electrical)	
180	527	West Kidwai Nagar (Civil)	
181	528	West Kidwai Nagar (Electrical)	
182	529	Shastri Bhawan Residential (Civil)	23389797
183	530	Shastri Bhawan Residential (Electrical)	23389797
184	531	Mausam Bhawan Residential (Civil)	
185	532	Mausam Bhawan Residential (Electrical)	

## APPENDIX-4

### NON-RESIDENTIAL SERVICE CENTRES IN DELHI

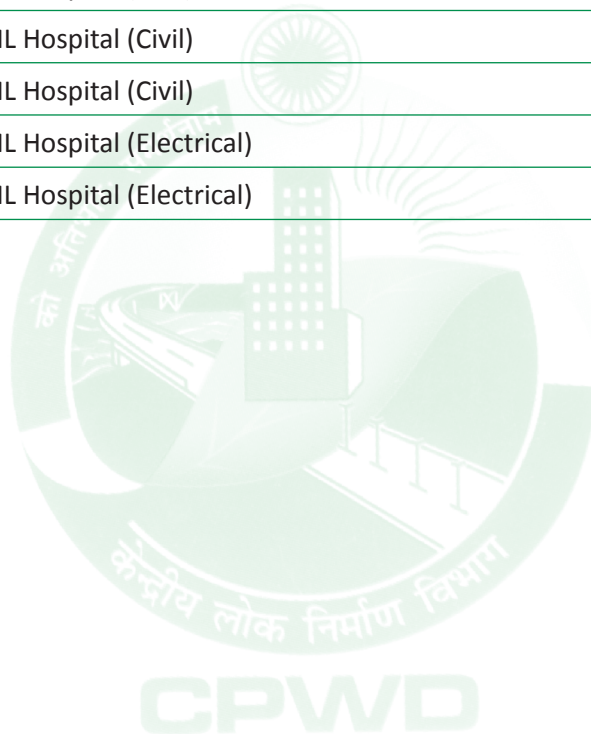
S. No.	SCCODE	Service Centre Name	Phone
1	551	Govt. Sunder Nursery, Nizamuddin (Civil)	011 23389797
2	552	Govt. Sunder Nursery, Nizamuddin (Electrical)	011 23389797
3	553	Sardar Patel Bhawan (Civil)	011-23368557
4	554	Sardar Patel Bhawan (Electrical)	011-23368557
5	555	SSKH Hospital (Civil)	234084446
6	556	SSKH Hospital (Electrical)	23408444
7	557	Sewa Bhawan (Civil)	26174605
8	558	Sewa Bhawan (Electrical)	26101936
9	559	West Block (Civil-1)	26107855
10	560	West Block (Electrical-1)	26101936
11	561	West Block (Civil-2)	26107855
12	562	West Block (Electrical-2)	26101936
13	563	Govt. Press Mayapuri (Civil)	011-25133213
14	564	Govt. Press Mayapuri (Electrical)	011-25133213
15	565	Lok Nayak Bhawan (Civil)	1124618074
16	566	Lok Nayak Bhawan (Electrical)	011-24618074
17	567	Shram Shakti Bhawan (Civil)	011-23473170
18	568	Shram Shakti Bhawan (Electrical)	011-23473170
19	701	Nirman Bhawan (Civil-1)	1123062235
20	702	Nirman Bhawan (Civil-2)	23062235
21	703	Nirman Bhawan (Electrical-1)	23062838
22	704	Nirman Bhawan (Electrical-2)	23062838
23	705	Nirman Bhawan (Lifts / FFS / FAS)	23062271
24	706	Nirman Bhawan (A/c and Coolers)	
25	707	Yojana Bhawan (Civil)	011-23710070
26	708	Yojana Bhawan (Electrical)	011-23042011
27	709	Krishi Bhawan (Civil-1)	011-23389228
28	710	Krishi Bhawan (Civil-2)	011-23389228
29	711	Krishi Bhawan (Electrical-1)	23383819

S. No.	SCCODE	Service Centre Name	Phone
30	712	Krishi Bhawan (Electrical-2)	23383819
31	713	Krishi Bhawan (Electrical-3)	23383819
32	714	Krishi Bhawan (Electrical-4)	23383819
33	715	Shastri Bhawan (Civil-1)	23389797
34	716	Shastri Bhawan (Civil-2)	23389797
35	717	Shastri Bhawan (Electrical-1)	23389243
36	718	Shastri Bhawan (Electrical-2)	
37	719	Shastri Bhawan (Electrical-3)	23389243
38	720	Shastri Bhawan (Electrical-4)	23389243
39	721	Shastri Bhawan (Electrical-5)	23384265
40	722	Shastri Bhawan (Electrical-6)	
41	723	Emporia Building (Kitab Mahal) (Civil)	23716457
42	724	Emporia Building (Kitab Mahal) (Electrical)	23716457
43	725	Transport Bhawan (Civil)	011-23718629
44	726	Transport Bhawan (Electrical)	011-23718629
45	727	Mausam Bhawan (Civil)	
46	728	Mausam Bhawan (Electrical)	
47	729	East Blocks & Trikoot Buildings (Civil)	011-26109436.
48	730	East Blocks & Trikoot Buildings (Electrical)	011-26109436.
49	731	Udyog Bhawan (Civil)	011 23061677
50	732	Udyog Bhawan (Electrical - Lifts & FF)	011 23061677
51	733	Udyog Bhawan (Electrical)	011 23061677
52	734	GOI Press Building Minto Road (Civil)	011-23237287.
53	735	GOI Press Building Minto Road (Electrical)	011-23237287.
54	736	New CAG Building (Civil)	011-23237287.
55	737	New CAG Building (Electrical)	011-23237287.
56	738	MCI (MMU) Building (Civil)	011-23237287.
57	739	MCI (MMU) Building (Electrical)	011-23237287.
58	740	South Block Building (Civil)	
59	741	South Block Building (AC/Lifts/Pump Set)	1123019199
60	742	CAG Main Building (Civil)	9654311150
61	743	CAG Main Building (Electrical)	9654311150



S. No.	SCCODE	Service Centre Name	Phone
62	744	IP Bhawan (Civil)	23370988
63	745	IP Bhawan (Electrical)	23370988
64	746	Drum Shape Building (Civil)	23370988
65	747	Drum Shape Building (Electrical)	23370988
66	748	North Block Building (Civil)	
67	749	North Block Building (Lift/DG Set/SubStn.)	
68	750	Parliament House Annexe (Civil)	23034777
69	751	Parliament House Annexe (Furniture)	23034777
70	752	Parliament House Annexe (Electrical)	23034777
71	753	CR Building (Civil)	23370988
72	754	CR Building (Electrical)	23370988
73	755	CVC Building (Civil)	24651001
74	756	CVC Building (Electrical)	24651001
75	757	AGCR Building (Civil)	1123062235
76	758	AGCR Building (Electrical)	1123062235
77	769	CGO Complex Block A (Civil)	011-24366434
78	770	CGO Complex Block B (Civil)	011-24366434
79	771	CGO Complex Block 1 to 4 (Civil)	011-24366434
80	772	CGO Complex Block A (Electrical)	011-24366434
81	773	CGO Complex Block B (Electrical)	011-24366434
82	774	CGO Complex Block 1 to 4 (Electrical)	011-24366434
83	775	CGO Complex Block 9 to 14 (Electrical)	011-24366434
84	776	CGO Complex (FFS)	011-24366434
85	778	CGO Complex Block 9 to 14 (Civil)	011-24369647
86	779	Nirvachan Sadan (Civil)	011-23368557
87	780	Nirvachan Sadan (Electrical)	011-23368557
88	781	Panchsheel Bhawan (Civil)	011-26492718
89	782	Panchsheel Bhawan (Electrical)	011-26492718
90	783	President Estate Schedule-A (Civil)	23015321
91	784	President Estate Schedule-A (Electrical)	23015321
92	785	President Estate Schedule-B (Civil)	23011464
93	786	President Estate Schedule-B (Electrical)	23011464

S. No.	SCCODE	Service Centre Name	Phone
94	787	North Block Building (Electrical - EI & Fans)	
95	788	North Block Building (Electrical - AC)	
96	789	South Block Building (Electrical - EI & Fans)	
97	790	South Block Building (Sub stn. & DG Set)	
98	791	Pushpa Bhawan (Civil)	
99	792	Pushpa Bhawan (Electrical)	
100	793	RML Hospital (Civil)	
101	794	RML Hospital (Civil)	
102	795	RML Hospital (Civil)	
103	796	RML Hospital (Civil)	
104	797	RML Hospital (Civil)	
105	798	RML Hospital (Electrical)	
106	799	RML Hospital (Electrical)	



## APPENDIX-5

### SERVICE CENTRES AT STATIONS OTHER THAN DELHI

#### 5A: CHANDIGARH - Residential

S.No.	SCCODE	Service Centre Name	Phone
1	601	Service Center-I (Sector-7)	2793599
2	602	Service Center-II (Sector-32)	
3	603	Service Center-III (Sector-46)	1722632117
4	604	Service Center-IV (Sector-41)	
5	605	Service Center-V (Sector-37 C)	
6	606	Service Center-VI (Sector-43)	

#### 5B: FARIDABAD - Residential

S.No.	SCCODE	Service Centre Name	Phone
1	511	Old Colony (Civil)	0129-2412010
2	512	Old Colony (Electrical)	0129-2412010
3	513	New Colony (Civil)	0129-2434823
4	514	New Colony (Electrical)	0129-2434823
5	515	Old Press Colony (Civil)	0129-2431456
6	516	Old Press Colony (Electrical)	0129-2431456
7	517	New Press Colony (Civil)	0129-2431456
8	518	New Press Colony (Electrical)	0129-2431456
9	519	NACEN (Civil)	9999258865
10	520	NACEN (Electrical)	9999258865

#### 5C: FARIDABAD - Residential

S.No.	SCCODE	Service Centre Name	Phone
1	759	New Press Colony Non Residential (Civil)	0129-2431456
2	760	New Press Colony Non Residential (Electrical)	0129-2431456
3	761	NACEN Non Residential (Civil)	0129-2431456
4	762	NACEN Non Residential (Electrical)	0129-2431456
5	763	CGO Complex (Civil)	0129-2411464
6	764	CGO Complex (Electrical)	0129-2411464

**5D: GHAZIABAD - Non-Residential**

S.No.	SCCODE	Service Centre Name	Phone
1	521	Kamla Nehru Nagar (Civil-1)	9899398802
2	522	Kamla Nehru Nagar (Electrical-1)	9868382745
3	523	Kamla Nehru Nagar (Civil-2)	9899398802
4	524	Kamla Nehru Nagar (Electrical-2)	9868228934

**5E: GHAZIABAD – Non-Residential**

S.No.	SCCODE	Service Centre Name	Phone
1	765	CPWD Training Institute Kamla Nehru Nagar (Civil)	9868382745
2	766	CPWD Training Institute Kamla Nehru Nagar(Elect.)	9868382745
3	767	CGO Kamla Nehru Nagar (Civil)	9958306860
4	768	CGO Kamla Nehru Nagar (Electrical)	9958306860

