### OFFICE OF DIRECTOR (MONITORING / VIGILANCE) NEW DELHI MUNICIPAL COUNCIL PALIKA KENDRA : NEW DELHI

No. D-592/Dir(now)

1

Dated : 7/01/2016

#### Sub : - Interaction with RWA as on 03.01.2016.

Please find enclosed herewith the points discussed in the interaction with representatives of RWAs held on 03.01.2016 with the request to take necessary action on the points concerning to your Deptt. on top priority and submit ATR at the earliest for information of Chairman.

- a) Immediate redressal of actionable grievances.
- b) Issues beyond jurisdiction of NDMC may be forwarded to concerned Departments with a copy to RWA.
- c) Issues requiring policy decision be compiled and placed before next Council Meeting for appropriate decision.

Out Sto

(Murari Lal Sharma) Director (Monitoring / Vigilance)

#### <u>To:</u>

- 1. C.E. (C-I) / S.E. (R-I) / S. E. (R-II)
- 2. C.E. (C-II)/ S.E. (BM-I) / S.E. (BM-II)
- 3. C.E. (E-I)
- 4. C.E. (E-II)
- 5. M.O.H.
- 6. Director (Hort.) South / North
- 7. Director (Welfare)
- 8. Director (Enforcement)
- 9. Director (Commercial)
- **10. Director (Monitoring)**
- 11. Director (Estate-II)
- 12. Director (MS)
- 13. C.S.O.

#### **Copy for information to:**

- 1. P.S. to Chairman for kind information please.
- 2. P.S. to Secretary for kind information please.



••

### Action to be taken by : All HODs

- 1<sup>st</sup> Sunday of every month RWA meeting by Hon'ble Chief Minister of Govt. of NCT of Delhi.
- Last Sunday of Each month Safai Abhiyaan in NDMC area.



Action to be taken	by : Chief Engineer	(Electric-I)

Name of RWAs		Grievances	Action is to be taken by
CGERWA, J-Block,	٠	Minutes of meeting be forwarded to RWAs.	· · · · · · · · · · · · · · · · · · ·
Mandir Marg, New Delhi	٠	CCTV are fixed but they are not working properly. 8 New are also required & analysis CCTV Cameras.	
-	•	Shifting of CCTV Cameras from MLA Fund.	Transfer of funds within one week from MLA fund.
	٠	Insufficient road light. Inspection be carried out with staff of road lighting division.	Two weeks time.
-	•	Removal of the wire hanging in air of street light at J-Block, Mandir Marg.	
CGERWA, Sector-D,	٠	CCTV camera not working.	
Type-III, Mandir Marg, Gole Market, New Delhi	•	Setup box to be shifted from Porta Cabin.	
ASIA House, CGERWA, K. G. Marg, New Delhi.	٠	No proper light arrangement in park.	
CGERWA, Porta Cabin,	٠	Installation of solar panel.	
Near A-167, Moti Bagh- I, New Delhi.	•	To increase CCTV and proper its maintenance.	
RWA (House No. 1069 to	•	LED Bulbs for street lights.	
1128 & 1279 to 1576), Laxmi Bai Nagar, New Delhi.	•	Installation of 12 CCTV Cameras.	· · · · · · · · · · · · · · · · · · ·
CGERWA Sector-E, Foch Square, R.K. Ashram Marg, New Delhi.	•	CCTV cameras are not working.	
Colony Lease Holders Association, 58, Babar Road, New Delhi.	٠	CCTV camera in Bengali Market.	
RWA, L & M Block, Type-III, Sarojini Nagar, New Delhi.	•	Two more units of CCTV required.	
Sector-I to IV, Area Officer, DIZ Area.	•	Insufficient street light.	
Central Govt. Residents	•	Dim street light, wattage be increased.	
Welfare Association, BD- Block, Sarojini Nagar, New Delhi	•	CCTV in RWA office.	
RWA, (AEGH Blocks), Laxmi Bai Nagar, New Delhi. 1837, Laxmi Bai Nagar.	•	No CCTV Cameras in and around Maharani Laxmi Bai Marg, Laxmi Bai Nagar, provide the same at the earliest.	
Central Govt. Employees	٠	Insufficient road light at Jor Bagh road.	
Awasiya Kalyan Samiti, Type – III Quarters, Lodhi Colony, New Delhi- 110003.	•	Requirement of CCTV.	
RWA, (Block No. 39 to 46 & 51 to 63), DIZ Area, Sector-IV, Bangla Sahib Road, New Delhi.	•	High mask light not working.	
Residents Welfare	٠	Problem of street light.	
Association, GI-Block, Sarojini Nagar, New Delhi.	٠	Unorganised way of wire in the area.	
CGERWA, C-34, Hanuman Road, New Delhi.	٠	Requirement of CCTV Camera.	



# Action to be taken by : Chief Engineer (Electric-II)

Name of RWAs	Grievances	Action is to be taken by
CGERWA, Block – 18-42,	• Load of the electricity meters.	
Sector-II, DIZ Area, New Delhi.	• Electricity meter to porta cabin.	
RWA, Block – 1 to 4 & 9	Electricity for CCTV.	
to 13, Type-II Quarters, Sector-2, Gole Market, New Delhi.	• Electricity for porta cabin.	
RWA (House No. 1069 to 1128 & 1279 to 1576), Laxmi Bai Nagar, New Delhi.	• Electricity connection for Porta Cabin.	
Central Govt. Residents Welfare Association, BD- Block, Sarojini Nagar, New Delhi	Provision of porta cabin	

1

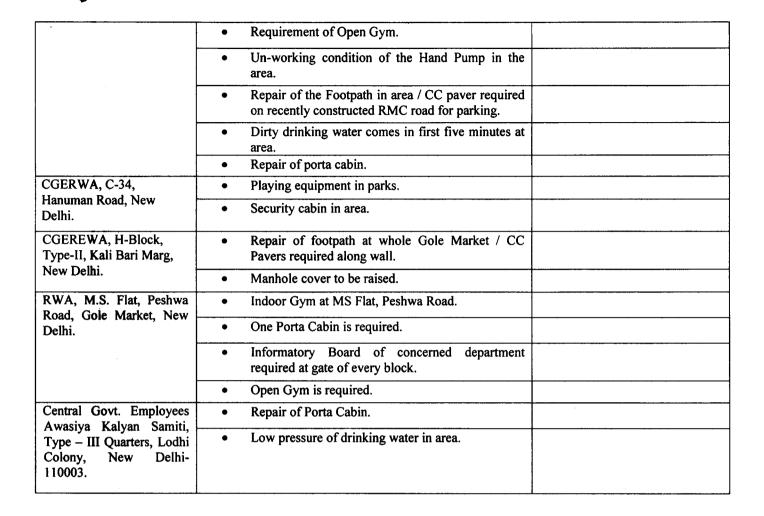
.

### Action to be taken by : Chief Engineer (Civil-I)

Name of RWAs	Grievances	Action is to be taken by
CGERWA, Block – 18-42,	Requirement of Open Gym equipments.	
Sector-II, DIZ Area, New Delhi.	• Requirement of 10 Benches in the parks from MLA Fund.	
	Interlocking tile work.	
	Removal of Mobile Toilet	
F	• Raising height of compound wall.	
	• Distribution of water in DIZ area.	
	• Problem of sewer blockage inside the premises.	
	• Problem of the toilet at the jhuggies.	
RWA, Block – 1 to 4 & 9	Repair of porta cabin.	
to 13, Type-II Quarters, - Sector-2, Gole Market, New Delhi.	• Water Supply only one time, low water pressure.	
	Zali at Porta Cabin	
CGERWA F, G & H Blocks, Sarojini Nagar, New Delhi.	• Unfiltered water in parks, condition has worsened.	<ul> <li>NDMC has to take over the network of unfiltered water. A letter was written in June.</li> <li>NDMC borewell permission.</li> <li>STP plant possibility.</li> </ul>
	• Provision of one security cabin.	
	<ul> <li>Problem of drinking water in Sarojini Nagar.</li> </ul>	
Ē	• Traffic problem, direction board should be fixed.	······································
ASIA House, CGERWA, K. G. Marg, New Delhi.	• Some playing equipments are damaged and installation of some more equipments.	
CGERWA, Porta Cabin,	• 2 gates to be fixed in park near A-200.	
Near A-167, Moti Bagh-	• No unfiltered water supply, development of park	
I, New Delhi. Colony Lease Holders Association, 58, Babar	<ul> <li>are not in good condition, shortage of water.</li> <li>Repair of service lanes, cutting of road made by water supply.</li> </ul>	
Road, New Delhi.	Choking of sewer at Nathu & Bengali Sweets.	
t i i i i i i i i i i i i i i i i i i i	•	
	• More public utilities / toilets at Babar Road nearby areas.	
RWA (House No. 1069 to	Toilets for Slum cluster.	
1128 & 1279 to 1576), Laxmi Bai Nagar, New	<ul> <li>Lack of unfiltered water supply at Parks in Laxmi Bai Nagar.</li> </ul>	
Delhi.	• More drinking water tap required for JJ Cluster.	
-	<ul> <li>Arjun Dass Camp water problems &amp; toilet problems.</li> </ul>	
CGERWA, Sector-D,	Lack of Water and low pressure.	
Type-III, Mandir Marg,	Open gym to be provided.	
Gole Market, New Delhi.	<ul> <li>The road cutting permission is to be extended in Sector-D, Type-II.</li> </ul>	· ·
NDMC Employee Palika Kunj Residence Welfare	<ul> <li>Mixing of boring water in direct supply from DJB.</li> </ul>	
Association, Lodhi Road, New Delhi.	• Construction of Porta Cabin. Area to be shown to S.E. (R-II).	
CGERWA Sector-E, Foch Square, R.K. Ashram	• Space in between footpath and boundary wall is being misused.	SE(R-II) to inspect.
Marg, New Delhi.	• Public toilet to be constructed.	
	Illegal shops exists, submit status	S.E. (R-II)



Kendriya Sarkari Karamchari Awas Kalyan	• Central verge railing from Hanuman Mandir to Gol Dak Khana.	Estimate to be prepared. S.E. (R-II)
Sanstha, (Block 101-108) Sector-IV, DIZ Area, Baba Kharak Singh Marg, New Delhi	• Bangla Sahib Marg is one way.	Issue of Traffic Police.
RWA, L & M Block, Type-III, Sarojini Nagar,	• Requirement of Security cabin.	In anticipation of funds, tender be prepared.
New Delhi.	• Litterbins provided inside the park to be shifted to other location as they are not cleaned by Horticulture and Health Department.	
CGERWA, DG-Block Sarojini Nagar, New Delhi- 110023.	• Shortage of drinking water.	
RWA, Block-93-100, Sector-IV, Baba Kharak	• Drain water is being stored near Block 93.	
Singh Marg, New Delhi	<ul> <li>Illegal parking at Taxi Stands and areas earmarked for parking.</li> </ul>	SE(R-I) & SE (R-II)
RWA, (Block No. 39 to 46 & 51 to 63), DIZ Area,	• Identification of sewer main holes / rain water drain.	
Sector-IV, Bangla Sahib Road, New Delhi.	• Fixing of Instruction boards in parks.	
Louis Louis Louis.	• Delay in permission of road cutting.	
	• Road side public toilet of woman needs fixing of latches and the toilets are used as residence by security personnel.	
	• Fencing of the boundary wall.	
RWA, 750 Double Storey Quarters, R.K. Ashram Marg, P.K. Road, New Delhi.	• Arrangement of water in porta cabin	
RWA, E-Type Flats,	Gym not working properly.	
Sarojini Nagar, XY, YZ, Z Blocks, New Delhi.	• Mother Dairy / Kendriya Bhandar in Porta cabin through MLA fund.	
	• XY-YZ Block Sarojini Nagar hard water problem, samples to be taken and report to be given to RWA.	
	Iron gate to be provided.	
	• Requirement of three porta cabins for security.	
Sector-I to IV, Area Officer, DIZ Area	Provision of speed breaker.	
	Low water pressure.	
CGERWA, Block 73-89, Sector-1, Gole Market,	Requirement of Security Barrier.	
New Delhi	• Repair of tiles adjacent to roads.	
CGERWA, Block 58-79,	• Malba stored by the contractor.	
Kali Bari Marg, Type-III, Havlock Square, Sector-2,	Providing the garden benches.	
DIZ Area, New Delhi	• Increase in height & repair of boundary wall of the garden.	
	• Block-79 entry gate to be provided.	
Residents Welfare	• Increase in height of boundary at GI-Block.	
Association, GI-Block,	Improvement to back lane of GI-Block.	
Sarojini Nagar, New Delhi.	• Fixing of tiles in the back lane of Sarojini Nagar.	
CGERWA, J-Block,	Interlocking tiles to be fixed.	· · · · · · · · · · · · · · · · · · ·
Mandir Marg, New Delhi	Provision of Security Guard booth.	
	Road Repair.	





Action t	<u>o be</u>	taken	by :	Chief	Engineer	(Civil-II)

Name of RWAs	Grievances	Action is to be taken by
Palika Niwas Awasiya Samiti, Lodhi Colony,	<ul> <li>Kendriya Bhandar in place of gym in porta cabin.</li> </ul>	
New Delhi	• There are four shops in the colony, which are being used for travelling agency. Problem of taxi stand.	
	<ul> <li>Sewerage line is being replaced, quality of work is poor.</li> </ul>	SE (BM-II) to inspect & submit report.
	• Possibility of ramp from Gate No.4.	
CGERWA, Sector-D, Type-III, Mandir Marg, Gole Market, New Delhi.	• Water shortage problem.	SE (PH) to follow up.
NDMC Employee Palika Kunj Residence Welfare Association, Lodhi Road, New Delhi.	• Grit wash is falling from walls.	SE (BM) to inspect and submit report.
Kendriya Sarkari Karamchari Awas Kalyan Sanstha, (Block 101-108) Sector-IV, DIZ Area, Baba Kharak Singh Marg, New Delhi	• Problem of drug addicts residing at footpath.	NDMC / Delhi Police will clear it.
Colony Lease Holders Association, 58, Babar	• In place of library, gym be made.	Director (Welfare) to visit.
Road, New Delhi.	• The outlet of water from balconies comes on road, pipe to be fixed.	Matter is of CPWD, the same be forwarded.
	• Gym at Babar Road Community Centre.	
RWA (House No. 1069 to 1128 & 1279 to 1576), Laxmi Bai Nagar, New Delhi.	Issue of Barat Ghar Parking.	Inspection on Wednesday i.e. 06.01.2015.
RWA, M.S. Flat, Peshwa Road, Gole Market, New Delhi.	• Unauthorised area covered at MS Flat.	Pertains to CPWD. Letter to be written.

;

# Action to be taken by : Director (Horticulture) South

Name of RWAs	Grievances	Action is to be taken by
CGERWA F, G & H Blocks, Sarojini Nagar, New Delhi.	<ul> <li>Unfiltered water in parks, condition has worsened.</li> <li>Grass in open area.</li> </ul>	C.E. (C-I)/ Dir. (Hort.)
CGERWA, Porta Cabin, Near A-167, Moti	• No unfiltered water supply, development of park are not in good condition, shortage of water.	
Bagh-I, New Delhi.	<ul> <li>Pruning of all trees in time bound manner.</li> </ul>	
	<ul> <li>Survey of all area to be carried out so that the permission can be taken from Forest Deptt.</li> </ul>	
RWA (House No. 1069	<ul> <li>Removal of waste from park bins.</li> </ul>	
to 1128 & 1279 to 1576), Laxmi Bai Nagar, New	• Bins fixed are in parks, are not cleaned.	
Delhi.	• Pruning of trees.	
RWA, L & M Block, Type-III, Sarojini Nagar, New Delhi.	• Due to shortage of irrigation water, plants are dying.	
CGERWA, DG-Block Sarojini Nagar, New	• Trees are dying due to white ants.	S.O. (Hort.) should contact RWA, DG Block.
Delhi-110023.	• Problem of dust in colony.	
Residents Welfare	• Action plan for horticulture maintenance.	
Association, GI-Block, Sarojini Nagar, New Delhi.	• Area for the playing of children at GI-Block. Play ground has been covered by the Nursery.	

# Action to be taken by : Director (Horticulture) North

Name of RWAs	Grievances	Action is to be taken by
CGERWA, Block- 18-42, Sector-II, DIZ Area, New Delhi.	• Permission regarding trimming of trees to Director (Hort.) matter can be taken up with Forest Deptt.	
Colony Lease Holders Association, 58, Babar Road, New Delhi.	• New plants at Babar Road and trimming of trees.	
ASIA House, CGERWA,	• Park is not well maintained.	
K. G. Marg, New Delhi.	• No proper cleaning of the park & grass.	
RWA, Block-93-100, Sector-IV, Baba Kharak Singh Marg, New Delhi	• Old trees are dying. They should be treated.	Action plan to be submitted.
Kendriya Sarkari Karamchari Awas Kalyan Sanstha, (Block 101-108) Sector-IV, DIZ Area, Baba Kharak Singh Marg, New Delhi	• Trimming of trees.	Survey be done within 15 days and the area be pointed out and a permission from Delhi Govt. be taken.
CGERWA, Block 73-89, Sector-1, Gole Market,	• Request of Garden Hut in park.	
New Delhi	• Combination of model park and park behind safal booth.	
CGERWA, J-Block, Mandir Marg, New Delhi	• Umbrella huts in the garden.	

#### Action to be taken by : Director (Commercial)

Name of RWAs	Name of RWAs Grievances			
RWA, Block – 1 to 4 & 9 to 13, Type-II Quarters, Sector-2, Gole Market, New Delhi.	• Replacement of burnt electricity meter.			
CGERWA Sector-E, Foch Square, R.K. Ashram Marg, New Delhi.	<ul> <li>Porta cabin electricity is being used from staircase light and gate light which is metered and paid by CPWD.</li> </ul>	Porta cabin light should not be disconnected.		
Sector-I to IV, Area Officer, DIZ Area.	• Electricity meter should not be in the name of individual allottee, should be in the name of officer bearer of RWA.			

### Action to be taken by : M.O.H.

Name of RWAs	Grievances	Action is to be taken by
Colony Lease Holders Association, 58, Babar Road, New Delhi.	<ul> <li>Mini Dustbins at Babar Road.</li> </ul>	х.
RWA (House No. 1069	Requirement of additional Tipper	
to 1128 & 1279 to	Cleaning of Footpaths.	
1576), Laxmi Bai	• Requirement of Additional tippers.	
Nagar, New Delhi.	• Bins fixed in parks, are not being cleaned.	
CGERWA, DG-Block	• Sanitation / Cleanliness of colony of DG Block.	
Sarojini Nagar, New Delhi-110023.	• Inputs to be taken from the area incharge, where the actual problem of urination is there.	
Central Govt. Residents Welfare Association, BD-Block, Sarojini Nagar, New Delhi	• Back lane cleaning.	
Residents Welfare Association, GI-Block, Sarojini Nagar, New	• Area not cleaned.	CMO (South) to visit the area alongwith the area inspector.
Delhi	• Cleaning of dustbin installed in the park.	
M.S. Flats, Peshwa Road, New Delhi	<ul> <li>Cleaning and sweeping from Udyan Marg to Peshwa Road</li> </ul>	
CGERWA, F, G & H Blocks, Sarojini Nagar, New Delhi.	• Cleaning of internal roads and back lanes on regular basis.	
CGERWA, Block 58- 79, Kali Bari Marg, Type-III, Havlock Square, Sector-2, DIZ Area, New Delhi	• Cleaning of the road between the block.	
RWA, (Block No. 39 to 46 & 51 to 63), DIZ Area, Sector-IV, Bangla Sahib Road, New Delhi.	• Problem in the garbage collection system. The vehicle should be stop at the block.	
RWA, L & M Block, Type-III, Sarojini Nagar, New Delhi.	• Cleaning of the area.	
CGERWA, J-Block, Mandir Marg, New Delhi	• Cleaning problem of dustbin installed in the park.	

.

ί,



#### Action to be taken by : Director (Enforcement)

Name of RWAs	Grievances	Action is to be taken by
Colony Lease Holders Association, 58, Babar Road, New Delhi.	• Problem of illegal parking at Himachal Bhawan	
RWA, 750 Double Storey Quarters, R.K. Ashram Marg, P.K. Road, New Delhi.	<ul> <li>Unauthorized parking from R.K. Ashram Marg to Mandir Marg service road.</li> </ul>	
Central Govt. Residents Welfare Association, BD-Block, Sarojini	<ul> <li>Problem of parking in and around Sarojini Nagar Market.</li> </ul>	
Nagar, New Delhi	• Unauthorized parking by transporter in front of DG Block.	
RWA (House No. 1069 to 1128 & 1279 to 1576), Laxmi Bai Nagar, New Delhi.	• Encroachment of the footpath infront of the jhuggie Laxmi Bai Nagar, Arjung Dass Camp.	
CGERWA F, G & H Blocks,	• Issue of the unauthorized jhuggie behind the common wealth park.	
Sarojini Nagar, New Delhi.	• Unauthorized parking in Sarojini Nagar Market.	
CGERWA, J-Block, Mandir Marg, New Delhi	<ul> <li>Unauthorised parking by a travel company at Udhyan Marg.</li> </ul>	



### Action to be taken by : Director (Monitoring)

Name of RWAs	Grievances	Action is to be taken by
CGERWA Sector-E, Foch Square, R.K. Ashram Marg, New Delhi.	• CCTV / solar system complaints not attended from control room.	Directions to staff be given.



#### Action to be taken by : Director (Estate-II)

Name of RWAs	Grievances	Action is to be taken by
CGERWA, Porta Cabin, Near A-167, Moti Bagh-I, New Delhi.	<ul> <li>Installation of ATM.</li> </ul>	
Central Govt. Employees Awasiya Kalyan Samiti, Type – III Quarters, Lodhi Colony, New Delhi- 110003.	• Unauthorized running of the Restaurant in Khanna Market, Restaurant name Peshawari and Dawat.	



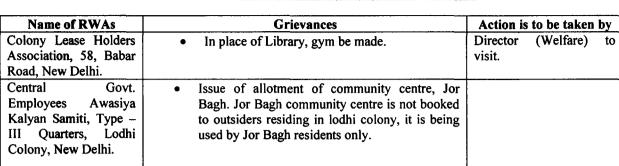
.

.

.

# Action to be taken by : Director MS

Name of RWAs	Grievances	Action is to be taken by
CGERWA, Porta Cabin, Near A-167, Moti Bagh-I, New Delhi.	<ul> <li>Development of Charak Palika Hospital as Super Speciality Hospital.</li> </ul>	



#### Action to be taken by : Director (Welfare)