

# **CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION**

## **CITIZEN CHARTER**

### **Our Vision**

Providing quality houses at reasonable cost to Central Government Employees on 'No Profit-No Loss' basis.

### **Our Mission**

We fulfill the vision of providing housing through :-

- Allotment of land for CGEWHO through Central/ State Government Bodies and formation of land bank.
- Formulation of self-financing housing schemes at various stations on 'No Profit-No Loss' basis.
- Purchase of land through :-
  - a) Allotment from State Land Development Authority
  - b) Turnkey Agency or Private Developer
- Announcement of schemes, construction of houses meeting aspirations of beneficiaries.
- Review the progress of projects and take corrective action.
- Time bound, efficient, prompt and courteous and across the counter services with highest degree of dedication.

### **Our Clients**

- Central Government Employees serving or retired, spouses of deceased Central Govt. Employees covered under Priority-I category.
- Employees in Central PSU's, State Govt's, U.T. Administration, Autonomous Bodies, Corporations, Nationalised Banks, Serving Uniformed employees of the Ministry of Defence and serving employees of Ministry of Railways covered under Priority-II category.
- General Public including retired spouses of deceased employees of Priority-II covered under Priority-III category.

## **Our Services**

- Entire work from procurement of land to construction of house/ flat and its efficient delivery to customers/ beneficiaries in minimum possible time.
- Registration of applicants for houses in consonance with 'object' clause in Memorandum of Association.
- Procurement of land through various sources.
- Planning of Housing Schemes and conducting of Demand Surveys.
- Announcement, implementation, monitoring and progresses of Housing Complexes.
- Allotment of houses/ flats and handing over to beneficiaries.
- Handing over of common services in Housing Schemes.
- Formation of Apartment Owners Association to look after general upkeep and maintenance of complex.
- Facilitating registration of Title Deed in favour of beneficiaries/ co-owners.

## **Specification Regarding Timing of Services & Information Facilitation Centre (IFC)**

This organisation commits itself to the following time-framed services :-

- Timely replies to all the correspondence. Also, in case of any delay, an intimation regarding the reasons for such delay and when the reply can be expected.
- By printing a separate section e.g. 'Part A' of each Scheme brochure for every housing scheme announced by the organisation and providing all specific details about that particular housing scheme, including local requirements and specific details including location plan, configuration, areas etc.
- By keeping the beneficiaries and public informed on various decisions of their interests e.g. eligibility standards and other changes etc. through official websites and if required, by newspapers and news-letters.
- Display of names of Officers with their designation, telephone no., location in their respective Directorate who are dealing with the public.
- By updating official website and making available printed information for time bound display of various transactions at Reception (IFC).

- By providing the reception desk (May I help you Desk) with computer facility having programmed information system consisting of relevant details about all the housing schemes.
- By making available general formats and requisition slips for depositing and withdrawal transactions, change of address etc. at IFC.

### **Grievances Redressal**

- Through a right approach to concerned Officers at various levels if grievances are not settled at lower levels.
- To take the issue to the highest level, if not settled at the normal channel, for redressal.
- Names of the Public Grievance Officers to be contacted for redressal of grievances of beneficiaries and public for respective projects :

<b>S.No.</b>	<b>Details of Public Grievance Officer</b>	<b>Projects</b>
1.	Shri P K Wadhwa Dy Dir(Admn)-I Contact Nos. : Ph No. 011-23717249 Fax No. 011-23717250 Email : cgewho@nic.in and Website : www.cgewho.nic.in	Chennai-I, Mumbai(Nerul), Mumbai (Kharghar), Kolkata-I, Bangalore-I, Noida-I & II (Sec-51) and Noida-III, IV & V (Sec-82), Jaipur-I, Kochi-I, Ahmedabad-I, Pune-I & II, Panchkula-I & II, Hyderabad-I, Gurgaon-I & II.
2.	Shri M K Maity Dy Dir(Admn)-II Contact Nos. : Ph No. 011-23717249 Fax No. 011-23717250 Email : cgewho@nic.in and Website : www.cgewho.nic.in	Chandigarh, Lucknow, Hyderabad-II and Bhubaneswar-I & II, Chennai-II, Greater Noida, Hyderabad-III, Jaipur-II, Kolkata-II, Meerut, Mohali-I and Vishakhapatnam.

- For the purpose of information under RTI Act 2005, the following Officers are to be contacted :-

### **CPIO**

Sh M K Maity  
Dy Director(Admn),  
Central Government Employees Welfare Housing Organisation,  
'A' Wing, 6th floor,  
Janpath Bhawan, Janpath  
New Delhi - 110 001

Contact Telephone Nos. : 011 23717249, 011-23739722 & 011-23355408  
Telefax No. : 011 23717250, email : cgewho@nic.in

### **Appellate Authority**

Shri Parveen Kr Wadhwa  
Dy Director(Admn),  
Central Government Employees Welfare Housing Organisation,  
'A' Wing, 6th floor,  
Janpath Bhawan, Janpath  
New Delhi - 110 001

Contact Telephone Nos. : 011 23717249, 011-23739722, 011-23355408  
Telefax No. : 011 23717250, email : cgewho@nic.in

### **Beneficiaries Obligations**

- Contact our Heads of Directorates for obtaining better services.
- Send proposals, wherever required, for improving efficient functioning of the client organisations in accordance with the standards and norms prescribed by the Government.
- Implement the specified instructions and policy guidelines on personnel matters.
- Offer suggestions to streamline the functioning of the organisation, promote accountability and transparency.
- To ensure timely deposit of all dues/ installments.
- To strictly adhere to the terms and conditions of allotment and also to the procedures prescribed for processing of loan applications, withdrawals, tripartite agreement etc. for speedy disposal of beneficiaries's cases.

- To mention registration number in all the communications sent to CGEWHO.
- Not to send any loose instrument i.e. cheque, draft etc. Such instrument be sent with a covering letter bearing registration number etc.
- Visit our website for latest information & details : [www.cgewho.nic.in](http://www.cgewho.nic.in)

## **Contacts**

### **Technical D'te**

Director(Technical)  
 Central Government Employees Welfare Housing  
 Organisation,  
 `A` Wing, 6th floor,  
 Janpath Bhawan, Janpath  
 New Delhi - 110 001

Contact Telephone Nos. : 011 23717249 , 011-23355408  
 and 011-23739722

Telefax No. : 011-23717250

Email : [cgewho@nic.in](mailto:cgewho@nic.in)

### **Finance D'te**

Dy Director(Finance)

Address |

Contact No. & | (same as above)

Email I.D. |

### **Administration D'te**

Dy Director (Admn)-I/ Dy Director(Admn)-II

Address |

Contact No. & | (same as above)

Email I.D. |