

Standard operative Procedure for Civil Maintenance of Park

(I)

S.No.	Civil Maintenance Work(Short term)	Remarks
1.	A) Building work Repair of damaged/broken boundary wall	15 days
2	Repair of damaged footpath/toe wall	15 days
3	Repair of damaged/broken existing grill/gate	7 days
4	Repair of damaged/broken pump house, rain shelter etc.	15 days
5	White wash/water proofing paint of boundary wall, pump house, rain shelter etc.	Once in two years
6	Painting of existing grill, gates etc. in parks	Once in two years
7	Removal of Malba/building material rubbish which is usually left out at site after execution of civil works	2 days
	B) Water Supply/Sewage disposal/Storm water drain Repair of existing services in parks.	
	(i) Minor repair i/c blockage.	1 day
	(ii) Major repair	15 days
	C) (i) Maintenance of toilets/bio-toilets (ii) Sweeping, cleaning, watering etc. i.e. caretaking.	Weekly basis Daily in two shifts
	D) (i) Providing of sign boards/Display Boards/Play Cards(one time after award of work)	30 days
	(ii) Redevelopment of bore well (one time after award of work).	21 days
	(iii) Miscellaneous (not covered above)	Within reasonable time.


(II) **Procedure**

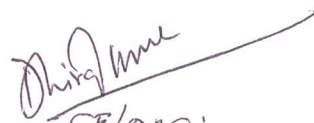
(i) **Registration of complaint:-**

Complaints can be entered in the complaint register maintained with A.D(Hort.).

(ii) **Categorization of complaint:-**

AD(Hort) will forward the complaints to the respective Civil, Electrical & Horticulture divisions on daily basis.


A.D./Hort.


CE/QAC
DHIRAJ KUMAR
Chief Engineer (QAC)
Delhi Development Authority

(iii) **Redressal of complaint:-**

- a) Concerned DD(Hort.), EE(Civil), EE(Elect.) will make the compliance within stipulated time line.
- b) Report the redressal of complaints to AD(Hort.).

(iv) **Monitoring:**

Concerned Director(Hort.), SE(Civil/Electrical) will monitor the redressal of complaint pertaining to their jurisdiction.