

**AWARENESS PROGRAMME
FOR THE RESIDENTS OF
AUDIT POOL COLONY,
CHANDIGARH**

Details of Residential accommodations

The Audit Pool Colony is under the estate management of Principal Accountant General (Audit) Punjab, Chandigarh in which staff of 06 IA&AD offices (except Defence Audit) are residing. It is spread in 4 locations i.e. Sector 41-B, 41-C, 42 and 24 comprising following number of quarters:

Type of quarters	No. of quarters	Location	No. of Parks in the Colony
Type-I	179	Sector 41-C, Chandigarh	01 park in Sector 41C
Type-II	801	190 quarters in Sector 41-C, Chandigarh 611 quarters in Sector 41-B, Chandigarh	--
Type-III	714	Sector 41-B, Chandigarh	09 parks in Sector 41B
Type-IV	61	Sector 42-C, Chandigarh	01 park in Sector 42C
Type-IV (Spl.)	09	Sector 42-C, Chandigarh	--
Type-V	08	Sector 42-C, Chandigarh	--
Type-VI	07	03 quarters in Sector 42-C 04 AGs Bungalow in Sec.24-A	--

Maintenance complaints

- The Audit Pool Colony is maintained by CPWD.
- The online complaints are registered on CPWD Sewa/Portal at toll free no. **1800-266-4499** and **1800-11-4499**.
- The offline complaint are registered at CPWD Complaint Centre at:
 - *For Civil Complaints:*
Q. No. 1409, Sector 41B, Chandigarh
 - *For Electrical Complaints:*
Q. No. 1419, Sector 41B, Chandigarh

Service Departments

The residents may use Mobile Application of Chandigarh Municipal Corporation namely “**iamchandigarh**” to register their various complaints and also note the following contact numbers of respective service departments to address the emergent problems in time of need:

SN	Agencies	Area of Maintenance	Contact in case of redressal
1.	CPWD	AE & JE (Civil) AE & JE (Electrical)	0172-2626523 0172-2625307
2.	Municipal Corporation	XEN (PH), MC, Division No. 7, Chandigarh	9988203030
3.	Electricity Department	Sub-division Sector 43, Chandigarh.	0172-4639999 0172-2603927
4.	Water Supply Department	Sub-division No. 9, Sector-37, Chandigarh	0172-2787200
5.	Police Station	Sector 39, Chandigarh	0172-2690906, 100
6.	Horticulture for trees (Pruning)	Paryavaran Bhawan, Sector-19-B, Chandigarh	0172-2700284

EMERGENCY CONTACT NUMBERS OF LAW ENFORCEMENT AGENCIES

Other General Services.

1	Police	100
2	Fire	101
3	Ambulance	102
4	Women & Child Helpline	1091, 2705011
5	Cyber Crime Complaint	cybercrime-chd@nic.in or 0172 - 2970400, 2970600
6	Wildlife Complaint	0172 –2700217

Provisions of “Allotment of Government Residences (IA&AD) Rules, 2021”

- All the provisions of AGR (IA&AD) Rules 2021 are binding for all the residents of the Audit Pool Colony, some provisions thereof are discussed here.
- The allottee shall maintain the accommodation and premises in a clean condition.
- The allottee will cooperate with the maintenance agency of residential accommodation in the colony in carrying out all kinds of repair or renovation works.
- The accommodation shall be used for residential purpose only.
- In case of unauthorized use (trade or business or any other unauthorized activity) action shall be taken against the allottee for as per these rules and instructions issued by the Directorate of Estates.

Provisions of “Allotment of Government Residences (IA&AD) Rules, 2021 (Continued....)

- The allottee shall pay the charges to all utility services such as electricity, water, gas etc., regularly.
- In case an allottee has not paid the dues to the public utility authorities before vacating the accommodation, vacation shall not be accepted.
- No unauthorized construction shall be allowed in the colony and the same shall be removed or demolished by the orders of Estate Officer.
- In case any further unauthorized construction is found in the same accommodation, the accommodation shall be cancelled from the date of inspection, and she/he shall be debarred for allotment for remaining period of service in future.
- The allottee shall reside in the accommodation with her/his family and immediate relations.
- The allottee who shares the accommodation with her/his family or immediate relations shall furnish prior intimation to the Estate Officer.
- The details of guests, if such guest is likely to stay for more than fifteen days in the accommodation, shall be intimated to the Estate Officer, intimating full particulars of the individual or individuals.

Provisions of “Allotment of Government Residences (IA&AD) Rules, 2021 (Continued....)

- An allottee shall not sublet the whole or part of accommodation.
- An allottee proceeding on leave may accommodate, any member of her/his family or immediate relations, as a caretaker, by submitting application, along with the details of such member of her/his family to the Estate Officer (maximum period of such accommodation shall not be exceeding six months).
- If an allottee unauthorizedly sublets the accommodation, the Estate Officer may without prejudice to any other disciplinary action, cancel the allotment of the accommodation from the date of inspection.
- The Estate Officer may take all or any of the actions provided under this rule viz. declare the allottee to be ineligible for allotment of residential accommodation for the remaining period of her/his service; intimate to the office of the allottee for initiating disciplinary proceedings for major penalty under the relevant rules.
- If any official/ officer is found involved in any of above activities or has furnished incorrect information in any application or written statement with a view to securing the allotment, **the Estate Officer may, without prejudice to any other disciplinary action, cancel the allotment of the residence.**

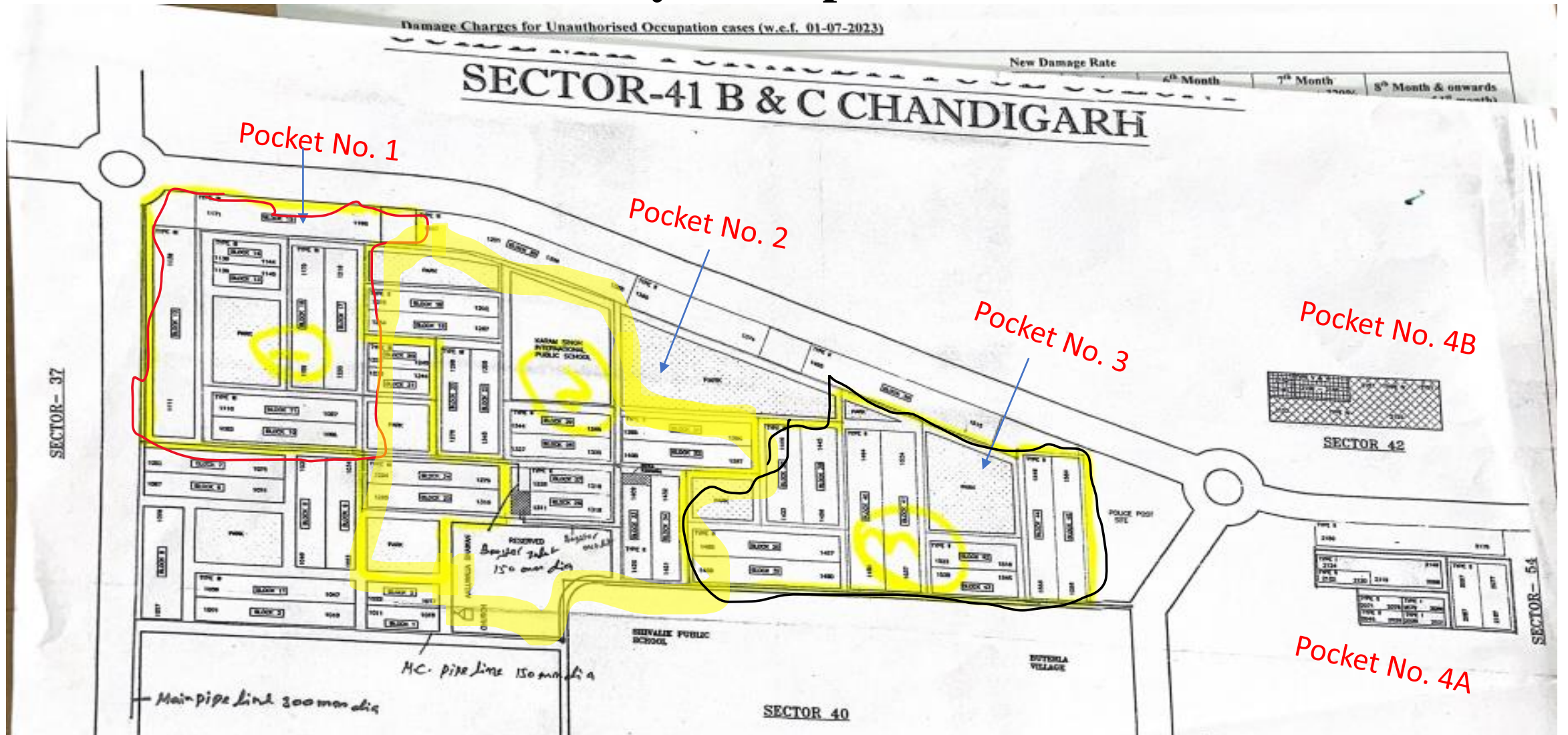
Oversight by Welfare Sections

- The Welfare Officers of respective offices shall be responsible to chalk out an incentive programme (prize, rewards etc.).
- Check points/ parameters (viz. cleanliness, discipline, peace and harmony, etc.) may be prepared for such Incentive Programmes.
- The residents may be made aware of their participation in the annual incentive/reward programme for the best pockets of the quarter/year and such participation would sensitize and encourage the residents to conduct in such a manner so as to maintain peace in the residential complex.
- The upkeep/maintenance of proposed pockets shall include cleanliness by arranging sewerage cleaning, garages cleaning and the parks located within the pockets with the help of Municipal Corporation, Chandigarh and adoption of parks by RWA etc.

Division of Colony into 04 pockets:

Pocket No.	Sector	Block No.	Quarter (including garages)	No. of Parks	Proposed to be owned by office of
Pocket 1	41B	10 to 19 & 22	1083-1196 1202-1235 1254-1278 Total = 522	03	PAG (A&E) Haryana
Pocket 2	41B	20, 21, 23, 24 to 34	1236-1253 1279-1374 1385-1432 Total = 471	02	PAG (Audit) Punjab
Pocket 3	41B	35 to 45	1433 to 1564 Total= 396	04	PAG (A&E) Punjab
Pocket 4	41C&42C	--	41C=396 42C=87 Total=483	01+01	PAG (Audit) Haryana

Division of Audit Pool Colony into 4 pockets:



Appeal to the residents

Cleanliness:

- The residents should appreciate that they are enjoying the well semi-furnished accommodation at a good area/ sector in Chandigarh by paying small amount as licence fee whereas the same accommodation is available on huge rent in the city.
- It becomes the duty of all residents that they should make all out efforts to maintain cleanliness of their residential complex, especially common areas viz. staircases, garages etc.
- To sensitize the residents, their respective offices should own the responsibly by way of taking periodical meetings in small groups for promoting communication among neighbours and fostering sense of responsibility among residents.
- To achieve this goal, it has been proposed that the Colony may be divided into **four pockets** to be owned by Welfare Officers of respective IA&AD offices so as to make the conducive and user-friendly environment in the Colony.

Appeal to the residents (continued...)

Harmonious relations:

- The members of EMC raised serious concern on the increasing cases of quarrels and disputes on petty issues among the residents and their families.
- Residents or RWA should initiate to resolve such issues at the initial stage.
- It was proposed that the respective Welfare Officers shall endeavor to sensitize the residents of their offices/ pockets by holding periodical meetings not to make complaints on petty/ peculiar issues.
- Residents should maintain harmonious relations with their neighbours and live in the residential complex with harmony, cooperation and mutual respect leading to a more peaceful environment which fosters a sense of community.
- In case of any crucial complaint, the Welfare Officer of Estate Office shall take a tough and unbiased approach and submit report to the Estate Officer, for taking necessary action as per Rules against the guilty residents.

Appeal to the residents (continued...)

Pet and stray Dogs:

- Keeping a pet in the colony requires responsible ownership and consideration for both the pet and the community.
- The residents should opt pets that are well-suited to communal living and avoid pets that may disturb neighbors.
- The residents keeping pet must abide by the instructions envisaged in the Chandigarh Registration of Pet Dogs Bye-laws 2010.
- They should maintain cleanliness in common areas due to roaming of pet and control on its excessive barking.
- Handling stray dogs in a colony requires a balanced approach to ensure the safety and well-being of both the residents and the animals.
- The residents should educate themselves about not provoking the dogs and how to behave calmly around them.
- Teach the children to avoid unfamiliar dogs and not to run or scream if they encounter one.
- The residents with the help of RWA may set up feeding stations away from human activity areas to prevent conflicts and also collaborate with local veterinarians or animal welfare organizations to vaccinate and deworm the dogs.

Removal of Malba/ leftovers on vacating quarters :

- The allottees should segregate their daily wastage/ garbage into three separate categories i.e. dry, wet and chemical.
- Residents should ensure the removal of leftover/ waste/ malba while vacating the quarters so as not to leave the quarter in unhygienic condition for neighbours as well as uninhabitable for the next allottee.
- In case of non-compliance of cleanliness, the vacation report will not be issued, and the quarter will remain under the possession of allottee unauthorizedly thereby liable to be damage charges under the rules.

Parking management:

- Parking of vehicles is a common problem in every residential colony and also being faced in the Audit Pool Colony.
- Since, the Colony has limited areas for parking of vehicles, the residents should cooperate each other and follow the following instructions:
 - i. Allottee (having car) should fix one space for parking car in his nearby residence without encroaching the space where others' vehicles are being parked on regular basis.
 - ii. Allottees having more than one cars, may park his second car at vacant place irrespective of being it near or far from his residence to facilitate the other nearby allottees.
 - iii. Vehicles may be parked in such a manner that maximum car could be accommodated at minimum place.
 - iv. All two wheelers should be parked in the nearest/ designated garages only so that open area could be utilized for car parking.
 - v. In case of any dispute over parking space, the same may be brought in the notice of RWA for resolving amicably.

Remedial measures to prevent unlawful activities:

- Keeping in view the increasing cases of thefts/unlawful activities in the Audit Pool Colony, the matter has been taken up with the appropriate authorities of Chandigarh Administration.
- To curb such incidents, Estate office has already made correspondence with MC, Chandigarh/ Town Planning, UT Administration for installation of fencing at various unauthorized entry/exit points in the colony (03 small entry/exit points towards sector 41-42 dividing road have already been closed). Thus, residents are requested to use main roads to enter or exit the colony.
- Residents are also advised that they should stay vigilant by ensuring lock in their quarters and garages every time and staircase from rooftop to prevent theft incidents in the colony.

Residents' Welfare Association (RWA)

- Residents' Welfare Association (RWA) plays a crucial role in fostering community well-being and enhancing the quality of life for residents.
- RWA of the Colony should represent the collective interests of residents to local authorities and government bodies, advocating for better services and infrastructure that benefit the community.
- RWA may organize events, activities, and social gatherings including health camps/ fitness activities that help build a sense of community, fostering relationships and a sense of belonging among residents.
- RWA may oversee the maintenance of common areas, parks, parking space, and amenities including waste management and security measures, ensuring a clean and safe environment.
- RWA should mediate in all disputes between residents to promote harmony by resolving conflicts among the residents amicably.

Thank you