BEFORE THE STATE COMMISSIONER FOR PERSONS WITH DISABILITIES
ADD: 1st FLOOR, BUILDING 'B', GOA HOUSING BOARD,
NEW MARKET COMPLEX, PORVORIM GOA.

SCPwD NO: GRIEV/182/2022
CASE FILED:27/05/2022
DECIDED ON: 20/05/2024

Suo Motu

V/s

The Director,
Directorate of Industries Trade & Commerce,
Udyog Bhavan, 3rd Floor,
Panaji Goa.

-Respondent

The Office of the State Commissioner for Persons with Disabilities had noticed that the lift is not operational at the Directorate of Industries Trade & Commerce, Udyog Bhavan, Panaji Goa thereby causing great inconvenience to the visitors especially to the persons with disabilities.

Accordingly, taking Suo Motu cognizance, Notice dated 30/05/2022 was issued to The Respondent to inquire into the matter and submit compliance report on or before 10/06/2022.

Further in its reply the Respondent states as under:

1. The work of " Supply, Installation, Testing & Commissioning of New lift at Udyog Bhavan, Panaji Goa was tendered by GSIDC on 30th Sept 2019. However no bidder submitted their bid online hence the work was retendered for 2nd Call on 22nd oct 2019, wherein a single bidder submitted their bid. On scrutiny it was observed that the bidder has quoted abnormally high and hence called for negotiation, even after negotiation the rates offered were not satisfactory and as such the tender was cancelled.

2. Further the respondent states that the GSIDC claimed that due to the prevailing circumstances of Covid 19 Pandemic, they may not receive good response if the work is tendered for 3rd Call. So GSIDC requested this office to look into the possibilities of repairing the existing lift which was installed by M/s Otis Elevator Company (India) Limited. It is also observed that the lift in the building is very old and breakdown frequently causing inconvenience and facing hardship to the visitors/ Senior citizen and Persons with Disabilities.

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3. Further the respondent states that the agency M/s. Otis Elevator Company (India) Ltd. has submitted a quotation for repairs of lift , since the total cost given for repairs is very much on higher side and this Directorate is not in position to invest huge amount on its repairs.

4. Further the respondent mentions that their Directorate is in receipt of a letter from Executive Engineer X-(Stores) informing that M/s Omega Elevators who has quoted is accepted by the Executive Engineer and the file is put up for Approval of Post tender Expenditure Sanction.

Letter was addressed to the Respondent requesting to submit the action taken report in the said matter to this office within 15 days.

Reply was received from the respondent stating that the Directorate is in receipt of or Order from the Under Secretary (Industries) conveying administrative approval and expenditure sanction for supply, installation testing and commissioning of new lift at this Directorate and the same has been forwarded to the Executive Engineer, works Division-X (store) Margao Goa for further needful action at their end and the Directorate is reviewing the progress of the above work regularly so that it is completed in a time bound manner.

Further Letter was addressed to the Respondent requesting to submit the compliance report in the said matter to this office within 15 days. Reply was received from the respondent stating that the lift is anticipated to be functional by 15th June 2023. However the respondent further informed that the installation of lift will be completed by 31st July 2023.

Since Compliance report was not received from the Respondent letter was addressed dtd 24/04/2024 to the Respondent requesting to submit the compliance report on or before 06/05/2024.

Finally detailed Compliance report dtd 3/05/2024 was received from the respondent stating that the lift installation as well as third party inspection was completed on 10/10/2023 and the lift has been operational since then.

In view of the above the present complaint is disposed of.

Given under my hand and seal of this Commission this the day of 20th May 2024.

State Commissioner for Persons with Disabilities
Government of Goa

(Guruprasad R. Pawaskar)
State Commissioner for Persons with Disabilities