No. DJB/CEO/OM/2010· 129701 to 957   Dated: 24.12.2010

OFFICE MEMORANDUM

Subject: **Towards an Environment of Transparency, Efficiency Trust & Faith (Virtuous Cycle) from the prevailing Vicious Cycle of Distrust & poor Faith in Qualitative Provisioning of services by Delhi Jal Board.**

In order to move from vicious cycle of mistrust/distrust/ill will to a Virtuous Cycle of trust, transparency and goodwill with the support of all the stake holders in the system (but with extra little costs), this scheme is being launched.

The salient features of the scheme are as under:

1. **SUGGESTIONS are invited for Improvement in the System from anybody & everybody in Delhi Jal Board.**

2. Suggestions to be submitted at any two levels, i.e. one at EE level (integrated for all wings for field level functionaries) and second to Addl. CEO/Director (F&A) for H.Q.

3. Suggestions can be given upto 31st of January 2011 in the first instance.

4. For each suggestion, a token amount of Rs. 10/- only will be given to the person giving that suggestion as a gesture of appreciation for his trust/faith/desire to bring improvement in DJB.

5. After the cut off date, the received suggestions to be scrutinized by a Team for both the levels (headed by EE and two other officers chosen by him from Revenue, Quality Control, Horticulture and Accounts Wings etc and for HQ level, Team consisting of Member(Finance), Member(Technical) and Addl. CEO.

6. The consolidated list of suggestions will be submitted to the nodal officer HQ (Addl. CEO), who after discussing the same with CEO/or a senior officer authorized by him, shall approve the disbursement of the amounts to the concerned person(s).

7. In case of same/similar suggestion coming from more than one person, the amount shall be shared among them equally. But, in case of a suggestion coming from more than two persons, to be selected by lottery for a single individual.

8. For the scrutiny team, a token amount of Rs. 5/-per suggestion will be given(to be shared). However, any scrutinized suggestion adopted as a matter of policy for the whole organization, a sum of Rs. 100/- per suggestion to be given (to the Team). But, any scrutinized suggestion failing the implementation test, Rs. 150 to be deducted from the team's due amount.

9. For each suggestion passing the scrutiny test of the Team (constituted for the purpose) and considered fit/worthy for implementation, an additional token amount of Rs. 100/- only will be given to the person giving the suggestion.

10. For support staff (not more than one) selected by the Nodal Officer, team member at each level, an honorarium of Rs.500/- only plus Rs. 5/- per implemented suggestion by his HOD/Officer concerned, will be given.

11. To each EE/HOD/HOO implementing the suggestions found fit by the scrutiny Team, a token amount of Rs. 300/- only for each implemented suggestion will be given to the EE/HOD/HOO to be shared (1/3rd for EE/HOD/HOO, 1/3rd for his Implementation Team (3 to 5 members only) and 1/3rd for the suggestion given (additional).

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12. In case of any suggestion requiring framing up of modalities/policy note, for Implementation, a token appreciation amount of Rs. 1,000/- will be given (to individual or the team).

13. In case of any suggestion is taken up in Board for a major policy decision and gets implemented, a token appreciation amount of Rs. 5,000/- to be given (to individual and or Team).

14. Besides financial reward (minuscule at current price levels), an entry in CR of the concerned official shall also be made whose suggestions goes upto Board or gets implemented in the Division or whole Organization.

15. Those who get maximum incentive amount in this frame work shall be facilitated at the HQ level in a function which shall be especially organized for the purpose.

16. Individual whose suggestions are found useful for entire organization, may also be considered for key assignments.
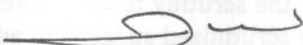
(RAMESH NEGI)
Chief Executive Officer

ALL HEADS OF OFFICES.

Copy to:

1. Member(F)/(A)/(W/Dr)/Addl. CEO

2. All CEs/ Secretary/ Addl. CVO.

3. All Directors/All SEs/All Jt. Directors/All EEs/All MOIs/All ACs/All Dy. Directors/ All ZROs/AOs/CWAs.

4. Consultant (PR), for publication in Varun Patrika.

5. Notice Board, DJB.

Chief Executive Officer