



No. DJB/PD(Trg)/ 2013-14/..... 27041

Date : 28/2/2013

33-14

CIRCULAR

Subject: - Training Programme on Effective Complaint Handling and Customer Care Practices for Water Emergency Staff.

This is in reference to letter No. DJB/Director /SAP/ dated 05/02/2014 regarding to providing training to handle the Customer Care and the complaint with regard to grievances as well as ensuring satisfaction of the customer of Delhi Jal Board in a stipulated time period. The Training Cell is planning to conduct one day training workshop on **Effective Complaint Handling and Customer Care Practices for Water Emergency Staff of DJB.**

Training Cell will initiate to conduct the training workshop as per the instruction issued by the Member (Administration) for the same, which will help to create a good relationship between Delhi Jal Board and its' customers. The size of group of the training workshop will be around 35-40 officials working in Water Emergencies.

It is requested to all concerned Chief Engineers to kindly provide the information as per prescribed format (attached as annexure-I) latest by 07/03/2014 to office of the Project Director (Training), so that we will be able to take appropriate action in time. It is also requested to forward the softcopy of the nominations through to email pdtrgdjb@gmail.com or bharatbhushandjb@gmail.com.

For any other queries related to the training workshop, Ms. Veena Sharma, Office Suptd. (Trg) may be contacted on her cell no. 9868238264 or Mr. Bharat Bhushan, cell no.8826419692.

Bala

(MADHU BALA)

ADMINISTRATIVE OFFICER (TRG)

#9871406117

1. Chief Engineer (East)
2. Chief Engineer (West)
3. Chief Engineer (South)
4. Chief Engineer (Central -North)
5. Incharge : (Central Control Room).

EXCPT. ENGINEER (TRG)

DATE 7/88

DATE 6/3/14

Copy for kind information to;

1. Chief Executive Officer, Delhi Jal Board.
2. CVO /Member(Administration) / Member(Finance)/ Member(Water)/ Member (Drainage)/
3. All Chief Engineers
4. Addl. CEO & Director (F&A)/.Director (A&P)
5. Project Director (SAP)
6. EE(EDP): with the request to uploading the circular on the website of DJB immediately.
7. Joint Director (F&A)-I/II
8. Dy. Director (F&A)-III
9. Account Officer (F&G)
10. All Water Emergency.

Bala

ADMINISTRATIVE OFFICER (TRG)

Sanyog
6/3

B3hm
28/2/14

FORMAT

Employee Code No. :

Name of employee :

Father's Name :

Designation :

Place of Posting :

Name of Water Emergency :

(With location , Tel No. :

& e-mail. ID) :

Nature of work :

Employee Contact No. with Cell no)
& email ID)

Name of JE concerned with cell No.
& email ID)

Name of AE concerned with cell No.
& email ID)

Name of EE concerned with cell No.
& email ID)

Signature concerned Chief Engineer
Name

Cell.....

email ID.....