



113/C

**DELHI JAL BOARD**  
**GOVERNMENT OF N.C.T. OF DELHI**  
**OFFICE OF THE ASSISTANT COMMISSIONER (W)**  
**VARUNALAYA PHASE-II, KAROL BAGH, NEW DELHI – 110 005**  
Phone No. 011-23544796  
Email : ac.water22@yahoo.co.in

F.No. 16(13)/AC(W)/2014/

Dated : 27.06.2014

The following letter(s) /Circular(s) as mentioned hereunder are hereby endorsed for information and strict compliance by all the concerned.

Sl. No.	Name of Department	Reference No. of Letter/Circular	Subject
1	Deputy Director(AR), Govt. of NCT of Delhi, Administrative Reforms Department, 7 <sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi – 110 002.	No.F.2(6)/2014/AR/ 6815 – 6974/C dated 29.04.2014 addressed to Head of Department, Issued by Dy. Director (AR).	An alternate forum i.e. Mediation Centres under Delhi Dispute Resolution Society (DDRS) (Regd.) New Delhi for the public for resolution of their disputes.
2	Secretary (AR), Govt. of NCT of Delhi, Administrative Reforms Department, 7 <sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi – 110 002.	No.F.15(01)/2013/AR/ 8015 – 8174/C dated 19.05.2014 addressed to Head of Department, Issued by Secretary (AR).	Issue of acknowledgements in respect of various communications received from citizens.

Encl. : 02 & 01 Pages.

(AMIT KUMAR JAIN)  
ASSTT. COMMISSIONER (W)

All C.E.s/System Administrator  
All Directors.  
All S.Es/Jt.Dir(Rev.)/(Vig.)/(F&A).  
All EEs /All ACs/C.S.O.  
All Dy.Dir.(Rev.)/(F&A)/(Labour Welfare)/Dy.CSO  
All Admn. Officers/ZROs  
All Accounts Officers/AAOs.  
LO(W)/Consultant(PR)/AE(CCR)

Copy for kind information to :

1. Vice Chairman, DJB.
2. Chief Executive officer.
3. Member(A)/(F)/(W)/(Dr)/Secretary/C.V.O. /Addl. C.E.O.
4. E.E.(EDP) – with the request to upload the same on DJB Website under intimation to this office.

ASSTT. COMMISSIONER (W)

EXECUTIVE ENGINEER (EDP)

DIARY No. 0257

cc / EDP  
H/C  
Survey Programme

111/C

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT  
7<sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi 110002.  
E-mail : [arupdate@nic.in](mailto:arupdate@nic.in) ; fax : 23392621

No. F.2(6)/2014/AR/6815-6974/C

Dated: 29/04/14

To,

1. All the Pr. Secretaries/Secretaries/Heads of Departments,  
Govt. of NCT of Delhi.
2. All the Heads of Local Bodies/Autonomous Bodies,  
Govt. of NCT of Delhi.

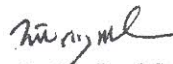
**Subject:** An alternate forum i.e. Mediation Centres under Delhi Dispute Resolution Society (DDRS) (Regd.), New Delhi for the public for resolution of their disputes.

Sir/Madam,

It is to inform you that under the Department of Law, Justice & Legislative Affairs, Govt. of NCT of Delhi, a Department of Alternative Disputes Resolution (ADR) was established in November, 2009, in collaboration of Delhi High Court and under this department a society named Delhi Disputes Resolution Society (Regd.) (DDRS) was established with the objective of providing an alternate forum to the public at large for resolution of their disputes amicably, economically and quickly.

In this regard, the Chairman, DDRS vide his letter no. F26/DDRS/Misc./2012/Vol.I/1117 dt. 16.1.2014, addressed to Chief Secretary, Delhi has stated that there are a large number of grievances against various departments, institutions and organizations of the Government, which can be addressed by mediation and conciliation before they culminate into litigations in the courts. Therefore, he has suggested for all the departments/institutions/ organizations/corporations that they are open to refer such grievances/complaints/disputes for mediation/conciliation to the Mediation Centres which are established under the DDRS. A copy of said letter dt. 16.1.2014 is annexed herewith for information and appropriate action.

Yours faithfully,

  
(Amitabh Joshi)

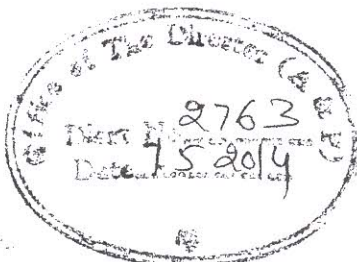
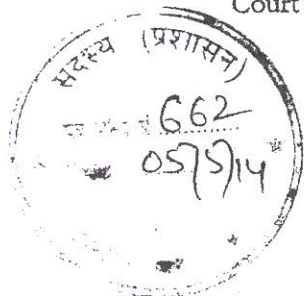
Deputy Director (AR)  
Telephone no. : 23392422

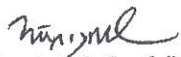
Encl. : as above.

No. F.2(6)/2014/AR/ 7008/C

Dated: 29/04/14

Copy for information to the Chairman, Delhi Disputes Resolution Society (Regd.), High Court of Delhi, Sher Shah Road, New Delhi-110003 w.r.t. letter dt. 16.1.2014.

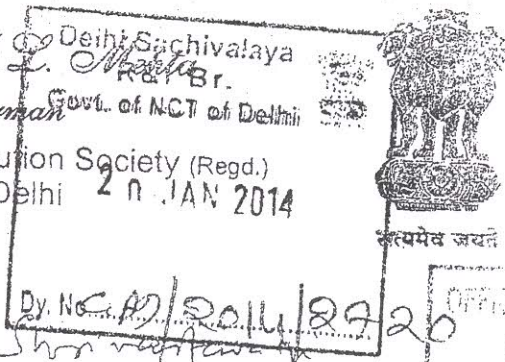


  
(Amitabh Joshi)  
Deputy Director (AR)  
Telephone no. : 23392422

Asstt. Commissioner (W)
Delhi Jal Board
Diary No. 2166
Date 08.05.2014



Justice M. L. Sharma  
Chairman  
Delhi Dispute Resolution Society (Regd.)  
New Delhi



High Court of Delhi  
Sher Shah Road  
New Delhi-110003  
Off. : 011-2338-2801  
Fax : 011-2338-337

F-26/DDR/2012/101-5/  
January 16, 2014

At the outset, I congratulate you for having been appointed as the Chief Secretary for Govt. of NCT of Delhi. My heartiest best wishes for your new and challenging assignments and responsibilities.

I take this opportunity to inform you that under the Department of Law, Justice & Legislative Affairs, Govt. of NCT of Delhi, a Department of Alternative Disputes Resolution (ADR) was established in November, 2009, in collaboration of Delhi High Court and under this Department a society named Delhi Disputes Resolution Society (Regd.) (DDRS) was established with the objective of providing an alternate forum to the public at large for resolution of their disputes amicably, economically and quickly. The Chief Minister by designation is the Patron-in-Chief of this Society and the Chief Secretary as its President. Thus, I on behalf of myself and the other Members of the Society welcome you as its President.

Under the DDRS, as many as 8 Mediation Centres have already been established which are functional in different parts of the city and are running satisfactorily. One Centre at Jahangir Puri is to become functional very shortly.

The objective of this Society is apparent, in consonance with the objectives of the Government of NCT to provide economical, convenient, expeditious and durable mechanism for resolution of disputes to the public at large. I may also inform you that already there exist Court annexed mediation centres in all the District Courts, as also in the High Court where large number of cases pending in different courts are being settled by the litigating parties with the help of mediators. The objective of the DDRS was to provide alternate mechanism to the disputing parties to resolve their disputes amicably, economically and quickly and to save the cost of litigation of the parties as also the State and the time of the courts and to resultantly maintain social harmony in the society. In other words, the primary objective was to target the community disputes of different kinds before the positions of the parties become harder and litigious and to help them resolve their disputes at pre-litigating stage.

Mediation is a universally and globally accepted mechanism of resolution of disputes at the pre-litigation and post-litigation stages and has also been recognized by the Supreme Court, as also by the Govt. of India. With the amendment of Section 89 of the Civil Procedure Code, mediation has been recognized as a mandatory mechanism in resolution of disputes. Mediation is a voluntary process wherein a neutral third person, who is a qualified, trained and skilled Mediator, helps the disputing parties to arrive at a mutually agreeable solution of their disputes.

Contd....-2-

24/1/14  
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AD/KC  
22/1/14  
Suptd (m) Shri Gupta  
2



It is felt that there are a large number of cases, pending in the courts, by against the Government and its institutions and corporations. It is also observed that there are a large number of grievances against various departments, institutions and organizations of the Government, which can be addressed by mediation and conciliation before they culminate into litigations in the courts. As such, directions can be given to all the departments, institutions, organizations and corporations of the Government to be open to refer such grievances/complaints/disputes for mediation/conciliation.

The breadth of services provided by DDRS includes disputes of community, neighborhood, matrimonial, commercial, property, consumer, public nuisance, trespass, etc. It also include disputes relating to deficiency and defaults of the service providers and traders, cheque bouncing and other miscellaneous matters which can best be resolved through the process of mediation and conciliation.

I am enclosing herewith a copy of the Charter that was presented by the undersigned as the then Principal Secretary(Law & Justice) of the Govt. of NCT of Delhi for the establishment of the DDRS for appreciation of the need and concept of such an initiative. As per the initial mission, the Society was to set up as many as 20 mediation centres across the city, but due to non-availability of the spaces, we have not been able to set up mediation centres in some of the areas, such as West, North-West, South-West, South-East and outer Delhi. I would sincerely request your goodself to direct the concerned departments, such as DSIDC, DUSIB, MCD and others to help identify and allot suitable spaces in these areas for setting up of mediation centres.

I may also state that while the objective of DDRS and also the intentions are very laudable and satisfactory works are being done in all the mediation centres, but what is lacking is the public awareness about the concept and utilities of mediation, as also the available facilities of mediation. We would highly appreciate your kind help, cooperation and guidance in creating the public awareness about the objectives of the Society through Bhagidari, Mission Convergence, Police and also by means of advertisements through the Print and Electronic Media. I am also looking forward to have a meeting with your goodself to discuss the matter further in right perspective.

Looking forward to your guidance and support.

With warmest regards,

Yours sincerely,

  
(M.L. Mehta)

**Shri Sanjay Kumar Srivastava,**  
**Hon'ble Chief Secretary,**  
**Govt. of NCT of Delhi,**  
**5th Level, A-Wing, Delhi Secretariat,**  
**I.P. Estate, New Delhi.**

**Encl. : As above.**

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT  
7<sup>th</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delhi 110002.  
E-mail : [arupdate@nic.in](mailto:arupdate@nic.in) ; fax : 23392621

No. F.15/01/2013/AR/8015-8174/c

Dated : 19/05/14

To,

1. All the Pr. Secretaries/Secretaries/Heads of Departments,  
Govt. of NCT of Delhi.
2. All the Heads of Local Bodies/Autonomous Bodies,  
Govt. of NCT of Delhi.

Subject: Issue of acknowledgements in respect of various communications received from citizens.

Sir/Madam,

I am directed to refer to the above mentioned subject and to invite your reference to the following provisions of Central Secretariat Manual of Office Procedure :-

(i) Para 13 titled "Acknowledgement of dak"

*"The receipt of dak, except ordinary postal dak, will be acknowledged by the recipient signing his name in full and in ink with date and designation. As far as possible, e-mails received should be acknowledged and responded through e-mail".*

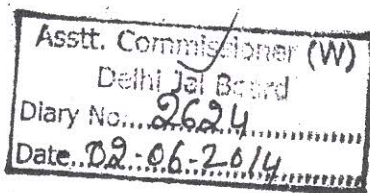
(ii) Para 122 (9) (a) titled "Handling of Public/Staff Grievances"

*"A grievance should be acknowledged immediately and at the most within three days of the receipt of the grievance. A grievance should be redressed within a period of a maximum of two months of its receipts. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent".*

In this regard, I am also directed to request you to instruct the officers/officials working under your control to receive the grievances/representations from every person for the redressal and also strictly comply the above mentioned provisions of Central Secretariat Manual of Office Procedure and furnish an acknowledgement in respect of the receipt of letters/representations received from citizen as per the procedure prescribed in the above stated provisions.

The copy of "Central Secretariat Manual of Office Procedure" can be downloaded from website <http://darpg.gov.in> for ready reference.

Encl. :as above.



Yours faithfully,

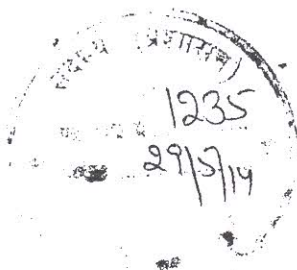
(Arun Baroka)  
Secretary (AR)

Telephone no. : 23392065

No. F.2(24)/2013/AR/8175/c

Dated : 19/05/14

Copy to the Chairman, Public Grievance Commission, Govt. of NCT Delhi, M-Block, Vikas Bhawan, I.P.Estate, New Delhi-110002 w.r.t. letter dt. 21.11.2013



(Pankaj Joshi)  
Deputy Director (AR)  
Telephone no. : 23392620

Handwritten notes and signatures on the right margin, including "A. Baroka", "S. Ashwani ji", and "6/16".