



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. 26(13)DJB/AC(W)/2014/ 1438

Dated : 19.08.2014

**Subject : Documenting Frequently Asked Questions on Activities, Services, Initiatives of the State/UT Government.**

Please find enclosed letter No.F.3/03/2013/AR/9520 - 9678/C dated 12.06.2014 issued by the Dy.Dir.(AR), Govt. of NCT of Delhi, 7<sup>th</sup> Level, C - Wing, Delhi Secretariat, New Delhi - 02 along with the copy of letter No.F.6/6/2014-D&D-I dated 09.04.2014 issued by Director to Govt. of India, Min. of Personnel, Public Grievances & Pensions, Deptt. of Administrative Reforms and Public Grievances, addressed to the Chief Secretary, Delhi, on the above noted subject.

You are, therefore, requested to document the Frequently Asked Questions(FAQ) on activities/services/ initiatives within your jurisdiction and make them available on the DJB website by the 31<sup>st</sup> August, 2014, through EE(EDP) under intimation to the office of AC(W).

Encl. : As above.

  
(AMIT SATIJA)  
DIRECTOR(A&P)

Member(WS)/Member(DR)  
Director(Revenue)

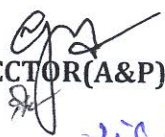
Copy for kind information to:

1. Member(A)/(F)/C.V.O.
2. Dir.(A&P)(F&A)/Addl. CEO/Secretary, DJB
3. Secy. to C.E.O.
4. E.E.(EDP) - for necessary action on a/c of above under intimation to the office of AC(W).

EXECUTIVE ENGINEER (EDP)

DIARY No. 2973

DATE 20/8/14

  
DIRECTOR(A&P)

AE-I h

Sh. Sanjay

please discuss.

  
22.8.14



2/c

**Most Urgent  
Time Bound**

**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**

No.F.3/03/2013/AR/9520-9678/C

Dated: 12/06/14

To  
All the Pr. Secretaries/Secretaries/  
Heads of Departments,  
Govt. of NCT of Delhi.

Sub: Documenting Frequently Asked Questions on Activities, Services, Initiatives of the State/UT Government.

Sir/Madam,

Please find enclosed the letter no. F.6/6/2014-D&D-I dated 9<sup>th</sup> April, 2014, received from Director to Govt. of India, Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms and Public Grievances, addressed to the Chief Secretary, Delhi on the above noted subject.

You are requested to document the Frequently Asked Questions (FAQs) on activities/services/initiatives of your department and make them available on the website of the department.

Yours faithfully,

(AMITABH JOSHI)  
DEPUTY DIRECTOR (AR)  
Phone: 23392422

Encl: As Above

266

No.F.3/03/2013/AR/9679/C

Dated: 12/06/14

Copy forwarded to:

The Director to Govt. of India, Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms and Public Grievances, Sardar Patel Bhavan, Sansad Marg, New Delhi-110 001 in reference to their letter mentioned above.

(AMITABH JOSHI)  
DEPUTY DIRECTOR (AR)  
Phone: 23392422



CEO via  
MCA  
A C (w)



11C 367L

OFFICE OF THE CHIEF SECRETARY  
GOVT. OF NCT OF DELHI  
15 APR 2014  
To  
DY. No.

Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhawan, Sansad Marg, New Delhi-110001

Dated: 9<sup>th</sup> April, 2014

Delhi Sachivalaya  
R&I Br.  
Govt. of NCT of Delhi  
17 APR 2014  
Dy. No. 2014/16036

Shri S. K. Srivastava  
Chief Secretary  
Govt of NCT Delhi, Delhi Secretariat,  
I.P. Estate,  
New Delhi- 110002

Subject: Documenting Frequently Asked Questions on Activities, Services, Initiatives of the State/UT Government.

Sir,

The Department of Administrative Reforms & Public Grievances (DARPG) has been encouraging the State/Union Territory Governments to take initiatives for administrative reforms and has been supporting documentation and dissemination of such good governance initiatives.

2. Frequently Asked Questions (FAQs) on any initiatives being taken by Government for citizens is one such good governance practice. Documenting and disseminating the FAQs by all Government Ministries/Departments/Agencies would go a long way in the efforts of Governments to aid citizen centric Governance in the country.

3. In this background, I request you to encourage all the Ministries/Departments/Agencies in your State/Union Territory to document FAQs on activities/services/initiatives within their jurisdiction and make them available on the website.

Yours faithfully,

(Rajesh Kumar Sharma)  
Director  
Tel No. 011-23362369  
[rksharma.darpg@nic.in](mailto:rksharma.darpg@nic.in)

1204/WR  
16/04/14

17.4.14

(AD (AR))  
AD/UC

21/4/14

None

16/4

20/4/14

18/4  
15/14