



DELHI JAL BOARD: DELHI SARKAR  
OFFICE OF THE ASSTT.COMMISSIONER (W)  
VARUNALAYA PHASE-II, KAROL BAGH,  
NEW DELHI-110005.  
Phone No:-011-23544796  
Email: - ac.water22@yahoo.co.in

F.No. DJB/AC(W)/46(13)/2014/

112031

Dated : 8.09.2014

**CIRCULAR**

**Subject : Mention Office Phone Numbers, Fax Number and e-Mail Address in the Correspondence – as per provisions of Manual of Office Procedure.**

Circular on the above said issue has already been issued by this office vide Circular dated 30.04.2013 bearing letter No.DJB/AC(W)/2013/48090 to 48329 against the letter No.F.17/1/2013/AR/3815-3974/C dated 05.04.2013 issued by the office of Dy. Dir.(AR)/HOO, A.R. Deptt. with the directions to mention Telephone/Contact Number, Fax Number and e-Mail address of the officers on the communications /replies sent to citizens/offices in Delhi, therefore causing difficulty for the citizens/officers to contact the concerned officers, if required.

The Administrative Reforms Department has received representations stating that various departments of Govt. of NCT of Delhi are not complying with the directions/provisions of Manual of Officer Procedure. Hence, with the view of convenience of quick and effective contact by the recipients in case of requirement of clarifications & quick disposal of work, the Dy. Director (AR)/HOO, A.R. Deptt. vide letter No.F.13/04/2013/AR/ 9968 – 10127 /C dated 30.06.2014 has again requested to ensure compliance of directions already issued. Copy of the same is also enclosed herewith for reference.

All DDOs/Controlling Officers are, therefore, directed to bring these instructions to the notice of all concerned for strict compliance.

Encl. : As above.

(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./ LO(W)/Consultant(PR)  
All Dy. Dir.(Rev.)/(F&A)/(Labour Welfare)/Dy.CSO  
All Admn. Officers/ZROs

Copy for kind information to :-

1. Member(Admn.)/(Fin.)/(W)/(Dr.)
2. C.V.O./Addl. CEO/ Secretary, DJB
3. Secy. to C.E.O./P.S. to Vice Chairman
4. EE(EDP) – with the request to upload this on the DJB website under intimation to this office.

EXECUTIVE ENGINEER (EDP)

ASSTT.COMMISSIONER (W)

DIARY No. 3292

DATE 10/9/14

sh. Sanjay Dogra on ms

16-9-14

12512  
49/C  
52C

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT  
7<sup>TH</sup> LEVEL, C WING, DELHI SECRETARIAT, NEW DELHI - 110 002  
Fax-23392621; email-arupdate@nic.in**

File No. F.17/1/2013/AR / 3815-3974/4

Dated: 05/04/13

**C I R C U L A R**

This is to invite a reference to this department's circular No. F.2(1)/10/AR/ 1789-1948/C dated 25.03.2010 (copy enclosed) , It has been observed that some of the officer(s) of various departments are not mentioning their telephone/contact numbers and email address below their signatures and names, on the communication/replies sent to the citizens/ offices in Delhi. It becomes difficult for the citizens to contact the concerned officers, if required.

As per provision of Manual of Office Procedure Telephone Number of all the officers sending the communication should be written after their designation. All Heads of the departments are requested to ensure compliance of the provision of Manual of Office procedure.

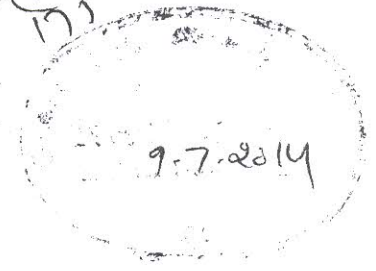
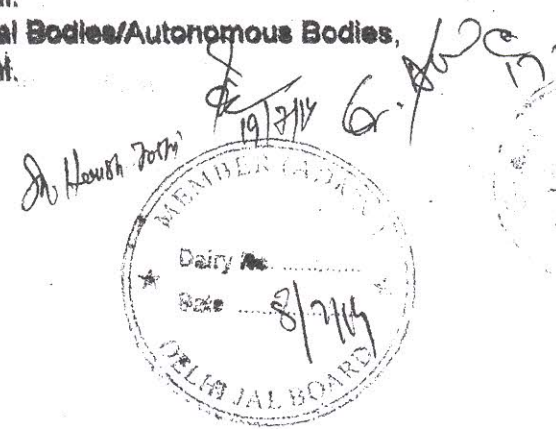
This may be treated as **MOST URGENT** and given **TOP PRIORITY** please.

CEB vs. *[Handwritten signature]*  
M(A)  
*[Handwritten signature]* T.S.  
De (W)

Asstt. Commissioner (W) Delhi Jal Board Diary No...3356 Date...10.07.2014
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*[Handwritten signature]*  
(SEEMA BAWA)  
DEPUTY DIRECTOR (AR)/HOO  
Ph. 23392422

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



12/11  
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT  
7<sup>TH</sup> LEVEL, C WING, DELHI SECRETARIAT, NEW DELHI - 110 002  
Fax-23392621; email-arupdate@nic.in

File No. F.13/04/2013/AR/9968-10127/C

Dated: 30/06/14

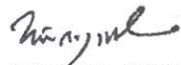
CIRCULAR

**Subject:- Regarding compliance of provisions of Manual of Office Procedure.**

The departments are aware that provisions under Manual of Office Procedure require officers to mention their office phone numbers, fax number and e-mail address in the correspondence. This is for convenience of quick and effective contact by the recipients in case of requirement of clarifications. This provision is, thus, helpful in quick disposal of work. Further, these provisions have been brought to the notice of the departments time and again through circulars, latest being circular No. F.17/1/2013/AR/3815-3974/C dated 05.04.2013 (copy enclosed).

However, representations have been received stating that various departments of Govt. of NCT of Delhi are not mentioning telephone/contact numbers and email address of the officers on the communication/replies sent to the citizens/ offices in Delhi, therefore causing difficulty for the citizens/officers to contact the concerned officers, if required.

All Heads of the departments are again requested to kindly issue directions to the officers working in their department to ensure compliance of directions contained in aforesaid circular dated 5.4.13 regarding aforesaid provisions of Manual of Office procedure.

  
(AMITABH JOSHI)  
DEPUTY DIRECTOR (AR)/HOO  
Ph. 23392726

To,

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