

OFFICE OF THE DIRECTOR(ADMN. & PERS.)  
DELHI JAL BOARD: GOVT. OF NCT OF DELHI  
VARUNALAYA PHASE-II: KAROL BAGH: NEW DELHI-110005  
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F.No. DJB/ 48(11)/AC(W)/e-file No. 23393/

Dated: 13.06.2017

CIRCULAR

**Subject : Public Hearing timings between 10.00 a.m. and 11.00 a.m. to meet the general public on every working day by the officers in various offices of GNCT of Delhi.**

Please find enclosed herewith circular bearing No.F.19/16/AR/2016/Misc./4169-76 dated 25.05.2017 received from the office of Chief Secretary, Delhi regarding Public Hearing by the Officers in various offices of GNCT of Delhi. It has been directed therein that all **Officers, other than those who are on field duty, shall be available on their seats to meet the general public on every working day between 10.00 A.M. and 11.00 A.M. without appointments for redressal of their grievances.**

The officer shall maintain a record of the persons met / representations received grievances heard and the action taken.

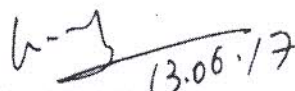
Exemption would only be granted in case an officer is on leave (medical or otherwise). No meetings would be kept by Ministers or Senior Officers between 10.00 A.M. and 11.00 A.M. to enable them to be present on their seat. If an officer has to leave his/ her seat for any emergency, in that case, he/ she will seek permission from the senior officer on phone, who in turn shall inform the office of the Minister concerned.

The public could complain, in case the Officer is not available between 10.00 A.M. to 11.00 A.M. to the Administrative Reforms Department on Tel. No. 23392726 / 23392620.

The above timings for Public Hearing shall be enforced with immediate effect.

Encl : As above

All DDOs/Controlling Officer

  
( U.B. TRIPATHI )  
DIRECTOR(ADMN. & PERS.)

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15-6-17



Copy for information to :-

1. P.A. to Vice Chairman, Delhi Jal Board
2. Secretary to CEO/All Members, DJB/CVO/Addl. CEO/ Secy. DJB
3. All Directors/All CEs/SEs/Joint Directors
4. All Dy. Directors/ACs/L.O./Dy. Dir.(LW)/AOs
5. EE(EDP) to upload on DJB website.

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13.06.17  
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