



DELHI JAL BOARD: GOVT. OF NCT OF DELHI
OFFICE OF THE ADDITIONAL CEO: VARUNALAYA: PH-II,
JHANDEWALAN, KAROL BAGH, NEW DELHI-110005

No: DJB/Addl.CEO/2024/1090

Date: 31-5-2024

ADVISORY

Sub: Ensuring quick response to CCR Calls for Water Emergencies- reg.

To ensure a prompt and efficient response related to the matter of any water emergencies, all zonal offices of Delhi Jal Board are hereby instructed that they may adhere to the following advisories:

1. Immediate Response:

All zonal water emergency teams must prioritize their water emergency calls from CCR Cell and answer immediately. After receiving complaint, communicate with the CCR Cell to confirm the action plan and expected time of grievance resolution. On addressing each complaint, staff must provide regular updates or as requested by the CCR Cell until the issue is resolved and it should include details of the action taken, current status, and expected resolution time, if the issue is underway.

2. Ensuring Operational Telephones:

Zonal water emergency team shall ensure the functionality of their telephones installed at the water emergencies. The team may have to ensure uninterrupted communication set-up and immediate rectification of non-functional telephones. All repairs should be completed within 24 hours after identifying the issue. Alternative communication methods (e.g., mobile phones, emails) should be utilized until telephone services are restored.

Adherence to these guidelines is mandatory for all zonal water emergency team. Non-compliance will be subject to review and may result in disciplinary action. By following these instructions diligently, we can ensure a swift and effective response to all water emergencies, thereby serving the citizens of Delhi efficiently.

All EEs(Maintenance)

Chief Engineer (IT)
Delhi Jal Board, GNCTD

Cheshta
(Cheshta Yadav)
Additional CEO, DJB

Copy to:

1. PS to CEO, DJB
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5. All CEs(Maintenance)
6. EE(CCR)
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Dy. No. 312 dt 31/5/24

Sh. Sanjay, Programmer

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31/5/24

PA to CE(IT)