

DELHI JAL BOARD
OFFICE OF THE DIRECTOR (REVENUE)
VARUNALAY PHASE-II, KAROL BAGH, NEW DELHI-110005.

No.DJB/DOR/Bhagidari/2011/

11271

Dated: 27.10.2011

INSTRUCTIONAL ORDER

Hon'ble Chief Minister, Govt of NCT of Delhi had taken a meeting with the Residents Welfare Associations (RWAs) pertaining to water and sewer management on 17.09.2011 at Delhi Secretariat.

To improve delivery of services, CEO, DJB has ordered to implement the following suggestions immediately which were discussed with the RWAs during above meeting:-

1. All Meter Readers should carry Identity Cards when they visit house holds for the purpose of reading/distribution of bills etc. The Care Taker shall issue the Identity Card Holders (with chain/ribbon of DJB inscribed on it) to Jt. Directors (Revenue) so that they can distribute to the Meter Readers. It is compulsory to wear the Identity Card.
2. RWAs are already availing the facility of G-8 Receipts for collection of payment of water charges from the consumers. All the Jt. Directors shall encourage issue of these booklets to RWAs. Further each RWA should be attended to specifically when they come with the collected cheques so that they do not have any problem in depositing the same.
3. The RWAs have informed that they may be co-opted for issuing challans specially about unauthorised connections, misuse of water, over flow of Tanks etc. The RWAs can inform any unauthorised connections, misuse including over flow of Tanks etc to the area Jt. Director so that requisite challaning action can be taken by him through the authorised officials / officers.

For the information of the RWAs, a notice should be pasted at prominent place out side all ZROs/Addl.ZROs/DDs/Jt.Directors offices whereby RWAs can be informed that they can lodge complaint about unauthorised connections, misuse of water, overflow tanks etc to their area ZRO/Addl.ZRO/ZE/EE/JD as well as to Central Control Room on given telephone numbers / e-mails. (A sample notice is enclosed).

4. The issue of granting a second connection to schools has been discussed. The Chief Engineers are informed to see the feasibility for improving water supply to schools based on specific requests.

5. The Chief Engineers must hold quarterly meetings with RWAs so as to address issues related to water and sewer. This should be done Executive Engineer wise under their jurisdiction.
6. People could be informed to use sensors for avoiding wastage of water. The concerned Chief Engineer should provide information in this regard to the RWAs and Bhagidari Cell also.
7. Sufficient Jetting Machines shall be used by the Executive Engineers for addressing issues immediately.

All concerned Chief Engineers, Jt. Directors, Executive Engineers (W/S/R), Dy.Directors(Revenue), AC(CTB), ZROs/Addl.ZROs are informed to comply these instructions.

This issues with the approval of the Competent Authority.



(D.VARMA)
DIRECTOR(REVENUE)

DELHI JAL BOARD
GOVT OF NCT OF DELHI

NOTICE

All Residents Welfare Associations (RWAs) are co-opted for issuing challans specially about unauthorised water connections, misuse of water, over flow of Tanks etc under Bhagidari. The RWAs can lodge complaint about unauthorised water connections, misuse of water, overflow tanks etc to their area ZRO/Addl.ZRO/ZE/EE/JD as well as to Central Control Room on following telephone numbers / e-mails :-

Concerned area Officers	Telephone No.	e-mail ID
Area Joint Director		
Area Executive Engineer(W/S/R)		
Area Zonal Engineer (Water)		
Area Zonal Revenue Officer		
Central Control Room	1916, 23527679, 23538495	

After getting the complaint from the RWAs, area Jt. Director (Revenue) will take challaning action against the defaulters through the authorised officials/ officers.

Name: _____

ZONAL REVENUE OFFICER _____