

**DELHI JAL BOARD**  
**OFFICE OF THE ADDITIONAL CEO**  
**VARUNALAYA PH-II, KAROL BAGH, NEW DELHI-110005**

No. DJB/ Addl. CEO/ 2016/ 64

Dated : 04.02.2016

**INSTRUCTIONAL ORDER**

It has been observed that the reply given by/on behalf of CEs/ Directors on PGMS Portal are not satisfactory. CM office has also shown its concern towards non serious response to Public Grievance matters .

In view of this, it has been decided that the reply of CEs/ Directors should also mandatorily include the following information:

(a) Ms./Mr. ....(Name of complainant).....have been contacted at her/ his mobile no./telephone no. ....on.....(date).....at.....(time).....

(b) The details of Officer directly concerned with the problem is given below :

Ms. / Mr. ....(Name of the officer concerned )....., .....Designation.....,


Contact no. ....

All CEs and Directors are requested to ensure that the reply furnished by them on resolution of PGMS complaints should include the information mentioned above at (a) & (b).

**All CEs/Directors**

Copy to:

1. ALL Members
2. Secretary to CEO

  
Addl. CEO