



DELHI JAL BOARD, GOVT. OF NCT OF DELHI
OFFICE OF THE CHIEF EXECUTIVE OFFICER
VARUNALAYA PHASE-II, KAROL BAGH, NEW DELHI



"STOP CORONA: Wear Mask, Follow Physical Distancing, Maintain Hand Hygiene"

No.DJB/Addl.CEO/Major shut down/ 2021/

14453

Dated: 14-03-2021
17

ORDER No-1

Guidelines to be followed prior & during major shut-down of water services by Delhi Jal Board -reg.

Due to interconnection work of 1200 mm dia Jal Vihar Main pipeline and 1200 mm dia G.K.Main pipeline, there was complete shut down for more than 48 hours starting from 12.03.2021, resulting in acute water shortage for 2-3 days in several parts of North-East & East Delhi. Despite repeated assurances by senior officers in-charge of the operation, residents of most localities faced severe water shortage and complete *status quo ante* qua the water supply could be restored only by late evening on 15.03.2021. The whole episode reeked of mis-management by the senior officers of DJB in-charge of water supply. The problem was compounded due to lack of adequate publicity and awareness efforts to forewarn the people, as well poor contingency planning. Besides causing immense inconvenience to the public in the affected areas, the prolonged shut-down and disruption of water supply reflected poorly on the efficiency and functioning of the field functionaries, causing undue embarrassment to the Board.

A serious view has been taken of the entire episode and concomitant action is being taken. In order to prevent the recurrence of such situations in the future, as well as to streamline and systematize the planning, preparation, execution and monitoring of such unavoidable shut-downs, the following directions are issued for strict compliance:

1. Prior approval of the undersigned shall be taken for all major planned shut-downs on Rising Mains, Main lines etc.

2. The proposal for planned major shut-downs shall be submitted through the Member Concerned, alongwith detailed justifications and relevant information of the proposed work including, *interalia*,
 - a. The Shut down site and the reasons necessitating the shut-down.
 - b. Quantity of water supply affected alongwith details of the areas, colonies etc to be affected.
 - c. The duration of proposed shut-down and likelihood of any extension etc depending on the site conditions and surveys.
 - d. Resource Mobilization Plan for additional manpower, machinery and equipment, especially for de-watering activity to ensure that the proposed work is completed in the specified timelines.
 - e. Alternate Water Supply Plan to the affected areas during the period of shutdown including details of the UGRs, and their capacities, number of tankers to be deployed, number of proposed trips, additional mobilization of tankers from other divisions/private sector if any etc.
 - f. Comprehensive IEC programme for information and awareness of the public in the affected areas.
3. IEC Plan: Any shut-down proposal shall be accompanied by a Comprehensive multi-modal IEC programme for dissemination of information to the public in the affected areas.
 - a. Besides Press Releases, Public Notice shall be published in leading newspapers in 03 languages (English, Hindi and Urdu) for information of the residents of concerned area advising them to store sufficient quantity of water in advance as per their requirement.
 - b. A system of repeated Public Announcements/Munadi shall be put in place through loudspeakers on Tankers/vehicles etc for awareness of the public.
 - c. SMS/Voice messages should be sent to the residents of the affected areas informing them about the supply downtime.

- d. The Zonal In-charge of the affected areas shall ensure that the adequate advance information, as well as periodic updates, are shared with the public representatives of the area, RWAs, community associations etc and continuous line of communication is established with the residents of the affected areas.
- e. Names of Officers alongwith their Mobile No. Shall be mentioned in Public Notice, so that residents may contact them for any type of assistance during the affected period.
4. In case, for any reasons, the repair work is not completed within the stipulated time, Public Notices shall again be published again in leading newspapers mentioning revised timelines.
 5. Authorised Officers of DJB Helpline/Customer Care at 1916 (Toll Free No.) should be communicated full status of the situation to enable proper facilitation of the Callers.
 6. The work involved in the Shut-down shall be personally supervised by the Chief Engineer concerned, who shall camp at the site and ensure timely completion. Stringent and close monitoring shall be done by the Member concerned, who shall ensure that all aspects of IEC and public awareness are undertaken efficiently and effectively.
 7. The above directions shall be unerringly complied with and any lapse in this regard shall invite strict action as per rules.

Sd/-

(Nikhil Kumar)
Chief Executive Officer

All Members

All CEs/SEs/EEs(W/S/R)

Copy to :

1. Chairperson/Vice Chairman, DJB for kind information.
2. Addl. CEO.
3. EE(EDP): for uploading on DJB website.
4. Guard File.



for n.a for upload on DJB website

18/3/21

19-03-21

AG

[Signature]

Chief Executive Officer