

DELHI JAL BOARD: GOVT. OF N.C.T OF DELHI
(VIGILANCE DEPARTMENT)
VARUNALAYA, PH-II, JHANDEWALAN, NEW DELHI-05

No: DJB/VIG./2012/ 62192 to 62363

Dated: 13/6/2012

CIRCULAR

As the summer season (2012) is moving ahead and the requirement of potable water has increased, this is resulting in the increase in number of complaints. Therefore, to keep the consumers satisfied, a transparent system is the need of the time, which is to ensure that not only the grievances of public are redressed but also avoidable adverse publicity is prevented. During recent checkings by the Vigilance department, certain abnormalities have been noticed which has necessitated the need for re-iteration of this instructional order. The concerned officials, hereby, are advised to follow the given below instructions -

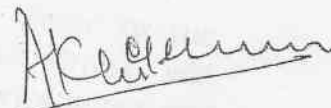
- (1) Every tanker driver, while moving out of the water emergency, shall be personally responsible to ensure that proper entries in the vehicle log book and movement register are made.
- (2) For the supply of water, the tanker driver shall note the instructions of his JE concerned or the authorized official of the water emergency (as nominated by the ZE concerned) and append his signatures in the vehicle log book and record proper entry in the movement register before sending the water tanker to a particular destination.
- (3) In case the tanker is not in a position to supply water to the designated point due to unavoidable reasons, the driver will immediately inform the concerned Control Room/authority about the same and seek necessary instructions. The shift-in charge / authorized official will record the information in the vehicle movement register and issue necessary directions to the tanker driver in this regard.
- (4) The driver of the vehicle after supplying water at the destination point will obtain signatures of at least two residents of the locality and record their address and telephone numbers in the log book as an evidence of the supply made.
- (5) The water emergency / control room must display their fixed points clearly mentioning the details of locations so that the same can be verified by any inspecting official. In case any change is felt necessary, the same should be made with the permission of the JE/ZE by affecting an entry in the complaint register along-with the reasons for the

change. Efforts should also be made not to disturb the frequency and schedule of the tankers.

- (6) Tankers should not remain stationed for too long after filling water at the water emergency. JE/ZE will specify rounds / spots in respect of all vehicles - both for private and DJB - keeping in perspective the time taken by a vehicle in one round so that these could be put to optimal use.
- (7) To maintain proper check and balance, JE water emergency will check the record at least once in a day, ZE twice in a week and EE once in 15 days. During inspection, concerned officials will append their signatures with date on the movement register / complaint register along with remarks and deficiencies observed, if any.
- (8) DJB has set-up of an enforcement department which is being headed by Member (Finance), to detect unauthorized connections, check complaint cases and water emergencies. Since, the enforcement cell is active in checking of the susceptible areas covering unauthorized water connection/commercial activities, theft of water through water tankers etc, they should check the water emergencies on regular basis, at least during the summer action plan period. The enforcement cell should also conduct surprise checks on the movement of water tankers and also ensure that the tankers supply water as per the pre-designated schedule and as per movement register details.

Conclusively, it is reiterated that the CCR and the concerned water emergencies should have an effective monitoring system over their tanker deployment.

This issues with the approval of the Competent Authority.



(DR. A. K. AMBASHT)
CHIEF VIGILANCE OFFICER

All CEs/SEs/EEs

Copy to:

1. CEO for kind information
2. M(A) / (F)/WS/Dr./Secy. DJB- for information
3. Dir (A&P)/F&A/Rev./RMS- for information
4. PD(SAP)/CCR- for information

CHIEF VIGILANCE OFFICER