



DELHI JAL BOARD: GOVT OF NCT OF DELHI
OFFICE OF THE DEPUTY DIRECTOR (RTI)
VARUNALAYA PHASE-II, JHANDEWALAN, NEW DELHI-110005

No. DJB/DD(RTI)/2026-05/13977

Dated: 25.03.2026 *

INSTRUCTIONAL ORDER

It has been observed by the Office of the Public Grievance Commission (PGC) that during the hearings of PGC cases, the concerned officers of DJB often do not attend the proceedings. Instead, junior representatives are deputed to appear, which has been viewed adversely by the Commission.

In order to uphold the seriousness of such hearings and to ensure effective representation of the Department, all **Public Information Officers (PIOs) of DJB are hereby directed** to attend the PGC hearings as per the scheduled dates and times.

In case of any official exigency that prevents the concerned PIO from attending, a **senior officer of appropriate rank** must be deputed to represent the Department. Under no circumstances should junior staff be sent to attend these hearings.

Strict compliance of these directions is expected. Any deviation will be viewed seriously.

[Signature]
25/03/2026

(SUVARNA TUSHABA SHINDE OGALE)
DEPUTY DIRECTOR (RTI)

All FAAs/PIOs/EEs/ZROs

Copy to :-

1. Member (A)- for kind information
2. Direction (A&P)/(Revenue)- for kind information
3. EE(EDP)- for uploading the instructional order on DJB portal.

[Signature]
25/03/2026
DEPUTY DIRECTOR (RTI)

By Director (IT)
Delhi Jal Board, GNCTD

By No. 598 dt. 27/3/2026

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30/3/2026