

Office of the S.E. (IT)

Delhi Jal Board

Diry No. 84

Date 20/05/26

DELHI JAL BOARD: GOVT. OF NCT OF DELHI

OFFICE OF THE MEMBER (WATER SUPPLY)

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No. F-3/DJB/M(Ws)/2026/ 579

Dated: 11.05.2026

Instructional Order

Various instructions have been issued by CEO and undersigned from time to time for ensuring uninterrupted supply of safe and potable drinking water to the citizens of Delhi, with the objective of minimising and resolution of contamination complaints. It is reiterated that the issue of water contamination is a matter of serious concern due to the grave public health risks involved.

In this regard, an online link was floated for monitoring for effective redressal of complaints on time. However, it has now been observed with concern that inspite of persuasion Executive Engineers (Maintenance) are not updating the monitoring link on daily basis as per the directions issued.

Such non-compliance of instructions has been viewed seriously, as it undermines the monitoring mechanism and adversely affects timely resolution of contamination issues.

All SEs/EEs (Maintenance) are hereby directed to closely monitor contamination-related complaints, accord them highest priority, ensure their resolution at the earliest, and regularly update the online monitoring link to enable effective supervision and accountability. It is also directed to increase water sampling of areas under jurisdiction.

All Chief Engineers (Maintenance) are directed to ensure strict compliance of the above instructions for timely, accurate, and regular updating of the monitoring link without any lapse. Non-adherence to these instructions will be viewed seriously and suitable action shall be initiated against the officers concerned.

This may be treated as most urgent.

CE (E&M) Planning
All CE's

SE (E&M) Planning
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Ex-En (Planning) / D.D. (J.T) / A.E (CCR)
for wide publicity
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(R.K. Lakhera)

Chief Engineer (Nodal) Water

Dy. Director (IT)

Delhi Jal Board, GNCTD

Dy. No. 904 dt. 20/5/26