

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

No. DJB/CEO/2025/ D-719

Date : 26.08.2025

INSTRUCTIONAL ORDER

In the past few days, during the various meetings with Hon'ble public representatives, following gross negligence on the part of the DJB officers have come to the notice of the undersigned :

- 1 CE and SEs of zone and circle do not review day-to-day public grievances and their solutions in their divisions. In most the cases, they are ignorant about the problems in the Acs
- 2 EEs posted in divisions, looking after 2 ACs, do not review the working of AEs and JEs under them and do not review their day-to-day visit plans.
- 3 In divisions, EEs, AEs, JEs do not keep a daily record of the complaints & grievances received at 1916 & other sources and the offices of public representatives.
- 4 JEs and AEs in most of the cases do not make field visits of spots of public grievances and do not communicate with the public.
- 5 JEs and AEs, in few cases, do not respond to the public representatives and public over the phone due to which public is compelled to call senior officers which brings bad name to the organisation.
- 6 In most of the cases, SEs and EEs have not contacted their respective public representatives. They have neither paid attention to their short-term grievances nor made any roadmap to solve any medium- and long-term problems.
- 7 SEs and EEs of E&M divisions are much negligent in repairing the tubewells immediately, putting up extra pumps and not making site visits for temporary and permanent installations.

Dy. Director (IT)
Delhi Jal Board, GNDCTD
Dy. No. 1330 dt 29/08/25

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- 8 CEs of the zones do not review daily routine complaint redressal status of SEs(E&M) and EEs (E&M) divisions and in most of the cases, blame the staff without fulfilling their responsibilities.
- 9 In most of the cases, many deposit work estimates to be submitted to other department like PWD are pending in various ACs for which SEs circle have not taken any pain to get them prepared and deposit to concerned department.

In this regard, instructions have already been issued jointly to all EEs and in separate meetings of CEs and SEs. Again, it is reiterated that following should be made a part of the work immediately otherwise strict disciplinary action will be initiated in future against the erring officers :

- 1 CEs of all the zones, SEs of all the circles and E&M divisions, EEs of ACs and E&M will make daily inventory of the grievances received in their respective areas by 10 a.m. everyday. Collaborating grievances by 09:30 a.m. from field AEs and JEs, from CCR (1916) and from other public representative offices and from all the possible sources. By 09:30 a.m. all field officials must reach their place/area of posting.
- 2 CEs(M), SEs(M), SEs(E&M) will hold virtual conference with their all-subordinate officers between 10 to 10:30 a.m. daily irrespective of Sunday and holidays.
- 3 CEs(M), SEs(M), SEs(E&M) will again hold virtual conference with their all-subordinate officers from 5 p.m. to 5:30 p.m. on same day to review the work done by them and guide them wherever required.
- 4 By 28.08.2025, all CEs and SEs will obtain compliance from all EEs(M) and EE (E&M) that they have talked to their respective public representatives and compiled the grievances raised by them to be resolved by DJB, category wise and in short, medium and long term.

- 5 SEs of circle will hold a daily meeting with EEs of their circle virtually & individually and will guide the concerned EE(M) and EE(E&M) to plan the work / projects for solution of the grievances and will coordinate with Member (Finance) for budget allocation, wherever required. In no case, blame should be loosely placed about budget unavailability unless confirmed by finance wing.
- 6 All CEs and SEs of Civil and (E&M) will ensure that there is no blaming between Civil and E&M divisions and officers should work in proper coordination. Action must be ensured against any officer who does not fulfil his responsibility.
- 7 CEN(W) and CEN(Dr) will hold virtual conference with all CEs (M) SEs(M), SEs(E&M) on each Monday and Thursday of the week to review the work done in a time period of 3-4 days. For this, a detailed analysis of the grievances received at 1916 and various other portal of ACs and nature wise will be provided by CE(IT) to both the CEs(Nodal). The complaints, AC-wise, nature-wise on a daily basis will be provided by In-charge of CCR (1916) to all the EEs of respective ACs and their higher hierarchy by 9 a.m. in the morning on daily basis.
- 8 In subsequent interactions with public representatives, if it is found that there is negligence of any officer in the field to resolve public issues, strict disciplinary action will be ensured against them.

Chief Engineer (IT)
Delhi Jal Board, GNCTD
Dy No. 587 dt 27/08/25

(Kaushal Raj Sharma)
Chief Executive Officer, DJB

1. CEN(W)/CEN(Dr)
2. All CEs/SEs/EEs CEN(W)-II / CEN(IT)
3. All AEs/JEs

Copy to :

1. Member(A)/Member (Finance)
2. Director (Project)