



DELHI JAL BOARD

**GOVT. OF NCT OF DELHI
SUMMER ACTION PLAN 2021**

“STOP CORONA”

Wear Mask, Follow Physical Distancing, Maintain Hand Hygiene”

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SUMMER ACTION PLAN-2021

1. PRODUCTION OF POTABLE WATER

- Water demand in the city reaches to its peak during the summers. Production of about **935 MGD** of potable water is targeted to be achieved during the summer of 2021 by optimizing all the resources.
- Additional **116** tubewells will be installed at various locations in Delhi by June 2021 and total of about **4948** tubewells will be in operation.
- Up-gradation of WTPs and associated pumping installations have been taken up through measures like replacement of old pumps/motors, old panels and other E & M accessories for their optimum performance. All preventive maintenance activities for water treatment plants and associated infrastructure including for standby arrangements will be completed by May 2021 and ordinarily there will not be any requirement for shutdown of water treatment plants and associated pumping installations during peak summer months.
- Continuous monitoring will be carried out in close coordination with Haryana to prevent shut down of the water treatment plants on account of high level of Ammonia in the raw water.
- Stock position of consumables such as disinfectants, coagulants, spares for pumps & motors for all the plants and pumping stations has been reviewed. Adequate availability of stocks of these critical items will be ensured for quality and efficient supply of water during the upcoming summer season.
- Details of Water Treatment Plants (WTPs) wise availability and from ground water sources for targeted peak production during the summer season of 2021 are given in **Table 1**.

Table 1: Targeted Peak Water Production			
S. No.	Name of WTP	Targeted Production including Recycling from process waste water (MGD)	Source of Raw Water Supply
1	Chandrawal	95	Wazirabad Pond
2	Wazirabad	132	Wazirabad Pond
3	Haiderpur	231	Delhi Branch/CLC Munak Canal
4	Nangloi	42	
5	Okhla	21	Reclaimed water from Chandrawal Recycling Plant and water from ranney wells/CLC Munak Canal.
6	Dwarka	51	CLC Munak Canal
7	Bawana	20	CLC Munak Canal
8	Bhagirathi	112	Upper Ganga canal
9	Sonia Vihar	141	
A	Production from WTPs	845	
B	Ranney Wells & Tube Wells	90	Sub-surface water
	Total (A+B)	935	

2. PROVISION OF PIPED WATER SUPPLY NETWORK IN UN-AUTHORIZED/REGULARIZED COLONIES AND JJ CLUSTERS

Piped water supply networks are being provided in un-authorized/regularized colonies in phased manner for improved supply of potable water supply. Piped water supply networks in **1333** colonies have been extended by December 2020. Piped water supply networks have been laid in **32** colonies and will be notified for supply of water on completion of all the works by **30/06/2021**. Names of these colonies are given in **Table -2**. In **38** colonies, works for laying of piped water supply networks are in progress/awarded. Proposal for **24** colonies are in estimate/tender stage. Provision for piped water supply networks in the remaining **107** number of unauthorized colonies will depend on technical feasibility/NOC.

Table-2: List of Unauthorized Colonies which will be notified for piped water supply by 30/06/2021	
CE Concerned	Colonies
CE (East)	SE (East): Nil
	SE (NE): 01 No. Name of Colonies 1. Kardam Farm RST Enclave, Johripur Extn., Delhi-94 (Regn. no.1204A)
CE (West)	SE (West): 01 No. Name of Colonies 1. (Trithankar Nagar , Jain Nagar)(AC-08)
	SE (North West): 01 No. Name of Colonies 1. Mamur Pur Krishna Nagar Singhu (Regn No. 153)
CE (South)	SE (South): 12 Nos. Name of Colonies 1. Nai Basti, (Harijan Basti) Okhla 2. Bhawani Kunj behind Sector D-II, Vasant Kunj, New Delhi-70 3. J-Block Prem Nagar, Lal Kuan, M.B.Road,Delhi-44 4. Batla House Okhla, Delhi 5. Old Village Jasola Extension, Delhi-44 6. Aali Vihar -(Block A B C D E F G & H) 7. Old Jasola Village Badarpur N.D-25 8. Jonapur Bhim Basti Pahari, Delhi-42 9. Bhawani Kunj Near Vasant Kunj, Delhi-70 10. Madanpur Khadar Extn., New Delhi-44 11. Okhla Vihar, Jamia Nagar, New Delhi-25 12. Jaitpur Extn.Part-II Badarpur, New Delhi-44
	SE (South- West): 6 Nos. Name of Colonies 1. Qutab Vihar Ph-I Najafgarh Delhi-71 2. Goyala Vihar, Najafgarh,Delhi 3. Qutab Vihar Ph-II, New Delhi-71 4. Shyam Kunj, Najafgarh, Delhi-71 5. Pankaj Garden near Ambarhai, Sec-19, Dwarka 6. Vasant Kunj Enclave, B-Block, Mlikapur Kohi, Village Rangpuri
CE (C&N)	SE (North): 01 No 1. West Kamal Vihar
	SE (Central)): Nil

CE (Water) Project	PPP Project Areas: 10 Nos. Name of Colonies: <ol style="list-style-type: none"> 1. Saiduljaib Extn., J Block, Prayavaran Complex, Delhi-30 (Regn No. 1415) 2. Sultan Apartment, Gali No.2, SaidullaJaib, M.B. Road, Delhi-30 (Regn No. 374) 3. Anupam Garden, Delhi-68 (Regn No. 519) 4. Neb Sarai Extn.Area Delhi-68 (Regn No. 978) 5. Neb Valley IGNOU Road, Neb Sarai, Delhi-68 (Regn No. 1119) 6. Saiduljaib Extn., Kohinoor Enclave, M.B.Road, Opp. CISF Complex. (Regn No. 1446) 7. Neb Sarai New Delhi 68 (Regn No. 108-(ELD)) 8. Saiduljaib Village Residance Welfare Association New Delhi (Regn No. 114-(ELD)) 9. Neb Sarai Extn. Area New Delhi 68 (Regn No. 31-(LOP)) 10. Baba Hari Dass Nagar, Tikri Border(775)
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- All the JJ clusters have the facility of drinking water through public water hydrants/ water tankers. Works for piped water supply networks with individual water connections in JJ clusters will be taken up in phased manner as per the policy approved by the Government. DUSIB handed over Squatters Rehabilitation Colonies (SRC) on “As is, Where is Basis”. DJB is taking up for the matter of piped water supply in such colonies taken over from DUSIB. Scarcity of drinking water, if any, in these areas during the peak summer will be addressed in coordination with the area representatives /MLAs.

3. DISTRIBUTION AND SUPPLY OF POTABLE WATER

- Annual flushing of all the water storage structures like underground reservoirs/surface ground reservoirs for distribution of potable water, preventive maintenance of equipments, minor/major repair and replacement works including for standby arrangements shall be completed by **June 2021**. It will be ensured that all the pumps at Booster Pumping Stations are in working conditions.
- Details of UGR-BPS which will be commissioned by **June 2021** are given in **Table 3** which will benefit the colonies/ areas under their command with improved supply of water.

S.NO.	Name of UGR-BPS	Storage Capacity (MG)	Supply Capacity (MGD)	Assembly Constituencies with Colonies/Areas benefited
1	Construction of 26.80 ML capacity UGR/BPS at Sonia Vihar.	5.90	17.70	Constituency covered: 1 Karawal Nagar 2 Mustafabad (Commissioned in March-21)
2	Construction of 29.50 ML capacity UGR/BPS at Mundka	6.50	19.50	1.Mundka Constituency 2.Part of Vikaspuri constituency 3.Part of Nangloi Jat Constituency
3	25 No. Gali BPS Tughlakabad Ext., Sangam Vihar	0.10	As per availability of water/ site requirement.	Sangam Vihar (AC-49) (The work has not be completed due to lockdown and Covid-19 situation. It may be commissioned by August 2021)
4	OHT Deoli BPS, Deoli Village	0.05	--do--	Deoli (AC-47) (The work has not be completed due to lockdown and Covid-19 situation. It may be commissioned by August 2021)

- Intensive patrolling and repairs of leakages in the transmission and peripheral water mains are planned and executed before onset of summers. This will minimize/prevent shut down of the system from the water treatment plants during summer.
- To minimize physical losses and contamination of water, old water pipe lines have been replaced, minor/major leakages have been repaired and new water pipe lines have been laid for water distribution network. Preventive maintenance works and rational distribution of water would result in improved supply of water in colonies/areas during the upcoming summer season.
- Information about area wise time for supply of water will be made available on DJB website.

4. INSTALLATION OF TUBE-WELLS

- In order to supplement water availability in the water deficient areas, 4832 numbers of tube-wells are functioning and 116 numbers of new tube-wells will be installed by June, 2021. Details are in Table-4.

Table-4 : Details of Tube-Wells				
S. No.	CE Concerned	Number of functional tube wells	Number of Additional Tube-wells	Divisions wise details for Additional Tube-Wells
1	CE (WW)	160	22	Palla: 12 Haiderpur: 05 Chandrawal: 03 Sonia Vihar; 02
2	CE (West)	569	20	AC-24 (Patel Nagar): 04 AC-25 (Moti Nagar): 07 AC-26 (Madipur): 02 AC 28 (Hari Nagar): 05 AC-30 (Janak Puri): 02
3	CE (C&N)	594	01	North-II = 01 Nos AC 18 (Model Town): 01
4	CE (East)	156	11	North East-I: 04 Nos. AC 63 (Seemapuri): 01 AC 68 (Gokulpur): 03 North East-III: 01 No. AC 61 (Gandhi Nagar) - 01 East-I: 04 Nos. AC 56 (Kondli): 04 East-II: 02 Nos. AC 59 (Vishwas Nagar): 02
5	CE (South)	3096	30	South-II: 03 Nos (Commissioned) AC 41 (Jungpura): -02 AC 42 (Kasturba nagar): 01 South-III: 27 Nos (Commissioned) AC 49 (Sangam vihar): 21 AC-47 (Deoli): 06

6	CE (W) Project-1	257	32	A total of new 32 Tube wells were installed in Palla area and on different WTPs which will be functional by 30.06.2021. 07 Nos. tube-wells in Malviya Nagar PPP rebored and made functional in lieu of old tubewells..
	Total	4832	116	

5. WATER AUGMENTATION PLAN (APRIL 2021 TO MARCH 2022)

- For enhancing the water availability, the department has drawn up a plan for augmentation of drinking water by 53.7 MGD during the year 2021-2022. The break-up is given in table 5:

S. No.	CE Concerned	Targeted Water augmentation (MGD)
1	CE (WW)	27
2	CE (West)	5.35
3	CE (C&N)	0.33
4	CE (East)	4.2
5	CE (South)	1.82
6	CE (W) Project-1	15
	Total	53.7

6. DEPLOYMENT OF WATER TANKERS AND WATER ATM/ E-PIAOS

- Drinking water in areas where piped water supply networks are not in existence and other water deficient areas during the summer is supplied /supplemented by deploying water tankers. An efficient mechanism has been put in place which monitors the movement of Stainless Steel Tankers (SS Tankers) provided with GPS system. Additional information such as exceptional trips, trip diversion, daily & monthly distance report, daily performance report, logical & daily missed trip report, late entry and vehicle history, etc. can also be provided by the monitoring system.
- 407** contracted SS water tankers, **440** hired water tankers and **248** departmental SS water tankers i.e. totaling to **1095** numbers of water tankers will be deployed during the peak summers of April to July in 2021.
- 8571** numbers of daily supply points for delivery of water through water tankers have been identified for their efficient deployment. Day to day locations of daily supply points could be much higher depending on requirement and schedule for day to day locations of these daily points would be made available on DJB website, which is updated from time to time in consultation with the area MLAs. It makes the tanker delivery service more transparent and ensures efficient delivery of potable water at the designated points, quantity of water to be given at each location, authorized filling of water and optimized use of the tankers fleet, etc. Details of daily supply points are given in table 6:

Table 6: Numbers of daily supply points for deployment of Water Tankers

Division	Assembly Constituency	Number of Daily Supply Point
CE (WEST)		
EE(W)-I	Rajouri Garden (AC-27)	10
	Hari Nagar (AC- 28	10
	Tilak Nagar (AC-29)	10
	Janak Puri (AC-30)	14
EE(W)-II	Patel Nagar (AC-24)	287
	Moti Nagar(AC-25)	36
	Rajender Nagar (AC-39)	07
EE(W)-III	Mundka (AC-8)	220
	Uttam Nagar (AC-32)	236
EE(NW)-I	Kirari (AC-09)	1563
	Sultanpur Mazra (AC-10)	138
	Mangolpuri (AC-12)	06
EE(NW)-II	Narela (AC-01)	90
	Rithala (AC-06)	108
	Bawana (AC-07)	535
	Rohini (AC-13)	04
EE(NW)-III	Shalimar Bagh (AC-14)	06
	Shakur Basti (AC-15)	17
	Tri Nagar (AC-16)	08
	Wazirpur (AC-17)	49
Sub-Total		3354
CE(C&N)		
EE(C)-I	Chandni Chowk (AC-20)	10
EE(C)-II	Sadar Bazar (AC-19)	132
	Karol Bagh (AC-23)	12
EE(N)-I	Burari (AC-02)	210
EE(N)-II	Badli (AC-05)	188
	Model Town (AC-18)	32
Sub Total		584

CE(EAST)		
(East)-I	Trilokpuri(AC-55)	32
	Kondli (AC-56)	27
	Patparganj (AC-57)	36
	Laxmi Nagar (AC-58)	19
(East)-II	Vishwas Nagar(AC-59)	19
	Krishna Nagar(AC-60)	25
	Shahdara(AC-62)	29
NE-I	Seemapuri (AC 63)	53
	Rohtash Nagar (AC-64)	43
	Gokalpur (AC-68)	89
NE-II	Ghonda (AC-66)	03
	Mustafabad (AC-69)	90
	Karawal Nagar (AC-70)	64
NE-III	Gandhi Nagar (AC-61)	37
	Seelampur (AC-65)	16
	Babarpur (AC-67)	13
Sub Total		595
CE (SOUTH)		
EE(S)-I	Mehrauli (AC-45)	140
	Chhattarpur (AC-46)	1450
	Dr. Ambedkar Nagar (AC-48)	20
EE(S)-II	Kalkaji (AC-51)	13
	Jangpura (AC-41)	8
	Kasturba Nagar (AC-42)	2
EE(S)-III	Devli, (AC-47)	215
	Sangam Vihar, (AC-49)	120
	Greater Kailash, (AC-50)	30
EE(S)-IV	Tuglakabad, (AC-52)	320
	Badarpur,(AC – 53)	102
	Okhla, (AC – 54)	118
EE(SW)-I	Dwarka, (AC – 33)	112

	Palam, (AC – 37)	240
EE(SW)-II	Matiala, (AC - 34)	155
	Najafgarh {AC – 35 (Part)}	85
	Bijwasan, (AC – 36)	160
EE(SW)-III	Malviya Naga {AC-43 (Part)}	NIL
	R. K. Puram (AC-44)	NIL
EE(Dwarka)	Matiala {AC-34 (Part)}	45
	Dwarka {AC-33 (Part)}	NIL
	Palam {AC-37(Part)}	NIL
	Bijwasan {AC-36 (Part)}	NIL
Sub- Total		3335
CE(Water)/Project		
EE(Project) W-I/Malviya Nagar PPP Project Area	Chattarpur (AC-46)	35
EE(Project) W-VII/Vasant Vihar PPP Project Area	R K Puram (AC-44)	4
EE(Project) W-IX /Nangloi & Najafgarh PPP Project Area	Najafgarh (AC-35)	64
	Matiala (AC-34)	102
	Uttam Nagar (AC-32)	14
	Vikas Puri (AC-31)	202
	Mundaka (AC-08)	282
Sub-Total		703
Grand Total		8571

- Depending on the requirement of peak summers in 2021, daily trips of the deployed water tankers will be optimized to supplement drinking water demand in both water deficient areas and in the areas which do not have piped water supply network.
- Tanker filling capacity at each filling point location has been optimized. There will be **262** tanker filling hydrants in operation for improved efficiency in deployment of water tankers.
- In addition to deployment of water tankers, **262** nos. of Water ATMs and E-Piaos are installed and are in operation for availability of drinking water in deficit areas/ strategic locations.
- Central Control Room at DJB Headquarters carries out online monitoring of the movement of water tankers. Complaints can be made on Customer Care Centre at Toll free No. 1916 which is working for 24 x 7.

7. WATER QUALITY ASSURANCE

- Delhi Jal Board has 9 laboratories for monitoring the quality of raw water and potable water production at Water Treatment Plants (WTPs) round the clock. Two such laboratories each at Wazirabad, Chandrawal and Haiderpur and one such laboratory each at Nangloi, Bawana and Okhla WTPs. Round the clock quality monitoring of the raw and potable water is carried out by the O & M agencies at Sonia Vihar and Bhagirathi WTPs, which is also regularly monitored by the Treatment & Quality Control wing of DJB headed by Director (T&QC) on daily basis.
- It is ensured that water being supplied to the citizen of Delhi is potable & meets the Standards prescribed as per BIS 10500 – 2012 with amendments.

Water samples are collected and tested by the qualified Quality Control personnel under the supervision of ACWAs/CWAs/Director (T&QC). Bacteriological examination is also carried out in routine manner to ensure quality of water supplied. The percentage of unsatisfactory samples during the period 01/04/2020 to 31/10/2020 is well within the range of 0-2% i.e., “Low risk: No action required” as per WHO Guidelines. Details are as under:

S. No.	Particulars	No. of water samples collected	No. found satisfactory	No. found unsatisfactory
1	On Complaint Basis	1426	758	668
2	On Routine Basis	116323	114817	1506
3	Grand Total	117749	115575	2174
4	Percentage of non-satisfactory samples	--	--	1.84
5	Permissible limits of percentage of non-satisfactory samples as per the prescribed standards	--	--	0-2 % (Low risk:No action required)

- Adequate numbers of Field Testing Kits have been provided to the zonal field staff to test residual chlorine in water samples at the consumers’ ends to ensure quality of water supplied. Details of sampling and Field Testing labs are as under ;

S. No.	Chief Engineer	Numbers of Water samples tested during the Period from 01/04/2020 to 31/10/2020			Available numbers of field testing kits
		Total	Satisfactory	Unsatisfactory	
1	CE(W)	18742	18264	478	27
2	CE(E)	16605	16511	94	60
3	CE(S)	3551	3477	74	51
4	CE(C&N)	4895	4802	93	30
5	CE(Water)Projects	11861	11750	111	45
	Total	55654	54804	850	213

- Wherever samples are found unsatisfactory, immediate remedial measures like repair/flushing of water distribution line, repair/replacement of house service connections etc. are done and feedback reports are also being ensured.
- For ensuring that the water being supplied at consumers' end is potable, wholesome and meets prescribed drinking water standards as per BIS 10500 – 2012 with amendments, all the 8 Zonal laboratories have been fully geared up for intensive checking. Water samples are checked on daily basis to ensure adequate surveillance of water quality that is being supplied to the citizens.
- Whenever the quality of raw water deteriorates, joint sampling with the concerned agencies is also being carried out to ensure the quality of potable water as per the standards. An outside reputed agency like NEERI has also been engaged for 3rd Party monitoring.
- Measures will be taken for intensive as well as extensive water quality surveillance during summer. Quality Control Cell will be strengthened by engaging additional vehicles and staff to enhance the collection of water samples and monitoring/surveillance of quality in entire network of water supply as well as at consumer's end.
- Details of 8 Zonal Laboratories with contact numbers are given in Table – 7.3.

Table – 7.3: Zonal Laboratories of DJB

S. No.	Name of Laboratories	Command Areas	Contact No.
1.	Central Laboratory Water Works Wazirabad	North and Central Delhi & Rural North	8447244533
2.	Zonal Laboratory, Water Works Okhla	South Delhi	9650390093
3.	Zonal Laboratory, Tahirpur, Dilshad Garden	Trans Yamuna Area	9868831072
4.	Zonal Laboratory, Water Works Haiderpur	West Delhi and Rural North & West	8527592462
5.	Zonal Laboratory, Greater Kailash (RWS)	Rural South & South West Delhi	9650759292
6.	Zonal Laboratory, Water Works Nangloi	Najafgarh Zone & Nangloi Area	8527592467
7.	Zonal Laboratory, Water Works Dwarka	South West Delhi	8527592466
8.	Zonal Laboratory, Water Works Bawana	Narela, Bawana, North West Delhi	8527592463

8. ASSEMBLY CONSTITUENCY-WISE VULNERABLE POINTS

- Participative interactive sessions with the Hon'ble MLAs of Delhi have been conducted to receive their feedback and suggestions. Based on the complaints, field experiences during the previous year and feedback/suggestions received critical/vulnerable areas for water deficiency, water contamination and over flow of sewers have been identified. Details are given in Table 8.1, 8.2 & 8.3.
- The vulnerable points will be closely monitored. Drinking water in the areas which are likely to face water deficiency during the peak summer will be supplemented by deploying water tankers, rationalization/regulation of valves, installation of additional tube-wells and deployment of water tankers. To redress areas vulnerable for water

contamination, measures like replacement of damaged water lines/house service connections, plugging of water contamination points and flushing of water lines have been taken up. Replacement and De-silting of sewer lines and effective pumping from sewage pumping stations will be carried out to address the problems of overflow of sewers. Super Sucker /Suction cum Jetting machines/ Recycler machines shall be deployed for de-silting/removal of blockages in the sewerage system.

Table-8.1: Vulnerable Water Deficit Areas

CE Concerned	Name of Division	Assembly Constituency	Name of colonies/ areas
CE (East)	EE (E) I	Trilokpuri (AC-55)	Mayur Vihar Phase I Pocket V (old flats), 8A DDA Janta Flats Trilokpuri., A-Block New Ashok Nagar.
		Kondli (AC-56)	Mulla Colony, A-Block Rajbeer Colony Gali No.1 to 5, B-Block Rajbeer Colony Gali No. 1 to 3,B& D Block Kondli Colony, Gharoli Village, Pandit Mohalla, Nirman Mohalla, Kondli Village.
		Patparganj (AC-57)	D-Block West Vinod Nagar, Part to Chander Vihar,J& G Block East Vinod Nagar,
		Laxmi Nagar (AC-58)	H Block Shakar Pur, Bazar Guru Ram Das Nagar A,B & C Block
	EE (E) II	Vishwas Nagar (AC-59)	Gazipur Village, Nallah side gali no. 13 & 14 Vishwas Nagar
		Krishna Nagar (AC-60)	NIL
		Shahadara (AC-62)	Sonia Camp, Rajiv Camp, Jawala Nagar, Mukesh Nagar, A Block Vivek Vihar Phase-II,
	EE (NE) I	Seemapuri (AC-63)	Tail end of A-1 Nand Nagari Tail end of D Block Nand Nagari
		Rohtash Nagar (AC-64)	Tail end of Ram Nagar Extn. Gali No 09 to 13 New Morden Shahdara F&G M.S Park & Subhash Park Extn.
		Gokalpur (AC-68)	Ambedkar Vihar Ram Vihar Partap Nagar)
	EE (NE) II	Mustafabad, (AC-69)	Shiv Vihar Ph-V, III, II, Mahalaxmi Enclave, Babu Nagar, Prem Nagar, Old Mustafabad etc.
		Karawal Nagar (AC-70)	Shaheed Bhagat Singh Colony, Mukund Vihar, Prakash Vihar, New Sabhapur Gujran, A-Block Ankur Enclave, A&F Block West Karawal Nagar, C-Block Dayalpur
	EE (NE) III	Seelampur (AC-65)	Arjun Mohalla Maujpur, Bajrangbali Gali Maujpur, Gali no. 30/8 Zaffarabad
		Babarpur (AC-67)	Bhatia Gali Maujpur, Vijay Park, Janta Majdoor Colony
CE (West)	EE (NW) I	Sultanpur Mazra (AC-10)	Nil
		Kirari (AC-09)	Nil
	EE (NW) II	Rithala (AC-06)	Nil
		Bawana (AC-07)	A & F Block, Shahbad dairy
	EE (W) I	Rajouri Garden (AC-27)	TC CampRaghubeer Nagar, F & T-Block Vishnu Garden (Partly), Sant Nagar Extn. (Partly)

		Hari Nagar (AC-28)	Fateh Nagar, KhazanBasti, Nangal Raya, Lajwanti Garden
		Tilak Nagar (AC-29)	S-2 Block Old Mahavir Nagar
		Janak Puri (AC-30)	D-1 Block Jeevan Park, South Extn. Part-I & II in Uttam Nagar, B & D Block East Uttam Nagar, E Block SitaPuri
	EE (W) II	Patel Nagar(AC-24)	Than Singh Nagar, Baba FaridPuri, Baljeet Nagar, Prem Nagar
		Moti Nagar(AC-25)	Nil
		Madipur (AC-26)	Nil
		Rajinder Nagar (AC-39)	Todapur Village, Inderpuri JJC
EE (W) III	Uttam Nagar, (AC-32)	T block Part and Parampuripart, Vijay Vihar, B and C1 block Partap Garden	
	Mundka (AC-08)	Nizampur village	
CE (South)	EE (S) I	Mehrauli (AC-45)	Mehrauli, Rajokri,Kishangarh
		Chhattarpur (AC-46)	Maidangari, Asola, Bhati, Aaya Nagar, Ghitorni, Mandi.
		Dr. Ambedkar Nagar (AC-48)	Raju Park,Jawahar park,Dakshinpuri,Shiv park,Khanpur Extn.,F- block Khanpur,Khanpur
	EE (S) II	Kalkaji (AC-51)	Gali No.6, 7 Govindpuri
		Jangpura (AC-41)	Nil
		Kasturba Nagar (AC-42)	B-Block, NDSE-II
	EE (S) III	Deoli, (AC-47)	Block- G, K-II, L, L-Ist, L-II, M-Ist Sangam Vihar and Partially Devli Village & Durga Vihar
		Sangam Vihar, (AC-49)	Block J2B, J-Ist, J-IIInd,J-3, I, I-2 & H-16 Sangam Vihar
		Greater Kailash, (AC-50)	-
	EE (S) IV	Tuglakabad,(AC-52)	Tughlakabad Village & Lal Kuan
		Badarpur,(AC-53)	Molarband Extn., E & F-Block, Lakhpat Colony & Ekta Vihar
		Okhla,(AC-54)	Madanpur Khadar & Batla House.
	EE (SW) I	Palam, (AC – 37)	Nanda Block, Bangali Colony , C-2 block Vijay Enclave CT-2 Mahavir enclave , Sani Mohlla Palam (Partly) Raja Puri Steet No. 3,5,9, B-1 Block Mahu Vihar , T Ext Vishwas Park and E Block Vishwas Park.
		Dwarka, (AC - 33)	Geetanjali Park, Jagadamba Vihar, Madan Puri, Shiv Puri (Partly)
	EE (SW) II	Matiala, (AC – 34)	Patel Garden,Jain Clony,Khushi Ram Park, Bharat Vihar
Bijwasan, (AC – 36)		Raj Nagar-II (Partly),Bijwasan Village, MahipalPur(Partly), Rang Puri,	
EE (SW) III	Malviya Nagar, (AC-43)	H and N-Block, Green Park Extn , Part of Masjid Moth village.	
	R. K. Puram. (AC-44))	Part of Sector-2, R.K.Puram	
CE (C&N)	EE (Cen) I	Ballimaran (AC-22)	Premnagar, Nabi Karim, Arakashan road adjoining area
	EE (Cen) II	Sadar Bazar (AC-19)	Gali Ravidas

		Karol Bagh (AC-23)	Regarpura Gali no. 41 to 50 & Krishan Nagar
	EE (North) I	Burari (AC-02) In Burari constituency there is alternate day supply from the Burari UGR / A-5 UGR. The total demand of this area is about 24MGD and only 11 MGD water is available.	Gali No. 32 Chandan Vihar, IP Colony C Block, Gali No. 9 Jagatpur, A Block Ajit Vihar, Himgiri Enclave, D Block Harit Vihar.
		Timparpur (AC-03)	Gali No. 12/5 Wazirabad, Gali No. 8 Wazirabad.
	EE (North) II	Adarsh Nagar (AC- 04 (Part))	Dheer Pur Village
		Model Town (AC- 18)	Kabir Nagar
		Badli (AC-05)	Yadav Nagar, Bhalashwa Dairy/RSC
CE (Water) Projects	EE (Project) W-I - Malviya Nagar PPP Project Area	Chattarpur (AC- 46)	Indra Enclave, Neb Sarai, Freedom Fighter Colony
		Malviya Nagar (AC -43)	Nil
		Greater Kailash	Khirki Extension
		Mehrauli (AC -45)	Nil
	EE (Project) W-VII- Vasant Vihar PPP Project Area	R. K. Puram. (AC-44)	PoorviAparment Vasant Vihar
	EE (Project) W-IX - Nangloi & Najafgarh PPP Project Area	Vikas Puri (AC-31)	Bakkarwala Village
		Uttam Nagar (AC-32)	Nil
		Matiala (AC-34)	Shivpuri , Munirkakunj , Paprawat Village, Durga vihar part 1 and part 2
		Nangloi JAT (AC-11)	Tail areas of Nihal vihar , Nangloi Jat, Udyog Nagar
		Mundka (AC-08)	Mundka village , Nilwal, Tikri

Table-8.2: Vulnerable Area for Water Contamination				
CE Concerned	Name of Division	Assembly Constituency	Name of colonies/ areas	
CE (East)	EE (East)- 1	Trilokpuri(AC-55)	Trilokpuri Block No.17, Pocket 2 Mayur Vihar Phase 1 & Village kotla, 31-Block Trilokpuri	
		Kondli (AC-56)	Block -4,5&10 Khihripur, Mulla Colony,Rajbeer Colony Gali No.1 to 5, Block -19 Kalyanpuri, Kondli Village.	
		Patparganj (AC-57)	B-Block Mandawali Fazalpur Gali No.11 to 16, Transformer Wali Gali West Vinod Nagar, Gali No.8 A-Block West Vinod Nagar, D& E Block East Vinod Nagar, Patparganj Village, F Block Pandav Nagar.	
		Laxmi Nagar (AC-58)	A Block Ganesh Nagar-II, Krishna Puri Mandawali, F Block Mangal Bazar.	
	EE (East)- II	Vishwas Nagar (AC-59)	Vishwas Nagar nallah side gali No. 13,14	
		Krishna Nagar (AC-60)	NIL	
		Shahadara (AC-62)	NIL	
	EE (NE) I	Seemapuri (AC-63)	F-Pocket GTB Enclave	
		Rohtash Nagar (AC-64)	Gali no- 25 Ram Nagar	
		Gokalpur (AC-68)	Nil	
	EE (NE) II	Ghonda (AC-66)	Nil	
		Mustafabad (AC-69)	Nil	
		Karawal Nagar (AC-70)	C-Block Dayalpur	
	EE (NE) III	Gandhi Nagar (AC-61)	Kailash Nagar Gali no. 15, Dharpura, West Old Seelampur, Ajeet Nagar	
		Seelampur (AC-65)	Krishna Gali No. 7 Maujpur, Puri and Mata Gali Maujpur, Saidiya Masjid Road Chauhan Bangar, Gali No. 1 Brahmपुरi	
		Babarpur (AC-67)	Nil	
	CE (West)	EE (NW) I	Sultanpur Mazra (AC-10)	Nil
			Kirari (AC-09)	Nil
			Mangolpuri (AC-12)	Nil
		EE(NW) II	Rithala (AC-06)	Nil
Rohini (AC-13)			Nil	
Bawana (AC-07)			JJR pockets Sector-20 Rohini	
EE(NW) III		Tri Nagar (AC-16)	Nil	

		Wazirpur (AC-17)	Nil
	EE (W) I	Rajouri Garden (AC-27)	B1-Block Vishnu Garden, Sant Nagar Extn., Transit Camp, Khyala Village, Maddiwaligali Vishnu Garden
		Hari Nagar (AC-28)	Fateh Nagar, Nangal Raya, M-Block Hari Nagar, 2- Block Subhash Nagar
		Tilak Nagar (AC-29)	Krishna Park (partly), S-2 Block Old Mahavir Nagar
		Janak Puri (AC-30)	B & D Block East Uttam Nagar, A1 Block JanakPuri
	EE (W) II	Patel Nagar (AC-24)	West Patel Nagar, Ranjeet Nagar,
		Moti Nagar (AC-25)	KaramPura, Ramesh Nagar Kirti Nagar
		Madipur (AC-26)	MadiPur JJC , B Block Tagore Garden Extn
		Rajender Nagar (AC-39)	PanditMohalla, HoliChowkDasghara Village, WZ 11 Todapur Village, Near Dispensary NarainaVillage
	EE (W) III	Mundka (AC-08)	Nil
		Uttam Nagar (AC-32)	C and D block BhagwatiVihar, Subash Park Matiala road
CE (South)	EE (S) I	Mehrauli (AC- 45)	NIL
		Chhattarpur (AC-46)	NIL
		Dr. Ambedkar Nagar (AC-48)	NIL
	EE (S) II	Kalkaji (AC-51)	Gali no.13, Govind Puri
		Jangpura (AC-41)	Bhagwan Nagar
		Kasturba Nagar (AC-42)	NIL
	EE (S) III	Devli (AC-47)	Block No. 17 Dakshinpuri Extn.
		Sangam Vihar (AC-49)	NIL
		Greater Kailash (AC-50)	NIL
	EE (S) IV	Tuglakabad (AC-52)	Pul Pehladpur, Okhla Industrial Area.
		Badarpur (AC-53)	Badarpur Village, Molarband Extn., DDA Flats Badarpur.
		Okhla (AC-54)	NIL
	EE (SW) I	Palam (AC – 37)	Nanda Block, Bangali Colony , C-2 block Vijay Enclave CT-2 Mahavir enclave , Sani Mohlla Palam (Partly) Raja Puri Steet No. 3,5,9, B-1 Block Mahu Vihar , T Ext Vishwas Park and E Block Vishwas Park.
		Dwarka (AC – 33)	Geetanjali Park, Jagadamba Vihar, Madan Puri, Shiv Puri (Partly)
	EE (SW) II	Matiala (AC – 34)	Jain Colony (Partly)
		Bijwasan (AC – 36)	Raj Nagar -II(Partly)

	EE (SW) III	Malviya Nagar (AC-43) (AC-43)	Gulmohar Enclave DDA Flats, Church Gali Masjid Moth, Uday Park
		R. K. Puram (AC-44)	B-Block, Nanakpura, Part of Munirka DDA Flats
CE (C&N)	EE (Cen) I	Ballimaran (AC-22)	Nil
	EE (Cen) II	Sadar Bazar (AC-19)	East Moti Bagh Gali no. 9
		Karol Bagh (AC-23)	Nil
	EE (North) I	Burari (AC – 02)	Mukund Pur Part –II, Samta Vihar, Harit Vihar, Burari Garhi
		Timparpur (AC – 03)	Nil
	EE (North) II	Adarsh Nagar (AC- 04)	Nirankari Colony, G-Block Jahangirpuri, MCD Flat Jahangirpuri
		Badli (AC- 05)	Bhalashwa Dairy, Rajeev Nagar
		Model Town (AC- 18)	Rana Pratap Bagh
	CE (Water) Projects	EE (Project) W-I -Malviya Nagar PPP Project Area	Malviya Nagar (AC -43)
Chattarpur (AC-46)			Nil
GK-I (AC -50)			Nil
Mehrauli (AC-45)			Nil
EE (Project) W-IX -Nangloi & Najafgarh PPP Project Area		Uttam Nagar (AC-32)	Deepak vihar extension ,R3 block nawada housing complex
		Najafgarh (AC-35)	Nil
		Matiala (AC-34)	Nil
		Nangloi JAT (AC-11)	Udyog Nagar
		Mundka (AC 08)	Nangloi Ext. Nangloi JJC, Mundka Village, Veena Enclave
EE (Project) W-VII Vasant Vihar PPP project area		Vasant Vihar (AC-44)	Vasant Enclave Janta Flat

Table-8.3: Vulnerable Areas for Overflow of sewers

CE Concerned	Name of Division	Name & Number of Assembly Constituency	Name of colonies/ areas	
CE (East)	EE (E) I	Trilokpuri(AC-55)	Chilla Village, 31-32 Block Trilokpuri.	
		Kondli (AC-56)	Block 4,5,9 &10 Khichripur , Block 11,12,13 &15 Kalyanpuri, Durga Puri Dallupura & Gali No.1 to 4 Mulla Colony, Pocket A1 &A2 Mayur Vihar Phase-III	
		Patparganj (AC-57)	Mandawali Village, D-Block West Vinod Nagar, E-Block West Vinod Nagar, B-Block Mandawali Fazalpur, Railway Colony Mandawali, Shankar Marg Mandawali. Patparganj Village, Khichripur Colony, East Vinod Nagar, Khichripur Village.	
		Laxmi Nagar (AC-58)	Himachal Mohalla Mandawali, WB Block Shakar Pur, F Block Mangal Bazar, Guru Angad Nagar Extn.	
	EE (E) II	Vishwas Nagar (AC-59)	NIL	
		Krishna Nagar (AC-60)	NIL	
		Shahadara (AC-62)	Bihari Colony, Bhola Nath Nagar, Jawala Nagar, Friends Colony Indl. Area, Jhilmil Indl. Area	
	EE (NE) I	Seemapuri (AC-63)	Part of F-Pocket, GTB Enclave	
		Rohtash Nagar (AC-64)	C- Block Welcome JB-2 welcome	
		Gokalpur (AC-68)	NIL	
	EE (NE) II	Ghonda (AC-66)	Gamri Extension, Jagjeet Nagar, Kartar Nagar, A&B Block Bhajanpura etc.	
	EE (NE) III	Gandhi Nagar (AC-61)	New Seelampur G & H Block, Old Seelampur, Raghubarpura-II, Saraswati Bhandar Gandhi Nagar, Satnarayan Mandir Gali and adjoining area, Ajeet Nagar, West Azad Nagar , Shankar Nagar, Chand Mohalla,	
		Seelampur (AC-65)	Vijay Mohalla, Chauhan Bangar Gali No. 26, Chauhan Bangar Gali No. 15 & 16, Shastri Park E & F Block.	
		Babarpur (AC-67)	NIL	
	CE (West)	EE (NW) II	AC-07(Bawana)	Nil
		EE (NW) III	Tri Nagar (AC-16)	Nil
		EE (W) I	Rajouri Garden (AC-27)	Khyala Village, Vishnu Garden
			Hari Nagar (AC-28)	Nangal Raya, Fateh Nagar, B1 JanakPuri
			Tilak Nagar (AC-29)	C Block Khayla, Mahavir Nagar
Janak Puri (AC-30)			Dayal Sir Road Uttam Nagar, Mahavir Enclave Part-II & III, SitaPuri	
EE (W) II		Patel Nagar (AC-24)	Baba FaridPuri , Prem Nagar, Shadi Kham Pur Village	
		Moti Nagar (AC-25)	Rama Road, , Mansarover Garden, Sudarshan Park,	
		Madipur (AC-26)	MadiPur Village & JJC, PaschimPuri, Raghubir Nagar	






		Rajender Nagar (AC-39)	Inderpuri , Naraina Village
CE (South)	EE (S) I	Mehrauli (AC- 45)	NIL
		Chhattarpur (AC-46)	NIL
		Dr. Ambedkar Nagar (AC-48)	NIL
	EE (S) II	Kalkaji (AC-51)	Govind Puri Gali No. 13
		Jangpura (AC-41)	Bhagwan Nagar
		Kasturba Nagar (AC-42)	Maidan Garhi
	EE (S) III	Deoli (AC-47)	Block No. 4 & 6 Dakshinpuri Extn.
		Sangam Vihar (AC-49)	NIL
		Greater Kailash (AC-50)	A,B,C,D slum DDA flats Kalkaji & Chirag Delhi (Partially)
	EE (S) IV	Tuglakabad (AC-52)	Tughlakabdad & Pul Pehladpur
		Badarpur (AC-53)	Badarpur Village
		Okhla (AC-54)	NIL
	EE (SW) I	Palam (AC-37)	Vishwas Park, Nanda Block ,C-2 Block Mahavir Encalve ,
		Dwarka (AC – 33)	J block , Dayal Park, Geetanjali Park,
	EE (SW) II	Matiala (AC – 34)	Nanhey Park, Shukhi Ram Park
Bijwasan(AC – 36)		Raj Nagar-II, Bharthal Village	
Najafgarh (AC – 35)		NIL	
EE(SW)-III	Malviya Nagar (AC-43)	Arjun Nagar near Shiv mandir, B-4/35, Safdarjung Enclave, A-2/90, Safdarjung Enclave,Gali No.2, Hardev Puri, Hauz Rani near Ravi Das Mandir, B-Block Malviya Nagar	
	R.K. Puram AC-44	D-2/A Flats,Nanakpura, Adarsh Basti Mohammadpur, Munirka village , Sector-1 1001 to 1005 R.K.Puram, Sector-4 near Ramjas School, R.K.Puram , Sector-7, R.K.puram near house no. 99	
CE (C&N)	EE (Cen) I	Chandni Chowk (AC-20)	Nil
		Matia Mahal (AC-21)	Sita Ram Bazar
		Ballimaran (AC-22)	Sadar Bazar, Qutub road
	EE (Cen) II	Sadar Bazar (AC-19)	Nil
		Karol Bagh (AC-23)	Subhash Mohalla
	EE (North) I	Timparpur (AC–03)	Bhim Gali Malka Ganj, Gali Chakki Wali main road Malka Ganj.
	EE (North) II	Adarsh Nagar (AC-04)	A, G, H Block Jahangir Puri
		Badli (AC-05)	J & K Block Jahangir Puri, Bhalswa Village

9. COMPLAINT REDRESS MECHANISM

- Consumers of DJB have following options to make their day-to-day complaints for redressal.

A. Registration of Complaints

I. **24 x 7 Call Centre through 1916/ 1800117118 (Toll Free)**

- (i) A centralized 24x7 Call Centre with a computerized complaints management system to provide quick and speedy redressal to public grievances has been set up. It has interactive voice response (IVR) system and provides services in Hindi and English languages. Consumers can call at the call centre Toll Free no. **1916/1800117118** provided by DJB, and lodge all type of complains related to water, sewer or any other problem with the call centre executive. IVR system provides two options to the complainants: Option (i) Water, Sewer and Tanker related work 24x7 days and Option (ii) DJB Water/Sewer bill related- working between 07:00AM to 09:00PM, 07 days (except Gazetted Holidays).
- (ii) For illegal boring Phone no. 23513073 & 23538495.
- (iii)  Youtube: delhijalboard
- (iv)  Facebook: delhijalboardofficial
- (v)  Twitter: delhijalboard
- (vi)  Instagram: delhijalboard
- (vii)  WhatsApp No. 9650291021

B. Process of Redressal

- i. After registration, unique complaint reference number is auto generated and sent to complainant at his/her given mobile number.
- ii. Complaint goes to supervisor level for verification and same is forwarded through system and intimation also goes through SMS on registered mobile number of the field officers concerned.
- iii. Field officers have to respond to the task within the schedule time frame given above. If they do not complete the task within the scheduled time frame, complaint automatically escalates at the next higher level.
- iv. After attending the complaints, complainant again gets an SMS about resolution of complaints.

C. Status of Registered Complaints

Complainants can check the status of their complaints with the help of unique complaint reference number sent on mobile or provided on call.

- i. By calling Toll Free number 1916/1800117118.

D. Quality Assurance Mechanism

- i. Randomly, Call centre team takes feedback on phone of resolved complaint status to check the quality of service delivery by our staff.
- ii. System can generate status report like received, pending, resolved and escalated complaints area wise, officer wise, complaint nature wise etc. Senior Officers monitor the same regularly.

E. Telephone nos. for Complaint Redress:

- i. Central Control Room: 1916/1800117118 (Toll Free).
- ii. For illegal boring Phone no. 23513073 & 23538495.
- iii. Three Call Centres are working for the areas under the Malviya Nagar, Vasant Vihar, and Nangloi/Najafgarh PPP Projects:-

1. Malviya Nagar Call Centre : 8427312731 (Toll Free)
2. Vasant Vihar Call Centre : 18001037232 (Toll Free)
3. Nangloi/Najafgarh Call Centre : 18001217744 (Toll Free)

F. Statics of Complaints:

Details of resolved complaints related to no water, contaminated water & sewer blockages for the period from **01/04/2020 to 31/10/2020** are given in **Table-9**.

Table-9: Statics of Complaints															
Particulars	Complaints received					Complaints resolved					% age of resolved complaints				
	CE(S)	CE (C/N)	CE(E)	CE(W)	CE(W) Proj	CE(S)	CE (C/N)	CE(E)	CE(W)	CE(W) Proj	CE(S)	CE (C/N)	CE(E)	CE(W)	CE(W) Proj
Water Contamination	2486	2137	11413	9878	2765	2486	2126	11394	9862	2733	100.00	99.49	99.83	99.84	98.84
No Water	17656	4689	11539	21101	10958	17653	4655	11531	21092	10937	99.98	99.27	99.93	99.96	99.81
Sewer Blockage	21624	5459	22735	26705	0	21596	5423	22614	26605	0	99.87	99.34	99.47	99.63	0
Total	41766	12285	45687	57684	13723	41735	12204	45539	57559	13670	99.93	99.37	99.68	99.78	99.61

- Redressal of Complaints will be monitored at the level of Chief Engineers to ensure that these are resolved in an effective manner for increased satisfaction level of the consumers.

10. WATER EMERGENCIES:

- Water emergency control rooms situated at strategic locations to cover all parts of the city are working round the clock for day-to-day complaint redressal. These emergency control rooms are strengthened by deploying adequate staff, communication facilities and efficient mechanism for addressing and monitoring of complaints. Details of Telephone numbers of Divisional Officers and water emergencies are given in **Table- 10.1**.
- Superintending Engineers/Joint Directors (Revenue) have been appointed as Nodal officers for effective monitoring on functioning of water emergencies. Details are given in **Table -10.2**.
- Enforcement Department would be carrying out surprise checks at the control rooms and at the consumers' end to verify timely redressal of complaints and deployment of water tankers.
- Senior Officers will also carry out surprise inspections of Water Emergencies from time to time to ensure their efficient working for optimum delivery.
- Instructional Orders have been issued from Member (A) to ensure completion of all preventive maintenance works, adequate availability of chlorine, alum etc, i.e. inputs required to ensure purification of water, proper water quality assurance, ensuring proper functioning of Water Emergencies & Central Control Room, efficient deployment of water tankers, etc. to meet the challenges of peak summer season.

Table- 10.1: Telephone numbers of Divisional Offices

CE Concerned	Name of Division	Name of Water Emergency	Name of EE	Tel No.	Mob. No.
CE (East)	EE (E) I	Mandawali	Sh. Pratap Singh	22727815	9650097878
	EE (E) II	Jagriti SPS	Sh. Vijay Sagar	22517270	7065207929
	EE (NE) I	Loni Road	Sh. U.R. Tripathi	22130695	9650290733
	EE (NE) II	Yamuna Vihar	Sh. Sukhpal Chauhan	22584843	9650291065
	EE (NE) III	Yamuna Vihar	Sh. Bijender Kumar	22596645	9650291457
CE (West)	EE (NW) I	Mangolpuri Water Emergency	Sh. Himanshu Agarwal	27915965	9650291104
	EE (NW) II	Holambi Kalan	Sh. Sudhir Kumar	27851040	9650291444
	EE (NW) III	Ashok Vihar	Sh. Mukesh Jindal	27304080	9650291130
	EE (W) I	Shivaji Enclave	Sh. Ashok Kumar	25193140	8800094950
	EE (W) II	Punjabi Bagh Water Emergency, Road No-41 West Punjabi Bagh	Sh. Trilok Chand	25913870	9650291212
	EE (W) III	Paschim Vihar	Sh. Ramesh Kumar Gupta	25471004	9650591677
CE (South)	EE (S) I	Water Emergency B-1 Vasant Kunj and 100 foota road Chhattarpur	Sh. Satish Kumar	29552688	9650291596
	EE (S) II	Jal Sadan Water Emergency	Sh. S.Ghulam Sajjad	29811558	9650291169
		Giri Nagar Water Emergency	Sh. S.Ghulam Sajjad	29811558	9650291169
	EE (S) III	Greater Kailash-I	Sh. L.L. Meena	29233037	9650291590
	EE (S) IV	O.H.T., Okhla Ind. Area Phase-II, New Delhi-20	Sh. Rajeev Kumar Gupta	26388976	9650290806
	EE (SW) I	D- Block, Janak Puri	Sh. Munish Kumar	25547658	9650291227
	EE (SW) II	Vasant Kunj	Sh. S. K. Ohlan	65544243	9650290844
	EE (SW) III	R.K .Puram	Sh. N. K. Khare	26167618	9650291085
	EE (Dwarka)	CT-2 Madhu Vihar sector -3 Dwarka	Sh. S. N. Prasad	25634274	9650291221
CE (C&N)	EE (Cen) I	I.P. Water Emergency	Sh. Priti Pant	23370911 23378761	9650290830
		Chandrawal Water Emergency	Sh. Priti Pant	23814338 & 23810939	9650290830
	EE (Cen) II	Idgah	Sh. Priti Pant	23537397 23677129	9650290830
	EE (North) I	Burari Water Emergency	S.K Singh	27617609, 27619244	9650291378
	EE (North) II	Kewal Park	S.K Singh	27677877	9650291378

CE (Water) Projects	Malviya Nagar PPP Project Area	Malviya Nagar UGR	Sh.Mathew George	23681009	9650291581
	Vasant Vihar PPP Project Area	Vasant Vihar	Sh. Anil Kumar	29818410	9650290848
	Nangloi & Najafgarh PPP Project Area	Nangloi	Sh.Nareshkumar Dargan	8527995817, 8527995819 18001217744	9650290803
		Najafgarh	Sh.Nareshkumar Dargan	8527995818 18001217744	9650290803

Table-10.2: Nodal Officers for Water Emergencies/Control Rooms

S.No.	Name of Nodal Officer & Mobile Number	Designation	Mobile No.	Name of Water Emergency/Control Rooms
1	Sh. Harish Chander	EE(RWH)-I	9650094544	Mangolpuri OHT
2	Sh. Pankaj Kumar Gupta	EE (Project) Water-VIII	9650291494	Holambi Kalan
3	Sh. R. P. Singh	SE (North East)	9650290841	Jagriti SPS
4	Sh. Mukesh Jindal	SE (North West)	9650891130	Janakpuri D Block
5	Sh. P.K. Tyagi	SE(Dr)	9650291385	I.P. Pumping Station
6	Sh. Dalbir Singh	SE (West)	9650290773	Najafgarh & Nangloi PPP Project Area
7	Sh. S. K. Dahiya	SE (South-West)	9650291401	Jal Sadan/G.K.-II
8	Sh. Praveen Kumar Jain	SE (Project) Water-II	9650290750	Idgah (SPS)
9	Sh. Promod Kumar Jain	SE (Project) Water-V	9650291593	Burari
10	Sh. Mukul Bandula	SE (Project) Water-IV	9650305656	Ashok Vihar
11	Sh. Anil Kumar Arora	SE(E&M) W&S-I	9650290908	Kewal Park
12	Sh. Anil Bharti	SE (Project) Water-I	9650291619	Paschim Vihar
13	Sh. Radhey Shyam	SE (East)	9650291118	Shivaji Enclave
14	Sh. B.P. Saraswat	SE (Dr.) Project-IV	9650894421	Mandawali
15	Sh. Bahadur Singh Rawat	EE (EAP)-I	9650094468	Vasant Kunj
16	Sh. Ravinder Kumar Lakhera	SE (Vigilance)	9650838989	Sarita Vihar
17	Sh. Sandeep Kapoor	SE (E&M) WW, HP	9650291464	R.K. Puram
18	Sh. Praveen Kumar Gupta	SE (E&M) W&S South-II	9650291505	Chandrawal
19	Sh. V.P. Gunjijal	SE (SDW) II Rithala	9650900734	Greater Kailash
20	Sh. Anil Kumar Sharma	SE (Dr) Project-V	9650291103	CT-2, Madhu Vihar Sect. 03 Dwarka
21	Sh. K.C. Meena	SE (SDW)-IV	9650291363	Chattarpur

22	Sh. Pawan Kr. Sharma	SE (North)	9650300144	Loni Road
23	Sh. Adarsh Kumar	EE (C) Dr. XII	9650394930	Punjabi Bagh
24	Sh. K.K. Harit	EE (C)Dr.-III	9650290999	Yamuna Vihar
25	Sh. Pankaj Atray	SE (Dr.) Project-II	9650573355	Giri Nagar
26	Sh. Bhupesh Kumar	SE (SDW) I	9650291577	Centre Control Room (HQ) Ph-II
27	Sh. Suresh Karketta	SE (E&M) W.C.	9650291656	Vasant Vihar PPP Area Call Centre
28	Sh. Gajender Tomar	SE (Dr.) Project -I	9868127408	Malviya Nagar UGR Filling Point under PPP Area Call Centre

11. SEWAGE TREATMENT

- About **570 MGD** treatment of sewage has been targeted in **June 2021**. Preventive maintenance of process units & equipments, minor/major repair works will be completed by **May 2021** to ensure that all the pumps at Sewage Pumping Stations are in working conditions. Collection and treatment of sewage will progressively increase with completion of Interceptor Sewer Project and laying of sewer lines in un-sewered areas. This would minimize blockages in sewers and will result in improved sanitation conditions in the areas.

12. REVENUE MANAGEMENT SYSTEM

I. Revenue Management System (RMS) Portal (www.djb.gov.in)

- Delhi Jal Board has introduced a new Revenue Management System (RMS) to provide more convenience, information and facilities to its consumers wherein complete interconnectivity of zonal offices with the central server has been established to provide online transactions, real-time update of consumer request, billing and payment records, online requests for different matters, tracking and resolution of requests and grievances etc. The zonal offices have a consumer-friendly environment and there is transparency and timely action at the zonal level. The RMS Portal has been provided w.e.f. 25th September, 2012 on Customer Portal www.djb.gov.in and RMS Portal Like is available on DJB website www.delhijalboard.nic.in. The portal provides different online facilities to the consumers such as application for new water connection, mutation, re-opening, disconnection, apply for RWH adequacy certificate, apply for DJB tanker, permission for bore-well, online payment through net banking, debit/credit cards and registration of grievances etc. A document containing Frequently Asked Questions (FAQs) has been uploaded to answer general queries of the consumers. Further, suggestions are always welcome.

II. Launch of Android Based Mobile Tablet:

- Android based mobile tablet has been launched for online spot-reading, capturing of image of water meter and bill generation by the Meter Readers in all zones including PPPs area.
- In addition to Online Revenue Management System, DJB had launched a Mobile App (M-Sewa) which facilitates consumers to generate water bills at their own.

FEATURES:

Instant Self Bill Generation 24x7 anytime as per your convenience
Facilities of online payment, view and download previous bill and payment receipts etc.
Water consumption graph and latest 6 bills and payment details will be displayed
Notifications and alerts will be received, bills and payment receipts can be downloaded in PDF

STEPS FOR REGISTRATION ON MOBILE APP

STEP 1:

Registration:

- Enter Registration Details
- Enter 10 digit KNO as default ID
- Enter 10 digit mobile number to receive OTP which will be sent for registration verification
- Enter your valid email Id

Note: On successful registration, SMS for OTP will be sent to your 10 digit mobile number entered above

STEP 2:

Verification:

- Enter Verification Details
- Enter OTP sent to you by SMS
- Enter your Password
- Confirm your Password

Note:

1. If KNO is already registered in Consumer Portal i.e. djb.gov.in, then use the same login ID and password for this App
2. In case the consumer is not registered in Consumer Portal, then consumer must create new password as per password policy



STEPS FOR SELF BILLING THROUGH MOBILE APP

STEP 1:

Login:

- Enter your KNO
- Enter your Password

STEP 2:

Bill Generation:

- Click on "Enable Self-Billing" button
- Ensure to turn on GPS
- Select "Generate Bill" option from Main Menu
- Details of last reading will be displayed
- Capture a picture of meter reading which will be used by DJB for Review and Audit
- Enter the Current meter read and click on "Generate Current Bill" button

Paying bills online :

- Once registered, you will be able to pay your water bills using the Mobile App
- Enter Debit Card/Credit Card/Net Banking Details
- Click on "Pay Now" button
- A receipt will be generated

ALSO

- Notifications and alerts will be received
- Water consumption graph will be displayed
- Latest 6 bills and payment details will be displayed
- Bills and payment receipts can be downloaded in PDF

Bill Generation and Payment at Your Finger Tips

Download DJB mSeva from the Google play store



DELHI JAL BOARD
www.delhijalboard.nic.in



अव आपकी दिल्ली सरकार, आपके मोबाइल पर

13. RAIN WATER HARVESTING

- The notification dated 28.07.2001 on modifications/ additions in the Building Bye- laws, 1983 by Ministry of Urban Development Govt. of India, provides for mandatory installation of Rain Water Harvesting system in all new buildings of plots of 100sqm and above. Modifications/additions are as under;

Clause 22.4 Part –III (Structural Safety and Services) of the Building Bye-laws, 1983;

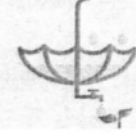
22.4.1 Water harvesting on plots of 100 sq. mtrs and above will be mandatory. The plans submitted to the local bodies shall indicate the system of storm water drainage along with points of collection of rain water in surface reservoirs or in recharge wells. These provisions will be applicable as per the public notice (s) of Central Ground Water Authority issued from time to time.

22.4.2 All building having a minimum discharge of 10,000 litres and above per day shall incorporate waste water recycling system. The recycled water should be used for horticultural purposes.

- To enhance implementation of rain water harvesting in the existing buildings as well, Tariff regulations of Delhi Jal Board provide rebate and penalties in water bills for implementation and non-implementation rain water harvesting system. A rebate of 10% in the water bills is given to the consumers having plot size of 100 sqm and more on having adequate and functional rain water harvesting systems. Penalty (water bill is increased 1.5 times) is levied in water bills of the consumers on plot size of 500 sqm and more, who do not have adequate functional rain water harvesting systems. Run off from the roof top catchment area is considered for retention capacities of rain water harvesting chambers for the purpose of ground water recharge and the capacity in general is worked out as 2 cubic meter for 100 square meter of roof top area. It is also considered that above mandatory provision for DJB consumers in respect of RWH system is not applicable in the areas where ground water levels are shallower than 5 meters. Rebate to the extent of 15% in total bill amount is given if both the systems i.e. rain water harvesting system and waste water recycle system have been setup and are functional.
- To encourage installation of Rain Water Harvesting structure by domestic consumers having plot area of 500 sqm or more, Delhi Jal Board has approved as “Scheme for Grant of Financial Assistance” to these consumers (including Group Housing Societies) for construction of Rain Water Harvesting structures. Financial Assistance to a maximum of 50% of total cost of Rain Water Harvesting structure or Rs. 50,000/-, whichever is less would be given to the consumer by DJB. Detailed guidelines in this regard are being issued separately by the RWH of DJB. In view of this scheme and to enable domestic consumers who have not installed functional Rain water harvesting structure, levy of Rain Water Harvesting penalty has been deferred till 31.03.2020. In this regard, public notice has already been issued in leading newspapers:



दिल्ली जल बोर्ड
कार्यालय, निदेशक (राजस्व)
वरूणालय फेस-II, करोल बाग, नई दिल्ली - 110005



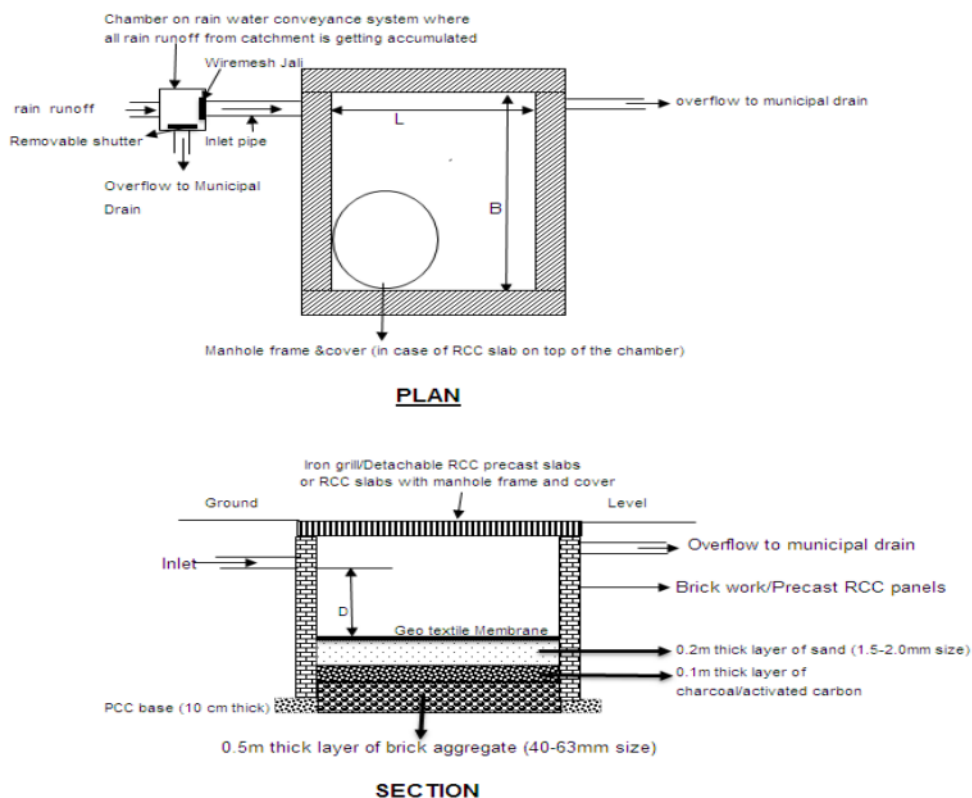
जन सूचना

सिटी के बहुत से हिस्सों में भूजल संसाधनों को अत्यधिक दोहन हुआ है। जिस विस्तार से इसके तीव्र शहरीकरण की वजह से पूरे शहर में जल दोहन किया जा रहा है, उस अनुपात में भूजल की पुनःपूर्ति बहुत ही कम हो रही है। भूजल संसाधनों को संरक्षित करने की जरूरत है और इसकी सस्टेनेबल उपलब्धता के लिए प्रभावी उपाय करने की आवश्यकता है।

2. वर्षा जल संग्रहण को जल संरक्षण के आसान, व्यवहार्य और ईको-फ्रेंडली तरीके के रूप में माना जाता है और यह भूजल रिचार्ज का एक आसान समाधान है। शहरी विकास एवं गरीबी उन्मूलन मंत्रालय (दिल्ली डिवीजन), भारत सरकार ने अपनी अधिसूचना दिनांक 28.07.2001 द्वारा 100 वर्ग मी. और इससे अधिक के प्लॉटों पर सभी नये भवनों में वर्षाजल संग्रहण को अनिवार्य बनाया गया है।
3. इसके अतिरिक्त दिल्ली जल बोर्ड ने अग्रणी समाचारपत्रों में दिनांक 26.05.2015, 08.06.2015 और 11.02.2016 को दिल्ली जल एवं सीवर (टैरिफ एंड मीटरिंग) विनियमों 2012 की अनुपालना में 500 वर्ग मी. और इससे अधिक के आकार के प्लॉट पर अनिवार्य वर्षाजल संग्रहण के संबंध में जन सूचनाएं पहले ही जारी कर दी हैं। दिल्ली जल बोर्ड ने 100 वर्ग मी. या इससे अधिक के परंतु 500 वर्ग मी. से कम के प्लॉटों पर सभी पुराने व नये भवनों हेतु वर्षाजल संग्रहण अनिवार्य करने के लिए रेजोल्यूशन न. 829 दिनांक 19.08.2019 द्वारा पहले भी निर्णय किया है। इस संबंध में जन सूचनाएं 19.09.2019 और 26.09.2019 को अग्रणी समाचारपत्रों में प्रकाशित की गई हैं।
4. माननीय एनजीटी ने ओ.ए. न. 496/2016 में अपने आदेश न. 11.09.2019 में "डटी फ्लोज योअर ड्रिंकिंग वाटर" टाईटल के हिन्दुस्तान टाइम्स दिनांक 19.06.2015 में प्रकाशित समाचार सामग्री के मामले में निर्देश दिया है कि डीजेबी को सुनिश्चित करना चाहिए कि वर्षाजल संग्रहण (आरडबल्यूएच) प्रणाली सभी ग्रुप हाऊसिंग समितियों/सरकारी भवनों द्वारा संस्थापित की गई है। ऐसी सभी ग्रुप हाऊसिंग समितियां/सरकारी भवनों को, जहां पर छत के ऊपर वर्षाजल संग्रहण को संस्थापित किया जाना है, 31.12.2019 तक डीजेबी की वेबसाइट पर विशिष्ट 'वेब पोर्टल' में अनुपालना की घोषणा को प्रस्तुत करना होगा, जिसमें यह उल्लेख करना होगा कि अहार्थ प्रणाली के संस्थापित किया गया है या नहीं। 'वेब पोर्टल' <http://djb.gov.in/NGTRWH> पर उपलब्ध है जिसमें कॉर्पोरेटिव ग्रुप हाऊसिंग समितियां/सरकारी विभागों को वर्षाजल संग्रहण प्रणाली के संबंध में अपनी जानकारी/स्टेटस को प्रस्तुत करना होगा।
5. 500 वर्ग मी. अथवा इससे अधिक के प्लॉट वाले घरेलू उपभोक्ताओं द्वारा वर्षाजल संग्रहण स्ट्रक्चर के संस्थापन को बढ़ावा देने के लिए दिल्ली जल बोर्ड ने वर्षाजल संग्रहण स्ट्रक्चर के निर्माण हेतु इन उपभोक्ताओं (ग्रुप हाऊसिंग समितियों सहित) के लिए 'वित्तीय सहायता के अनुदान हेतु स्कीम' को स्वीकृत किया है। वर्षाजल संग्रहण स्ट्रक्चर की कुल लागत की अधिकतम 50% की वित्तीय सहायता या 50,000/- रू. की राशि, जो भी कम हो, को डीजेबी द्वारा उपभोक्ता को दिया जाएगा। इस संबंध में डीजेबी के आरडबल्यूएच सैल द्वारा विस्तृत दिशा-निर्देश अलग से जारी किये जा रहे हैं। इस स्कीम के मद्देनजर और उन घरेलू उपभोक्ताओं को इससे युक्त करने के लिए, जिन्होंने क्रियाशील वर्षाजल संग्रहण स्ट्रक्चर को संस्थापित नहीं किया है, उन पर वर्षाजल संग्रहण जुर्माना उगाही (लेवी) 31.03.2020 तक विलंबित कर दिया गया है।
6. वर्षाजल संग्रहण स्ट्रक्चर के डिजाइन के संबंध में किसी भी तकनीकी सहायता अथवा किसी संबंधित मामले में उपभोक्ता वर्षाजल संग्रहण सहायता प्रकोष्ठ, वरूणालय फेस-I, करोल बाग, नई दिल्ली-110005 (फोन 23558264, 23678380-82, एक्सटेंशन-227) को संपर्क कर सकते हैं। वर्षाजल संग्रहण पर दिशा-निर्देश और वर्षाजल संग्रहण प्रणाली हेतु उपलब्ध सेवा प्रदाताओं की सूची भी डीजेबी की वेबसाइट www.delhijalboard.nic.in पर भी उपलब्ध है।
7. अतः सभी कॉर्पोरेटिव ग्रुप हाऊसिंग समितियों/सरकारी भवनों को एक बार फिर सलाह दी जाती है कि वे शीघ्रतम अपने छत पर आरडबल्यूएच सिस्टम, यदि संस्थापित नहीं है, को संस्थापित करें और 31.12.2019 तक डीजेबी की वेबसाइट- (<http://djb.gov.in/NGTRWH>) पर 'वेब पोर्टल' पर वर्षाजल संग्रहण प्रणाली के अपने स्टेटस को अपलोड करने का भी अनुरोध किया जाता है।

- Simplified designs for recharge chambers for rain water harvesting are given in Figure 1. Details are also made available on DJB website www.delhijalboard.nic.in for public facilitation.

Fig. 1 : Rectangular Recharge Chambers for RWH



Suggestive dimensions for Recharge Chambers

S No	Plot Area (sqm)	Roof-Top Area (sqm)	Required Capacity (cum)	Rectangular {length (L) X breadth (B) X depth (D) in meters}	Circular	
					Diameter (Ø) (internal) in meters	Depth (D) in meters
1	100	90	1.8	1.2X 1.2 X 1.25	1.2m (4 ft)	1.6
2	200	150	3	1.2 X 1.2 X 2.1	1.5m (5 ft)	1.7
3	300	225	4.5	1.5 X 1.5 X 2.0	1.5m (5 ft)	2.5
4	400	300	6	1.8 X 1.8 X 1.85	2 structures of size mentioned in Sl. No. 2	
5	500	375	7.5	1.8 X 1.8 X 2.30	1 structure of size mentioned in Sl. No. 2 & 1 structure of size mentioned in Sl. No. 3 (i.e. total 2 structures)	

- i. **Note: For working out the storage/retention capacities, depths are to be considered below the invert level of the lowest inlets to the recharge chambers/trenches. Sizes of the recharge structures given above are suggestive only and may vary according to site conditions. They may be changed to suit the available space and one or more recharge structures may be provided subject to the condition that the cumulative capacities are not less than the required capacities. It is to be ensured that recharge structures should become integral part of the rain water conveyance system of the premises. Alternative to suggested filter media may be multiple layers of jute mats in recharge chambers / modular filters in rain water pipes from rooftops with the objective to arrest the silt in the rain runoff generated from the catchments before its percolation into the natural soil strata. No waste water is allowed to be entered into Recharge Structures. For more details, please contact to the office of EE (RWH/GWC), Delhi Jal Board, Room No. 208 and Room No. 11, Varunalaya Phase-I, Karol Bagh, New Delhi-110005, Tel No. 011-23558264, 23678380-82, Extension -227).**

14. WATER BODIES IN DELHI

- Due to over exploitation of ground water, the water table has alarmingly gone down in the NCT Delhi. Hence, it is the need of the day to extensively use the rain water to recharge the ground water through natural/artificial water bodies and rain water harvesting structures. The Hon'ble NGT in a matter of OA No. 307/2016 has also directed Govt. of NCT of Delhi, Central Ground Water Authority and Delhi Jal Board to clean, maintain and restore all water bodies which are in existence in NCT of Delhi.
- Delhi Park and Garden Society earmarked **1007** water bodies that existed in Delhi. Some of these water bodies are dried up due to non-availability of water source and due to change in runoff of catchment. Some of these water bodies are contaminated due to inflow of sewage from unsewered in these water bodies.
- DJB has taken up the initiative to rejuvenate existing **240** water bodies at a total cost of 376 crores. Out of these 240 water bodies tenders has already been called for **59** water bodies. Works are already awarded for 22 water bodies and work is presently in progress at 8 sites which are likely to be completed in 6 months in a phased manner.
- DJB is also creating new lakes at the following locations with treatment capacity as mentioned below:
 1. Dwarka WTP
 2. Timarpur Oxidation Pond
 3. Rohini WWTP
 4. Nilothi WWTP
 5. Pappan Kalan WWTP
 6. Satpula
- The lakes at Dwarka, Rohini, Nilothi and Pappan Kalan are created by using the treated effluent which was further polished to the standards as mentioned by NGT for water quality in lakes. In a total, around 40 MGD treated effluent is used at these lakes.
- The lakes at Timarpur and Satpula are created by using raw sewage which will be treated to the standards as mentioned by Hon'ble NGT for water quality in lakes. Around 6 MGD raw sewage is used and treated for creating these two lakes.
- The rejuvenation of water bodies and creation of lakes will help in enhancement of ground water recharge and will contribute to fight scarcity of water.

15. FACILITATION FOR TREATED EFFLUENT UTILIZATION

- To encourage water conservation, public notices has been issued from time to time by Delhi Jal Board offering utilization of Treated Effluent (Grey Water) for non-potable purposes i.e. irrigation, horticulture, Cooling Plants, Construction Industries, Flushing and Washing etc. Treated Effluent can be taken by laying pipeline & making pumping arrangements from the plants to intended locations by the agencies/individuals at their own cost.
- Delhi Jal Board facilitates the agencies to lay the conveyance system and pumping arrangement at their own cost. The O&M of the conveyance system is to be done by the beneficiaries. The DJB charges the beneficiaries a

nominal rate of Rs. **4/Kilo litre** for the supplied treated effluent. When the conveyance system is provided by the beneficiaries and pumping arrangements are made by DJB, then the beneficiaries are charged at the rate of Rs. **7/Kilo litre** for the supplied treated effluent. Treated effluent can also be received by the beneficiaries from the filling points at Sewage Treatment Plants by deploying tankers and in such cases, rate of Rs. **7/ Kilo Litre** is charged from the beneficiaries. In case of any requirement/clarification in the matter, the office of Superintending Engineer (SDW) IV, Sewage Treatment Plant Okhla, Mathura Road, New Delhi – 110025. Telephone No. 011-26842946 and following offices of Delhi Jal Board may also be contacted for the purpose.

Table 15:Details of Filling points for availability of Treated Effluent at various STPs under CE(SDW) and their quality parameters

S No.	Name of STP	Phase-Wise Breakup	BOD(mg/l)/SS(mg/l)	Name of Mobile Number of The Executive Engineer Concerned
1.	Mehrauli STP	Mehrauli	11/20	Sh. Ravinder Kumar, Mobile no. 9650291264
2.	Okhla	Phase-II	16/27	Sh. Ram Singh, Mobile No. 9650291535
		Phase-III	19/32	
		Phase-IV	19/31	
		Phase-V	10/18	
		Phase-VI	05/06	
3.	Rithala	Phase – I	30/30	Sh. Arvind Kumar, EE(SDW)XII, 9650290962
		Phase – II	15/20	
4.	Kondli	Phase - II	20/30	Sh. Rakesh Kumar Kaushik, EE(SDW)-IV, 9650290862
		Phase – IV	20/30	
5.	Keshopur	Phase-I	10/10	Sh. J.C. Garg, EE(SDW)VI,9650290673
		Phase-II	30/50	
		Phase-III	30/50	
6.	Yamuna Vihar	Phase – I	30/50	Sh. Bhushan Verma, EE(SDW)-III, Mobile No. : 9650290828
		Phase II	30/50	Sh. M. C. Gupta, EE(SDW)-XIII, Mobile No. : 9650290977
		Phase-III	20/30	
7.	Vasant Kunj	Phase – I	11/21	Sh. Ram Singh, Mobile No. 9650291535
		Phase – II	8/16	
8.	Coronation Pillar	Phase – I & II	30/50	Sh. Om Pal Yadav, EE(SDW)VII, 9650290947
		Phase – III	30/50	
9.	Narela	Narela	30/50	
10.	Nilothi	Phase – I	30/50	Sh. J.C. Garg, EE(SDW)VI,9650290673

		Phase – II	10/10	
11.	Najafgarh	Najafgarh	10/10	Sh. Subeer Singh, EE(SDW)VIII, 8447757266
12.	Pappankalan	Phase – I	30/50	
		Phase – II	10/10	
13.	Delhi Gate Nallah	Phase – I	5/7	Sh. Ram Singh, Mobile No. 9650291535
		Phase – II	3/6	
14.	Kapashera	Kapashera	30/50	Sh. Subeer Singh, EE(SDW)VIII, 8447757266
15.	Rohini	Rohini	30/50	Sh. Arvind Kumar, EE(SDW)XII, 9650290962

16. TIPS TO CONSERVE WATER

All efforts will be made to make available adequate quantity of potable water in the forthcoming summer depending on the availability of raw water from various resources. Public participation for judicious use of potable water for its conservation is essential so that all the people of the city get adequate quantity of water. Following few tips to conserve water are to be followed:

- Do not leave the taps running while brushing teeth, shaving, washing dishes and clothes.
- Do not use a hose to wash your car. Using half a bucket of water and a wash cloth will clean your car better.
- Check household faucets, plumbing for leaks and float valves in water storage tanks for their proper functioning.
- Just think, 15 drips per minute add up to almost 3 gallons of water wasted per day, 65 gallons wasted per month, and 788 gallons wasted per year!
- Choose new water saving appliances like washing machines that save up to 90 liters per load. Run your machine only when there is a full load.
- Use water efficient shower head.
- Install high efficiency toilets that use 7.28 ltr or less per flush. Residential 7.28 ltr toilets reduce toilet water use by 23-46%.
- Use a broom to sweep your driveway, garage, or sidewalk instead of using water.
- Water your lawn only when needed. Collect and use rain water for watering your gardens. Direct downpours or gutters toward shrubs or trees. Adopt Rain Water Harvesting.
- Do not install booster pumps on your house service connections as it is not permitted and may lead to contamination and higher water bills because of their operation during non-supply hours. Instead, water can be stored in underground tanks and can be pumped to higher stories/floors.

Tips to avoid high consumption of water:

- Don't run online booster during non-supply hours as water meter will run fast with air pressure.
- Check plumbing system and replace old and rusted nipples, G.I. pipes and fixtures.
- Check washer of taps and gate valve periodically to prevent water leakage.
- Fix float-valves in overhead tank to avoid overflow of water.
- Check leakage in flushing cisterns.