



DELHI JAL BOARD
GOVT. OF NCT OF DELHI

SUMMER ACTION PLAN 2024



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SUMMER ACTION PLAN-2024

PRODUCTION OF POTABLE WATER

- Water demand in the city reaches to its peak during the summers. Production of about 1000 MGD of potable water is targeted to be achieved during the summer of 2024 by optimizing all the resources.
- About 5726 tube-wells are in operation at various locations in Delhi.
- 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 have been completed.
- 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 2024 are given in table below:

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	98	River Yamuna/CLC
2	Wazirabad	134	River Yamuna/CLC
3	Haiderpur	241	CLC& DSB
4	Nangloi	44	CLC& DSB
5	Okhla	21	CLC& DSB
6	Dwarka	52	CLC& DSB
7	Bawana	20	CLC& DSB
8	Bhagirathi	112	Upper Ganga canal
9	Sonia Vihar	143	Upper Ganga canal
A	Production from WTPs	865	
B	Ranney Wells & Tube Wells	135	Ground water
	Total (A+B)	1000 MGD	

- Power department has been requested to ensure that during peak summer, there should be no interruption /power failure to the key installations of Delhi Jal Board like WTPs, BPSs, Ranney Well, tube well and water emergencies

WATER SUPPLY NETWORK IN UN-AUTHORIZED COLONIES

- Piped water supply networks are being provided in un-authorized/regularized colonies in phased manner for improved supply of potable water supply. Out of 1799 unauthorized colonies, piped water supply has been laid and commissioned in 1638 colonies and in 42 colonies pipelines have been laid and shall be notified after summers after assessing the availability of water. The work of laying of Piped water supply network is in progress in 6 colonies and will be notified for supply of water on completion of all allied works and assessment of availability of water after summers. In the balance 113 colonies the piped water supply shall be laid after clearance of Forest, ASIs etc. The details and status of laying water supply network in unauthorized colonies are given in table below:

Status of unauthorized colonies				
Total No. of unauthorized colonies	No. of colonies in which water supply laid & commissioned	No. of colonies in which water pipelines laid and shall be commissioned after summers	No. of colonies in which work in progress	No. of colonies, which are in Forest areas/in O-zone/in ASI area etc.
1799	1638	42	6	113

vii. Power department has been requested to ensure that during peak summer, there should be no interruption /power failure to the key installations of Delhi Jal Board like WTPs, BPSs, Ranney Well, tube well and water emergencies

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 has been completed. It is ensured that all the pumps at Booster Pumping Stations are in working conditions.
- Intensive patrolling and repairs of leakages in the transmission and peripheral water mains will be ensured.

INSTALLATION OF TUBE-WELLS

In order to supplement water availability in the water deficient areas, **5726** numbers of tube-wells are functioning (in operation). Details are as under:

Details of Tubewells		
CE/SE concerned		Number of functional tubewells
CE (East)	SE (M) 1	124
	SE (M) 2	80
	Total	204
CE (C&N)	SE (M) 3	249
	SE (M) 4	37
	SE (M) 5	1056
	Total	1342
	SE (M) 6	164

	SE (M) 7	8
	SE (M) 8	153
	Total	325
CE (South)	SE (M) 9	450
	SE (M) 10	992
	SE (M) 11	2290
	Total	3732
CE (WW) 1	SE (E&M)-3	90
CE (WW) 2	SE (E&M)-1	33
Grand Total		5726

DEPLOYMENT OF WATER TANKERS

- 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.
- During the peak summers of May to June in 2024, about 961 water tankers consisting of 811 hired water tankers and 150 departmental SS Tankers will be deployed in comparison to 776, 779 and 899 no. of tankers deployed in the month of February to April 2024 respectively.
- About 8700 Numbers of fixed supply points for delivery of water through water tankers have been identified for their efficient deployment against last year 6050 nos. fix point. 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, which is updated from time to time.
- There will be 190 tanker filling hydrants in operation for deployment of water tankers.
- Complaints can be made on Customer Care Centre at Toll free No. 1916 which is working for 24 x 7.

WATER QUALITY ASSURANCE

- Delhi Jal Board has 9 Plant laboratories at Water Treatment Plants (WTPs) for monitoring the quality at each treatment stages i.e., right from raw water to final water round the clock. Two such laboratories each at Wazirabad, Chandrawal and Haiderpur and one each at Nangloi, Bawana and Okhla WTPs.
- Quality monitoring of the raw and potable water is carried out round the clock by the O & M agencies at Dwarka, Sonia Vihar and Bhagirathi WTPs which is also monitored on daily basis by the Treatment & Quality Control wing of DJB headed by Director (T&QC).
- It is ensured that water being supplied to the citizen of Delhi is potable & meets the requisite Standards prescribed as per BIS 10500-2012 with latest amendments, etc.
- 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 01/04/2023 to 31/10/2023 is well within the range of 3-5%. The details are as under:

Testing of Water Samples at Consumers' end by Treatment and Quality Control wing				
S. No.	Particulars	No. of water samples collected	No. found satisfactory	No. found unsatisfactory
1	On Complaint Basis	7300	4993	2307
2	On Routine Basis	80225	78689	1536
3	Grand Total	87525	83682	3843
4	Percentage of unsatisfactory samples	-	-	4.39%
5	Permissible limit of unsatisfactory samples (%) as per WHO Guidelines	-	-	3-5%

Details of 8 Zonal Laboratories with contact numbers are given below:

Zonal Laboratories of DJB			
S. No.	Name of Laboratory	Command Areas	Contact No.
1.	Central Lab Water Works Wazirabad	North, Central Delhi & Rural North	9811736898
2.	Zonal Lab, Water Works Okhla	South Delhi	9650759292
3.	Zonal Lab, Tahirpur, Dilshad Garden	Trans Yamuna Area	9818992830
4.	Zonal Lab, Water Works Haiderpur	West Delhi & Rural North West	9891467663
5.	Zonal Lab, Greater Kailash (RWS)	Rural South & South West Delhi	9818165562
6.	Zonal Lab, Water Works Nangloi	Najafgarh Zone & Nangloi Area	8527592467
7.	Zonal Lab, Water Works Dwarka	South West Delhi	8527592466
8.	Zonal Lab, Bawana	Narela, Bawana, North West Delhi	9911277675

- An outside reputed agency like NEERI is also engaged for 3rd Party monitoring.
- Delhi Jal Board will increase the testing of water samples from routine 500 samples per day to about 1000 samples per day during the summer period.

VULNERABLE POINTS

- 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/removable of blockages in the sewerage system.

COMPLAINT REDRESS MECHANISM

Registration of Complaints

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

- A centralized 24x7 Call Centre with a computerized complaints management system vide CRM 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 vide Toll Free no. 1916/1800117118 provided by DJB, and lodge all type of complains related to water, sewer,tanker or any other problem with the call centre executive. IVR system provides 04 options to the complainants: Option (i) Water, (ii) Sewer, (iii) Tankers and (iv) Septic tanks related complaints.

For illegal boring Phone no. 23513073 & 23538495.



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PROCESS OF REDRESSAL

- After registration, unique complaint reference number is auto generated and sent to complainant at his/her given mobile number.
- 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.
- 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 as per defined TAT.
- After attending the complaints, complainant again gets an SMS about resolution of complaints.
- The redressal shall be monitored at the level of CEs & SEs during the summer.

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 by calling Toll Free number 1916/1800117118.

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.

TELEPHONE NOS. FOR COMPLAINT REDRESS

- **Central Control Room:** 1916/1800117118 (Toll Free).
- **For illegal boring Phone no.** 23513073 & 23538495.

➤ Two Call Centers are working for the areas under the Malviya Nagar and Nangloi/Najafgarh PPP Projects:-

- **Malviya Nagar Call Centre** 8427312731 (Toll Free)
- **Nangloi/Najafgarh Call Centre** 18001217744 (Toll Free)

PUBLIC INFORMATION SYSTEM

DJB has started functioning of the module of "Public Information System" through sending SMSs/IVRs call to its consumers and citizens of Delhi.

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 EEs/AEs & JEs - In charge of water emergencies are given in table below:

Telephone Numbers of Executive Engineer-In Charge of Water Emergencies

S. No.	Name of Water Emergency	EE In-charge	AE In-charge	JE In-charge
1.	Mandawali Sh.	V. K. Chauhan 011-22727812 9650290727	Sh. Vishal Chaudhary 9650094322	Sh. Kunal 8076860299
2.	Jagriti Sh.	N.K. Sharma 011-22374237 9650291532	Sh. Arun Kumar Gupta 9650094589	Sh. Horesh 9650695924
3.	Loni Road	Sh. Rajesh Sharma 011-22814518 9650290988 Sh.	Narender Kumar 9650094313	Sh. Hemant 8826132421
4.	Yamuna Vihar (NE)-II	Sh. Rajesh Sharma 011-22814399 9650290988	Md. Sadequl Islam 9650094208	Md. Sharik 9599721938

5	Yamuna Vihar (NE)-III	Sh. R.K. Jain 011-22812683 9650290691	-	Md. Sharik 9599721938
6	Holambi Kalan	Sh. Sandeep Sharma 9650291033	-	Sh. Netram Meena 8769206132
7	Kewal Park	Sh. M. J. Singh 9650291209	Sh. Govind Kumar Verma 8800164896	Sh. Surender Kumar 8755382383
8	Burari	Sh. Kirti Bhusan 9650291214	-	Sh. Ashish Kumar 9650488550
9	I.P. Water Emergency	Sh. Ram Swaroop 9650291531	-	Sh. Faraz 9650455448
10	Chandrawal	Sh. Partap Singh 9650291066	-	Sh. Pankaj Pandey 8800565118
11	Idgah	Sh. S.K. Singh 9650291378	-	Sh. Saurabh 9695176301
12	Ashok Vihar	Sh. PK VermaSh. 011-27308015 9650291135	Vivek Kumar 9650094251	Sh. Ankit Tripathi 8448119852
13	Punjabi Bagh	Sh. PK Verma 011-27308015 9650291135	Sh. Rakesh Kumar 9650360130	Sh. Sunil Yadav 9650590013
14	Mangolpuri	Sh. H. S. Garg 011-20873096 9650290849	-	Sh. Ashish Kumar 7015371054
15	Shivaji Enclave	Sh. Ramesh Kumar Gupta 9650591677	Sh. Madan Singh Ray 9650291409	Sh. Abhishek Sharma 7678132216
16	Paschim Vihar	Sh. Ramesh Kumar Gupta 9650591677	-	Sh. Harish Kumar 9650373332
17	Janak Puri	Sh. Munish Kumar 011-28521123 9650291227	Sh. Sheshnath Rai 9650291443	-
18	Dwarka	Sh. Munish Kumar 9650291227	Sh. Hansraj Meena 9650919006	Sh. Vikas Meena 7827707266
19	Vasant Kunj	Sh. Sawant Singh 9650291067	Sh. Chandan Yadav 9650094355	Sh. Sahil Kumar 7827607744
20	Jal Sadan	Sh. N.K Verma 9650094325	Sh. Mukesh Gupta 9650291138	Sh. Rajan 9899992669
21	Giri Nagar	Sh. Naresh Chauhan 9650425566	Sh. Rahis Singh 9650910060	Sh. Deepak 8368876293
22	Greater Kailash-I	Sh. R.G.Saraswat 9650290807	Sh. Santosh Verma 9650094498	-
		Sh. SatyenderDabas 011-29234747 9650291279	Sh. Abhishek Kumar 9650291129	Sh. Shiv Pratap 8285626926
23	R.K .Puram	Sh. S.K. Jain 9650290865	Sh. Jitesh Srivastva 9650281112	Sh. K.K.Meena 7678667426
24	Chhattarpur	Sh. Sawant Singh 9650291067	Sh. Bhaskar 9650094323	Sh. Chanderkant 9650255211
25	Okhla	Sh. Manoj Kumar Sharma 011-26388976 9650200460	Sh. Hemendra Singh Bhati 8595074656	Sh. Amit Yadav 8802942717
26	Nangloi/Najafgarh	Sh. V P Yadav 011-27303265 9650291400	Sh. Abhay Kumar Gupta 9453398999	-

27	Malviya Nagar UGR	Sh. Sudesh Kumar Jain 011-23681009 9650290781	Sh. Shashikant Yadav 9650094556	-
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SEs/EEs have been appointed as Nodal officers for effective monitoring on functioning of water emergencies. Details are given in table below:

Nodal Officers for Water Emergencies				
S.No.	Name	Designation	Contact No.	Name of Water Emergency/Control Rooms
1	Sh. Sanjay Kumar Dahiya	SE (M)-10	9650291401	Mangol puri OHT
2	Sh. Pankaj Kumar Gupta	SE (M)-2	9650291494	Holambi Kalan
3	Sh. Priti Pant	SE (M)-5	9650290830	Jagriti SPS
4	Sh. Mukesh Jindal	SE (M)-6	9650291130	Janakpuri D Block
5	Sh.. H. K Chawla	SE (C)-8	9650149393	I.P. Pumping Station
6	Sh. Dalbir Singh	SE (M)-8	9650290773	Najafgarh &Nangloi PPP Project Area
7	Sh. Sandeep Kulshrestha	SE (Dr) Proj-IV	9871949239	Jal Sadan/G.K.-II
8	Sh. Naveen Kumar Khare	SE (Project) W-II	9650291085	Idgah (SPS)
9	Sh. Ved Prakash yadav	EE (Proj) W-IX	9650291400	Burari
10	Sh. Rajeev Kumar Gupta	SE (Planning) Dr	9650290806	Ashok Vihar
11	Sh. Anil Choudhary	SE (Dr) Proj-II	9650100765	Kewal Park
12	Sh. Anil Bharti	SE (P)-4	9650291619	Paschim Vihar
13	Sh. Naresh Kumar Dargan	SE (P)-7	9650290803	Shivaji Enclave
14	Sh. Sudhir Kumar	SE (Dr) Proj-III	9650291444	Mandawali
15	Sh. Bahadur Singh Rawat	SE (M)-7	9650094468	Vasant Kunj
16	Sh. Ravinder Kumar Lakehra	SE (C)-4	9650838989	Sarita Vihar
17	Sh. Sandeep Kapoor	SE (E&M)-III	9650291464	R.K. Puram
18	Sh. Praveen Kumar Gupta	SE (P)-3	9650306706	Chandrawal
19	Sh. Pratap Singh Solanki	SE (Plg) Water	9650617272	Greater Kailash
20	Sh. Anil Kumar Sharma	SE (M)-9	9650291103	CT-2, Madhu Vihar, Sect. 03 Dwarka
21	Sh. Sukh Pal Singh	SE (M)-3	9650291065	Chattarpur
22	Sh. Pawan Kumar Sharma	SE (M)-4	9650300144	Loni Road
23	Sh. Adarsh Kumar	SE (Dr) Proj-I	9650394930	Punjabi Bagh
24	Sh. Satvinder Pal Singh	EE (Proj) W-VI	9650291594	Yamuna Vihar (NE-II)
25	Sh. Satvinder Pal Singh	EE (Proj) W-VI	9650291594	Yamuna Vihar(NEIII)
26	Sh. Pankaj Atray	SE (C)-5	9650573355	Giri Nagar

27	Sh. Arun Gupta	SE(C)-3	9650344577	Centre Control Room (HQ)
28	Sh. Himanshu Agarwal	SE (Proj) W-V	9650291104	Malviya Nagar PPP Area Call Centre

- Further Sh. K C Meena, CE (WW)-I has been appointed as Nodal Officer (Heat Wave) to coordinate on all water production issues.
- 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.

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.
- 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 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.