

DELHI JAL BOARD
OFFICE OF THE SECRETARY
VARUNALAYA PHASE-II, KAROL BAGH,
NEW DELHI - 110 005.

NO: DJB/Secy./ F-304/2011/ 690

Dated : 22/6/11

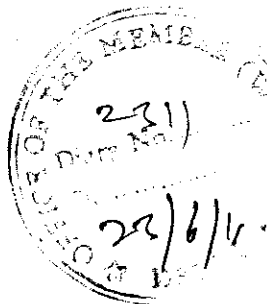
Subject : Advertisement for SMS and Call Centre facilities for the effective Grievance Redressal Mechanism in Delhi Jal Board

SMS and Call Centre facilities for the effective Grievance Redressal Mechanism in Delhi Jal Board was being operated by the Firm namely M/s Mobineers Consultancy Services with the short key SMS No. 54646 during the period from February 2009 to February-2011. In this respect an advertisement was published by Delhi Jal Board in all leading newspapers for the benefit of the consumers to avail the facilities of SMS for the redressal of their grievances.

2. Now the said work has been awarded to M/s Cyber Futuristic Pvt. Ltd., S.D.F-G Block -13 & 14 Noida Special Economic Zone (NSEZ), Noida 201305, UP, India who has been allotted a new short key SMS No. 53030 for the functioning/operation of the aforesaid services.

3. The SMS facilities are to be availed by typing DJB (space) W if the water is not available and similarly for 11 grievances redressal, the following syntaxes may be followed :

| | | |
|--------|---------------------------|---------------|
| (i) | Water Not Available | DJB(space)W |
| (ii) | Water Tanker Required | DJB(space)T |
| (iii) | Water Contamination | DJB(space)C |
| (iv) | Water Leakage | DJB(space)L |
| (v) | For Sewer Blockage | DJB(space)B |
| (vi) | For missing manhole cover | DJB(space)M |
| (vii) | For rain water harvesting | DJB(space)R |
| (viii) | For meter problem | DJB(space)MT |
| (ix) | For billing problem | DJB(space)BL |
| (x) | For general problem | DJB(space)OTH |
| (xi) | For Rain Water Harvesting | DJB(space)RWH |



m(w S)
may kindly see pl.
Tay
23/6/11

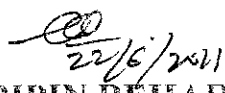
gkcd Hc
B-1
24/6

4. The complainant after sending the SMS as per the procedure specified above will get a 'Thanks' SMS and there after one attendant will talk to him for noting down his grievances in detail and accordingly a complaint number will be given to him. The Attendant/Vendors' representative will send the same complaint to the concerned Engineer/zone for redressal and will also obtain the feedback to make the complainant aware about the same till he is satisfied.

5. Therefore, it is requested that this new short key SMS No. **53030** allotted to the newly allotted Agency may be advertised on behalf of DJB in all the leading newspapers as well as in the Varun Patrika for wider publicity as was done earlier. A photocopy of the earlier advertisement though it is in 'Hindi' is enclosed. The advertisement may please be done both in 'Hindi' and 'English' urgently to facilitate the consumer to get their grievances redressed with the easiest mode of redressal mechanism – 'SMS'.

An immediate action is requested.

Encl: As above

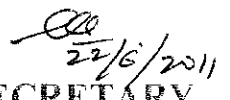

22/6/2011
(DR. BIPIN BEHARI)
SECRETARY
DELHI JAL BORAD

1. CONSULTANT (PR)

2. **Dir.(EDP)** : for information and with the request to establish a link of DJB website with <http://djb.go4hosting.com> to facilitate the consumer to get their grievances redressal by using the website also. Moreover, the above details regarding the new SMS facilities **53030** may also be captioned as 'NEW' and 'Flash' on the Home Page of DJB website for the benefit of the consumers..

Copy to :

1. PS to CEO : for kind information
2. PS to Member(W/Dr.) : for kind information
3. PS to Member(Fin.) : for kind information
4. All Chief Engineers : for information and necessary action please
5. DOR/Director(A&P) : for information and necessary action please


22/6/2011
SECRETARY
DELHI JAL BORAD