

**OFFICE OF THE ADDL. CHIEF EXECUTIVE OFFICER
DELHI JAL BOARD: GOVT. OF NCT OF DELHI
VARUNALAYA PHASE-II, KAROL BAGH
NEW DELHI-110005.**

OFFICE ORDER NO: 05

Dated: 12/2/14

ORDER

Office of Chief Minister of Delhi has launched a Public Grievance Monitoring System (PGMS) on 11-1-14 to redress Public Grievances, wherein grievances received in the C. M. Office are being uploaded on the web based system on a daily basis. Each grievance needs to be redressed and the response /action taken by the department needs to be uploaded on PGMS, as per the allotted time frame.

In this regard a link on the DJB web site has been provided under "Local Services". All Chief Engineers and Directors have been provided a separate user ID and password for logging in into the System. EDP Cell is forwarding grievances pertaining to their jurisdiction to concerned C.Es/ Directors for disposal.

All C.E's/Directors are to ensure that grievances are redressed and uploaded on the system within the allotted time frame. As per instructions from CM Office, once the grievance has been redressed, the complainant also has to be informed by the concerned office otherwise, the disposal will not be treated as final and the grievance would be reopened. Accordingly, intimation to complainant may also be ensured and mentioned in the reply uploaded.

Daily report is being reviewed by CEO (DJB) and in case of delays / in action individual responsibility will be fixed.

(Nandini)
12/2/14
ADDL.CHIEF EXECUTIVE OFFICER

Dated: 12-2-14

No:DJB/AECO/2014/ 16479

Copy to:

1. CEO
2. MEMBER (A)/(F)/(WS)/(DR.)
3. ALL CHIEF ENGINEERS.
4. ALL DIRECTORS.
5. ALL S.Es.
6. ALL E.Es.

(Nandini)
12/2/14
ADDL.CHIEF EXECUTIVE OFFICER

Handwritten notes and signatures:
P.S. / 13/2/14
579
13/2/14
M. circular to
J.E.(C)/D/M-2
EO to M-WS
13-2-14
13/2
13/2/14