



DELHI JAL BOARD
GOVERNMENT OF N.C.T. OF DELHI
OFFICE OF THE ASSISTANT COMMISSIONER (W)
VARUNALAYA PHASE-II, KAROL BAGH, NEW DELHI – 110 005
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F.No.16(2013)/AC(W)/2014/ 17671

Dated : 13.02.2014

Subject : Guidelines on Redress of Public Grievances.

The guidelines as per the instructions of Chief Secretary and C.M. of Delhi as conveyed to this office vide Office Memorandum issued vide letter No.F.2(39)/2013/AR/1910-2069/C dated 30.01.2014 by the office of Secretary(AR), Govt. of NCT of Delhi, Administrative Reforms Department, 7th Level, C - Wing, Delhi Secretariat, I.P. Estate, New Delhi – 110 002 are hereby reiterated hereunder for strict compliance by all the concerned :

1. All the head of Offices/Department shall hear the grievances/complaints of the citizens everyday between 10 AM to 11 AM in their respective offices.
2. All the Officers i.e. Directors/Dy. Directors/ACs/C.Es/SEs/EEs including officers of field offices having public interface must also hold the Public Hearing from 10.00 AM to 11.00 AM on daily basis.
3. In case, Head of the Department/Office/Designated Officer is not available due to some urgency or Pre-occupation elsewhere, the Second in Command Officers in the Department/Office should be available for Public Hearing.
4. The grievances/complaints should be duly recorded and ID No. should be provided to complainant, clearly indicating date/time by which the complaint may get redressed and also to enable the complainant to enquire the progress of redressal of his complaint/grievances.
5. All the Department/Offices should observe the time fixed for attending the Public grievances as meeting less time.

All the Head of Department and Head of Offices are required to give utmost priority to attending the public grievances/complaints and to implement the above initiatives in their departments and offices for their expeditious disposal.

Nandini
13/2/14
(NANDINI PALIWAL)
DIRECTOR(A&P)

All C.E.s/System Administrator
All Directors/S.Es/Jt.Dir(Rov.)/(Vig.)/(F&A).
All ACs/All EEs/Dy.Dir.(Rev.)/(F&A)/Consultant(PR)
All AOs/ZROs/Accounts Officers/AAOs.

Copy for kind information to:-

1. Vice Chairman, DJB.
2. Chief Executive officer.
3. Member(A)/(F)/(W)/(Dr)/Secretary/C.V.O. /Addl. C.E.O.
4. E.E.(EDP) – for n.a. please.

Nandini
13/2/14
DIRECTOR(A&P)

*may be see
in (A&P)*

Signature
17/2/14 OS