

**DELHI JAL BOARD**  
**GOVT. OF N.C.T OF DELHI**  
**VARUNALAYA PH-II, KAROL BAGH, DELHI-05**

No: DJB/2013/5/40960 ← 4/019

Dated: 9-4-13

**INSTRUCTIONAL ORDERS**

**Subject: Precautions to be observed in functioning of the Water Emergency/Filling Points and Water Tankers.**

Checking of various water emergencies and filling points were carried out by the vigilance department during the preceding months. On scrutiny of the checking reports, it has been observed that instructions issued in the past on 'precautions to be observed in functioning of the Water Emergency/Filling Points and Water Tankers' are not being followed by the concerned officials with sincerity. Member (WS)'s instructional orders dated 19.03.2009 and further advisory dated 13.06.2012, which was issued by the vigilance department, 'with regard to effective maintenance of Water Emergencies', also don't seem to be followed with due diligence in many maintenance divisions responsible for monitoring of the Water Emergencies and Filling Points. In order to ensure an effective control on the deployment of water tankers, the following instructions alongwith copies of instructional order dated 19.03.2009 and 13.06.2012(mentioned above) are hereby enclosed for strict compliance by all concerned:

1. The Milometer of the tankers must be kept in working order. The Milometer's should be properly sealed by the enforcement cell of DJB. A tanker shall be employed on work only if its Milometer is sealed and is in working condition. Any vehicle/water tanker found with meter not-in-working condition or in tempered condition, shall be fined and would be liable for disengagement and be debarred from further contract.
2. All the trips should be properly recorded in the vehicle log sheet; and, signatures should invariably be obtained from the recipients/ consumers as a proof of water supplied.



No. 10303/2009-10  
Date: 10.03.2009  
INSTRUCTIONAL ORDERS

Subject: Precautions to be observed in functioning of the Water Emergency/Filling Points and Water Tankers.

Checking of various water emergencies and filling points were carried out by the vigilance department during the preceding months. On scrutiny of the checking reports, it has been observed that instructions issued in the past on precautions to be observed in functioning of the Water Emergency/Filling Points and Water Tankers, are not being followed by the concerned officials with sincerity. Member (WS)'s instructions dated 19.03.2009 and further advisory dated 13.06.2012 which was issued by the vigilance department with regard to effective maintenance of Water Emergencies, also don't seem to be followed with due diligence in many maintenance divisions responsible for functioning of the Water Emergencies and Filling Points. In order to ensure an effective control on the deployment of water tankers, the following instructions alongwith copies of instructional order dated 19.03.2009 and 13.06.2012 (mentioned above) are hereby enclosed for strict compliance by all concerned.

1. The Milimeter of the tankers must be kept in working order. The Milimeters should be properly sealed by the enforcement cell of D.B. A tanker shall be employed on work only if its Milimeter is sealed and is in working condition. Any vehicle/water tanker found with meter not in working condition or in tampered condition, shall be fined and would be liable for disengagement and be debarred from further contract.
2. All the tires should be properly repaired in the vehicle log sheet; and signatures should in strictly be obtained from the recipient/ consumers as a proof of water supplied.

3. Adequate attention must be paid by the concerned ZEs/JEs for prevention of misuse of potable water. In those cases where tanker are engaged by the division on hire independently if any tanker driver is found selling DJB water or delivering water at a place other than the designated/fixed destination point, he should be blacklisted and penalty of Rs. 20,000/- be imposed and recovered from the tanker owner and his account. Such instances coming to notice in cases of new tankers being engaged with GPS and under monitoring of DIMTD, action will be taken as per provisions of the Contract Agreement.
4. It will be ensured that water through DJB tanker service is supplied only for drinking purposes and all destinations are covered on rotation basis.
5. Every tanker driver while moving out of the Water Emergency shall be personally responsible for proper entries in the Vehicle Log Book and Movement Register.
6. All the above instructions must be noted meticulously by all EEs/ZEs/JEs and other staff members engaged in the DJB Water Emergencies and at the Filling Points, for strict compliance.

Action shall be taken against the officials, staff members and tanker owner(s) who are found violating above instructions or any other instructions related to tanker management, engagement and their deployment in any manner. Nodal officer/SE in-charge of the circle would review the status of tanker deployment on monthly basis so as to ensure appropriate deployment.

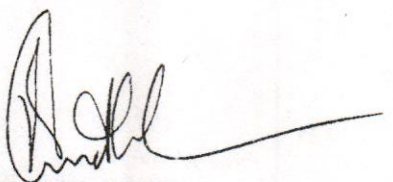
**Encl: As above.**

**All CEs/SEs/EEs (Maintenance)**

**Copy to:**

1. CEO for kind information.
2. Member(A)/Fin./Dr./CVO/Secy.
3. All Directors.

**Sd/-  
(B.M.DHAUL)  
MEMBER(WS)**

  
**MEMBER(WS)**



3. Adequate attention must be paid by the concerned ES/SES for prevention of misuse of potable water. In those cases where tanker are engaged by the division on their responsibility if any tanker driver is found selling DSB water or delivering water at a place other than the designated fixed destination, he should be penalized and penalty of Rs. 50,000/- be imposed and recovered from the tanker owner and his account. Such instances coming to notice in cases of new tankers being engaged with GPS and under monitoring of DMTD, action will be taken as per provisions of the Contract Agreement.

4. It will be ensured that water through DSB tanker service is supplied only for drinking purposes and all destinations are covered on rotation basis.

5. Every tanker driver while moving out of the Water Emergency shall be personally responsible for proper entries in the Vehicle Log Book and Movement Register.

6. All the above instructions must be noted meticulously by all ES/SES and other staff members engaged in the DSB Water Emergencies and at the filling points for strict compliance.

Action shall be taken against the officials, staff members and tanker owners who are found violating above instructions or any other instructions related to tanker management, engagement and their deployment in any manner. Model Officer in-charge of the circle would review the status of tanker deployment on monthly basis so as to ensure appropriate deployment.

Each: As above

sd/-  
(S.M. DHAU)  
MEMBER (WS)

All Circle Officers (Maintenance)  
Copy for  
1. CEO for information  
2. Member (General) CWS/CS  
3. All Districts

  
MEMBER (WS)

24/11 (16)

OFFICE OF THE MEMBER (WATER SUPPLY)  
DELHI JAL BOARD: GOVT. OF NCT. OF DELHI  
VARUNALAYA, PH-II, KAROL BAGH, NEW DELHI-5

No.DJB/M(WS)/F-15/2009/

Dated: 19.03.09

INSTRUCTIONAL ORDERS

Instructions have been issued time and again for effectively maintaining the functioning of water emergencies while attending the complaints and delivery of potable water. This was with the intention of having effective control on the movements and delivery of water tankers and preventing the avoidable leakages. However, it is observed that the instructions are not being followed strictly. The summer season 2009 is nearing and the requirement of potable water is bound to increase resulting in the increase in number of complaints. Therefore to keep the consumer satisfied, a transparent system is the requirement of the time so that not only the grievances of public are redressed but also the avoidable adverse publicity is prevented. As a result of recent checking by the Vigilance department, certain abnormalities came to notice which has necessitated the need for the issuance of this instructional order. It is stressed that the concerned officials are required to follow the given below instructions and the deviations of the same shall be viewed seriously.

1. Water tankers engaged with the water emergencies should clearly display 'On DJB Duty' by mentioning the name of engineering division to which they are attached including the telephone numbers.

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2. The Milometers fitted with the tankers should be kept in working condition and in no situation be allowed to be out of order.
  3. The Caps mounted on the water tanks must be placed tightly, preferably with a rubber gasket so as to avoid the loss of water while plying on the road.
  4. Every tanker driver while moving out of the water emergency shall be personally responsible, to ensure that proper entries in the vehicle log book and movement register are made.
  5. For the supply of water, the tanker driver shall note the instructions of his JE concerned or the authorized official of the water emergency who will be nominated by the ZE concerned and append his signatures before delivering the water tanker to a particular destination in the vehicle log book and record proper entry in the movement register.
  6. In case the tanker is not in a position to supply the water to the designated point due to unexpected breakdown, the driver will immediately inform the concerned Control Room and seek the necessary instructions. The shift-incharge/authorized official will record the information in the vehicle movement register and after taking necessary direction from his immediate superior will convey the same to the tanker driver.



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11. Tankers should not remain stationed after filling on the road side or outside the water emergency. JE/ZE will specify rounds/ spots in respect of all vehicles either from private operators or DJB keeping in mind the time taken by the vehicle in a round for the optimum use of the vehicles with a view that they should ferry equally.
12. To maintain a proper check and balance, JE water emergency will check the record at least once in a day, ZE twice in a week and EE once in 15 days. During inspection, concerned officials will append their signatures with date on the movement register/complaint register alongwith the deficiencies observed, if any.
13. The GPS must be installed on every private tanker against security deposit to keep effective surveillance on the movement of water tankers. In case of fault, the concerned driver will report in writing to the incharge of emergency about the fault within two hours and the concerned E incharge will ensure the functioning of GPS system within 24 hours after getting it repaired. Further the Central Control Room (CCR) will monitor the movement of each tanker and in-charge of CCR will submit the report to Member (WS) on daily basis for information and review if required.
14. Instances have come to the notice that due to the deployment of more than one JE at water emergency proper control on vehicle movements is not kept. Therefore, the EE incharge will ensure the clear division of work so as to make one JE responsible at one



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7. The driver of the vehicle after supply of the water at the designated place will get the signatures of two residents of the locality with address and telephone number in the log book of the vehicle in support of the supply made.
  8. All the telephone numbers of the water emergencies and the officials whose names mentioned in the SAP Booklet-2009 must be kept functional. In case of occurrence of any technical difficulty, immediate steps are to be taken to rectify the fault and the same should be recorded in the complaint register maintained in the water emergency.
  9. Complaints must be recorded neatly and should be legible with specifics including the telephone number in the complaint book. The telephone attendant should be courteous while interacting with the complainants and the complaint number should also be given to the complainant so that future action taken in respect of the complaint can be ascertained.
  10. The water emergency/control room must display their fixed points where water is supplied while mentioning the name of location so that the same can be verified by the inspecting officials. In case any change is felt necessary, the same should be made with the permission of the JE/ZE by affecting an entry in the complaint register alongwith the reasons for change. Efforts should also be made to not disturb the frequency and schedule of water supply.



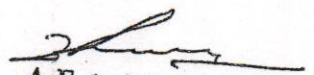
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point of time inside the water emergency in respect of the movements of water tankers there from. The possibility should also be explored to provide filling points in nearby area to avoid extra mileage which may help in increasing the efficiency of delivery by water tankers.

15. The concerned SE are also advised to convene a meeting of all JE's (specifically deputed on water emergencies) and issue directions to them in respect of the above short comings noticed at water emergencies by the vigilance department with a view to inform them that if any violation is reported, the concerned JE & ZE would be personally held responsible.


(This issues with the approval of the Competent Authority)

All CEs/SEs/EEs

  
A.E. to Member(W.S)

Copy to:-

1. P.S. to CEO for kind information
2. CVO for kind information
3. M(A)/F/WS/Dr./Secy DJB for kind information
4. Dir(A&P)/F&A/Rev./Vigilance for kind information
5. PD(SAP)/CCR for kind information

  
A.E. to Member(W.S)



...the emergency in respect of the  
...the water supply...  
...point of time inside the water...  
...movements of water...  
...also be explained to provide filling points in nearby areas to avoid  
...extra message which may help in increasing the efficiency of  
...delivery of water...

12. The concerned SE are also asked to ensure a detailed status  
...specifically reported on water emergency) and...  
...in respect of the above...  
...violation is reported, the concerned IB & SE  
...should be held responsible...

(This matter with the approval of the Competent Authority...)

A.E. to Member(s)

1. To the Director, P.W.D. for kind information  
2. To the Director, P.W.D. for kind information  
3. To the Director, P.W.D. for kind information  
4. To the Director, P.W.D. for kind information  
5. To the Director, P.W.D. for kind information

A.E. to Member(s)



**DELHI JAL BOARD: GOVT. OF N.C.T OF DELHI**  
**(VIGILANCE DEPARTMENT)**  
**VARUNALAYA, PH-II, JHANDEWALAN, NEW DELHI-05**

No: DJB/VIG./2012/ 62192 to 62363

Dated: 13/6/2012

**CIRCULAR**

As the summer season (2012) is moving ahead and the requirement of potable water has increased, this is resulting in the increase in number of complaints. Therefore, to keep the consumers satisfied, a transparent system is the need of the time, which is to ensure that not only the grievances of public are redressed but also avoidable adverse publicity is prevented. During recent checkings by the Vigilance department, certain abnormalities have been noticed which has necessitated the need for re-iteration of this instructional order. The concerned officials, hereby, are advised to follow the given below instructions -

- (1) Every tanker driver, while moving out of the water emergency, shall be personally responsible to ensure that proper entries in the vehicle log book and movement register are made.
- (2) For the supply of water, the tanker driver shall note the instructions of his JE concerned or the authorized official of the water emergency (as nominated by the ZE concerned) and append his signatures in the vehicle log book and record proper entry in the movement register before sending the water tanker to a particular destination.
- (3) In case the tanker is not in a position to supply water to the designated point due to unavoidable reasons, the driver will immediately inform the concerned Control Room/authority about the same and seek necessary instructions. The shift-in charge / authorized official will record the information in the vehicle movement register and issue necessary directions to the tanker driver in this regard.
- (4) The driver of the vehicle after supplying water at the destination point will obtain signatures of at least two residents of the locality and record their address and telephone numbers in the log book as an evidence of the supply made.
- (5) The water emergency / control room must display their fixed points clearly mentioning the details of locations so that the same can be verified by any inspecting official. In case any change is felt necessary, the same should be made with the permission of the JE/ZE by affecting an entry in the complaint register along-with the reasons for the



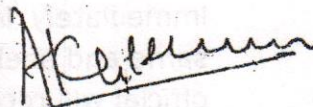
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change. Efforts should also be made not to disturb the frequency and schedule of the tankers.

- (6) Tankers should not remain stationed for too long after filling water at the water emergency. JE/ZE will specify rounds / spots in respect of all vehicles - both for private and DJB - keeping in perspective the time taken by a vehicle in one round so that these could be put to optimal use.
- (7) To maintain proper check and balance, JE water emergency will check the record at least once in a day, ZE twice in a week and EE once in 15 days. During inspection, concerned officials will append their signatures with date on the movement register / complaint register along with remarks and deficiencies observed, if any.
- (8) DJB has set-up of an enforcement department which is being headed by Member (Finance), to detect unauthorized connections, check complaint cases and water emergencies. Since, the enforcement cell is active in checking of the susceptible areas covering unauthorized water connection/commercial activities, theft of water through water tankers etc, they should check the water emergencies on regular basis, at least during the summer action plan period. The enforcement cell should also conduct surprise checks on the movement of water tankers and also ensure that the tankers supply water as per the re-designated schedule and as per movement register details.

Conclusively, it is reiterated that the CCR and the concerned water emergencies should have an effective monitoring system over their tanker deployment.

This issues with the approval of the Competent Authority.



(DR. A. K. AIBASHT)  
CHIEF VIGILANCE OFFICER

All CEs/SEs/EEs

Copy to:

1. CEO for kind information
2. M(A) / (F)/WS/Dr./Secy. DJB- for information
3. Dir (A&P)/F&A/Rev./RMS- for information
4. PD(SAP)/CCR- for information

CHIEF VIGILANCE OFFICER