

**DELHI JAL BOARD
GOVT. OF NCT OF DELHI
OFFICE OF THE MEMBER (WS)
VARUNALAYA PH-II: KAROL BAGH, NEW DELHI-05**

No.F- 15 /DJB/M(WS)/2014/ 1770

Dated: 10.06.2014

INSTRUCTIONS

No. of complaints of contamination of water supply and cholera cases generally rise during monsoon and for meeting the situation, the instructions given hereunder are to be followed strictly by the concerned officers:

1. Chlorine dosing at the plants will be regulated and monitored closely particularly during monsoon to ensure minimum 0.5 ppm chlorine concentration at the distribution UGRs / pumping stations and presence of residual chlorine at the consumer end.
2. Frequency of water samples checking at the plants, distribution network and at the consumers ends including bulk water connections will be increased in monsoon season from existing 350-400 samples to atleast 500 samples per day. Director (T&QC) wing will ensure that these instructions start getting implemented w.e.f. 1st July onwards.
3. Complaints of contamination of supply will be dealt on top priority by the concerned officers of both the technical and treatment quality control wings. In the event of receipt of such complaints, the affected pockets / lanes will be immediately isolated from rest

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of the system to prevent further spreading of contamination in the adjoining areas which are connected through the same distribution pipeline network. Tankers service shall be provided free of cost to the affected consumers until the cause of contamination in the distribution system is identified and removed. Repeated checking of water samples shall be done by the staff to confirm potability of the water before resuming the supply after rectification of the fault.

4. Close coordination shall be maintained by the officers of DJB with DCs and Health Officers of Municipal Corporations so that there is no communication gap and complaints are addressed without delay. Liasion with Municipal Health officers is very important to eliminate any possibility of the gaps in the conclusions drawn on water quality issues independently by various agencies.
5. CE (Maintenance) and DTQC will intimate the names, mobile numbers and addresses of the nodal officers of each area preferably not below the ranks of SE / CWA to the MHOs and DCs. These nodal officers of DJB will be remain accessible all the times to respond to address the complaint of contamination of supply on priority.
6. Our nodal officers will take the initiative and start the exercise of joint water sample checking alongwith their Municipal Corporation counterparts in those areas which are considered to be vulnerable to the complaints of water supply contamination. CEs will issue

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specific directions to the zonal staff to start the monitoring of water supply position in these pockets on day to day basis in advance.

7. The office of Director (A&P) will expedite engagement of lab staff on contractual basis to increase the frequency of water samples checking. It needs to be ensured that adequate staff strength is provided to Director (T&QC) early to carry out the quality checks in an efficient manner during monsoon season.
8. Consultant (PR) Cell will collect the information about the designated nodal officers nominated to deal with the issues of water supply contamination, joint water sampling and cholera cases etc. and circulate the same to all the Govt. departments of Delhi. The information will be published in the Newspapers and also displayed on the DJB Website for the convenience of the public. Consultant (PR) will get the pamphlets designed for circulating among the public for educating the consumers about the steps to be taken to prevent any chances of contamination of potable water.
9. Director (T&QC) will also coordinate with the MHOs to distribute chlorine tablets among the residents of JJ Clusters, unauthorized colonies and other such inhabitations where the public generally uses stored water to meet their requirements.
10. CEs and DTQC will submit a weekly report on the status of complaints of contamination received and attended.

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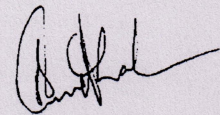
11. Divisions will carry out the surveys to detect the old, broken services pipe connections passing through the drains / sewer manholes and serve notice to the consumer to shift these service pipes to a safer alignment away from drainage system. The old disconnected pipe should always be plugged properly before activating the new water connection.

-Sd-
Mem (WS)

ALL CEs / Dir. (A&P)
Dir (T&QC) / Consultant (PR).

Copy for information to :

1. CEO ✓
2. Mem (Admn.) / Mem (Dr.) / Mem (Fin.)
3. Addl. CEO


Mem (WS)