



DELHI JAL BOARD: GOVT. OF N.C.T. OF DELHI
OFFICE OF THE CHIEF ENGINEER (WEST)
ROOM NO. 502, VARUNALAY PH-II, KAROL BAGH, NEW DELHI-05

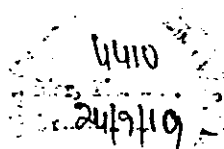
NO.: DJB/CE (WEST)/2014/ 5655-

Dated: 24.09.2014

INSTRUCTIONAL ORDER REGARDING CALL CENTRE

It has been observed that despite repeated instructions the complaint received from the Call Centre are mostly escalated to the portal of CE(West) which shows lack of monitoring and action taken on the part of all junior officers. During the random test check by Addl. CEO of some complaints it has been observed and reported that out of the 10 sample complaints; in 06 cases no call was made by JE/ZE to the complainant which is violation of the instructions given by worthy CEO during the joint meeting held on 15.09.14 in this regard. Therefore it is reiterated that all concerned offices should develop a mechanism to respond the complaints received from Call Centre promptly in the stipulated period with the telephonic intimation to the complainant, so that escalation of the complaint may not take a place to the portal of the higher officers. SEs are advised to call a meeting of all JE/AE/EEs to educate them properly for efficient disposal of the Call Centre/CCR complaints. ATR of the same be submitted to this office within a week.

Non-compliance of the orders shall be viewed seriously.



[Signature]
Chief Engineer (West)

SE(West)/SE(NW)/ SE(E&M)WS-II

Copy to:

1. Secretary to CEO for information please.
- ✓ 2. Member (WS) for information please.
3. PS to CE (West) to pursue.
4. All EEs to ensure in future.
5. Master File.

[Handwritten signature]
24/9/14

[Signature] 24.9.14
Chief Engineer (West)

B-1 SPCD
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24/9/14