

DELHI JAL BOARD : GOVERNMENT OF NCT OF DELHI
OFFICE OF THE CHIEF EXECUTIVE OFFICER
VARUNALAYA PHASE II : KAROL BAGH : NEW DELHI - 110005

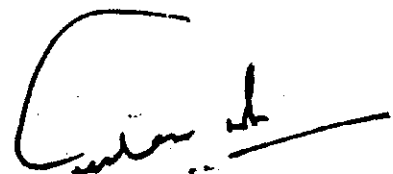
NO; CEO/DJB/2017- 50798

DATED: 24.08.2017

INSTRUCTIONAL ORDER

A message has been received from Hon'ble Chief Minister that the compliance on the complaints received on 1916 is quite dismal. As per the established protocol, Junior Engineers are supposed to immediately attend to the complaint after talking to the complainant, however presently many JEs are not even talking to the complainant let alone disposing them off. It has also come to the notice that many a times a positive feedback about the disposal of the complaint is given by the field officers but in reality the complaint is not attended at all. This creates a negative image of the organization in the field.

It is reiterated that all officers in the complaint hierarchy must adhere to the established protocol in the disposal of grievances. Any false and wrong feedback will be viewed very seriously.



(KESHAV CHANDRA)
CHIEF EXECUTIVE OFFICER

All Chief Engineers
All Ex. Engineers
Director (PGMS)

EX/VI 4

DOV OFFICE-
DY. No. 4950
Dt. 28/8/17