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DELHI JAL BOARD (GOVT. OF NCT OF DELHI)
OFFICE OF THE CHIEF EXECUTIVE OFFICER
VARUNALAYA PHASE-II, JHANDEWALA,
NEW DELHI-110005

No. F (1)/CEO/2016/ 937.

Dated: 31.5.2016

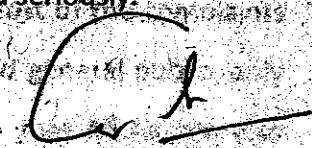
Instructional Order

Number of phone calls from MLAs and public to the undersigned and to Member Water during the current summer season has been overwhelming. Most of the complaints pertain to small pockets of colonies, which are escalated by MLAs and general public, only because the complaints are not resolved in time. It is often seen that MLAs are also compelled to fix the meeting with Hon'ble Minister only because there is no timely resolution of complaints. It shows poor coordination between the officer and the respective area MLA. If better coordination is maintained at the level of S.Es/CEs and frequent communication is established with the area MLAs, most of the problems can be resolved at their levels only. In view of the above, following instructions are issued for strict compliance by concerned officers:

1. The Superintending Engineers along with the concerned EE/ZE/JE will daily visit the problematic areas to understand the problem and suggest the solution. S.E. concerned will ensure that the plan to resolve the problem is implemented in time.
2. Chief Engineer will take review meeting of each constituency every fortnightly.
3. S.E. will take weekly meeting with his area MLAs in presence of the concerned EE/ZRO/ZE/JE and E&M officials and will submit the minutes of the meeting to the office of CEO and Member (WS)/Dr.
4. C.Es of maintenance zone will draw the plan in consultation with area officials about regulation of valves so that water is available to every house. The instructional order to this effect shall be issued by him stating specifically which valve will be closed for how many hours. S.E. & EE of the area will ensure that valves are operated properly.
5. Fortnightly meeting shall be convened with each CE by the Member (WS) & (Dr) to ensure that the above instructions are being complied with by all concerned. CE's will bring the detailed report of their areas for discussion in the meeting.

6. C.E.(WW) will ensure that production of water is not reduced. In case of any disruption, he will communicate to his counterpart on phone followed by the written information on his email. C.E.(WW) will also ensure that valves of feeder lines from rising mains are adjusted properly so that reservoirs get water to the required levels. No valve will be operated without the permission of Member (WS). In case, it is reported that the valve is operated by any official from the maintenance, disciplinary action will be taken against him.

Non compliance of the above instructions shall be viewed seriously.



Chief Executive Officer

All concerned