



SUMMER ACTION PLAN 2026



DELHI JAL BOARD

हर घर की
जिम्मेदारी

पानी की
समझदारी



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SUMMER ACTION PLAN-2026

1. PRODUCTION OF POTABLE WATER

- i Water demand in the city reaches to its peak during the summers. Current production of about **1002** MGD of potable water during the summer of 2026 by optimizing all the resources will be maintained.
- ii About 6290 tube-wells will be in operation at various locations in Delhi before summers.
- iii Up-gradation of WTPs and associated pumping installations have been taken up through measures like replacement of old pumps/motors, old panels and other E&M accessories for their optimum performance. All preventive maintenance activities for water treatment plants and associated infrastructure including for standby arrangements have been completed.
- iv Continuous monitoring will be carried out in close coordination with Haryana to prevent shut down of the water treatment plants on account of high levels of Ammonia in the raw water.
- v Stock position of consumables such as disinfectants, coagulants, spares for pumps & motors for all the plants and pumping stations has been reviewed. Adequate availability of stocks of these critical items will be ensured for quality and efficient supply of water during the upcoming summer season.
- vi Details of Water Treatment Plants (WTPs) wise availability and from ground water sources for targeted peak production during the summer season of 2026 are given in table below:

Targeted Peak Water Production			
S. No.	Name of WTP	Targeted Production including Recycling from process waste water (MGD)	Source of Raw Water Supply
1	Chandrawal	100	River Yamuna/CLC
2	Wazirabad	134	River Yamuna/CLC
3	Haiderpur	242	CLC & DSB
4	Nangloi	44	CLC & DSB
5	Okhla	21	CLC & DSB
6	Dwarka	53	CLC & DSB
7	Bawana	20	CLC & DSB
8	Bhagirathi	110	Upper Ganga canal
9	Sonia Vihar	143	
A	Production from WTPs	867	-
B	Ranney Wells & Tube Wells	135	Ground water
	Total (A+B)	1002 MGD	

2. WATER SUPPLY NETWORK IN UNAUTHORIZED COLONIES

- i Piped water supply networks are being provided in un-authorized/regularized colonies in phased manner for improved supply of potable water supply. Out of 1799 unauthorized colonies, Piped water supply has been laid and commissioned in 1646 colonies, and in 40 colonies pipelines have been laid and shall be notified as per availability of water. In the balance 113 colonies the piped water supply shall be laid after clearance of Forest, ASIs etc. The details and status of laying water supply network in unauthorized colonies are given in table below:

Status of unauthorized colonies				
Total No. of unauthorized colonies	No. of colonies in which water supply laid & commissioned	No. of colonies in which water pipelines laid and shall be commissioned as per availability of water	No. of colonies in which work in progress	No. of colonies, which are in Forest areas/in O-zone/in ASI area etc.
1799	1646	40	0	113

- ii. All the JJ clusters have the facility of drinking water through public water hydrants/ water tankers.

3. DISTRIBUTION AND SUPPLY OF POTABLE WATER

- i. Annual flushing of all the water storage structures like underground reservoirs/surface ground reservoirs for distribution of potable water, preventive maintenance of equipments, minor/major repair and replacement works including for standby arrangements has been completed. It is ensured that all pumps at Booster Pumping Stations are in working conditions.
- ii. Intensive patrolling and repairs of leakages in the transmission and peripheral water mains will be ensured.

4. INSTALLATION OF TUBE-WELLS

In order to supplement water availability in the water deficient areas, 5854 nos. of tube-wells are functional at present and 436 Nos additional tubewells will also be made commissioned before summer resulting in 6290Nos. of tubewells. Details are as under:

Details of Tubewells			
CE/SE concerned		Number of functional tubewells at present	Additional tubewells likely to be commissioned before summer
CE (East)	SE (C) 1	99	19
	SE (C) 2	46	9
	SE (C) 3	43	3
CE West)	SE (C) 4	107	1
	SE (C) 5	136	9
	SE (C) 6	901	0
	SE (C) 7	178	15
	SE (C) 8	4	0
	SE (C) 9	160	4
CE (East)	SE (C)10	739	84
	SE (C) 11	1071	62
	SE (C) 12	2132	150
CE (WW) I/II		211	35
CE (W) PR 1		27	45
Grand Total		5854	436

5. DEPLOYMENT OF WATER TANKERS

- i. Drinking water in areas where piped water supply networks are not in existence and other water deficient areas during the summer is supplied /supplemented by deploying water tankers.
- ii. During the peak summers of April to June in 2026, it is expected that in each month about 1221 water tankers consisting of 1030 hired water tankers and 191 departmental SS Tankers will be deployed.
- iii. About 13000 Numbers of fixed supply points for delivery of water through water tankers have been identified for their efficient deployment (the number of fixed supply points will be amended as per requirement). Day to day locations of daily supply points could be much higher depending on requirement and schedule for day-to-day locations of these daily points, which is updated from time to time.
- iv. There will be 202 tanker filling hydrants in operation for deployment of water tankers.
- v. Complaints can be made on Customer Care Centre at Toll free No. 1916/1800117118/WhatsApp No. 9650291021 which is working for 24 x 7.
- vi. In all the DJB's hired & departmental water tankers driver's mobiles, a Driver app is being devised and will be installed for effective GPS monitoring and also have proof of delivery with photo, which will be monitored by concerned field staff.

6. WATER QUALITY ASSURANCE

- i. Delhi Jal Board has 8 Plant laboratories at Water Treatment Plants (WTPs) for monitoring the quality at each treatment stages i.e., right from raw water to final water round the clock. Two laboratories each are located at Wazirabad, Chandrawal and Haiderpur WTPs and one laboratory each is located at Bawana and Okhla WTPs.
- ii. Quality monitoring of the raw and potable water is carried out round the clock by the O & M agencies at Nangloi, Dwarka, Sonia Vihar and Bhagirathi WTPs which is also monitored on daily basis by the Treatment & Quality Control wing of DJB headed by Director (T&QC).
- iii. It is ensured that water being supplied to the citizens of Delhi is potable & meets the requisite standards prescribed as per BIS:10500 with latest amendments.
- iv. Water samples are collected and tested by the qualified Quality Control personnel under the supervision of ACWAs/CWAs/Director (T&QC). Bacteriological examination is also carried out in routine manner to ensure quality of water supplied. The percentage of unsatisfactory samples at consumers end during the period 01/04/2025 to 31/12/2025 is well within the range of 3-5%. The details are as under:

Testing of Water Samples at Consumers' end by Treatment and Quality Control wing				
S. No.	Particulars	No. of water samples collected	No. found satisfactory	No. found unsatisfactory
1	On Complaint Basis	7357	5348	2009
2	On Routine Basis	124387	119819	4568
3	Grand Total	131744	125167	6577
4	Percentage of unsatisfactory samples	-	-	4.9 %
5	Permissible limit of unsatisfactory samples (%) as per WHO Guidelines	-	-	3-5 (Intermediate risk: Low action priority)

- v. Details of 8 Zonal Laboratories with contact numbers are given below:

S. No.	Name of Laboratory	Command Areas	Contact No.
1.	Central Lab Water Works Wazirabad	North, Central Delhi & Rural North	9868892945
2.	Zonal Lab, Water Works Okhla	South Delhi	9650759292
3.	Zonal Lab, Tahirpur, Dilshad Garden	Trans Yamuna Area	9891692157
4.	Zonal Lab, Water Works Haiderpur	West Delhi & Rural North West	9910776650
5.	Zonal Lab, Greater Kailash (RWS)	Rural South & South West Delhi	9899629298
6.	Zonal Lab, Water Works Nangloi	Najafgarh Zone & Nangloi Area	9891585721
7.	Zonal Lab, Water Works Dwarka	South West Delhi	9891585721
8.	Zonal Lab, Bawana	Narela, Bawana, North West Delhi	9911277675

- vi. On a daily basis, approximately 1600–1700 water samples are tested. Out of these, around 1200 samples are analyzed at various stages of the Water Treatment Plants (WTPs), while approximately 400–500 samples are collected from different assets within the surveillance area.
- vii. Existing 12 nos. water sampling vehicles will be increased to 18 nos. for extensive surveillance of distribution network.
- viii. Schools/Anganwadis/Hospitals like health care centres are also under the ambit of surveillance.
- ix. Cholera/diarrhea/typhoid/jaundice/hepatitis etc. water borne diseases reported by the Public Health Wing (PHW) of Delhi are also scrutinised and reports shared with the concerned.

7. VULNERABLE POINTS

- i. AC wise vulnerable points for water shortage and water contamination have been identified and will be closely monitored.
- ii. Drinking water in the areas which are likely to face water deficiency during the peak summer will be supplemented by deploying water tankers, rationalization/regulation of valves and installation of additional tube-wells.

- iii. To redress areas vulnerable for water contamination, measures like replacement of damaged water lines/house service connections, plugging of water contamination points and flushing of water lines have been taken up. Replacement and De-silting of sewer lines and effective pumping from sewage pumping stations will be carried out to address the problems of overflow of sewers. Super Sucker / Suction cum Jetting machines/ Recycler machines shall be deployed for de-silting/removal of blockages in the sewerage system.

8. COMPLAINT REDRESSAL MECHANISM

- i. DJB has an established and efficient complaint redress mechanism to ensure prompt response and timely resolution of public grievances. The helpline operates 24x7 in three shifts, Consumers can register complaints at any time via the Call Centre (1916/1800117118 - Toll Free). Once registered, the complaint is automatically forwarded to the concerned Junior Engineer (JE) through the CRM system. The JE takes necessary action and updates the status in the remarks column on the portal. If a complaint remains unattended within the stipulated Turn Around Time (TAT), it gets automatically escalated to the Assistant Engineer (AE), Executive Engineer (EE), and Superintending Engineer (SE). In case the complainant is not satisfied with the resolution, the complaint can be re-opened within three days of closure.

A. REGISTRATION OF COMPLAINTS

I. 24 X 7 CALL CENTRE THROUGH 1916/ 1800117118 (TOLL FREE)

A 24x7 Call Centre equipped with a computerized Complaints Management System (CRM) to provide quick and speedy redressal to public grievances has been set up. It also has an Interactive Voice Response (IVR) system available in both Hindi and English. Consumers can register any type of complaint related to water supply, sewer, tanker services, billing issues, or septic tanks by calling the Toll-Free Numbers 1916/1800117118. The IVR provides four main options:

- a) Water and tankers
- b) Sewer
- c) Billing issues
- d) Septic tank-related complaints

Additional communication channels include:

- a) For illegal boring Phone no. 23513073 & 23538495.
- b)  YouTube: delhijalboard
- c)  Facebook: delhijalboardofficial
- d)  (Formerly  Twitter): delhijalboard
- e)  Instagram: delhijalboard
- f)  WhatsApp No. 9650291021
- g)  Email: grievances-djb@delhi.gov.in

Two dedicated call centres also operate under the PPP projects:

- Malviya Nagar: 8427312731 (Toll Free)
- Nangloi/Najafgarh: 18001217744 (Toll Free)
- JWIL Project, Package-2 (Patel Nagar, Rajinder Nagar & Sadar Bazar ACs): 9911592837

B. PROCESS OF REDRESSAL

- i. After registration, a unique complaint reference number is auto-generated and sent to the complainant via SMS. The complaint is then verified at the supervisor level and forwarded through the system to the concerned field officers. Field officers are required to respond within the stipulated time frame. If unresolved, the system automatically escalates the issue to the next hierarchical level as per defined Turn Around Time (TAT). After resolution, an SMS notification is also sent to the complainant confirming closure.
- ii. During the summer period, complaint resolution is monitored under the supervision of CEs and SEs.

C. CONTROL COMMAND CENTRE

- i. A Control Command Centre has been established at the DJB Headquarters since April 2024 to further strengthen real-time monitoring and coordination. The control command centre operates round the clock in three shifts and integrates all complaint data received from the call centres, CRM, and digital platforms. From this centralized hub, all types of complaints-water supply, sewerage, billing, and related issues are forwarded to the respective field engineers for immediate action. The Control Command is established for improving DJB's service response efficiency during the summer months.

D. STATUS OF REGISTERED COMPLAINTS

- i. Consumers can track their complaint status using the unique reference number received at registration. Status checks can be done by calling the Toll-Free Numbers 1916/1800117118 or through the CRM portal.

E. FEEDBACK MECHANISM

- i. To ensure service quality, the call centre team conducts random post-resolution feedback calls with consumers. The system also generates detailed status reports on received, pending, resolved, and escalated complaints categorized by area, officer, and complaint type. These reports are regularly reviewed by senior officers for effective performance monitoring.

F. PUBLIC INFORMATION SYSTEM:

- i. DJB has also started functioning of Public Information System module through sending SMS and IVR calls to consumers and citizens of Delhi.

9. WATER EMERGENCIES

- i. Water emergency control rooms situated at strategic locations to cover all parts of the city are working round the clock for day-to-day complaint redressal. These emergency control rooms are strengthened by deploying adequate staff, communication facilities and efficient mechanism for addressing and monitoring of complaints. Details of Telephone numbers of EEs/AEs & JEs - In charge of water emergencies are given in table below:

Telephone Numbers of Executive Engineer-In Charge of Water Emergencies				
S. No.	Name of Water Emergency	Name and No of EE Incharge	Name and No of AE Incharge	Name and No of JE Incharge
1	Mandawali	Sh. Vaibhav Jain 8800332234	Sh Dinesh Yadav 9650109494	Sh Pushpendra 9650535784
2	Jagriti	Sh. Madan Singh 9650291240	Arun Kumar 9650094589	-Na-
3	Loni Road	Rajesh Kumar Tyagi 9650290935	Sh. Manish Kr. Sharma 9650094312	Sh. Hemant Gautam 8826132421
4	Yamuna Vihar (NE)-II	Sh. N. D. Sharma 9650291224	Sh. Sunil Sharma 9650291134	Sh. Mohd Sharik 9599721938
5	Yamuna Vihar (NE)-III	Sh. N. D. Sharma 9650291224	Sh. Rehman 8851022770	Sh. Mohd Sharik 9599721938
6	Holambi Kalan	Sh. Avinash Meena 9650094277	Sh. Dharamveer 9650094440	Sh. Pankaj Gurudev 6261528179
7	Kewal Park	Sh Ashok Kumar Singhal 9650291347	Sh. Govind Kumar Verma 8800164896	Sh. Kapil Kumar 7905708892
8	Burari	Sh. Shekhar Kumar 9650300899	Sh. Manoj Tanwar 9650094221	Sh. Ashish Kumar 8384087391
9	I.P. Water Emergency	Sh. Amit Kumar 9650981166	Sh. Santosh Verma 9650094498	Sh. Mohit Bansal 8950010116
10	Chandrawal	Sh. Amit Kumar 9650981166	Sh. Santosh Verma 9650094498	Sh. Ajay Dagar 9650391299

11	Idgah	Sh. S.N Prasad 9650291221	Sh. Sharvan Gupta 9650094180	Sh. Saurabh Srivastava 9695176301
12	Ashok Vihar	Sh. Joginder Chauhan 9650291095	Sh. Vivek Kumar 9650094251	Sh. Ankit Tripathi 8448119852
13	Punjabi Bagh	Sh. K. N. Ojha 9650094250	Sh. Sandeep Yadav 9289295666	Sh. Sunil Yadav 9650590013
14	Mangolpuri	Sh. S. N. Rai 9650291443	Sh. Amit Kumar 9650780017	-Na-
15	Shivaji Enclave	Sh.K .N. Ojha 9650094250	Sh. P. N. Mishra 8800995545	Sh. Nitish 9650804847
16	PaschimVihar	Sh. Manoj Kumar Sharma 9650200460	Sh. Rahul 9650965454	Sh. Rajan Lamba 7703917949
17	Janak Puri	Sh. Satyender Dabas 9650291279	Sh. Tej Pal Sharma 96500 06591	Sh. Deepanshu Chak, 9650058533
18	Madhu Vihar, Dwarka	Sh. Manoj Kumar 9650291216	Sh. Indrajeet Prakash 7827896582	Sh. Satyam 9413096809
19	Vasant Kunj	Sh. Hilal Ahmed 8800995542	Sh. Alok Kailashi 9643351694	Sh. Faraz Khan 9650455448
20	Jal Sadan	Sh. Rohan Jharkhariya 8130416455	Sh. Mukesh Gupta 9650291138	Sh. Rajan Sirandhana 9899992669
21	Giri Nagar	Sh. Alok Kumar Jain 9650291526	Sh. Ramesh yadav 9650094366	Sh. Sintu Kumar 8861113726
22	Greater Kailash-I	Mohd. Idris 9810079759	Sh. Shiv Pratap 8285626926	-NA-
23	R.K .Puram	Sh. Vineet Dwivedi 96502 86969	Sh. Jitesh Srivastava 9650281112	Sh. K.K. Meena 7678667426
24	Chhatarpur	Sh. Hilal Ahmed 88009 95542	Sh. Vijay Kumar 9650300985	Sh. Atul Anand 7303565635
25	Okhla	Sh. Alok Kumar Jain 9650291526	Sh. Shiv Pratap 8285626926	Sh. Chanderkant 9650255211
26	Nangloi	Sh. Rajesh Bansal 9650290967	Sh. Ranjeet, 9650092477	Ravi kumar Tanker Incharge (NWS) 9971325002
27	Najafgarh	Sh. Rajesh Bansal 9650290967	Sh. Akshay 9455811307	Anurag Tanker Incharge (NWS) 9599089236
28	Malviya Nagar UGR	Sh D K Jain 9650947676	Sh. Shashi Kant Yadav 9650094556	NA

- ii. SEs/EEs have been appointed as Nodal officers for effective monitoring on functioning of water emergencies. Details are given in table below:

Nodal Officers for Water Emergencies				
S. No.	Name	Designation	Contact No.	Name of Water Emergency/ Control Rooms
1	Sh. Bijender Kumar	SE (C)-1	9650291457	Mandawali
2	Sh. Bijender Kumar	SE (C)-1	9650291457	Jagriti
3	Sh. Bijender Kumar	SE (C)-1	9650291457	Loni Road
4	Sh. Sukhpal Singh	SE (C)-2	9650291065	Yamuna Vihar (NE)-II
5	Sh. Sukhpal Singh	SE (C)-2	9650291065	Yamuna Vihar (NE)-III

6	Sh. Himanshu Agarwal	SE (C)-3	9650291104	Holambi Kalan
7	Sh. Satyender Kumar Singh	SE (C)-4	9650291378	Kewal Park
8	Sh. Satyender Kumar Singh	SE (C)-4	9650291378	Burari
9	Sh. Arun Gupta	SE (Proj) W-III	9650344577	I.P. Water Emergency
10	Sh. Satyender Kumar Singh	SE (C)-4	9650291378	Chandrawal
11	Sh. Rajiv Kumar Gupta	SE (C)-6	9650290806	Idgah
12	Sh. Munish Kumar	SE (C)-7	9650291227	Ashok Vihar
13	Sh. Munish Kumar	SE (C)-7	9650291227	Punjabi Bagh
14	Sh. N. K. Verma	SE (C)-8	9650094325	Mangolpuri
15	Sh. Bahadur Singh Rawat	SE (C)-9	9650094468	Shivaji Enclave
16	Sh. Munish Kumar	SE (C)-7	9650291227	Paschim Vihar
17	Sh. Bahadur Singh Rawat	SE (C)-9	9650094468	Janak Puri
18	Sh. Chander Prakash	SE (C)-10	9650291495	Madhu Vihar, Dwarka
19	Sh. Bhupesh Candra Patel	SE (C)-12	9650291177	Vasant Kunj
20	Sh. Naveen Kumar Khare	SE (C)-11	9650291085	Jal Sadan
21	Sh. Naveen Kumar Khare	SE (C)-11	9650291085	Giri Nagar
22	Sh. Anil Kumar	SE (C)-5	9650300663	Greater Kailash-I
23	Sh. Naveen Kumar Khare	SE (C)-11	9650291085	R.K .Puram
24	Sh. Bhupesh Chandra Patel	SE (C)-12	9650291177	Chhattarpur
25	Sh. Naveen Kumar Khare	SE (C)-11	9650291085	Okhla
26	Sh. Chander Prakash	SE (C)-10	9650291495	Nangloi
27	Sh. Chander Prakash	SE (C)-10	9650291495	Najafgarh
28	Sh. Anil Kumar	SE (C)-5	9650300663	Malviya Nagar PPP Area Call Centre
29	Sh. Rajiv Kumar Gupta	SE (C)-6	9650290806	Centre Control Room (HQ)

- iii. Enforcement Department would be carrying out surprise checks at the Water Emergencies control rooms and at the consumers' end to verify timely redressal of complaints and deployment of water tankers.
- iv. Senior Officers will also carry out surprise inspections of Water Emergencies from time to time to ensure their efficient working for optimum delivery.

10. TIPS TO CONSERVE WATER

All efforts will be made to make available adequate quantity of potable water in the forthcoming summer depending on the availability of raw water from various resources. Public participation for judicious use of potable water for its conservation is essential so that all the people of the city get adequate quantity of water. Following few tips to conserve water are to be followed:

- i. Do not leave the taps running while brushing teeth, shaving, washing dishes and clothes.
- ii. Do not use a hose to wash your car. Using half a bucket of water and a wash cloth will clean your car better.
- iii. Choose new water saving appliances like washing machines that save up to 90 liters per load. Run your machine only when there is a full load.
- iv. Use a broom to sweep your driveway, garage, or sidewalk instead of using water.
- v. Water your lawn only when needed. Collect and use rain water for watering your gardens. Direct downpours or gutters toward shrubs or trees. Adopt Rain Water Harvesting.

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गर्मियों में पानी बचाने के आसान उपाय

- 1** **AUTOMATIC FLOAT VALVES** लगाएं और टंकियों को ओवरफ्लो होने से बचाएं !
- 2** नल अथवा पाइप के लीकेज को तुरंत ठीक कराएं।
- 3** बाल्टी से नहाएं, शॉवर का सीमित उपयोग करें।
- 4** RO वेस्ट वाटर को फेंकें नहीं , बल्कि पोछा, सफाई या पौधों में उपयोग करें।
- 5** कूलर का पानी नियमित बदलें और उसे पौधों में इस्तेमाल करें।
- 6** एयर कंडीशनर का निकला पानी भी सफाई में उपयोग किया जा सकता है।
- 7** घर में पानी बचाने के लिए बच्चों को भी जागरूक करें।





**EVERY
DROP
COUNTS**