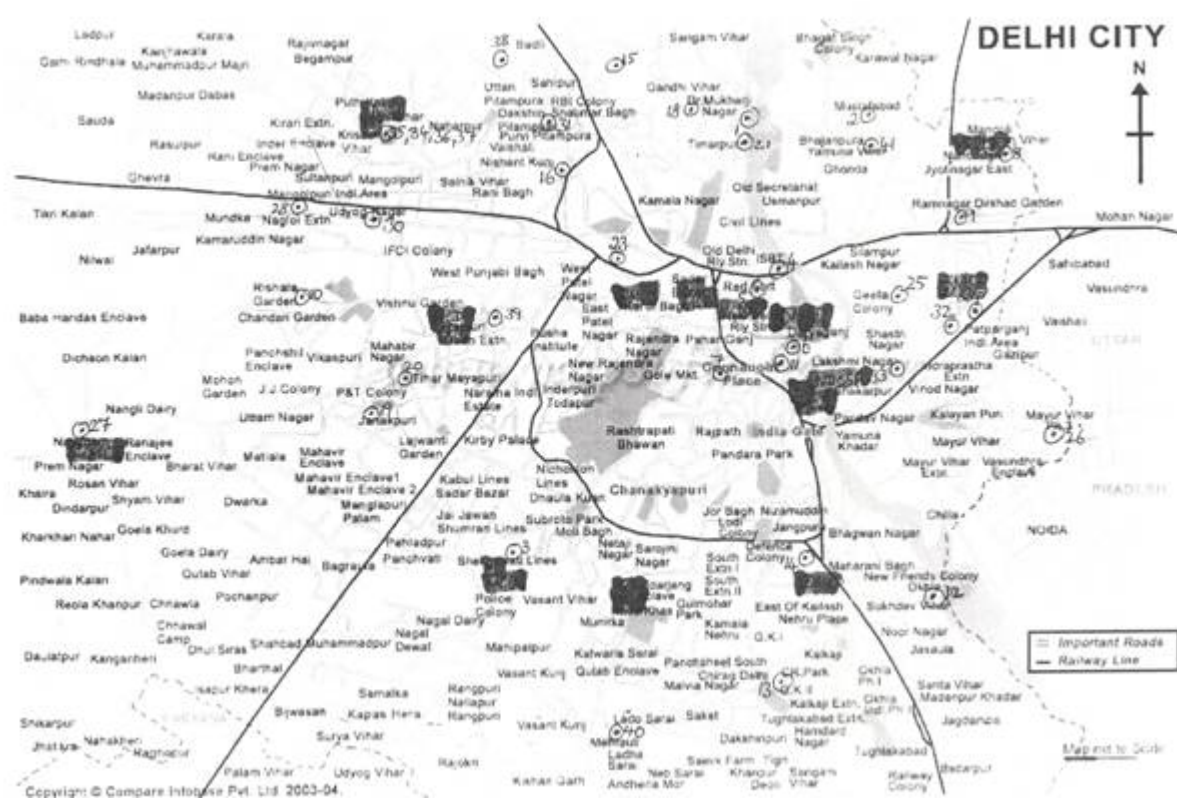


## Manual 1

### Particulars of organization, functions and duties

[Section 4(1)(b)(i)]

1.	Aims and objectives of the organization. Delhi Jal Board was constituted on 30 th March,1998 to discharge the functions of water supply, sewerage and sewage disposal and drainage within the National Capital Territory of Delhi. Prior to this Act the above function were interested with earthwhile DelhiWater Supply and Sewage Disposal Undertaking.The Board shall also be bound to supply to the New Delhi Municipal Council , Delhi Cantonment Board and Military Engineering services, at the place or places at which immediately before the commencement of this Act, the Delhi Water Supply & Sewage Disposal Undertaking constituted under the Delhi Municipal Corporation Act,1957.				
2.	<p>Mission: Delhi Jal Board, Constituted under Delhi Water Board Act,1998,is responsible for production and distribution of drinking water in Delhi . The Board is also responsible for collection, treatment and disposal of Waste Water/Sewage in the capital. Delhi Jal Board has provided about 17,15,037 lacs water connections up to 01.04.2009. Delhi Jal Board is committed to provide efficient and prompt services to the citizens of Delhi and to the courteous in personal behaviour and professional in conduct.</p> <p>Vision: Our vision is to be environmentally sensitive provider of a quality,reliable and reasonably priced drinking water and waste water collection and treatment system services. We aim at providing safe drinking water, and efficient sewerage services in an equitable and sustainable manner and to become an accountable service provider.Realization of this vision would promote a virtuous circle in terms of greater supply reliability and service quality, leading to greater customer satisfaction, improved willingness to pay and enhanced cost recovery. It will also include 24/7 water supply and financial sustainability and accountability, improved services to the poor, Customer Orientation and Human Resources Development, Environmental Sustainability and Enhancing Operational Efficiency.</p>				
3.	Brief history and background for its establishment: For over 5 decades, Delhi Jal Board has been meeting the needs of potable water for the National Capital Territory of Delhi. The population of Delhi has seen phenomenal growth and has crossed the figure of 140 lacs, apart from the floating population of 4 to 5 lacs.Through systematic planning and implementation, the Board has ensured average availability of 50 gallons filtered water per capita per day for the residents of Delhi , through a network of about 9000 Kms of water mains/lines. Production of water during 2008-2009 was around 800 MGD, Raw water is obtained from various sources like the river Yamuna,Bhakra Storage, Upper Ganga Canal , and Ground Water.				
4.	Organization Chart: <a href="#">Organizational Chart of Delhi Jal Board</a>				
5.	Allocation of Business: Apart from piped water supply, and collection and treatment of sewage,Delhi Jal Board provides the following services to its customers:				
	<table> <tr> <td>a.</td><td>Supply of potable water through tankers on demand</td></tr> <tr> <td>b.</td><td>Supply of packaged water "JAL" in jars through Jal Suvidha Kendras.</td></tr> </table>	a.	Supply of potable water through tankers on demand	b.	Supply of packaged water "JAL" in jars through Jal Suvidha Kendras.
a.	Supply of potable water through tankers on demand				
b.	Supply of packaged water "JAL" in jars through Jal Suvidha Kendras.				

	<p>c. Supply of Biogas and sludge Manure(Limited areas).</p> <p>d. Water meter testings.</p> <p>e. Testing of Water samples.</p>
6.	Duties to be performed to achieve the mission: As per manual No.2
7.	Details of services rendered: As indicated at.sl.no-5 above.
8.	Citizens interaction : A <a href="#">Citizen Charter</a> laying down broad guidelines for citizen of the National Capital of Delhi is regularly published.
9.	<p>Postal address of the main office, attached subordinate office /field units etc:-</p> <p>Postal address of the main office:-Chief Executive Officer, Delhi Jal Board, Varunalaya Ph-II, Karol Bagh, New Delhi-110005.</p> <p>Postal address of the attached subordinate office /field units etc:-Please refer column No. 2 and 4 of the '<a href="#">List of Public Information Officers/ Assistant Public Information Officers/ Nodal Officer/ First Appellate Authority, DJB</a>' given under Manual No. 16 below.</p>
10.	Map of office location
	 <p>Copyright © Compare Infobase Pvt. Ltd. 2003-04.</p>
11	<p>Working hours both for office and public : 9.30 AM to 6.00PM for Office and 9.30 AM to 2.00PM for Public.</p> <p>Note: All water emergencies are open 24 hours daily.</p>
12	Public interaction, if any: In order to ensure better quality service to the public service,

	ZonalEngineers are assigned the task of Nodal Office for interact with RWAs,Traders Associations, Public representatives etc. regularly.
13	<a href="#">Grievance Redressal Mechanism:</a>