

(71)

DELHI DEVELOPMENT AUTHORITY

No.EM.1(10)83/8784

Dated: 22&27.11.83

CIRCULAR NO. 45

Cases have come to notice where there is dislocation in the supply of water to DDA colonies which are still under the charge of DDA. Dislocation in these important services naturally leads to lot of hardship and complaints even at highest levels. Recently, Dislocation in supply of water in Sighartha Enclave and Alaknanda Pkt. A came to VC's notice and the residents approached him directly. Evidently, it is necessary to plug the loopholes in the system and evolve proper system. All the CE/ACEs/SEs are requested to advise their EEs/AEs/JEs/Technicians, pump Operators on the field to react to such situations immediately on their own instead of waiting for complaints to reach higher authorities. Instructions should be issued to the site staff and official at enquiry offices or other prominent locations, incharge of the services to open registers for receipt of such complaints and to take immediate action on the spot, if possible. In case of difficulty, they should immediately inform the AE/EE/SE and even CE for their assistance if need be.

As such complaints are likely to become more critical on holidays. JEs/Works Assistants should be on duty on such days at least during day time.

These instructions should be communicated to all and details worked out at all levels. The system should come into operation forthwith.

Sd/-  
(K.D. BALI)  
ENGINEER MEMBER