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Jal Board goes online for transparency in service

Staff Reporter

The Delhi Jal Board has gone online to improve water distribution services in the Capital by uploading the schedule of its fleet of tankers that will provide water at fixed points in the city.

With the Jal Board supplying potable water through 800 departmental and hired water tankers in 22 divisions/zones, the schedule of 20 of those divisions/zones has been uploaded.

The schedule details the fixed points of water distribution, the time of delivery and a complaint number.

Online complaints

Consumers can also lodge a complaint on the Jal Board website (www.delhijalboard.nic.in) or on the Delhi Government website (<http://www.delhi.gov.in/>).

“Almost half of these tankers are GPS-enabled, which helps in tracking the real-time movement and location of these tankers, thereby improving the distribution efficiency and increasing transparency and reliability of the Jal Board’s services,” the statement added.

Schedule

The Jal Board has also made provisions to monitor the uploading of the schedule on the website and to provide weekly and fortnightly compilation of any deviations, which will be reviewed by senior officials.

“The fixed points for distribution can be modified in consultation with the residents’ welfare associations, as and when required. This will ensure there is improvement in the distribution of the Jal Board’s services,” the statement added.

The entire system of operations will be reviewed by the task force that was set up earlier this week.