

Frequently Asked Questions:

Does DJB have sufficient water for 24x7 supply?

YES, Delhi's per capita water supply is more than the most other cities globally. DJB has enough water to ensure 24x7 supply to the project area.

Whether meter reading will be higher in 24x7 supply?

NO, Accurate metering shall be done and consumer shall be billed for the actual consumption.

Is it proposed to privatize water supply in Delhi?

NO, It is not the privatization of water supplies in Delhi. DJB shall continue to hold total ownership & control of all existing and newly created assets. DJB will remain responsible to provide water service to public. The tariffs shall remain same across Delhi and shall be independent of operator's fee .DJB will pay to operators as per performance basis against pre-specified targets. All regulatory powers for water connections/disconnections, sewer connections shall remain with DJB only.

**For any suggestion, complaint,
please contact the Operator:**



Project Office:

Pump House, Delhi Jal Board
Vasant Enclave, New Delhi-110057
Tel.: 011-47688900
Email: customercare@mvvwater.com

Customer Service Centre :

Pump House, Delhi Jal Board
C-Block, Opp. Gate No.1 (Also Opp . C3/13 Vasant Vihar)
Vasant Vihar, New Delhi-110057
Toll Free: 18001037232
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DELHI JAL BOARD



**Improvement of
Water Distribution Network
by**



The growing population in Delhi has put tremendous pressure in water supply and water management services. The exercise to set standards for service delivery and improve water supply for Delhi was long overdue. The Ministry of Urban Development, Government of India has recommended 24x7 water supply as a norm for all cities and towns of India; which is vital for health, sanitation and welfare of the citizens. Delhi Jal Board (DJB) has initiated pilot project of improvement in water supply network in selected areas of Delhi and Vasant Vihar was selected as one of the area for this scheme. The areas covered under this project are **Vasant Vihar, Vasant Enclave, Shanti Niketan, Anand Niketan** and **Westend**.



This project aims to achieve:

- Regular water supply.
- Improved water pressure.
- Reduced contamination instances.
- All households to be connected with piped water thus improving health and sanitation.
- Demand management.
- Prompt redressal of the complaints.
- Leak detection and repair.
- Easy procedure for new water connections.
- Payment collection centers in proximity.
- Improved customer service, easy accessibility and professional handling of consumer complaints and expediated redressal.
- Accurate metering and billing.



Scope of project:

- Improving water supply/availability.
- Revamping of service connections in the project area.
- Rehabilitation & augmentation works for pumping stations and water supply Network.
- Immediate road restoration after laying the pipelines during project implementation.
- 24x7 consumer complaint center within project area.
- Improvising complaint redressal.

