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**Government of Jammu & Kashmir Public Health Engineering Department Jammu**

**CIRCULAR**

**Sub:- Setting of Control Rooms.**

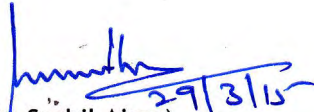
The Public Health Engineering Department is engaged in supplying safe drinking water to the general public and for this purpose it has to execute and maintain various Water Supply Schemes. The unsatisfied consumers of Urban as well as Rural areas often express their grievances with regard to supply of water to them.

With the sole object of redressing the grievances of the public in Urban areas as well as Rural areas, at the earliest, Control Rooms at all Division/Sub-Division levels are required to be setup immediately. The PHE Department Jammu has also set up a Control Room in the office of Chief Engineer with Toll Free number "18001807045".

It is, therefore, enjoined upon all the Executive Engineers/Assistant Executive Engineers to immediately setup a Departmental Control Room in their respective Divisions/Sub-Divisions and intimate the landline No. of the same to this office for coordination in the matter and also at the end of the day, the Incharge officer will maintain a record of the disposal of such grievances received during the day. It is further emphasized that the location & landline number of the aforesaid Control Rooms along with names & mobile numbers of Executive Engineer, Assistant Executive Engineers & Junior Engineers be got published in the leading newspapers for information, awareness and speedy redressal of grievances of general public. The Executive Engineer should also advertise the Toll Free number of the department in their notices.

The Action Taken Report along with paper cuttings of the publication of notice should reach this office within a week's time positively.

**Treat the matter as most urgent.**

  
(Er. Sushil Aima)  
Chief Engineer

Public Health Engineering Department  
Jammu

No: PHEJ/PS/18552-85  
Dated: 29-03-2015  
Copy to the:-

1. Secretary to Govt. PHE I&FC Deptt. J&K Govt. Civil Sectt. Jammu for information.
- 2-3. Superintending Engineer, PHE Mech. Urban / Rural Circle, Jammu for information;
- 4-9. Superintending Engineer Hydraulic Circle, Jammu / Kathua / Udhampur / Doda / Rajouri / Poonch;
- 10-33. Executive Engineer, PHE Division City-I<sup>st</sup> / City-II<sup>nd</sup> / Rural / (M) Rural / (M) North/ (M) South / (M) Procurement / (M) GWD&D / Samba / (C) Kathua / (M) Kathua / (C) Udhampur/ (M) Udhampur / Reasi / Doda / Akhnoor / Nowshera / (C) Rajouri/ (M) Rajouri / Poonch / Hydraulic Div. Kishtwar / Ramban / Spl. Sub Division Gandoh / Mahore Irrigation Division Dharmari for information and strict compliance.  
.....for information and necessary action.
34. Private Secretary to the Hon'ble Minister, PHE I&FC Deptt. for information of the Hon'ble Minister.