

MOST URGENT



PRESS RELEASE DELHI JAL BOARD

Public Relations Office, Delhi Jal Board, Varunalaya Ph-II, Karol Bagh, New Delhi-110005

Email: prodjb113@gmail.com, prodjb114@gmail.com

Landline : 011-23516261

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DJB Engineers to be trained by IIM

Massive training programme to train about 9724 DJB employees

The Delhi Jal Board has been consistently working on strengthening its services by introducing best practices and reforms in its functioning. This has enabled DJB to efficiently pursue its mandate of transitioning from an engineering- driven organization to a services delivery utility.

Consequently, DJB has introduced a series of training programmes throughout the year for its employees. These programmes would focus on improving the functioning, management style and service delivery mechanism of the utility. This will also induce professionalism and efficiency in its staff that interfaces with the customers directly. For this, a slew of training modules have been introduced on soft skills for its employees.

In order to benefit its staff, training workshops on “Effective Complaint Handling and Customer Care Practices for the Water Emergency Staff of Delhi Jal Board” have been organised by the Training Cell, in association with the Directorate of Training, Union Territories Civil Services, from 21.07.2014 to 01.08.2014. These workshops are expected to benefit about 760 employees. During these sessions, the employees will be trained in soft skills on topics such as standard management practices, centralised complaint registration and response system, team building, effective functioning of shifts, professional etiquettes, public communication, water emergencies response etc.

DJB has been providing such training programmes since 2010 on a regular basis and these have proven to be effective and have had positive impact in bringing about professionalism amongst its employees.

The Board has also collaborated with the Indian Institute of Management, Ahmedabad, to provide a one week training programme on Project Management and Risk Management for its senior level officers from 7th to 13th September, 2014, at IIM Ahmedabad. Besides the Project Planning and Project Management Concepts and Methods, IIM Ahmedabad will also organise sessions on Contracting and Procurement, Public Private Partnership, Risk Allocation and Financing, Features of Water Supply and Sanitation, Regulations and Social and Financial Cost Benefit Analysis. The programmes conducted by IIM Ahmedabad have pre-class preparation through assignment work, class participation, case studies, discussion and these lectures and sessions are interactive and participatory in nature.

This will provide a better understanding of the importance of Project Management for successful execution and result-oriented performance. The efficacy and the efficiency of providing public services depend crucially on effective project management. It is, therefore, essential that projects be executed with utmost effectiveness to deliver the best possible results. The training programmes are also aimed at updating the employee with all the latest developments in the fields mentioned above to improve and enhance the functioning of an organization like Delhi Jal Board, which has the responsibility of providing water and sanitation services to Delhi.

DJB also conducts regular training programmes on various subjects including self defence training programmes for woman employees, Water Sector Awareness and Demonstrative Training for grassroots workers, Computer and Microsoft Excel Training Programme for Revenue officers/officials, Assistant Engineers and Junior Engineers.

About 9724 employees are to be trained this year. 3,844 employees were trained in the last financial year.

As a result of these trainings and workshops, DJB expects to increase the efficiency of its staff to respond proactively to the needs of its customers.

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