

Immediate/Reminder

No.W-11042/65/2011-Water  
**Government of India**  
Ministry of Drinking Water & Sanitation  
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8<sup>th</sup> Floor, Paryavaran Bhawan,  
CGO- Complex, Lodhi Road,  
New Delhi.-110003  
Dated: 6<sup>th</sup> January, 2012

To  
All State Secretaries in-charge of RWS.

Subject :- Display of Call Centre Contact details.


Sir,

Reference Ministry of Drinking Water and Sanitation letter of even number dated 26.9.2011 on the above subject (copy enclosed).

2. Details of action taken along with ~~some~~ photographs have not been received so far. It is requested that the same may be furnished to this Ministry without further delay. The same may be sent by name to the undersigned.

**Encl : As Above**

Yours faithfully,

  
(Sujoy Majumdar)  
Director

Copy to :-

1. Engineer- in- Chief/Chief Engineer, Rural Water Supply Department in all States.

W-11042/65/2011-Water  
Government of India  
Ministry of Drinking Water & Sanitation

9<sup>th</sup> Floor, Paryavaran Bhawan,  
CGO Complex, Lodhi Road,  
New Delhi – 110003  
Dated: 26.9.2011

28<sup>th</sup>

To

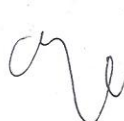
All State Secretaries  
in-charge of RWS

**Subject:** Display of Call Centre Contact details.

Many States have by now setup Call Centres for facilitating the repairs of Hand Pumps and other services related to the Rural Water Supply Schemes. It is essential that the toll free numbers of these Call Centres is made available to the users in villages.

2. It would be useful if these toll free numbers are affixed on the hand pumps in such a manner that they are not removed or damaged. Some of the ways can be affixing printed P.V.C. Stickers or G.I. plates, painting of these details on the hand pumps by water proof paints and also painting them on the pump houses, overhead tanks, Panchayat buildings and School buildings etc. so that village users may easily see them and may lodge their complaints with such Call Centres.
3. It is requested that suitable action may please be taken for immediate implementation and details of the action taken along with some photographs may please be sent to this Ministry by 30<sup>th</sup> October, 2011.

Yours faithfully

  
[Sujoy Mojumdar]  
Director  
*Issued*  
*28/9/11*