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**Water Supply Complaints**

**Toll Free Tel. No. : 1800-180-2468**

A state level Shikyat Nirvaran Kendre (SNK) has been made functional at Water Works, Phase-II, SAS Nagar (Mohali). All esteemed consumers of rural water supply schemes have got the unique facility of lodging their complaints at **Shikyat Nivaran Kendre (SNK)**located at Mohali by dialing **Toll Free Tel. No. : 1800-180-2468.** The complainants are able to register their complaints in Punjabi, Hindi or English. All the calls made to from any where in the Punjab State land at the centralized call center in Mohali. The call center is operated round the clock throughout the year. Customers also use this single number to seek information, lodge complaints (including water supply failure due to machinery breakdown, absence of water works staff, leakage of pipes, bad water quality etc.) over phone. An advanced IVR system helps the customers to easily retrieve the required information, lodge complaints and place other customer service requests at the call center. These services are powered by advanced Customer Care and Interaction Management developed and deployed by DOEACC Society, Chandigarh. Prompt action is being taken for redressal of registered complaints. The redressal of complaints is being monitored at Govt. level on weekly basis.

**Procedure to lodge complaints:**

* Without disconnection the line, Press (1) for registering a complaint regarding failure of water supply due to Electrical or Mechanical fault of the machinery.
* Press (2) for registering a complaint regarding failure of water supply due absence of operator.
* Press (3) for registering a complaint regarding failure of water supply due large scale leakage in pipe.
* Press (4) for registering a complaint regarding failure of water supply due to bad quality of water.
* Press (5) for registering a complaint regarding failure of water supply in some specific area or house.
* Press (0) for repetition of the selection.

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| For any Query or Suggestion Contact Web Information Manager Er.Manoj Malhotra, S.D.E,DWSS,Head Office,Patiala |
| By Sending E-Mail: ermalhotra@yahoo.com  |

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**Contact Information**

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| **Rank** | **Address** | **Contact No.** | **E-Mail** |
| Secretary, Department of Water Supply & Sanitation  | Mini Secretariat, Sector-9, Chandigarh  | 0172-2742307(O), 0172-2743373(Fax)  |   secretarywater@ gmail.com  |
| Chief Engineer (South)  | Department of Water Supply & Sanitation Head Office, The Mall, Patiala  | 0175-2212039(O), 0175-2220259(Fax)  |   ce\_south@ yahoo.com  |
| Chief Engineer (North)  | Department of Water Supply & Sanitation Head Office, The Mall, Patiala  | 0175-2212029(O), 0175-2220259(Fax)  |   chiefengineer\_north@ yahoo.com  |
| Chief Engineer (Central)  | Department of Water Supply & Sanitation Head Office, The Mall, Patiala  | 0175-2212035(O), 0175-2220259(Fax)  |   chiefengineer\_central@ yahoo.com  |
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