

## **DELHI CITIZEN HELP INDEX**

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### **GOVERNMENT OF NCT OF DELHI (ROOT)**

- Website: Government of NCT of Delhi  
[https://delhi.gov.in.](https://delhi.gov.in) (Delhi Secretariat contact available on site.)

### **DELHI JAL BOARD (DJB) — WATER & SEWER**

- 24x7 Helpline (Water / Sewer): 1916
- Alternate Toll-free: 1800 117 118
- WhatsApp for complaints: 9650291021
- Head Office / HQ:  
Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi - 110005
- Email for grievances: [grievances-djb@delhi.gov.in](mailto:grievances-djb@delhi.gov.in)
- Useful pages:
  - Contact / Helpline: <https://delhijalboard.delhi.gov.in/jalboard/contact-us>
  - DJB static contact PDF: <https://djb.gov.in/StaticContent/ContactUs.pdf>

### **PUBLIC GRIEVANCES COMMISSION (PGC) — ESCALATION AUTHORITY**

- Address:  
Public Grievance Commission, Government of NCT of Delhi,  
M-Block, Vikas Bhawan, I.P. Estate, New Delhi - 110110
- Phone: 011-23379911 (Chairman office), General: 011-23379900
- Fax: 011-23370903
- Email: [pgcdelhi@nic.in](mailto:pgcdelhi@nic.in)
- Useful page: <https://pgc.delhi.gov.in/pgc/contact-us>

### **DELHI POLICE — EMERGENCY & HELPLINES**

- All Emergency (PCR): 112 (24x7)
- Women in distress: 1091
- Anti-stalking / Women support: 1096
- Missing persons helpline: 1094
- Traffic helpline: 1095 / 25844444
- Vigilance / Anti-Corruption Helpline: 1064; upload audio/video: 9910641064
- Telephone directory: <https://delhipolice.gov.in/telephonedirectory>

### **MUNICIPAL / CIVIC (MCD) — ROADS, GARBAGE, PROPERTY**

- MCD Citizen Call Center / Services: Citizen's Call Center: 155305 (and app MCD311)
- Know your zone / citizen charter / contact listing: <https://mcdonline.nic.in/portal/contactUs>
- MCD citizen charter and service procedures: <https://mcdonline.nic.in/portal/citizenCharter>

### **TRANSPORT / TRAFFIC**

- Transport Department (Head Office / PRO):  
Transport Dept, 5/9 Under Hill Road, Delhi 110054

Phone: 011-23994223

Contact page: <https://transport.delhi.gov.in/transport/contact-us>

- Traffic Police (updates / traffic helpline): <https://traffic.delhipolice.gov.in>

## HEALTH & FAMILY WELFARE

- Health Department contact pages and officer directory:

<https://health.delhi.gov.in/health/contact-details-officers-health-and-family-welfare-department>

## WOMEN & CHILD / HELPLINES

- Women's Helpline (nationwide access commonly used): 181 (state-level helplines use/redirect)

- Delhi-specific women & child helplines & resources:

<https://wcd.delhi.gov.in/wcd/helplines-women-distress-delhi>

- National children helpline: 1098 (useful when kids in distress)

## OTHER HIGH-PRIORITY / ESCALATION LINKS

- Delhi unified grievance portal (multi-department escalation): <https://grievance.delhigovt.nic.in>

- Delhi Government root (all departments & acts): <https://delhi.gov.in>

- Use PGC if departmental SLA is breached or unresolved: <https://pgc.delhi.gov.in>

## SHORT ESCALATION GUIDELINES (for the assistant to speak)

- If emergency / threat / violence → instruct user to call 112 and offer to transfer/escalate.
- If immediate safety concern involving women → mention 1091 and 112, offer police escalation.
- If no water / sewer outage → direct to DJB helpline 1916 and offer to register complaint.
- If municipal issue (garbage/roads) → provide MCD call center 155305 and zonal office mapping if available.
- If grievance unresolved beyond SLA → provide PGC contact and escalation instructions.
- If user wants to apply for service (new connection / permit) → link to DJB / Transport / MCD portals as relevant.

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