

DELHI JAL BOARD
OFFICE OF THE DIRECTOR(REVENUE)
VARUNALAYA PHASE-II, KAROL BAGH, NEW DELHI

OFFICE ORDER No. 162

Dated : 17 Jan, 2013

Sub: Re-organisation of Revenue Department among User Groups under Revenue Management System.

In order to streamline the work of Revenue Department in an efficient manner for providing better services in a time bound manner to the Consumers of Delhi Jal Board, new Revenue Management System has been designed dividing all activities of the Revenue department into different Responsibility centers known as **User Groups** as mentioned below:-

1. Connection Management Group (CMG)
2. Meter Management Group (MMG)
3. Billing Group (BG)
4. Collection Group (CG)
5. Customer-Care Group (CCG)

These groups will be headed by following officers at HQ under the direct control of Director Revenue with immediate effect for close monitoring of each activity, checking pendency and according approval on related matters, if any, as the case may be :

S. NO.	Group Name	Name of Officers
1.	CCG Head	Sh. Arvind Kaushik, DDR(HQ)
2.	CMG & MMG Head	Sh. Naresh Kumar, DDR(HQ)
3.	BG & CG Head	Sh. Shekhar Kumar, DDR(HQ)

Zonal Revenue staff under the direct supervision of ZROs has already been divided into aforesaid groups who will also be answerable to the Group Heads henceforth.

The activities and role of groups is briefed as under:

Name of the group	Activities at Zones	Activities of Group Head besides supervision of the activities of Groups at Zones
Connection Management Group (CMG)	<ul style="list-style-type: none">- New Connection- Renewal of temporary connection- Regularization- Re-opening- Development Charge- Disconnection	<ul style="list-style-type: none">- Monitoring of eSLAs on related items- Policies and guidelines on the related matters

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	<ul style="list-style-type: none"> - Mutation of water connection - Change of Category 	
Meter Management Group (MMG)	<ul style="list-style-type: none"> - Meter Installation - Meter Reading of all connections - Meter Testing and Replacement issues - Spot Billing through HH Device 	<ul style="list-style-type: none"> -Policies and guidelines on the related matters -coordination with Engineering Division procuring water meters - seeking reading of AMR meters from concerned Vendors
Billing Group (BG)	<ul style="list-style-type: none"> -Bills of new connection, mutation, change of category, reopening - disconnection, other fees etc. -Generation of Bills of exceptional cases which could not be generated centrally -Bills revision -Pending dues report -Imposition of cheque dishonor penalty 	<ul style="list-style-type: none"> - Generation of Regular Bills under RMS - Generation of bulk and commercial bills - Distribution of Bills to the Zones - Monitoring of bills revision cases as per jurisdiction of competent authority - Policies and guidelines on the related matters
Collection Group (CG)	<ul style="list-style-type: none"> - Accepting Payments at Zonal counters - Collection for arrears and recovery of dues - Recovery 	<ul style="list-style-type: none"> - Compilation of recovery - Reconciliation of collection figure with Banks and posting in consumer account by TCS - Integration and Monitoring of daily MIS of additional bill collection facilities like different Banks, online, KIOSKS, Jeevan recovery agent etc. - Grievances of non-posting etc. in r/o above facilities - Payments of invoices of collection agencies after reconciliation etc. - Policies and guidelines on the related matters
Customer Care Group (CCG)	<ul style="list-style-type: none"> - Receipt of all types of applications/ grievances and after scanning & registration of application, generate reference no. and 	<ul style="list-style-type: none"> - Six Seater Call Centre under direct supervision of CCG Head with customer care helpline no. 23612222 - instant registration of grievance, communication of application status

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	inform to applicant - Forwarding application to concerned group - communication of application status	- forwarding the application / grievance to concern group at the zonal offices - coordination with all zonal offices - escalation of delay cases to Group Head concerned and higher-ups
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M/S TCS will provide training to the officers, provide access right / user ID and password of RMS system to the Group heads for conveniently exercising their role at HQ and monitoring the activities at Zonal level immediately and raise & report any matter for clarification to the concerned Group Head. TCS will post one Hand Holding Staff to each Group Head immediately.

The Group Heads will closely monitor and coordinate all related activities of their group at zonal level and will be responsible for the activities of their group in addition to their regular work assigned to them by Director Revenue from time to time.

This issues with the approval of Competent Authority.

[Signature]
17.1.2013

(B.S Jaglan)
Director (Revenue)

No. DJB/DOR/RMS Groups/2013 (45)

Dated : 17 Jan, 2013

All Jt. Directors/Dy.Directors

All ZROs/Addl.ZROs- for circulation to all Revenue staff

Copy for information to:-

1. Vice Chairman, DJB.
2. Pr.Secy to CM.
3. All Members of the Board.
4. CEO, DJB.
5. Member(Admn.)/Member(Finance)/ Member (WS)/ Member(Dr.)/CVO
6. All Chief Engineers
7. Director (F&A)/Director(A&P)/Director (Vigilance)
8. All SEs/ All Ex.Engs
9. Dy.Director(F&A)-I/II/III/IV/V
10. EE(EDP): for uploading on DJB Website.
11. M/s TCS for necessary action

[Signature]
17.1.2013
Director (Revenue)