

DELHI JAL BOARD : GOVT. OF NCT OF DELHI
OFFICE OF THE DIRECTOR (REVENUE)
VARUNALAYA PHASE II : KAROL BAGH : NEW DELHI


No. DJB/DOR/PH/DD-R-HQ-III/2013/ 763

Dated : 24.1.2013

Sub:- Separate cash counter/ Queue at cash counters reg.

It has been noticed that senior citizens, handicapped and women consumers have to wait for a long time in the normal queues at the cash counters to make payment of their water bills. Keeping in view the grievances, it has been decided that Zonal Revenue Officers of cash counters of DJB will ensure following guidelines:-

1. Such disabled customers who cannot stand / wait in the queues may be given priority over other the customers and services to them will be rendered ahead of the queue. *If required*, separate queue may be formed for such consumers.
2. Policy for according such priority as above shall be displayed on boards near the cash counters.
3. Additional/ Separate queue will be formed in a case number of the consumers standing in the queue reaches more than ten (10).
4. Address of other nearby collection partners of DJB like ICICI Bank, IDBI Bank, Corporation Bank, Allahabad Bank, Jeevan Centre and Kiosk Centre etc. will be displayed near the cash counters.



[Shekhar Kumar]
Dy. Director (Revenue) HQ-III
Head-Collection Group

All Zonal Revenue Officers
All Additional Zonal Revenue Officers

Copy to :

1. Director (Revenue)
2. All ~~Joint~~ Directors of Revenue/ All Dy. Directors (Revenue)
3. EE (EDP) for Uploading on the Website
4. Instructional Order Register in the office of DoR

Sanjay
30/1/13

500/292
20/1/13