

No.DJB/DOR/VIP-ref/2015/11656

Dated: 29/9/2015

INSTRUCTIONAL ORDER

**Subject:- Grievance registration in RMS at zonal level.**

Realignment of ZRO Offices was done by the Administration in the year 2011-12 in accordance with EE (Maintenance) as well as constituencies of MLAs.

2. On realignment, it has been observed that all the ZRO offices are not located centrally in their respective areas, as a result of which the consumers at times have to travel distance for registering their grievances.
3. In order to facilitate the consumers in registering their grievances, it has been decided that henceforth, any consumer of any area may register his/her grievance in the nearest zone at "**MAY I HELP YOU**" desk set up in each zone. After registering the complaint under RMS, the consumer would be given a grievance no. and the same may be forwarded to concerned zone.
4. All ZROs are directed to ensure that the person deputed at "**MAY I HELP YOU**" desk will accept and register all grievance received whether pertaining to their or another zone. Any laxity noticed in this regard will attract disciplinary action against the defaulting officer/official.
5. This is for strict compliance.

*Nidhi*  
(Nidhi Srivastava)  
Director(Revenue)

All ZROs

*EE (EDP)*

Copy for information and necessary action to:

1. All Jt. Directors
2. All Dy. Directors
3. EE(EDP): for uploading on DJB website
4. Consultant (PR) : for a Press Release.

Copy for information to:

1. Vice Chairman
2. CEO
3. Member (Admn.) / Member (Finance)/Member (WS)/ Member (Dr. )
4. All Members of the Board
5. All Hon'ble MLA's
6. All Chief Engineer(Civil)

*Nidhi*