



OFFICE OF DIRECTOR (REVENUE)
DELHI JAL BOARD: GOVT. OF NCT OF DELHI
VARUNALAYA PH-II, KAROL BAGH, NEW DELHI-5.



OFFICE ORDER No: 85

DATED: 09.11.2022

Sub.-: Key Performance Indicator (KPI) for the officials of ZRO offices reg.

Competent Authority vide its orders dated 07.11.2022 has approved following scheme of Incentive/ Dis-incentive through Key Performance Indicator (KPI) for the officials of ZRO offices as under:-

(A) Key Performance Indicators (KPIs) for Zonal Revenue Officers (ZROs)*:

S.No.	Indicator	Points	Maximum Points
D1	(i) Percentage of monthly grievances received in the zone through RMS/1916/Social Media/PGMS/LG Listening Portal		300 Points
		(i) 0%	300 Points
		(ii) 0% to 0.5%	100 Points
		(iii) 0.5% to 1%	50 Points
		(iv) Above 1%	0 Points
D2	(ii) Percentage of bills corrected against Audit failure cases		300 Points
		(a) Above 70%	300 Points
		(b) Between 60% to 70%	200 Points
		(c) Between 50% to 60%	100 Points
		(d) Between 40% to 50%	50 Points
		(a) Below 40%	0 Points
Maximum Points			600 Points

Incentive:

- Top Three best ZROs, who will achieve 400 points and above will be recognised publically by the way of awarding Mementos/ Shield.
- Their photographs will be displayed at Reception Counter in DJB (HQ), in their respective offices, in Varun Patrika of DJB and on DJB's Website.
- In case, more than three ZROs achieve same maximum points, then Top Most Three ZROs will be selected on the basis of exact performance in terms number of Grievances received.

Disincentive: ZROs achieving 200 Points or less will be dis-incentivised as under:-

- At first instance, show cause notice will be issued by JD/ DD concerned.
- At second instance, Adverse entry in ACR and case for minor proceedings /proceedings as deemed fit will be initiated.
- At third instance, strict disciplinary action as deemed fit will be taken.

*Only those ZROs will be qualified to be checked on above KPI who attain minimum level of audit as prescribed vide Director, Revenue's instructional order dated 12.08.2022. ZROs who are disqualified and are not assessed in above KPIs shall also be liable for disincentives as per above action.

(B) Key Performance Indicators (KPIs) for "Meter Inspectors"

S.No.	Indicator	Points	Maximum Points
D1	(i) Percentage of MLOC tagged against respective MI		200 Points
	(a) Above 5%	0 Points	
	(b) Between 3% to 5%	50 Points	
	(c) Between 1% to 3%	100 Points	
	(d) Between 0% to 1%	200 Points	
D2	(ii) Percentage of meter STOP cases tagged		200 Points
	(a) Above 5%	0 Points	
	(b) Between 3% to 5%	50 Points	
	(c) Between 1% to 3%	100 Points	
	(d) Between 0% to 1%	200 Points	
Maximum Points			400 Points

Based upon the above points, scheme of incentive and de-incentive may be fixed as under: -

Incentive:

- Top Three MIs, who will achieve 300 points and above will be incentivised by cash award after the closure of bi-monthly billing cycle as under:-
 - Best MI - Rs.15,000/-
 - MI at 2nd Rank - Rs.10,000/-
 - MI at 3rd Rank - Rs.7,500/-
- If more than three Meter Inspectors(MIs) will achieve 300 points and above, the selection of top three MIs for incentive will be done on the basis of exact Meter Lock & Stop cases.
- Their photograph will be displaced at Reception Counter at DJB (HQ), in their respective offices, in Varun Patrika of DJB and on DJB's Website.

Disincentive: MIs who will achieve 100 Points and less will be dis-incentivised as under:-

- At first instance, show cause notice will be issued by JDs/ DDs/ZROs concerned.
- At second instance, Adverse entry in ACR and case for minor proceedings/ proceedings as deemed fit to be initiated.
- At third instance, strict disciplinary action as deemed fit.



Key Performance Indicators (KPIs) for "Meter Readers"

S.No.	Indicator	Points	Maximum Points
	(i) Bi-monthly OK billing of non-bulk connections		200 Points
	(a) Billing above 90%	200 Points	
	(b) Billing between 75% to 90%	100 Points	
	(c) Billing between 60% to 75%	50 Points	
	(d) Billing below 60%	0 Points	
D2	(ii) Audit failure percentage		200 Points
	(v) 0%	200 Points	
	(vi) 0% to 0.5%	100 Points	
	(vii) 0.5% to 1%	50 Points	
	(viii) Above 1%	0 Points	
Maximum Points			400 Points

Based upon the above points, scheme of incentive and de-incentive may be fixed as under: -

Incentive:

- Top Three Meter Readers, who will achieve 300 points and above will be incentivised by cash award after closure of bi-monthly billing cycle, as under:-
 - Best MR - Rs.10,000/-
 - MR at 2nd Rank - Rs.7,500/-
 - MR at 3rd Rank - Rs.5,000/-
- If more than three Meter Readers (MRs) will achieve 300 points and above, the selection of top three MRs will be done on the basis who have done high billing.
- Their photograph will be displaced at Reception Counter at DJB (HQ), in their respective offices, in Varun Patrika of DJB and on DJB's Website.
- The photograph of Rest of the Meter Readers who will achieve 200 points and above will also published in Varun Patrika of DJB and on DJB's Website.
- Incentive will also be applicable on the same parameters for the Meter Readers engaged by outsourced agencies/PPP Zones.

Disincentive: Meter Readers who will achieve 50 Points and less than 100% will be dis-incentivised as under:-

(a) For Meter Readers of DJB:

- (i) 1st instance: Show Cause Notice will be issued by JD/DD/ZRO concerned.
- (ii) 2nd Instance: Adverse entry in ACR will be done and case for Major/ Minor penalty proceedings may be initiated
- (iii) 3rd instance: Strict Disciplinary proceedings as deemed fit will be taken.

(b) For Meter Readers engaged by outsourced zones/PPP Zones:

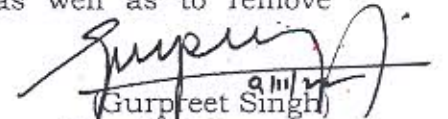
- (i) 1st instance: MR concerned will be removed from the job and will be disqualified for further engagement in DJB. Agency will engage another Meter Reader in place of him/ her. ZRO concerned will immediately take up the matter with M/s

Wipro for permanent de-activation of id of removed meter reader so that he/she may not get re-engaged in any other zone of DJB.

- (ii) If 20% or more Meter Readers of any outsourced agency will fail in KPI in one billing cycle, the performance will be considered as poor. Action for discontinuation of the agency shall be taken as per contract agreement not only for that zone but also for all the zones in DJB, if any.

Other points :

1. In case any ZRO, Meter Inspector and Meter Reader is transferred from one zone to another zone for any reason, then points of zone from where he is transferred will be carried forwarded for the purpose of implementation of the KPI Parameters.
2. KPI will be applicable from the next billing cycle after issue of formal orders on the subject and will be applicable for all onward billing cycles.
3. Training Workshop will be organised to spread awareness among the stakeholders reg. KPIs.
4. Further, it will be the responsibility of DOR to implement above incentive/disincentive scheme based on KPI parameter at the end of every billing cycle within first 10 days of next month. However, issue of Show Cause Notices to concerned Meter Readers, initiating cases for adverse entry in ACR, major penalty proceedings and disciplinary proceedings will be the responsibility of the concerned JDR/DDR.
5. M/s Wipro Ltd/SI will provide the requisite data immediately after completion of each billing cycle to all JDRs/DDRs for initiating proposed action against Meter Readers them.
6. Member (Finance) is authorised to review/ change the threshold points for the above KPI of ZROs/MIs/ MRs at any point of time and other changes as may be essential to implement the above scheme effectively as well as to remove difficulties.


Gurpreet Singh
Director (Revenue)

No.DJB/DOR/KPIs/2022/11375

Dated: 09.11.2022

Copy for kind information to:-

1. Vice Chairman, DJB
2. CEO
3. Member (Admn.)/Member (Finance)/Member(W)/Member(Dr.)/CVO.
4. Director (A&P)/Director(F & A)/DOV.

Copy for necessary action to:

1. All JDRs/DDRs
2. All ZROs : also got noted to MIs and MRs in respective of their zones.
3. EE(EDP): for uploading on DJB website.
4. M/s Wipro Ltd
5. All Outsourced agencies/PPP agencies.
6. Office Order Book.

Prog-I

18/11/22
Addl. Chief Engineer (Project)-I
EDP Cell, Delhi Jal Board, GNCTD
Dy. No. 3271 dt. 18-11-2022


Director (Revenue)
RAHUL
Assistant Engineer (EDP)