



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

STOP CORONA

- ❖ Wash Your Hand
- ❖ Wear Mask
- ❖ Maintain Social Distance

OFFICE ORDER NO.: 02

DATED: 25-11-2022

The responsibility of providing the water supply and sewerage disposal is being discharged by Engineering Wing of DJB. On the other hand, the water billing and collection is being done separately by the Revenue Wing of DJB. Delhi is divided into 41 Revenue Zones. Each Revenue Zone is headed by Zonal Revenue Officer(ZRO). The ZROs are responsible for billing and collection of revenue from the consumer. A DD/JD level Officer supervises on an average 8-10 revenue zones. Parallely, there are 11 Maintenance zones each headed by Additional Chief Engineer(ACEM). The ACEMs are responsible for water supply and sewerage disposal in their respective divisions.

2. Despite the fact that the subject of water supply and water billing are highly correlated to each other, both the wings i.e. Engineering and the Revenue operates in silos. Unlike other water boards in the country, in DJB, the wing responsible for water billing in an area is not responsible for water supply and sewerage disposal in that area. Similarly, the authority responsible for sanctioning of water connections is different from the one responsible for installation of water meter. The parallel operation of the two wings leads to issues such as delay in provision of services, lack of coordination, lack of convergence etc.

3. The study of other Water Boards in Metropolitan cities in the country shows that a single wing i.e. Engineering wing discharge the responsibilities of both water supply and sewerage disposal along with billing and collection of revenue. The advantages of integration of Revenue and Engineering wing apparently are better connect with the field, speedy resolution of grievances, improved monitoring etc.

4. In order to tap the potentialities of convergence amongst the two wings and to improve the provision of services to the consumer, it is imperative to unify the Engineering Wing and Revenue Wing and carry out revenue restructuring in Delhi Jal Board. Accordingly, it has been decided to bring the functional and administrative control of ZRO offices under ACEMs. 41 ZROs offices placed under the direct supervision and control of 11 ACEs (M) constituency wise are as under:-

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| Sl. No. | ACE(M) | Assembly Constituency & No. | ZRO placed under ACE(M) |
|---------|--------------|---|---|
| 1. | A.C.E. (M)-1 | TrilokPuri -AC-55 Kondli - AC-56 Patparganj - AC-57 Laxmi Nagar - AC-58 Vishwas Nagar - AC-59 Krishna Nagar - AC -60 Gandhi Nagar - AC-61 Shahdara - AC-62 | ZRO(East)-I, Mayur Vihar ZRO(East)-I, Mandawali ZRO(East)-I, PreetVihar ZRO(East)-IV, YojnaVihar ZRO(EZ)-II, Shiv Puri ZRO(NE)-III, New Seelampur ZRO(NE)-I, Shahdara |
| 2. | A.C.E. (M)-2 | SeemaPuri - AC-63 Rohtash Nagar - AC-64 SeelamPur - AC-65 Ghonda - AC - 66 Babar Pur - AC -67 GokalPuri - AC-68 Mustafabad - AC-69 Karawal Nagar - AC -70 | ZRO(NE)-I, GTB Enclave ZRO(NE)-II, Yamuna Vihar |
| 3. | A.C.E. (M)-3 | Narela - AC-1 Badli - AC-5 Rithala - AC-6 Bawana - AC-7 Rohini - AC-13 | ZRO(NE)-II, Narela ZRO(NW)-IV, Kewal Park ZRO(NW)-II, Rohini |
| 4. | A.C.E. (M)-4 | Burari - AC-2 TimarPur - AC-3 AdarshNgr - AC-4 Model Town - AC-18 | ZRO(NZ)-II, Burari ZRO(NZ)-II, Mukherjee Nagar |
| 5. | A.C.E. (M)-5 | Sadar Bazar - AC-19 Chandni Chowk - AC-20 Matia Mahal - AC-21 Balimaran - AC-22 Karol Bagh - AC-23 Patel Nagar - AC-24 Rajender Nagar - AC-39 | ZRO(CZ)-II, Pratap Nagar ZRO(CZ)-I, Jhandewalan ZRO(CZ)-II, Tibiya College ZRO(WZ)-II, Rajinder Nagar |
| 6. | A.C.E. (M)-6 | Shalimar Bagh - AC-14 Shakur Basti - AC-15 Tri Nagar - AC -16 Wazirpur - AC-17 Moti Nagar - AC-25 MadiPur - AC-26 | ZRO(NZ)-III, Ashok Vihar ZRO(NW)-III, Kanhaiya Nagar ZRO(WZ)-II, Punjabi Bagh |
| 7. | A.C.E. (M)-7 | Mundka - AC-8 Kirari - AC-9 SultanpurMajra- AC-10 NagloiJat - AC-11 | ZRO, NWS Bhera Enclave ZRO(NW)-I, Kirari ZRO(NW)-I, Sultanpuri |

R.

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|-----|---------------|---|--|
| | | MangolPuri – AC-12 | |
| 8. | A.C.E. (M)-8 | Rajouri Garden – AC-27 Hari Nagar – AC-28 Tilak Nagar – AC-29 JanakPuri – AC-30 VikasPuri – AC-31 Uttam Nagar – AC-32 | ZRO(WZ)-I, Rajouri Garden ZRO(WZ)-I, Subhash Nagar ZRO(WZ)-I, Janakpuri ZRO(WZ)-III, PaschimVihar |
| 9. | A.C.E. (M)-9 | Dwarka – AC-33 Matiala – AC-34 Najafgarh – Ac-35 Bijwasan – AC-36 Palam – AC-37 | ZRO,Dwarka ZRO(SW)-I, Kakrola More ZRO,NWSNajafgarh ZRO, NWS Mohan Garden ZRO(SZ)-II, Vasant Kunj |
| 10. | A.C.E. (M)-10 | Jangpura – AC-41 Kasturba Nagar – AC-42 Malivya Nagar – AC-43 R. K. Puram – AC-44 Greater Kailash – AC-50 Kalkaji – AC-51 | ZRO(SZ)-II, Lajpat Nagar ZR(SZ)-II, Giri Nagar ZRO, MNWS, Malviya Nagar ZRO(SW)-III, R.K.Puram ZRO(SZ)-II, Greater Kailash |
| 11. | A.C.E. (M)-11 | Mehrauli – AC-45 Chattarpur – AC-46 Deoli – AC-47 Ambedkar Nagar – AC-48 SangamVihar – AC-49 Tuglakabad – AC-52 BadarPur – AC-53 Okhla – AC-54 | ZRO(SZ)-I, Saket ZRO, MVV, Saket ZRO(SZ)-IV, SaritaVihar |

5. ACEMs shall be responsible for overall functional and administrative control of ZRO offices. The powers hitherto exercised by JDRs/DDRs with respect to revenue matters shall now be exercised by ACEMs.

6. The work allocation among JDRs/DDRs shall be done by Director (Revenue) separately.

7. **This arrangement shall come into force w.e.f. 1st December 2022.**

This issues with the approval of the Competent Authority.


(Pooja Jain) 25/11/22
Member (Finance/Administration)

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No. DJB/Member (Admn.)/Restructuring/2022/ 58307

Dated: 25-11-2022

Copy to:-

1. Chairman, DJB.
2. Vice Chairman, DJB.
3. CEO, DJB
4. All Members of the Board.
5. Member (Finance)/Member (W)/Member (Dr.)/CVO.
6. Director (Revenue)/Director (A&P)/Director (F&A).
7. All ACEs (M).
8. All JDRs/DDRs/ZROs.
9. Consultant (Finance)/ Consultant (Audit).
10. All JDs(F&A)/DDs(F&A)/Concerned Sr.AOs/AOs/ Concerned AAOs.
11. M/s Wipro Ltd / M/s PwC/M/s E & Y LLP
12. EE (EDP): for uploading on DJB website.
13. Office Order Book.

EE/EDP


Member (Finance / Administration)

Addl. Chief Engineer (Project)-I
EDP Cell, Delhi Jal Board, GNCTD
Dy. No. 7352 dt. 05-12-2022

Prog-I 
5/12/2022

RAHUL
Assistant Engineer (EDP)