



OFFICE OF DIRECTOR (REVENUE)
DELHI JAL BOARD: GOVT. OF N.C.T. OF DELHI
VARUNALAYA PH-II, KAROL BAGH,
NEW DELHI-110005.



NO.:DJB/DOR/SKS/2023/ 1482

DATED: 27/02/2023

INSTRUCTIONAL ORDER

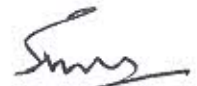
Subject: Registration of offline grievances on RMS portal and its timely resolution reg.

It has been observed that ZROs are not registering consumers' complaints/grievances being received from various sources into RMS portal, despite several instructional orders issued from time to time.

2. Henceforth, ZROs will be held responsible in case RMS grievance ID is not found to be generated timely in respect of all the complaints/ references received from any source other than RMS such as through email/ whatsapp/ social media/ LG Listening post/ PGMS portal and hard copy in zonal offices received directly or through HQ.

3. Further, after the mandatory registration of all the complaints/ references in RMS, ZRO concerned shall ensure disposed off the same within five (05) working days. ZROs shall submit a certificate every fortnight that all grievances received have been uploaded on the RMS portal.

For strict compliance & necessary action.


(S.K. Sharma) 27/2/2023
Jt. Director Revenue (Admn)

All ZROs/Addl.ZROs

Copy to:


1. PS to Vice-Chairman, DJB for kind information.
2. PS to CEO for kind information of CEO.
3. Member (A)/Member(F)/Member(W)/Member(Dr.) for kind information.
4. DOR for kind information.
5. All Chief Engineers for kind information please.
6. All ACEs (M)/ ACE (Project)-I & II.
7. All Jt. Directors (Revenue)/ All Dy. Directors(Revenue).
8. EE (EDP) : For uploading on DJB website.
9. Project Director, M/s. Wipro Ltd., 6th Floor, Varunalaya -II for necessary action in RMS.

Prog-I



28/02/2023

RAHUL
Assistant Engineer (EDP)


27/2/2023
Jt. Director Revenue (Admn)

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