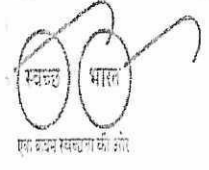




OFFICE OF JOINT-DIRECTOR (REVENUE)
DELHI JAL BOARD: GOVT OF NCT OF DELHI
VARUNALAYA PH-II, KAROL BAGH, NEW
DELHI



F.NO. 544 /DJB/DOR/JDR-HQ-Admin/2024/ 2178

Dated: 27.05.2024

INSTRUCTIONAL ORDER

Whereas, it has been observed that the Meter Readers are not performing their duties properly and not reporting in the field timely for the purpose of Billing/Meter Reading, thereby affecting the billing efficiency and consequent revenue generation.

Therefore, it is hereby directed as under: -

- i) The attendance of Meter Readers will be recorded from the time of the generation of the first water bill of the day in the area.
- ii) The location of meter reading device must be on during reading and generation of water bill.
- iii) All the Meter Readers will remain in the area for billing/meter reading from 9.30 A.M to 03.00 P.M.
- iv) After 03:00 PM, Meter Readers are required to report back to their respective offices for all indoor office works like generation of left out bills, up-dation of consumer's mobile no. & other required information in RMS and other works assigned by ZRO till the closing time of the office.
- v) When billing round is yet to be commenced, All Meter Readers shall be utilized for rigorous drive for recovery purpose, identification of illegal water connections, construction cases, distribution of notices etc. They shall submit a daily report to the concerned ZRO who shall then compile the same and submit it to the Revenue H.Q on a daily basis, apart from regular disconnection/recovery reports.

ZROs concerned shall ensure strict compliance of above instructions by all concerned with immediate effect.

This issues with the approval of the Competent Authority.

S.K. Sharma
27/5/2024

(S.K.Sharma)

Jt. Dir(R)HQ-Admn.

Dy. Director (IT)
Delhi Jal Board, GNCTD

All ZROs
Copy to:

Dy. No. 711 dt 27-05-2024
28-05-24

1. P.S to CEO, DJB: - for kind information.
2. P.S to Member(F):- for kind information.
3. Dir. of Revenue: - for kind information.
4. SE(M)-I to XI.
5. SE (Water) Project -I & II.
6. All JDRs/DDR (H.Q).
7. EE (C) Maintenance.
8. EE (EDP)- with the request to upload the same on the website of DJB.
9. M/s Wipro: - to report to this office regarding point no. 01 referred above on daily basis.

DD-(IT)

Progr 2

Dy. Director (IT)

Delhi Jal Board, GNCTD

Jt. Dir(R)HQ-Admn.

S.K. Sharma
27/5/2024