



DELHI JAL BOARD: GOVT OF NCT OF DELHI
OFFICE OF THE DIRECTOR REVENUE
VARUNALAYA, PH-II, JHANDEWALAN, DELHI-
110005



No: DJB/DoR/JDR/DDR(HQ)-II/2025-26-2215 Dated:18.02.2026

Industry Consultation Workshop

Delhi Jal Board invites interested agencies, stakeholders, and industry experts to participate in an Industry Consultation Workshop for the **Engagement of an Agency/consortium of agencies for eKYC, Meter Reading, Spot Billing and A4 size Distribution of Bills along with Delivery of Proof, and management of call centre services** along with development of necessary applications, if required.

The workshop aims to discuss requirements, scope, and best practices to ensure efficient and transparent service delivery.

Date: 20th February 2026

Time: 3:00 PM

Venue: Conference Hall No. 1, Delhi Jal Board (HQ), Varunalaya Phase-II, Jhandewalan, Karol Bagh, New Delhi-110005

The workshop will be held through hybrid mode for wider participations. The link for virtual/online workshop is as under "<https://meet.google.com/xjw-aiqe-ogh>". The detailed Terms of References (ToR) and Scope of Work (SoW) are attached herewith for reference.

Dy. Director (Rev) HQ-II

FOR ALL STAKEHOLDERS

DD(IT) EDP: With Request to kindly upload this notice on DJB official website for wider participations along with attached ToR and SoW.

** And also make necessary arrangement for IT set-up for the meeting*

Dy. Director (IT)
Delhi Jal Board, GNCTD

Dy. No. 371 dt 18/2/26

*Page I
4 placed on
DJB website
17/02/2026*



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Dy. Director (Rev) HQ-II

FOR ALL STAKEHOLDERS

PUBLIC NOTICE

Invitation for Industry Consultation Workshop

Delhi Jal Board (DJB), a statutory body under the Government of NCT of Delhi, proposes to conduct an **Industry Consultation Workshop** with prospective industry participants as part of its preparatory exercise for a forthcoming **Request for Proposal (RFP)** related to large-scale field operations, technology-enabled services, billing, and revenue support systems.

1. Purpose of the Consultation

The Industry Consultation Workshop is being organised to:

- Seek non-binding inputs and suggestions from industry stakeholders
- Understand market capabilities, technology maturity, and implementation models
- Validate proposed scope, eligibility criteria, SLAs, and procurement structure
- Ensure transparency, competitiveness, and practicality in the proposed RFP

2. Indicative Areas of Discussion

The consultation will broadly cover the following aspects:

- Project scope and service delivery model
- Field operations at scale and manpower deployment
- AI/OCR, mobile applications, and system integration
- Data security, auditability, and compliance requirements
- Commercial structure, SLAs, and payment mechanisms
- Eligibility, consortium/JV conditions, and evaluation approach

3. Eligible Participants

The workshop is open to:

- Technology solution providers (AI/OCR, GovTech, UtilityTech)
- Field service and large-scale operations agencies
- IT/ITES firms and system integrators
- MSMEs and Start-ups meeting relevant experience criteria
- Industry associations (if any)

Participation is **voluntary, open, and non-exclusive**.

4. Workshop Details

- **Mode:** Hybrid
- **Date & Time:** 20.02.2026 at 3.00 PM
- **Venue / Link:** To be notified separately
- **Duration:** Approximately half a day

5. Registration Process

Interested participants are requested to confirm their participation by submitting:

- Organisation name
- Nature of business
- Contact person details
- Email ID and mobile number

Details shall be submitted via email to: ddrev.djb@nic.in

6. Submission of Suggestions

Participants may submit written suggestions/comments:

- During the workshop, and/or
- Within the stipulated time period after the workshop (as notified)

All submissions shall be **non-binding** and **advisory in nature**.

7. Important Disclaimer

- Participation in this Industry Consultation Workshop **does not confer any right, preference, or advantage** in the subsequent tendering or bidding process.
- Inputs received will be examined internally, and DJB reserves the right to accept or reject any suggestion without assigning reasons.
- The consultation shall not be construed as a commitment to issue an RFP or award any contract.
- No commercially sensitive or proprietary information should be shared during the consultation.

BACKGROUND & CONTEXT OF THE ASSIGNMENT

Delhi Jal Board (DJB), a statutory body under the Government of NCT of Delhi, is responsible for the production, treatment, transmission, distribution of potable water, and billing and collection of water and sewerage charges across the National Capital Territory of Delhi.

With a large and diverse consumer base spread across multiple zones and wards, DJB manages millions of domestic, non-domestic, institutional, and commercial connections. The existing scale of operations, coupled with legacy processes, manual interventions, and fragmented field operations, has resulted in challenges related to billing accuracy, consumer data quality, service transparency, and revenue efficiency.

To address these challenges and to transition towards a technology-driven, citizen-centric and revenue-assured operational model, DJB proposes to onboard a professional consortium (two entities) for execution of end-to-end field and revenue support services, supported by modern digital tools and controlled through DJB-owned systems.

WHAT DJB IS ONBOARDING THROUGH THIS RFP

Through this engagement, DJB is onboarding a single accountable agency to undertake the following integrated functions at scale:

1. Door-to-door consumer interface operations, including:
 - Digital e-KYC of existing consumers
 - Physical verification and validation of consumer details
2. Technology-enabled meter reading operations, using:
 - AI/ML-powered OCR-based meter reading
 - Photo, GPS, date, and time-stamped field data capture
 - Exception handling for faulty, inaccessible, or tampered meters
3. Billing support and bill distribution services, including:
 - On-spot or backend bill generation as per DJB systems
 - Proof-of-Delivery (POD) with geo-tagged evidence
4. Consumer awareness and revenue facilitation, through:
 - IEC activities on billing, LPSC benefits, and grievance mechanisms
 - Structured outreach to improve payment behaviour and awareness

5. Centralized and zonal call centre support, for:
 - Billing, meter, and revenue-related consumer queries
 - Grievance logging, escalation, and SLA-based resolution
6. Management Information System (MIS) and analytics, enabling:
 - Real-time monitoring of field operations
 - Zone-wise, ward-wise, and consumer-category-wise reporting
 - Audit-ready trails for readings, billing, delivery, and outreach

STRATEGIC INTENT

This on-boarding is not limited to manpower deployment, but is aimed at establishing a disciplined, auditable, and outcome-based operating model where:

- DJB retains full ownership of data, systems, and decision-making
- Field activities are digitally controlled and traceable
- Payments to the agency are strictly output-based and SLA-linked
- Revenue leakages, billing disputes, and consumer grievances are reduced
- A scalable foundation is created for future integration with DJB's upgraded billing and digital platforms

SCOPE OF WORK

The selected agency shall provide **end-to-end, zone-wide field and revenue support services** for **Delhi Jal Board (DJB)**, ensuring accuracy, transparency, data security, SLA compliance, and measurable improvement in billing efficiency and revenue realization.

1 Mobilisation & Deployment

- a) Mobilise complete manpower, hardware, software, and operational infrastructure **within 30 days** of issuance of the Letter of Award (LoA).
- b) Deploy adequate meter readers, e-KYC executives, bill distribution staff, IEC personnel, and call centre agents as per daily and zonal targets prescribed by DJB.
- c) All field staff shall:
 - Carry DJB-approved photo ID cards
 - Wear prescribed uniform
 - Follow DJB conduct and verification protocols

1.2 AI-OCR Based Meter Reading & Billing Support

- a) Capture meter readings **only through DJB-approved/provided mobile application** using meter photographs.
- b) AI-OCR shall automatically extract readings from images.
- c) System shall **auto-reject**:
 - Photo of photo
 - Blurred / cropped images
 - Abnormal consumption jumps beyond tolerance limits
- d) Manual readings shall be permitted **only as logged exceptions with supervisory approval**.
- e) Enable **on-spot bill generation**, where required, till DJB's new billing platform is operational.
- f) Provide **API-level integration wherever required** with existing or future DJB billing systems at no additional cost.

1.3 Door-to-Door e-KYC Operations

- a) Execute consumer e-KYC strictly through **DJB-provided application and formats**.
- b) Ensure **100% coverage** of assigned consumers within timelines defined by DJB.
- c) Validate and sync e-KYC data securely with DJB systems.

1.4 GPS-Based CPID Tagging

- a) Geo-tag each consumer premise using **latitude & longitude**.
- b) Generate and map **Customer Premise Identification Number (CPID)** with existing K-No.
- c) Ensure location accuracy and eliminate duplicate or incorrect premises.

1.5 A4 Bill Distribution & Proof-of-Delivery (POD)

- a) Capture **mandatory Proof-of-Delivery**:
 - Handed over → Photograph of recipient
 - Placed → Photograph of placement location with GPS & timestamp
- c) **No cash or digital payment collection** shall be undertaken by field staff.

1.6 Zonal & Central Call Centre Services

a) Operate call centres for handling:

- Billing queries
- Meter complaints
- Revenue and payment-related issues

b) Manage escalation matrix, SLA tracking, and grievance closure.

c) Maintain call logs, recordings, and resolution MIS.

1.7 MIS, Dashboards & Reporting

The Consortium shall submit verified MIS reports including:

a) **Daily Reports**

- Meter readings completed
- e-KYC completed
- Bills delivered with POD
- IEC activities conducted

b) **Weekly Reports**

- Revenue impact analysis
- Arrear identification
- Exception and anomaly reporting

c) **Monthly Reports**

- Consolidated performance
- SLA compliance
- Penalty & incentive analysis

All reports shall be available through dashboards and exportable formats as required by DJB.

1.8 General Responsibilities

a) Ensure **data confidentiality, integrity, and ownership** remain with DJB at all times.

b) Comply with all **SLA parameters, statutory requirements, and DJB instructions**.

c) Any activity required for successful execution, even if not explicitly mentioned, shall be deemed included in scope **without additional cost**.