

No. DJB/DOR/Advisory/2018/7082-37137

Dated 24-8-18

**ADVISORY**

It has been observed that a large number of consumers visit Revenue (HQ) for redressal of their grievances related to water / sewer bills, new water / sewer connections, mutation and disconnection etc. Most of them are Senior Citizens. The reason behind visiting Hqs is either they are unaware about the location of their area office of ZRO/DD/JD and/or they are misguided by the zonal staff as a result of which they have to approach at Hqs. which is located very far away from their residence.

Since, record of aggrieved consumers is available with the concerned Zonal Revenue Office, therefore, any grievance of consumer related to water / sewer bills, new water / sewer connections, mutation and disconnection etc must be resolved at concerned Zonal Revenue Office. In case, any consumer is not satisfied with the reply/action of the Zonal Revenue Officer, he/she should be advised to meet concerned Dy. Director/Jt. Director (as the case may be) for redressal of his /her grievance. If the aggrieved consumers is still not satisfied with the reply of the area DD/JD, in that case he /she should be advised to approach at Revenue (HQ).

All ZROs/Addl.ZROs are, therefore, advised to arrange to place a Notice Board having *overleaf* information at Zonal Cash Counter under their jurisdiction as well as outside their office for the awareness of the consumers, so that they may act accordingly. Efforts should be made to settle maximum grievances at the level of ZRO.

**All ZRO/Addl.ZROs**

Copy to:

1. Secy to CEO for kind information of the CEO.
2. Member(Finance): for kind information.
3. All JDs/DDs : for necessary action pl.
- ✓ 4. Guard file.

21/08/2018  
(Bansh Raj)  
Director(Revenue)

21/08/2018  
Director(Revenue)

P.T.O.

## OFFICE OF THE ZONAL REVENUE OFFICER

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If you are not satisfied with the work of this office, or have any unresolved grievance you may contact following Joint Director/ Deputy Director on any working day.

Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Address : \_\_\_\_\_  
Mobile No. : \_\_\_\_\_  
Land Line : \_\_\_\_\_

## कार्यालय का नाम

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यदि आप इस कार्यालय के किसी कार्य से संतुष्ट नहीं हैं अथवा आपकी शिकायत पर कार्यवाही नहीं हो रही है तो आप निम्नलिखित संयुक्त निदेशक / उपनिदेशक से किसी भी कार्य दिवस में संपर्क कर सकते हैं।

नाम : \_\_\_\_\_  
पद : \_\_\_\_\_  
पता : \_\_\_\_\_  
मोबाइल न. : \_\_\_\_\_  
दूरभाष : \_\_\_\_\_