

DELHI JAL BOARD

GRIEVANCE REDRESSAL MECHANISM

DJB Customer Care Number (Water/Sewer/ Billing) : 1916

Direct Line (Billing Grievances) : 011-23612222

Jt. Dir.(West/ NorthWest)	Sh. V.P. Tanwar	Club Road, Punjabi Bagh, New Delhi . Ph. 25225639	
ZRO (West)-III Paschim Vihar	Smt. Malkeet Kaur Mob. 9560001277	Outer Ring Road, Paschim Vihar, New Delhi. Ph. 25252797	Uttam Nagar, Subhash Park, Santosh Park, Sanjay Enclave, Bhagwati Vihar, Vijay Vihar, Nanad Ram Park, Shish Ram Park, Sewak Park, Manas Kunj, Bindapur, Kiran Garden, Omvihar, Vikashpuri(DG1 to 3 ,M-Block, F-block, E-block, KG-1,FG-1,AG-1),Vani vihar, Om vihar Ph-I&II,Paramपुरi.
ZRO (West)-II Punjabi Bagh	Smt. Saroj Vimal, Mob. 9650173332	Club Road, Punjabi Bagh, New Delhi Ph. 25223568	Punjabi Bagh, Sudarshan Park, Vishal Enclave, Moti Nagar, Kirti Nagar, Ramesh Nagar, Mansarover Garden, Basai Darapur, Madan Park, Paschimpuri, Madipur, Karamपुरa.
ZRO (NW) –II Narela	Sh. Raj Pal (Look after) Mob. 9650291676	Safiyabad Road, OHT, Narela, New Delhi Ph. 27281673	Alipur, Puth Khurd, Narela, Bawana area , Siraspur, Krishan Vihar, Pooth Kalan, Begampur.
NWS-I, Mohan Garden	Sh. J.Praveen Kumar Mob. 8800595226	Q-Block, Mohan Garden, Near Jain Road, New Delhi ,Customer care : 180030000136	Mohan Garden, Bhagwati Garden, Rama Park, Vipin Garden Extension, Avtar Vihar, Sidhatri Enclave,Hastal LIG, Vikas Nagar, Om vihar phase, Nawada Mazra,Shiva Enclave, Sai Enclave, Raksha Enclave.
NWS-II, Najafgarh	Sh. Ashish Bhatt Mob. 8527995804	Plot no. 5, Rana Ji Enclave, Near S.B.I Bank, Main Najafgarh Road, New Delhi-43	Dharamपुरa, Arjun Park, Ghasipurа Extn., Roshan Vihar, Nangli Vihar, Ranaji Enclave, Shyam Enclave,Durga Park, Gopal Nagar, Prem Nagar, Krishna Enclave, Saraswati Enclave, Kair, Mitraon, Paprawat,Surakhpur.
NWS-III , Bhera Enclave	Sh. Abhishek Saini Mob. 9999280204	H.No. 8, Bhera Enclave, Ist Floor, Paschim Vihar, New Delhi-87 , Customer care : 180030000136	Loknayaк Puram DDA Flat, Baprola, Ranhola Vihar,Kotla Vihar, Mundka Village, Paschim Vihar GH-5 to12, Inder Enclave, Nangloi Extn., Adhyapak Nagar, Amar Colony, Rajdhani Park, Shiv Ram Par, Kamruddin Nagar. Sunder Vihar, Mianwali Nagar, Guru Harkishan Nagar, Mundka,
Dy. Dir.(Rev.) HQ-II	Sh. Naresh Kumar	Room No. 507, Varunalaya Ph-II, Karol Bagh, New Delhi. Ph. 23557792, 107	
ZRO (NW) –III Kanhiya Nagar	Sh. Ashok Luthra Mob. 9871216427	Kanhiya Nagar, Near Metro Stn, New Delhi Ph.27395044	Paschim Vihar, Rani Bagh, Shakur Pur, Saraswati Vihar, Sandesh Vihar,Sainik, Kanhaya Nagar, Tri Nagar, Ram Pura, Lok vihar.
ZRO (West)-II Rajendar Nagar	Sh. Raja Gopalan Mob. 9650291415	OHT, Rajendar Nagar, New Delhi Ph. 25724938	South, West and East Patel Nagar, Baba Farid Puri, Ranjeet Nagar, Pandav Nagar, Than Singh Nagar, Anand Parbat, Shadi Pur, Kham Pur, Baljeet Nagar, Prem Nagar, Nehru Nagar, Naraina Vihar, Naraina Village, Inder Puri, Toda Puri, Dushghara, Pusa, Naraina Industrial Area, Prasad Nagar
Dy. Dir. (CN/NW)	Sh. Jagdish Maurya	Room No. 212, Varunalaya Ph-I, Karol Bagh, New Delhi. Ph. 23520628, 223	
ZRO (CZ) –I Jhandewalan	Ms. Harbhajan Kaur Mob. 9650474009	B-Building, Varunalaya Complex, ,Karol Bagh, New Delhi, Ph. 23612792	Nayabans, Turkman gate, Charkhewalan Chandni Chock, Pahari Dhiraj, Bazar sita ram, Chawari Bazar, Sadar, Telliwara, Ajmeri gate.
ZRO (CZ) –II Pratap Nagar	Smt. Poonam Vij (look after) Mob.9650733822	Near Metro Station, Pratap Nagar, New Delhi. Ph. 23692201	Padam Nagar, Basant Lane, Pahari Dhiraj, Old Chandrawal, Chandni Chock, Kashmiri Gate, Mori Gate, Majnu ka Tila, Kucha ghariram, Clock Tower, Sabzimandi.
ZRO (NW) –III Ashok Vihar	Sh. Rakesh Kumar Sharma (look after) Mob. 9650094230	OHT, Ashok Vihar, New Delhi Ph. 27301456	Nimri Colony, Bharat Nagar, Ashok Vihar, Lawrance Road, Pitam Pura, Prashant Vihar, Shalimar Bagh, Shalimar Village, Wazirpur, Industrial Area Wazirpur.

ZRO (NW) –I Sultan Puri	Sh. Satpal Dhingra Mob. 9811466550	OHT, Jalebi Chowk, Sultan Puri, New Delhi Ph. 25476298	Sector-1 to 3 Rohini, Mangol Puri, Kirari, Sultan Puri, Sanjay Gandhi Transport Nagar, Aman Vihar, Kirari
Dy. Dir.(Rev.) HQ-III	Smt.Parveen Kumari	Room No. 510, Varunalaya Ph-II, Karol Bagh, New Delhi. Ph. 223634490, 108	
ZRO (CZ) –II Tibiya College	Sh. Wassi Ullah Mob. 9015858573	Tibiya Collage, Karol Bagh, New Delhi Ph. 23546251,	6- Tooti, Pahar Ganj, Choona Mandi, Bapa Nagar, Regarh Pura, Old and New Rajinder Nagar, Karol Bagh, Beadon Pura, Sarai Rohilla, Rohtak Road, Manak Pura, Shidi Pura, Modal Basti, Faiz Road, Niwala.
Jt. Dir. (West/ South West)	Sh. Sanjay Gupta	C-2/B Park, Janak Puri, New Delhi. Ph. 25612880	
ZRO (S/W)-I Kakrola More	Sh. Ghanshyam Dass Mob. 9899674520 9650093580	Kakrola More, Near House Tax Office Delhi	Ishwar Colony, Arjun Park, Durga Park, Sadh Nagar, Sainik Nagar, Raj Nagar, Palam, Dwarka, Mangla Puri, Sagar Pur, Vishwash Park, Bharat Vihar, Dabri Extn, Mansa Ram Park,
ZRO (West)-I Janakpuri	Smt. Anita Jain Mob. 9650299115 995377638	OHT,C-2/B, Janakpuri, Ph. 25557475	Mahavir Nagar, Janak Puri, Tilak Nagar, Faten Nagar, Rajouri Garden, Raja Garden , Tagore Garden, Raghubir Nagar, Khayala JJ, Meenakshi Garden, Mahavir Enclave-II&III , Jeevan Park, Virender Nagar.
ZRO (West)-I Rajouri Garden	Sh. Dev Raj Meena Mob. 9650285959	Rajouri Garden, C-2/B Janakpuri , New Delhi	Rajouri Garden, Raja Garden, Tagore Garden, Raghubir Nagar, Khyala JJ, Chaukhandi, Sant Nagar Extn., Khyala, Tatarpur.
ZRO (West)-I Subhash Nagar	Sh. Ravinder Kumar Mob. 9811345915 8447746714	Subhash Nagar, Block - 9, New Delhi Ph. 25408765	Beriwala Bagh, Subhash Nagar, Hari Nagar, Khajan Basti.
ZRO(South) Dwarka	Smt.Vijay Laxmi Mob. 9971018560	DDA office complex , Central Nursury, Sector-5 , Dwarka, New Delhi Ph. 28082442	Dwarka area.
Jt.Dir. (N/NW)	Sh. Rajeshwar Tiwari	Sec- 6, Rohini, New Delhi-110088. Ph. 27040533	
ZRO (NW) –II Rohini	Smt. Neelam Behl Mob. 9971110993	Sector – 6, Vishram Chowk, Rohini, New Delhi. Ph. 27040004	Sector-4 to 18, Rohini, Bawana, Haider Pur.
ZRO (NZ) –II Mukherjee Nagar	Sh. Satish Bhardwaj Mob. 9560297066	Mukherji Nagar, OHT, New Delhi Ph. 27606627	Mukherji Nagar, Hakikat Nagar, Paramanand Colony, Vijay Nagar, Hudson Lines, Delhi University Area, Rajpur Road, Civil Lines, Wazirabad village, Shakti Nagar, Kamla Nagar, Inderlok, Shastri Nagar, Gulabi Bagh, Burari, Malka Ganj, J. Nagar, Prem Nagar.
ZRO (N) –II Kewal Park	Sh. Girish Chandra Lakhera Mob. 9650299989	Near Water Emergency Kewal Park, New Delhi. Ph. 27675270	Majlis Park, Swami Shardhanand Colony, Village Dheer Pur, Gandhi Vihar, Tagore Park, Derawal Nagar, Model Town, Adarsh Nagar, Azadpur, Jahangir Puri, Mukand Pur, Badli, Rana Pratap Bagh, Old Gupta Colony, Nirankari colony, Mahindra Park, Veer Nagar, Jain Colony.
Dy. Dir. (Rev)-I	Sh. Arvind Kaushik ,	Water Emergency, Opp TPT Authority, Burari Ph. 27613757	
ZRO (NZ) –II Burari	Sh .P.K. Kamalasanan Mob. 9650300499	Water Emergency, Opp TPT Authority, Burari, New Delhi Ph. 27613757	Burari, Sant Nagar, Malka Ganj, Jawahar Nagar, Kamal Vihar, Kamalpur.
Dy. Dir.(North /North East)	Sh. R.C.Kalia ,	OHT, G.T.Road , Shahadra, New Delhi Ph. 22591171	
ZRO (N/E)-I GTB Enclave	Sh. Rajesh Kumar Mob. 9650290749	2142, Janta Flats, Nand Nagari. New Delhi, Ph. 22571986	Dilshad Garden, Jagar Puri, Seema Puri, Nand Nagari, Sunder Nagari, Meet Nagar, Gokulpuri, Bank Colony,Mandoli, Ganga Vihar, Jagatpuri Ext, Bhagirathi Vihar.
ZRO (N/E)–II Yamuna Vihar		OHT, Yamuna Vihar, Bhajan Pura, New Delhi Ph. 22910491	Karawal Nagar, Bhajan Pura, Jai Prakash Nagar, Yamuna Vihar, Dayal Pur, Shiv vihar,Khjuri Khas, Sadatpur, Kartar Nagar, Jageet Nagar.
ZRO (N/E)–III Seelam Pur	Sh. Sushil Kumar Mob. 9210048554	Near Seelam Pur Metro Station on Left side of	Kailash Nagar, Gandhi Nagar, Azad Nagar, Rajgarh Colony, Welcome, Seelam Pur, Maujpur, Shastri Park,

		first red light New Seelampur , 22182253,	Babarpur, West Jyoti Nagar, Balbir Nagar, Kailash Nagar, Jafrabad, Kanti Nagar
ZRO (N/E)-I Shahadra	Smt. R. Sri Kumari Mob. 9971133317	OHT, G.T. Road Shahadra, New Delhi Ph. 22591171	Bhola Nath Nagar, Jafrabad, Loni Road, Jhilmil Colony, Vivek Vihar, Kabool Nagar, Dilshad Garden North Ghonda, Shiva Khand, Ashok Nagar, Behari Colony.
Jt. Dir. (South/ SouthWest)	Sh. Paras Ram	Cutomer Care Building, Room No. 104, Greater Kailash, New Delhi. Ph. 29239668	
ZRO(South) –II Lajpat Nagar	Sh. Banwari Lal Mob. 8130535526	Jal Sadan, Lajpat Nagar, New Delhi. Ph. 29814106	Sunlight Colony, Lajpat Nagar, Sarai Kale Khan, Nangli Rajapur, Hari Nagar Ashram, Nehru Nagar, Jangpura, Bhopal, Dariya Ganj, Delhi Gate, Nizamudin, Sukhdev Vihar, Dyanand Colony, Siddhartha Enclave, New friend Colony, Nehru Nagar , Vikram Nagar.
ZRO(SZ) –III G.K.-I	Sh. Ram Niwas Mob. 9810229485 8800094932	A-Block, GK-I, Opp. Sadiq Nagar, New Delhi Ph. 29239806	Kalkaji, Greater Kailash-I &II, Ashian Village, Dakshin Puri Block 1 to 20, Madangir Village, Chitrangan Park., Alaknanda, Hemkunt colony, Devli Village, Tuglakabad Extn. Sant nagar, Kailash Colony, Panchsheel, Ambedakar, Sangam Vihar.
ZRO(SW) –III R.K. Puram	Smt. Sushma Rani Mob. 9818220016 , 9650110079	Sector -7, R.K. Puram, New Delhi Ph. 26193424	Arjun Nagar, Guatam Nagar, Green Park, Munirka, S.D. Area, Vasant Vihar, R.K.Puram, Moti Bagh, Nanak Pura, S D Area, Gulmohar Park, Hauz Khas, Uday Park.
MNWS Malviya Nagar	Sh. Sunny Gupta Mob. 9971511716 Md. Farooqi Mob: 9650490188	D Block, Saket, Opposite PVR Anupam Cinema, New Delhi-110017. Custmer Care No. 18001024669	Saket, Malviya Nagar, Khirki, Adhchini, Begampur, Chirag Dillhi, Hauz Rani, IGNOU Road, Katwaria Sarai, Khirki DDA, Lado Sarai, Navjeevan Vihar, Neb Sarai, Panchsheel Park, Sadhana Enclave, , Sarvodaya Enclave, Shekhe Sarai, Phase-I & 22, Shivalik
MVV Vasant Vihar	Sh. Siddharth Jain Mob. 9711575917 Ashok : 46788903	UGR, Vasant Enclave No. 1, Rao Tula Ram Marg, New Delhi. Custmer Care No. 18001037232	Vasant Vihar, Anand Niketan, Shanti Niketan, West End, Vasant Enclave, Mehrauli, Qutub Ward, Laltanki Ward, Bawaji Ward, Ghadwal Colony Ward, Kishangarh ward.
Dy. Dir. (South / South West)	Sh. Amit Jain	Cutomer Care Building, Room No. 106, Greater Kailash, New Delhi. Ph. 29239668	
ZRO (South)–I Saket	Md. Taushif Mob. 9650094242	Near Modi Hospital, Saket, New Delhi.	Mehrauli Ward-1 to 8, Chattar Pur Village, Sultan Pur, Saidullahjab, Madangir, Dakshin Puri Block A to Z, Krishan Park, Jawahar Park, Raju Park, Khanpur
ZRO (South) –II Giri Nagar	Sh. D. C .Jain Mob. 9650074994	Near Govind Puri Metro Station, Giri Nagar, New Delhi. Ph. 26212219	Govind Puri, East of Kailash, Garhi, Defence Colony, Lajpat Nagar, Kotla Mubarak Pur, South Extension Part-I&II, Lodi Colony, Prem Nagar, Kalka Ji, Arjun Nagar.
ZRO(SZ)- IV Sarita Vihar	Smt.Pushpa Madan Mob. 9868674254	Pkt. - J, Sarita Vihar, New Delhi. Ph. 29941159	Sarita Vihar, Molarband, Pul Pehlad Pur, Meethapur, Badar Pur, Okhla.
ZRO(SW) –II Vasant Kunj	Sh. Omkar Sharma Mob. 9650100566 9968252290	Vasant Kunj, Near B-1 Block, New Delhi Ph. 26897787	Vasant Kunj, Mahipal Pur, Samalkha, Bijwasan, Najafgarh, Rajokari, Rang Puri, Masood Pur, Dhansa, Roshan Pura.
Dy. Dir. (East)	Smt. Abha Tyagi	E-Block, Preet Vihar, New Delhi. Ph. 22468751	
ZRO(East)–I Mayur Vihar	Sh. Sunil Kumar Mob. 9911264077	OHT, Mayur Vihar Ph-I, New Delhi, Ph. 22759551	Mayur Vihar Ph-I, II & III, Laxmi Nagar, Pandav Nagar, Vinod Nagar, Trilokpuri, New Ashok Nagar, Khichripur, Kalyanpuri
ZRO(East)–I Preet Vihar	Sh. Shiv Prasad Mob. 9650094236	OHT, E-Block, Preet Vihar, New Delhi Ph. 22444424	Mayur Vihar Ph-I, II & III, Laxmi Nagar, Pandav Nagar, Vinod Nagar, Sakarpur, Mandawali.
ZRO(East)–II Shiv Puri	Smt. Krishna Devi Mob. 9650034788 9350146301	Shiv Puri, Chander Nagar, New Delhi Ph. 22047239	Shiv Puri, Patpar Ganj, Geeta Colony, Baldev Park, Parwana Road, Chander Nagar, Krishna Nagar, Shreshta vihar.

ZRO(East)-IV Yojna Vihar	Sh. Rajesh Kumar Mob. 9818858095	Near Joseph School, Yojna Vihar, New Delhi. Ph. 22158119	Yojna Vihar, Suraj Mal Vihar, Karkarduman, Saraswati Appartment, I.P. Extn., Joshi Colony, Anand Vihar, Nirman Vihar, Swasthya Vihar, Vishwash Nagar, Guru Anand Nagar, Gagan Vihar.
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DJB Headquarter Numbers:-

Director (Revenue)	Ms. Nidhi Srivastawa, IAS		Room No. 512, Varunalya Phase-II, DJB (HQ) ,Karol Bagh, New Delhi-110005, Ph.23627218
Jt. Dir (Rev.) HQ	Sh. R.S. Godbole		Room No. 510-A, Varunalya Phase-II, DJB (HQ) ,Karol Bagh, New Delhi- 110005, Ph.23634491
Dy. Dir. (Rev.)-I, (HQ)	Sh. A. K. Kaushik		Room No. 508, Varunalya Phase-II, DJB (HQ) ,Karol Bagh, New Delhi-110005, Ph.23614841
Dy. Dir. (Rev.)-II, (HQ)	Sh. Naresh Kumar		Room No. 508, Varunalya Phase-II, DJB (HQ) ,Karol Bagh, New Delhi-110005, Ph.23557792
Dy. Dir. (Rev.)-III, (HQ)	Smt. Praveen Kumari	Billing & Establishment	Office of the Director (Revenue) Room No. 508, Varunalya Ph-II, Delhi Jal Board (HQ), Karol Bagh, Delhi-110005. Ph. 23634490
ZRO (HQ) – II	Smt. Harbhajan Kaur Mob. 9650474009		Bulk Water connections & Govt. Connections
ZRO (HQ) - III	Sh. G.V. Rajagopalan Mob. 9650291415		Commercial connections