

**DELHI JAL BOARD: GOVT OF NCT OF DELHI
OFFICE OF THE DIRECTOR (REVENUE)
VARUNALAYA PHASE-II, KAROL BAGH, NEW DELHI-5.**

No. DJB/DOR/Rebate/2012/ -10895

Dated : 10-10-2012.

Subject : Scheme for grant of 100% rebate in surcharge amount for Domestic consumers.

Delhi Jal Board has decided as follows:-

1. The outstanding late payment surcharge (LPSC) will be deleted in case of domestic consumers Category-A and allow them 100% rebate on LPSC, if upto date payment of water charges is made between 8-10-2012 to 07-12-2012. Such consumers will furnish an undertaking on a plain paper in the format as given in Annexure 'I' to the effect that their premises is/was not being used for any commercial activity such as shop/godown/clinic/coaching centre etc. Those consumers who deposit the full payment including surcharge amount during the rebate period due to ignorance or otherwise, the rebate amount will be adjusted in the next bill of such consumers.

2. It has been further decided that all Zonal Revenue Offices will organize special Dispute Redressal camps at various locations in the areas under their jurisdiction to settle the disputes on every Saturday except Second Saturday. These Camps will be held extensively over next two months for settling such cases. Area Executive Engineer shall provide a finance representative (AO/AAO) alongwith ZRO to hear disputes and settle claims.

3. The timings and venue for holding field Camps shall be displayed prominently in all ZRO offices for information of visiting consumers. It shall be given due publicity through area meter reader and RWAs. Simultaneously, the information will also be conveyed to area MP/MLA/area Councillor, so that maximum number of consumers may avail the opportunity.

4. The dispute Resolution Committees under the ZRO will decide the disputes in a maximum period of 15 days. As and when a dispute regarding arrears is raised by any consumer and ZRO is of the opinion that contention of the consumer holds ground, the ZRO will allow only current payment of water charge without the

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12/X/XII
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LPSC and arrears, pending resolution. The settled arrear amount shall be recovered after revision/ rectification of bill, in maximum two monthly installments.

5. The ZRO will remain available in their offices from 3 to 5 PM everyday to settle grievances, as already circulated vide instructional orders issued on 9-10-2012.

6. For the multi-storey buildings on plots in JJ/ resettlement colonies, the floorwise benefit shall be extended for deciding on water slab, if there are separate electricity connection for each floor.

7. In all such cases where the area MLA inform the ZRO concerned about non availability of water in a particular area, the ZRO, after obtaining a report from the concerned E.E. in this regard, will process the case for deletion of the arrears.

This issues in anticipation of the confirmation of the minutes by the Board.


(B.S. JAGLAN)

DIRECTOR OF REVENUE

All Jt. Directors(Revenue).

All EEs (Maint.)/All Z.R.Os.

Copy to:

1. P.S. to Chairperson (DJB) and Hon'ble Members of the Board please.
2. P.S. to Vice Chairman (DJB) for information of the Vice Chairman please.
3. C.E.O. (DJB) for kind information.
4. Member(Admn.)/(F)/(Dr.)/(WS)/CVO/All C.Es/Secretary (DJB)
5. Director(F&A)/Director(A&P)/DOR(RMS)/DOV
6. All S.Es/ All Joint Directors(F&A)/Dy. Director(F&A)/Dy. Directors(Enf.) /DD(Vig.)
7. SE(EDP) to display the same on DJB website.
8. Meeting Assistant C/o Secretary (DJB) for information.
9. Project Manager, M/s TCS Ltd., 6th Floor, Varunalaya Phase-II, Karol Bagh, New Delhi.


DIRECTOR OF REVENUE

UNDERTAKING

I, _____ K. No. _____
installed at _____,
undertakes that water from Connection has been exclusively used by me for
domestic purpose only and there is/was no commercial activity during the
period for which the arrears are there.

Signature : _____

Dated : _____

Contact No.: _____

UNDERTAKING

I, _____ K. No. _____
installed at _____,
undertakes that water from Connection has been exclusively used by me for
domestic purpose only and there is/was no commercial activity during the
period for which the arrears are there.

Signature : _____

Dated : _____

Contact No.: _____

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