

NO.DJB/DOR/Scheme/2019/ 9444 to 9584

DATED: 05-09-2019.

9582
CIRCULAR

Subject: Scheme for waiver of 100% LPSC amount and slab-wise waiver on accumulated arrears depending on categorization for House Tax in respect of all Domestic (Individual and Bulk) and 100% LPSC waiver for Commercial Consumers.

The Delhi Jal Board vide Resolution No.871 dated 27-08-2019 has approved the Scheme for waiver of 100% LPSC amount and slab-wise waiver on accumulated arrears depending on categorization for House Tax in respect of all Domestic (Individual and Bulk) and 100% LPSC waiver for Commercial Consumers, upto 30-11-2019 as per details given below:

1). Eligibility Criteria :

- All domestic (Individual and Bulk) and commercial consumers of DJB, having a functional water meter will be eligible under the scheme.
- All such consumers who are already having functional water meters and those consumers who will install a meter, before the closing date of the scheme, will be eligible under the scheme.
- To avail the benefit of above scheme, consumers shall be required to clear the outstanding dues, after rebate (on arrears as on 31-03-2019) alongwith bills generated after 31-03-2019, by last date of scheme i.e. 30.11.2019.

2). Salient Feature of the Scheme for Domestic Consumers:

- Under the scheme 100% LPSC waiver due till 31-03-2019, will be given to all domestic consumers whereas rebate in principle amount will be on the basis of category of colonies done for House Tax purposes in Municipal Corporations as given below:-

Category of Colony based on Property Tax	Percentage of Principal Demand to be waived off	Percentage of LPSC to be waived off
E,F,G & H	100%	100%
D	75%	100%
C	50%	100%
A & B	25%	100%

- A consumer will be required to pay the net amount after deducting 100% LPSC amount due on 31-03-2019 and further rebate in the principle dues (as on 31-03-2019), if any, as per the category of colony in which the property falls as mentioned above, alongwith dues of current bills generated after 31-03-2019, on or before the closing date of the scheme i.e. 30.11.2019 but after installing a working meter as specified by the Board, if not installed/functional.



Contd.....2

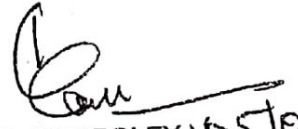
- (iii) Installation of a functional meter for availing the scheme is mandatory, also for consumers belonging to E,F,G & H Category of colonies. In case functional meter is not installed till the closing date, arrear due will remain outstanding and action as per rules in such cases will be taken after the closing date of the scheme.
- (iv) Consumers who will install the meter after commencement of the scheme would be required to diary their representation giving their Name, K.No. and document of meter installed showing Meter No., Make/Certificate & date on which meter was installed with the respective Zonal Revenue Office or put the request with details in drop box provided in the Zonal Revenue Offices or Consumer may call 1076 and submit his aforesaid details through 'Mobile Sahayak' under Door Step Delivery for Public Service. Waiver of LPSC and principle arrear as due and eligible would be given automatically in the ensuing water bill.
- (v) In cases where bills of the consumer could not be generated during previous billing cycles/long time and bill is generated in RMS after 31-03-2019 (cut-off date for arrears) or cases where provisional bills, have been issued due to any reason and bill has been revised after the cut-off date or arrear is revised for the previous period and automatic rebate is not reflected on the bill, rebate on arrear calculated on proportionate basis upto the cut-off date will be applicable, on installation of a functional water meter, with the approval of area Joint Director(Revenue) or Deputy Director(Revenue).
- (vi) Similarly, if due to any error etc., if the rebate is not reflected in the subsequent water bill, inspite of fulfilling the conditions by the consumer, respective area Joint Director(Revenue)/ Deputy Director (Revenue) may grant the benefit at their level to the consumer in RMS, using his/her ID.
- (vii) Such consumers who intimated that they have installed a functional water meter and availed the benefit of the scheme but during site inspection in the subsequent billing round, meter is not found functional, such consumer will be required to install a functional meter within 15 days from the date this fact is noticed and intimated to the consumer, failing which the Z.R.O. will be empowered to fix average as per the estimated consumption of the connection or 25 KL per month whichever is higher. Appeal of which will lie with respective area Joint Director(Revenue)/ Deputy Director(Revenue).
- 3). **Scheme for Commercial Consumers:**
- (a) To ensure recovery of arrears from Commercial Consumers, a scheme of 100% waiver of unpaid accumulated Late Payment Surcharge (LPSC) on dues as on 31-03-2019 would be available to all commercial consumers, on payment of principal arrears due as on 31.03.2019 alongwith dues of current bills generated after 31-03-2019 upto last date of the scheme i.e. 30-11-2019.

Contd...3

6/5/19

- (b) Consumers can pay such principal arrears either in one go or through a maximum of three instalments. However, LPSC rebate would be admissible only after payment of full principal arrears/due before end of the scheme.
- 4). Cases where payments i.e. principal and/or LPSC have already been made will not be reopened. Further, consumers, who have already paid their dues will not be refunded/ amount adjusted in their future bills.
- 5). During the course of scheme, late payment surcharge will not be levied on the consumers.
6. Consumers who either fail to install Meter and inform about it to their respective Z.R.Os or, pay the due arrears, by the cut off date i.e. 30-11-2019, will not be able to avail the benefit of the rebate scheme and will be required to pay the full amount of arrears including LPSC, besides other punitive actions due, including disconnection, under DJB Act/Regulations.

All Revenue Officers should give wide publicity to the scheme and ensure necessary action for entry of meter replacement/installation of all cases received in RMS, bill generation & distribution of bills and acceptance of payable amount. The staff should be thoroughly guided to explain the benefit of the scheme to the consumers.


(R.S. GODBOLEY) 05/09
DIRECTOR (REVENUE)


Copy for information / necessary action to:

1. PS to Chairman, DJB for kind information.
2. Vice Chairman, DJB for kind information.
3. Members of the Board for kind information.
4. Secy. to CEO for kind information of CEO.
5. Member (A)/Member(F)/Member(W)/Member(Dr.).
6. All Chief Engineers.
7. Director(F&A)/ Director(A&P)/ Secretary, DJB.
8. All Area Jt. Directors (Revenue)/ All Dy. Directors(Revenue).
9. Jt. Director (F&A)-I & II / Dy. Director (Vigilance).
10. All SEs(Maintenance)/ All EEs (W/S/R).
11. All ACs/ All AOs.
12. All ZROs are directed to take necessary action.
13. Director (PR): for necessary Press Release and necessary advertisement in the leading newspapers.
14. E.E. (EDP): for uploading on DJB Website.
15. Project Director, M/s. Wipro Ltd., 6th Floor, Varunalaya Building-II for necessary action in application software, generation of bills in accordance with scheme uploading of circular and details of rebate and payable amount on Customer Portal and integration with Door Step Delivery of Public Services etc.
16. Guard File.



SSM

AE(EDP)
608-I


11-09-19