

**DELHI JAL BOARD**  
**OFFICE OF THE DIRECTOR (REVENUE)**  
**VARUNALAY PHASE-II, KAROL BAGH, NEW DELHI-110005.**

No.DJB/DOR/Instructional Order /2011/ 1012/

Dated: 16.09.2011  
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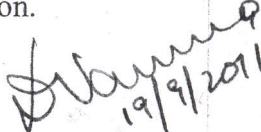
**INSTRUCTIONAL ORDER**

Subject: - Redressal of consumer grievances - regarding

It has been observed that representations received from the consumers and through PGC / VIPs / Senior Officers / e-mail etc on bill related matters are not being attended /redressed in time.

Grievances of the consumers must be attended immediately and consumer be informed in writing within 20 days of the receipt of complaint/representation in zonal revenue office of the outcome. Besides this, dispute cases must be referred to the Dispute Settlement Committee for a decision in 30 days. **Every Saturday (except 2<sup>nd</sup> Saturday) be fixed for attending the consumers complaints on billing and this be given due publicity in your area also & displayed on the Notice Board.** Timely entry of DAF in billing cycle shall be the responsibility of each ZRO/Addl.ZRO and instructions issued earlier in this regard shall be followed.

All ZROs/Addl.ZROs are, therefore, directed to note these orders for strict compliance. Further, all field Jt. Directors are advised to closely monitor the consumers grievance cases on fortnightly basis in respect of zonal revenue offices under their jurisdiction.

  
19/9/2011  
(D. Varma)  
Director (Revenue)