

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

No.DoR/OS/Estb./

78/11

Dated:-27.07.2012

30

INSTRUCTIONAL ORDER

Subject:- Redressal of consumer grievances -regarding

As we aware that printing of bills through newly developed billing application known as **Revenue Management System [RMS]** has commenced. Two hand holding skilled software engineers of the service provider, M/s Tata Consultancy Services will be available in all the Zonal Revenue Offices of DJB for support. During transitional stage of newly developed software, there are fair chances of arising some teething problems/challenges at the initial stage which are expected to be settled down gradually. Besides this, it has been observed that representations received from the consumers and through PGC/ VIPs/ Senior Officers/e-mail etc.regarding bill related matters are not being attended / redressed in time. In order to cope up with the challenges of newly introduced billing application **as well as to effectively redress the grievances of the consumers** related to the billing, metering and non-posting of payments etc, all the Zonal Revenue Offices will remain open on every Saturdays (except second Saturday and Gazetted Holidays) till **30th October 2012**.

Grievances of the consumers must be attended immediately and consumer be informed in writing within 10 days of the receipt of the complaint/representation in Zonal Revenue Office. Dispute cases must be referred to the 'Dispute Settlement Committee' for a decision within 30 days. All the officers must exercise their powers as conferred to them in accordance with this office circular office order no. 175 dated 22.11.2010 (copy enclosed).

All ZROs/ Addl. ZROs are, therefore, directed to note these orders for strict compliance. Further, all the Joint Directors of Revenue are advised to closely monitor the consumers grievances cases on fortnightly basis in respect of zonal revenue offices under their jurisdiction and submit a detailed report on the outcome.

As Above

EE (EDP)

EDP/626
31/7/12

(B.S. Jaglan)
Director (Revenue)

All ZROs / Addl. ZROs

Copy to:-

1. CEO: for kind information.
2. Member (Finance); CVO: for kind information.
3. All Directors:-to-
4. All Jt. Directors (Revenue) & All Dy. Directors: for information and n.a.
4. EE(EDP): for uploading on DJB website
5. M/s Tata Consultancy Pvt. Ltd., Project Office-Vith Floor, DJB (HQ), Varunalaya Ph.-II, Karol Bagh, N.Delhi-5

The deletion of settled cases shall be exercised within powers prescribed in TABLE-1 above.

The committees shall adhere to the following guidelines while deciding the grievances:-

1. The committees shall meet once in two months i.e. on the first Tuesday of January, March, May, July, September, November. If 1st Tuesday happens to be a holiday then the committee should meet on next working day. The committees may meet more often as per need / requirement.
2. To properly examine the grievance of the consumer in a time bound manner. The details may be obtained from the Computer Cell at the Head Quarter and efforts should be made to decide the case within 30 days of receipt of the grievance.
3. In cases where disputes are of non-supply of water, comments of the area ZE/JE should be taken. The committee should then decide the case on merits taking into consideration factors of non-supply of water or low pressure of water etc. and forward the case with appropriate recommendation for deletion /revision as the case may be.
4. The committee shall issue minutes in each case placed before it, specifying reasons for revision / deletion and settlement arrived. The consumer shall also be duly informed of the decision of the committee by the ZRO /Addl.ZRO through registered post / speed post.
5. After settlement of dispute, consumer must be insisted to install functional water meter within a week.
6. The ZRO/Addl.ZRO office is required to maintain proper Deletion Register indicating name of consumer, nature of grievance, amount deleted and authority /committee which had decided the case. The concerned file and the register will be maintained for a period of five years or till audited whichever is later. This shall also be applicable for the cases decided by the committees.

For the purpose of resolving cases the committees could broadly take to account factors like :-

1. Numbers of members in the household / unit.
2. Status of water supply / No supply from the EE of the area.
3. Consumption pattern of similarly situated households /units in the same locality.
4. Other sources of supply of water.

Bhambhani

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DELHI JAL BOARD
OFFICE OF THE DIRECTOR (REVENUE)
VARUNALAYA PHASE-II, KAROL BAGH, NEW DELHI

Office Order No. 175

Dated: 29/11/2010

Subject:- Revised Delegation of Powers in respect of revenue matters and re-constitution of committees for settlement of dispute / grievance cases -- regarding

In supersession of DD(R)HQ's Office Order No. 120 dated 25.07.2005 on the subject cited above, the revised delegation of powers in respect of deletion are as under:-

Table-1

S.No.	Designation of Officer	Existing Power	Revised Power
1.	Director (Revenue)	Full Powers	Full Powers
2.	Jt. Director (Revenue)	Upto Rs.25,000/-	Upto Rs.75,000/-
3.	Dy. Directors/EEs(W/S/R)	Upto Rs.15,000/-	Upto Rs. 30,000/-
4.	ZROs/Addl. ZROs	Upto Rs. 5,000/-	Upto Rs.10,000/-

The ZRO/Addl.ZRO will be entitled to review those cases only where grievance has been notified within 2 years of its occurrence and they should resolve / settle the grievance within 90 days from the receipt failing which the ZRO/Addl.ZRO shall have no authority to deal with such grievances and the case shall be submitted by the ZRO/Addl.ZRO to the respective Jt.Directors alongwith detailed reasons as to why the grievance could not be settled within the stipulated time..

Further, following two committees have been constituted for settlement /resolution of dispute in supersession of the DD(R)HQ's Office Order mentioned above:-

TABLE-2

Committee No.1	Concerned EE(W/S/R) /DD Concerned Asstt.Accounts Officer Concerned ZRO/Addl.ZRO	: Chairman : Member : Member Secy	To settle dispute cases where amount of water charges are upto Rs.30,000/- only.
Committee No.2	Concerned Jt. Director(R) Concerned EE (W/S/R) /DD Concerned ZRO/Addl.ZRO	: Chairman : Member : Member Secy	To settle dispute cases where amount of water charges are above Rs.30,000/-.

Sanjay

Contd - P/2

5. Abnormally high average billing when compared with similarly placed unit should be decided based on factual details such as adjoining / similarly situated units, electricity consumption, correctness of categorization etc.
6. Analysis of consumption of household /unit (i.e. consumer) over five/six years or less as case may be.
7. Factors like construction / renovation / function or such other factor which may result in enhanced consumption of water.

The consumer should register his / her grievance within 30 days of its occurrence so as to facilitate early resolution.

This issues with the approval of the competent authority vide order dated 08.11.2010.

D. Varma
(D.VARMA)
DIRECTOR (REVENUE)

No.DJB/DOR/Dispute/2010/ 12485 to 12603

Dated : 25/11/2010

Copy for information and necessary action to:-

1. All Jt. Directors (R).
2. All EEs (W/S/R).
3. All Dy.Directors.
4. All ZROs/Addl.ZROs.
5. All Concerned Accounts Officers.

Copy for kind information to:-

1. Vice Chairman, DJB
2. CEO
3. All Members/CVO
4. All Chief Engineers
5. All Directors,
6. All SEs(Maint.)
7. All Dy.Directors (F&A).

D. Varma
DIRECTOR (REVENUE)

O/c