

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

No.DJB/Jt.Dir (R)HQ/Instructional Order /2012/ 8384

Dated: 22/08/2012

INSTRUCTIONAL ORDER

Subject:- Checking of abnormal water bills before their delivery to consumers- regarding

During investigation into a reference regarding billing dispute, the Central Vigilance Commission has observed that abnormal water bills are not being scrutinized / verified before the same are served to respective consumers. This has resulted in harassment to citizens by the DJB officials on account of non cooperation. Thus, the Commission has advised to undertake systemic improvement in this regard.

It is, therefore, directed that:-

1. M/s TCS (bill generation service provider) will make a provision in billing application software to detect bills having abnormal consumption as well as abnormal amount in comparison to the previous billing cycle and segregate those bills for verification at their end. If there is no fault on the part of the bill generation service provider, such bills may be segregated and separately mailed to concerned ZRO/Addl.ZRO for verification.
2. In case, variation in recorded consumption per months falls under the slab upto 20 kiloliter per month, that variation may be ignored and bill will be generated on the basis of meter reading provided by Meter Reader.
3. In case, variation in recorded consumption is more than 100% and its effect crosses the slab of 20 kiloliter per month then bill will not be generated and system will send alert to MMG Head and ZRO of the zone for necessary action.
4. Concerned ZROs/Addl.ZROs will get such abnormal bills verified through their officials before their delivery to concerned consumer. They will ensure delivery of correct bill to consumer in each billing cycle. ZROs/Addl.ZROs are directed to get this Instructional Order noted from their all concerned officials.

For strict compliance by all concerned.


(V.P. Tanwar)

Jt. Director (Revenue) HQ

1. All ZROs./Addl.ZROs.
2. M/s TCS: Camp Office-6th floor,
Varunalaya Ph-11, New Delhi-110005.

Copy to:-

1. Secy to CEO for kind information of the CEO.
2. Member(Finance)/CVO.
3. Director(Revenue)/Director(Revenue)RMS
4. All Jt. Directors (Revenue)
5. Jt. Director (Vigilance): w.r.t. Dy. Director (Vigilance)'s letter No.DJB/Vig./CC-85(11)9/3775 dated 18.06.2012 please.
6. All Dy. Directors/DD(R)HQ/RMS All EEs(W/S/R)
7. EE(EDP): for uploading on website.


Jt. Director (Revenue) HQ

EDP/834
28/8/12

Sanyal