

**MOST IMPORTANT**

OFFICE OF DIRECTOR REVENUE  
DELHI JAL BOARD: GOVT. OF NCT OF DELHI  
VARUNALAYA PHASE-II, KAROL BAGH  
NEW DELHI-110005.

No. DJB/DOR/I.O./2015/ 10640

Dated: 27-08-2015.

**INSTRUCTIONAL ORDER**

It has been observed that there are large number of cases where bill is either issued on average basis or provisional basis without a check on number of rounds in which this process continues. In order to have a check on the arbitrary readings/ provisional billing and encouraging consumer to intimate the reading or inform his/her availability to the Meter Reader in case of house lock/ meter lock cases, motivating consumers to install functional meter and to avoid revenue loss, Regulation 11, 12 and 13 of Delhi Water & Sewer (Tariff & Metering) Regulation, 2012 may be read as below:-

**(1) CASES OF PROVISIONAL BILLING :**

As per clause 12 (a) & (b) of the Regulations, provisional billing is allowed in case of major deviation in consumption of water, lock status of meter or premises etc. Now in such cases, Regulation 12 will be implemented subject to limiting provisional billing to maximum two consecutive billing rounds including the round in which first time provisional bill is issued. After that bills would be issued on the basis of (i) on actual average consumption of previous 12 months or such lesser period as available on record OR (ii) 25 K.L. Per Month, whichever is higher.

Onus to prove lesser consumption in case of meter/ premise locked cases will be on the consumer and adjustment on actual consumption based on meter reading will be allowed after considering all facts by the competent authority as per delegation of powers.

**(2) BILLING IN CASE OF NON FUNCTIONAL WATER METER :**

Implementation of Regulation 13 (a) & (b) of Delhi Water & Sewer (Tariff and Metering) Regulations 2012 would be subject to limiting such reading to maximum two consecutive billing rounds including the round in which meter was found/declared non-

P.T.O.



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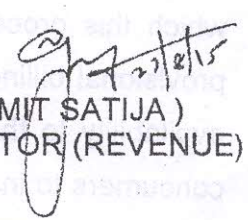
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functional. After that reading will be taken as per provision given in Clause 13(a) of the Regulations or 25 KL per month per dwelling unit whichever is higher.

**(3) IN CASE OF CO-OPERATIVE GROUP HOUSING SOCIETIES :**

Billing in case of Co-operative Group Housing Societies, if meter gets defective/faulty, their billing for two consecutive rounds would be on the basis of average consumption for previous twelve months or such lesser period as available on record, whichever is higher. In case of any longer default in replacing/repair of the meter in question, the residents in that case may also be charged @ 25 KL per month per dwelling unit or aforesaid average consumption, whichever is higher.

This issues with the approval of competent authority.

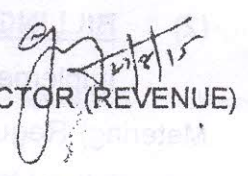
  
( AMIT SATIJA )  
DIRECTOR (REVENUE)

Copy for information to:

1. PS to Chairman, DJB for kind information.
2. Vice Chairman, DJB for kind information.
3. All 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)/Secy, DJB
8. Jt. Director (Vig.)/Jt. Director(F&A)-I & II.
9. All ACs/AOs/AO(Treasury).

Copy for necessary action to:

1. All Area Jt. Directors (Revenue)/ All Dy. Directors(Revenue)- with the direction to ensure briefing of zonal staff and implementation of the Regulation..
2. All SEs(Maintenance)/ All EEs (W/S/R).
4. All ZROs are directed to take action accordingly.
5. Consultant (PR): for necessary Press Release.
6. A.O.(Revenue)HQ/A.A.O.(Revenue)HQ.
7. E.E. (EDP) : for uploading on DJB Website.
8. Project Director, M/s. TCS, 6<sup>th</sup> Floor, Varunalaya Building-II for necessary modification in application software.
9. Guard File.

  
DIRECTOR (REVENUE)