

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

"STOP CORONA: Wear Mask, Follow Physical Distancing, Maintain Hand Hygiene"

No.:DJB/DOR/Bill Canc./218/2021/7290

Dated: 31 /08/2021

INSTRUCTIONAL ORDER

Sub: Measures to Stop Cancellation of Bills.

It has been observed that large number of water bills are cancelled for bill revisions on daily basis. ZROs are unable to explain the valid reasons for bills revision in large no. of cases. Bill Revision facility through cancellation of previous bills is being misused by field staff and consumers grievances are not being reduced.

As a temporary arrangement, ZROs have been directed to seek approval of Competent Authority before revision of bills/cancellation of bills and upload the documents in RMS for record.

Further, in order to overcome aforesaid issues/complaints and discussing the issue with Revenue Officers & System Integrator i.e., M/s Wipro, it has been decided that **bill cancellation facility may be stopped in RMS from all the User IDs of ZROs and PPPs.** Following steps may be taken/process may be followed to stop generation of high amount of bill and to resolve genuine grievances of the consumers:

- a) **Fixing limit of billing through Apps for domestic consumer to avoid errors:** A maximum limit of quantity of water consumption by a domestic consumer(non-bulk) in a billing cycle may be fixed such as 250 KL per billing cycle beyond which bill will not be generated from m-Sewa Mobile app or meter reading app for mobile tablets. If there is actually high consumption by the domestic consumer, bill can be generated through billing application by ZRO after due diligence.
- b) **Bill revisions only through adjustments:**
 - (i) In cases of inadvertent mistake in recording of meter reading /meter status where bill revision is required, there is facility of passing Adjustment of positive or negative amount in RMS where **uploading of documentary evidence is mandatory before making such adjustments.** For correcting billing impact due to error of reported generated bill of the consumer, ZRO office will be required to calculate financial implication of revised due amount and bill already generated. An adjustment of the same financial amount (positive or negative as the case may be) will be provided by concerned ZRO/DDR/JDR as per delegation of power given to them.

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- (ii) A documentary evidence for the valid reason, calculation of impact and approval of competent authority is to be uploaded for the adjustment details.
- (iii) Billing Adjustment document will be generated for record and same may be provided to consumer to communicate the action taken against his grievance. Impact of revision will reflect in next bill of the consumer.
- (iv) Henceforth, Financial power for approval and adjustment for all type of cases is revised as under: -

Amount of Financial implication each case	Competent Authority to approve adjustment	Competent Officer to make adjustment entry in RMS
Upto Rs. 5000	Zonal Revenue Officer	Zonal Revenue Officer
Rs. 5001 to Rs. 15000	Dy. Director Revenue/Jt. Director Revenue	Zonal Revenue Officer
Rs. 15001 to Rs. 2 Lakh	Dy. Director Revenue/Jt. Director Revenue	Dy. Director Revenue/Jt. Director Revenue
Above Rs. 2 Lakh	Director Revenue	Dy. Director Revenue/Jt. Director Revenue

c) **Reducing Provisional billing:**

- i. Provisional billing should be **restricted only in cases where meter is actually not accessible due to meter lock or house lock**. On recording of actual reading, bill revision will be automatic through system by cancelling previous bills and there will be no human intervention.
- ii. In cases where there is no use of water due to property remaining vacant/not in use and under lock position, **existing practice of mentioning house lock, declaring meter stop & generating average bill of 25 KL pm, will not be allowed where water meter is placed outside the house and accessible for readings even when house is locked**. As in all such cases, grievances are received for rectification of bills and bills revision is inevitable. Therefore, **reading recorded by water meter (either same or minor increase) should be taken into account for billing unless there is evidence of more consumption of water & usage of property**.
- iii. To avoid any manipulation of record, status once recorded in reading may not be changed or deleted by any officer.

- d) **No revised bill from previous date for meter replacement or category changes cases:** Cases of meter replacement or category change should be completed by ZROs timely before bill generation in next round. Date of meter replacement/category change can not be entered prior to last bill date. In case of late notice of meter replacement cases, reading on current date or proportionate reading after last bill date as per new meter will be worked out and meter installation may be entered in billing software in RMS for billing on new meter basis from that date. For previous period benefit in the form of adjustment only will be given by the Competent Officer as per delegation of power.
- e) Similarly, it has been observed that verification of RWH structure, Waste Water Recycling Plant and issue of adequacy/ functionality certificate by RWH Cell takes time and similar type of other bills/cases where benefit of the policy is to be provided from previous date, bills revision is required. Henceforth, such benefit may be given for the previous period only through adjustments and benefit will start reflected only in future bills.

This issues with the approval of the Competent Authority.

For strict compliance by all concerned.

Akriti
31/8/21
(AKRITI SAGAR)
DIRECTOR(REVENUE)

Copy for information/necessary action:

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.)/CVO
6. All Chief Engineers.
7. Director(F&A)/ Director(A&P)/ Secretary, DJB.
8. All 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/Addl.ZROs are directed to take necessary action.
13. E.E.(EDP): for uploading on DJB Website.
14. Project Director, M/s. WIPRO, i.e S.I. for implementation of directions in RMS software immediately.
15. PRO
16. Guard File.



S.P.M.
02.09.2021
Programmer-I (EDP)

S.P.M.
02.09.2021
EE (EDP)

Akriti
31/8/21
DIRECTOR(REVENUE)