



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



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

No. DJB/DOR/I.O./ 2021W.Bills Canc./2021W/ 10854 Dated 01.12.2021

INSTRUCTIONAL ORDER

Subject:- Measures for rectification of Bills.

This is in continuation of this office earlier Instructional Order No. DJB/DOR/Bill. Canc./218/2021/7142 to 7292 dated 31.08.2021 on the subject regarding measures to stop cancellation of bills.

2. Keeping in view that correction of bills and generation of future bills on reading basis is not possible without cancelling bills in many cases, such as:-

- Cases of high reading filled by consumers through mSeva App.
- Generation of bills on reading basis in a same billing round after Meter Locked bill generated at the time meter/house was actually locked.
- Revision of bills of lockdown period (April to June, 2021).
- Re-issue of New Connection bills – removing dues if paid against the original connection, rectification of infrastructure charges etc.
- Meter change cases of late intimation, generation of bills of no use of water in case meter was declared stopped due to no-increase of reading but consumer informed he/she remained out of station, therefore, no consumption.
- Technically error bills of re-opening / disconnection / mutation.
- etc.

Therefore, it has been decided that:-

"Bill cancellation power is given to ZROs for all current and one previous round only for amount of the bills upto Rs.15,000/- only (Rs. Fifteen thousand only) and JDR/DDR will cancel the bill amounting beyond Rs.15,000/-" .

Contd...page 2

Addl. Chief Engineer (Project)-I
EDP Cell, Delhi Jal Board, GNCTD
Dy. No. 2374 dt. 06-12-2021

EE (EDP)

Pragati (EDP)

S. P. A.
06.12.2021
EE (EDP)

3. As, there are large no. of cases pending for bills cancellation and rectification of disputed bills, power of bill cancellation as above is allowed w.e.f. 1st April, 2021 onwards temporary now.

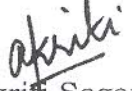
4. All officers must resolve all grievances without delay ensuring scanning of requisite documents in RMS positively and without crossing the financial jurisdiction for each bill and time period prior to 1st April,2021. Old cases /grievances are to be resolved in accordance with the adjustment procedure mentioned vide I.O. No. DJB/DOR/Bill. Canc./218/2021/7142 to 7292 dated 31.08.2021 and for proper accounting adjustment should be given in proper heads as under:-

- Bill Revision Adjustment.
- Wrong Reading Adjustment.
- Category Change Benefit for previous period.
- Meter Change benefit for previous period.
- RWH benefit for previous period.
- WWR benefit for previous period.
- DSTP benefit for previous period.
- Reversal of cheque dis-honoured penalty.
- Infrastructure charges previous dues addition/reversal.
- Meter Security addition/reversal.

Alongwith the adjustment heads, new fields are also given on the adjustment Portal as under:-

- Billed quantity addition/reduction.
- Period of bills effected.

This issued with the approval of the Competent Authority.


(Akrit Sagar)
Director (Revenue)

Copy for information and necessary action to:

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 the CEO.
5. Member(A)/Member(F)/Member(W)/Member(Dr.)/CVO for kind information.
6. All Chief Engineers/All ACEs.
7. Director (F&A)/Director(A&P)/Secy.DJB.
8. All Jt. Directors Revenue/All Dy.Directors Revenue for necessary action.
9. Jt. Director (F&A)-I & II/Dy.Director(Vigilance)
- 10.All EEs/AEEs/All ACs/All AOs.
- 11.All ZROs/All Adl.ZROs/PPPs for necessary action.
- 12.EE(EDP): for uploading on DJB website.
- 13.M/s Wipro Ltd for necessary changes in software for implementation immediately.
- 14.PRO.
- 15.Guard file.

akuti

Director (Revenue)