

GOVT. OF NCT OF DELHI:DELHI JAL BOARD
VIGILANCE DEPARTMENT:VARUNALAYA PHASE-II
JHANDEWALAN:KAROL BAGH:NEW DELHI


NO.DJB/VIG./DD(V)/2003/

9693

DATED: 14-11-03

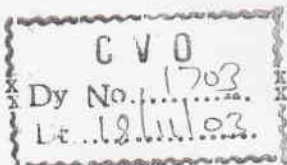
Please find enclosed herewith a detailed list of duties and responsibilities of officers / officials working in Revenue Deptt. of Delhi Jal Board for needful action at your end. Chief Vigilance Officer has desired that necessary synopsis of 'Do's and Don'ts' may kindly be prepared on the basis of the enclosed lists for the purposes of internal vigilance strengthening. He has further desired that officers of the rank of Director, Deputy Director and Assistant Commissioner be invited for delivering lectures to the Revenue staff of different categories. The programme may be fixed in consultation with the officials concerned.

(V.K. GUPTA)
E.E. (E&M),
DIR. (TRAINING CELL)


(V.P. TANWAR) 14/11
DY. DIRECTOR (VIGILANCE)

Copy to:

- ✓ 1. C.V.O. - for kind information.
2. Director (A&P) -do-



Sub: **Duties and responsibilities of officers / officials working in Revenue Deptt.**

1. Allotment Clerk:

1. He will maintain allotment register containing all the details of sanctioned water connections.
2. Issue bill of sanctioned water connection to the applicant.
3. Allot a new water connection number adding outstanding dues, development charges and penalties, if any.
4. On receipt of the confirmation of payment of issued bill of a new water connection, he will make necessary entries in the allotment register and also in water connection sanctioned file.
5. Send the D.A.F. for opening of the new demand for sanctioned water connection in the Computer Cell.
6. Issue reminder, if the applicant does not deposit the payment of the bill.
7. On receipt of information of boring permission, he will mention the date in allotment register.

2. Meter Reader:

1. He will collect meter diaries from the Computer Cell.
2. Carry forward all the details- meter make / number, category, the last reading, average – from the previous meter diary plate.
3. Arrange the meter diary plates in appropriate manner.
4. Take reading in the meter reading diary and record against each water connection putting his signature.
5. If meter reader finds the replacement of meter or any misuse of water at site, he will record it in the 'Remarks' column.
6. Meter reader will fill reading in the prescribed M.R.D.s and send it to Computer Cell.
7. For the replacement of Private Defective Meters, he will issue notice to the registered consumer as per the instructions issued from time to time.
8. In case of defective meters, average is to be fixed / approved by the M.I. In case of non-domestic defective half inch meters, the approval is to be taken from the Z.R.O.
9. While recording the reading, if meter reader feels that reading should be detained or finds property lock-up, he is to issue ad-hoc bill based on previous average consumption.
10. In case of replacement of private meter, he has to record the entry of the date of replacement on receipt of 'D' form and testing report from the consumer.
11. While taking reading, if he finds the water meter tempered, he will take necessary action for recovery of tempering charges along with penalty as per the instructions issued by the D.J.B. from time to time.

12. In case, the D.J.B. meter is found missing / stolen, he will take necessary action for recovery of the cost of meter equivalent to the amount of meter security.
13. In case of dusty / vapoured meters, he will take necessary action for the removal of dust as per the instructions issued by the D.J.B.
14. Meter reader is to clear all gaps by recording special readings or calculation of average in case of defective meters and any disputed case in stipulated period as per the norms of D.J.B.
15. The meter reader will bring to the notice of Meter Inspector all such cases where premises / meter box are locked up on two consecutive visits.
16. While recording the meter reading, if he finds the consumption abnormal compared to the previous reading, he will bring all such cases to the notice of Z.R.O. / M.I.
17. He will prepare list of all water connections not traceable at site and will report to the M.I.
18. He will make entries in the meter diary plates of all the replaced meters by the Z.E.(W).

3. Meter Inspector:

1. Maintain the bulk meter reading diary.
2. Billing cycle of bulk water connection is monthly. Reading of bulk water connections are recorded by Area Meter Inspector.
3. He will fill up the M.R.D.s and will send it to Computer Cell for preparation of bill.
4. M.I. will get the approval of imposing average of defective water meters from the competent authority.
5. The intimation of defective bulk meter is to be sent by the Meter Inspector through Z.R.O.(W) to the Z.E.(W) for allocation of meters or as per the instruction issued from time to time.
6. M.I. will take due care for ensuring the bulk water meters in working orders in the peak season for ice-factories, cooling plants, ice-cream factories and aerated water plants, etc.
7. In case of private defective bulk meters, notice is to be issued to the consumer by the M.I. under the signature of Z.R.O.(W) for replacement within stipulated period, failing which an appropriate action may be taken as per the rules framed by D.J.B. from time to time.
8. M.I. will make necessary entry of the date of replacement of the defective water meter obtaining 'D' form and testing report from the registered consumer in the water connection meter diary plate.
9. Supervise the work of meter reader.
10. Approve the average of domestic connection and take necessary orders from the Z.R.O. for the non-domestic connections.
11. Check readings of water connections on random basis numbering 25-30 daily of meter readers working under him, if any misuse is seen, he will report the matter to the competent authority.

12. While taking water meter reading, if the meter is found tempered, he will take necessary action for raising the demand of missing parts as listed by the D.J.B. and will make necessary entry on the meter diary plate. He will also issue notice under the signature of the Z.R.O.(W) to the consumer in this respect.
13. In case the meter is found missing or stolen, he will take necessary action for initiating the recovery of the cost of water meter equivalent to the amount of security.

4. Zonal Revenue Officer:

1. The power of sanctioning domestic water connection rests with the Z.R.O.(W).
2. In case of new water connection, Z.R.O.(W) will release the case after clearance of arrear, if any, subject to orders from time to time in stipulated period.
3. Check the brought forwarding work of meter readings by the meter readers and will countersign at least 5 per cent water connections.
4. All the M.R.D.s will be sent to Computer Section for preparation of bills under his countersignature.
5. Meter reading diary will also be checked invariably at least once in six months by the Z.R.O.
6. Check the readings of ice factories, aerated water factories, cooling plant, ice factories, etc. frequently during peak season.
7. While signing M.R.D.s, cases of abnormal fluctuations in consumption, both from the higher and lower side should be analysed by him and the bill is to be released only if Z.R.O.(W) is satisfied and if need be, he may check the reading / sites himself.
8. The cases for the average of bulk water meter is to be processed to the competent authority for seeking approval under his own supervision.
9. Send a monthly statement / report of bulk meters replaced, about their functioning.
10. The Z.R.O.(W) will monitor the figures of unbilled cases (gaps) and non-traceable water connections under his jurisdiction and will submit a report to the D.O.R. office.
11. Pass necessary orders for conversion of categories from domestic to non-domestic and vice versa.
12. Approve the reply of court cases and follow up action.
13. Review the register of court cases so that timely action to file the reply is taken and unstayed amount is recovered.
14. G-8 receipt books shall be kept in the personal custody of the Z.R.O.(W) who will maintain the stock register thereof.
15. The public complaints in regard to water charges bills are to be attended personally by Z.R.O.(W) himself.

16. The Z.R.O.(W) is also supposed to review the complaint register at least once in a week and ensure that the complaints are not being delayed by the officials concerned.

5.Fitter:

1. Notice of each arrear case concerning is served to the consumer.
2. Every fitter is to maintain his progress diary showing details of disconnection orders received by him and disposal thereof.
3. A fitter is either to serve 30 notices or to execute 6 cutting orders daily.
4. Reopen the water connection on receipt of opening orders.
5. Disconnect the water connection on receipt of the disconnection orders.
6. Disconnect the water connections by removing the meter and plugging the pipe.
7. Make entry of disconnections or water connections in his diary.
8. In case of disconnection or water connection, he is to hand over the meter to the official concerned / store keeper and subsequently to Testing Laboratory-in-charge.
9. The date of disconnection is to be got noted in the meter reading diary of M.R.