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**DELHI JAL BOARD: GOVT. OF NCT OF DELHI  
(VIGILANCE DEPARTMENT)  
VARUNALYA PH -II: KAROLBAGH: DELHI-05**

**CIRCULAR**

Investigating complaints/ cases related to revenue matters, it was observed that the complaints contain certain elements of repetition viz. 1/wrong billing, Non- correction of bills, Non-generation of bills, Delay in sanctioning of water connections, Delay in sanctioning of water connections etc.

Non-redressal/delayed redressal, often it takes the shape of complaints in the Vigilance Cell for intervention/ investigation. Most of such complaints are filed because of improper functioning of the Centralized Computer Billing Section of DJB.

In such typical case it was observed that an application for mutation of Water Connection No. 81598 was made by one Smt. Neelam that existed in the name of Smt. Parvati Gupta, the occupant of Property No: A-376, 2<sup>nd</sup> Floor, Connaught Place, New Delhi. The applicant, erroneously mentioned the number of water connection as 51598 instead of 81598. The figure, i.e. the water connection no., was misconstrued as such, since the water connection no. mentioned on the bill was not properly legible. For the same reason the Meter Reader too recommended the case for mutation mentioning the Water Connection No. as 51598 instead of 81598. The Computer Billing Section also did not verify the Water Connection No. 51598 from their record and mutated another water connection No. 3497 which also existed in the same place/property and was owned by some other person and not by Smt. Parvati Gupta. This led to a complaint of wrong mutation in vigilance department by Sh. Sunit Kumar Jain (consumer of water connection No. 3497). Further, to worsen the case, when the matter was referred to the Computer Billing Section for the desired correction through data alteration form (DAF), they did not act

me and delayed it, which further resulted in re-generation of bills in the wrongly mutated name. This caused undue hardship and harassment to the concerned consumer and led to another complaint against DJB zonal officials.

This is just one case out of many such complaints received by the vigilance cell. The slackness and malfunctioning of the Computer Billing Section is uncalled for. It is, therefore, imperative that the Computer cell should strive for better functioning and to deal with complaints / corrections diligently leaving little or no scope for further complaints. Proper action by the concerned department is required to be taken to streamline the system so as to avoid such complaints and undue harassment to consumers.



(DR. A. K. AMBASHT)  
CHIEF VIGILANCE OFFICER

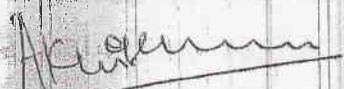
Director (Revenue)

No. DJB/VIG./2012/1352 to 1361

Dt. 16/3/12

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