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

No. DJB/Vig./1704(10)9/ 1638

Dated : 28/3/12

A complaint regarding 'non-disconnection of water connection by zonal office, despite requests by the consumer', was investigated in the vigilance department. It was observed that there was no lapse on the part of the field staff as required notices to the consumer were duly issued. However, the final action got delayed as the consumer was not available at the site.

During the investigation, another issue was highlighted that while reading the water meter, the field staff uses form no. 22, for issuing notices to the consumers, which do not contain any number. Such notices are issued in cases where any abnormality is observed at the consumers' end. Also the notices are issued to the consumers on the spot, using the said forms and on the duplicate copy, signatures of the consumers are obtained. Further, it has been observed that these notices are neither dispatched nor diarized in ZRO offices because these are issued at the site only.

The above matter was considered and it is felt that there is ample scope of malpractice by the field staff in the usage and issuance of these forms since the same are not recorded in any manner in the ZRO office. In order to maintain proper record in this regard, the Revenue Department may issue suitable directions to the revenue officers to use only numbered forms no. 22 and to maintain their proper datewise record in their office registers.


CHIEF VIGILANCE OFFICER

MEMBER (FINANCE)

