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Press Release

DJB Issues Urgent Warning against Fraudulent Calls and Extortion

An important alert is issued by the Delhi Jal Board (DJB) concerning recent incidents involving fraudulent claims and attempts at extortion by individuals falsely representing this organization.

It has been brought to the attention of DJB that its consumers are being contacted through mobile calls/SMS/Whatsapp messages by individuals falsely claiming to be from DJB. Water connection disconnection is being threatened unless immediate payments are made.

These calls/SMS/Whatsapp messages are not authorized by DJB and are indeed attempts to extort money under false pretenses. Payment over phone calls/SMS/Whatsapp messages under threats of disconnection is not authorized by the DJB through any third party or individual.

All official DJB communication is conveyed through written notices or official digital channels. No payments should be made based on such suspicious calls/SMS/Whatsapp messages without proper verification. If such a call/message is received, no personal or financial details should be shared.

Such calls/SMS/Whatsapp messages should be immediately reported to the cyber crime helpline number 1930 or www.cybercrime.gov.in. The consumer may verify the authenticity of calls/SMS/Whatsapp messages or any other communication from the concerned ZRO office or from DJB's helpline number **1916**. All consumers are urged to remain alert, and assist Delhi Jal Board in stopping the spread of misinformation.

Director (Revenue)
