

**TIME BOUND**  
**FOR ATTENTION OF ALL JDs/DDs/ZROs**

DELHI JAL BOARD : GOVT. OF NCT OF DELHI  
OFFICE OF THE DIRECTOR (REVENUE)  
VARUNALAYA PHASE II : KAROL BAGH : NEW DELHI

No. DJB/DOR/Instr./Govt./2014/ 7312 to 7358

Dated: 8.5.14

**INSTRUCTIONAL ORDER**

**Subject : Recovery of arrears of water charges from Govt./Semi-Govt. departments – reg.**

It may be recalled that in the various meetings, the undersigned had taken with the ZROs / DDs / JDs in the month of April, 2014, as well as the meetings chaired by the Member (Fin.), special emphasis was given on early settlement and liquidation of arrears of water charges in respect of water connections installed in Govt. / Semi-Govt. departments.

It was clearly mentioned that wherever billing disputes are there, the ZRO concerned would carry out site inspections and check that the billing was being done as per actual / average consumption of water in the case of Govt. department and if any rectification was required, the same should be taken up immediately. Similarly, after taking necessary action, the ZROs were informed to forward the case files to their area Dy.Dirs./Jt.Dirs. for resolution of grievances or for settlement of the disputes, if any, concerning the raising of demand of water charges. This was to be followed up for sending these case files to the Revenue Headquarter after settlement of the disputes, if any, for early recovery of the water charges. The whole month has passed and this office has not so far received any file in respect of any of the Govt. department where huge arrears of water charges are in existence.

The following directions are being reiterated for compliance by all concerned in a time bound manner :-

**A. Zonal Revenue Officers**

- i) Each ZRO will ensure the tagging of the Govt. departments as per the "codes" already circulated, with the help of the hand-holding staff for up-dating and identification of the concerned Govt. / Semi-Govt. office in the Revenue records i.e. the Revenue Management System.

*[Handwritten Signature]*

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ii) After tagging has been done, the department-wise arrears of water charges in respect of different water connections would be compiled by clubbing the demands against various water connections. Due care would be taken to segregate the MCD water connections into three different Corporations like East, North and South Municipal Corporations separately. Similarly, for Police Deptt., DDA and other Govt. offices, all the codes would be separately inserted for compilation of data of arrears for that particular Organization. This exercise has to be completed within three days of receipt of this letter positively by the ZROs. This will be followed up with the site inspection by the area Meter Inspectors / Head Clerks / ZROs with the assistance of area Meter Readers to re-check the number of water connections vis-à-vis the billed data under the RMS, to assess the accuracy of demand of water charges being raised in each case.

iii) If there are any pending disputes / non-agreement with the concerned departments in certain areas like arrears, no. of water connections etc., the site inspection details would be properly reflected along with the details of the arrears. The case files, complete in all respect, would be sent to the respective Dy.Dirs./Jt.Dirs. within a period of ten days after receipt of this letter.

**B. Dy.Dirs./Jt.Dirs.**

i) On receipt of case files from the concerned ZRO offices, the Dy.Dirs./Jt.Dirs. would carefully examine the case file and will get in touch with the concerned officers of that Govt. department to ascertain the kind of dispute, if it exists. All the issues relating to the billed quantity of water like imposition of average, installation of functional water meters, number of water connections being billed, break-up of arrears etc. would be taken up with the concerned departments by the Jt.Dirs. in a strictly time bound manner of 15 days.

ii) The Jt.Dirs. will also inform the Engineering department i.e. CE(Proj.)W for installation of functional bulk water meters of such size as may be applicable in respect of these water connections in a week's time so that the water connections are billed on the basis of actual supply of water.

iii) Once the exercise to ascertain the dispute / arrears of water charges has been resolved with the concerned departments, the Jt.Dirs. / Dy.Dirs. would send the case file to the Jt.Dir.(Rev.)HQ with a certificate that the arrears, billed quantity of water, averages, number of water connections and the break-up of arrears have been checked thoroughly and discussed with the concerned departments as well, and the same has been found to be in order. This exercise would necessarily be completed on or before 10<sup>th</sup> June, 2014 in any case.



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C. Jt.Dir.(Rev.)HQ

i) The Jt.Dir.(Rev.)HQ with the assistance of Dy.Dir.(Rev.)HQ-I will ensure to send a demand notice to the concerned department specifying the arrears and the duration for which these have been outstanding and will also send a request letter informing the concerned department to clear the arrears of water charges within a period of 30 days positively. This shall be in the form of a 30 days notice as specified in the Delhi Water Board Act. Simultaneous efforts would be made by involving the undersigned to have interactive meetings with the concerned departmental officers for liquidation of arrears.

ii) If no action is taken by the concerned department to clear the arrears of water charges even after a period of 30 days, a formal notice of disconnection would be issued with the prior approval of the Member (Fin.) / CEO as the case may be by giving 15 days time to the department to either pay the arrears or face disconnection of water supply. This would be completed by 30<sup>th</sup> June, 2014.

The assessment of the arrears has revealed that there are arrears of over Rs. 1500 crores outstanding against various water connections installed in various Govt. departments which the department has to recover in this financial year. The exact quantum of arrears can be taken up for recovery purposes after examination and settlement of disputes, if any, with the concerned Govt. departments. Simultaneous efforts are to be made for installation of functional water meters through CE(Proj.)W's office by informing the concerned Wing to immediately install the bulk / non-bulk water meters wherever required. Since the huge accumulation of arrears are gradually turning into disputes, as such, to ensure that the department is not put to any revenue loss, concerted efforts by the Jt.Dirs. / Dy.Dirs. / ZROs are URGENTLY needed so that the department is able to liquidate its huge outstanding arrears of water charges against various Govt. departments. It may be noted that if any problem is being experienced, the same may be discussed with the higher officers instead of slackness in keeping the issue pending, without any tangible results.

Since it is an important exercise and every year the burden of arrears is being carried forward, the area Jt.Dirs. / Dy.Dirs. / ZROs are accordingly directed to ensure their personal attention in this regard and in the event of any non- achieving of the targets without any specific or justifiable reasons, a serious view will be taken to the extent of initiation of disciplinary proceedings against the delinquent officers.

The above may pl. be noted.

(H.V. Tandon)  
Director(Revenue)

All Jt.Dirs./Dy.Dirs./ZROs. / Ground file

Copy to :

1. PS to CEO for the information of CEO.
2. Member (Fin.) for information as discussed pl.
3. PS.
4. Sh-Anoop HC.

  
Director(Revenue)