



DELHI JAL BOARD: GOVT. OF NCT OF DELHI
OFFICE OF DIRECTOR (REVENUE)
VARUNALAYA PHASE-II, KAROL BAGH,
NEW DELHI-110005



STOP CORONA: Wear Mask, Follow Physical Distancing, Maintain Hand Hygiene"

Office Order No. 25

Dated: 11-05-2021

As Government of NCT of Delhi has imposed strict Curfew/lockdown due to wide spread of Covid 19 Pandemic since 19.04.2021, Revenue offices in Delhi Jal Board have been closed for public and field duties have been deferred to avoid unnecessary public interaction and ensure safety of employees and public at large. In order to ensure revenue through water billing and disposal of essential services, following directions are issued:

1. Meter reading may be collected via online channels, WhatsApp, emails and through telephonic calls from the consumers by concerned meter readers and meter inspectors.
2. Consumers may be advised to use mSeva app to do self-billing and use online facilities for view/download bills and make payments.
3. In case reading is not available, billing of all consumers having functional water meters which are falling in 20 KL free water policy may be billed on reading worked out on the basis of previous billing cycle.
4. Consumers having non-functional meters or unmetered connections may be billed as per policy averages. Remaining cases on provisional basis.
5. In order to clear pending applications of new connections, mutations, reopening and disconnections etc, applications may be sanctioned on the basis of relying documents submitted by applicants subject to recheck/verification by field visits when situation becomes normal.
6. PR office may issue a public notice and message on FM for the consumers to use self billing App-mSeva and online facilities to view bills, make payments etc.

Akriti
(Akriti Bagar)
Director Revenue

All ZROs
All Joint Director Revenue/Dy. Director Revenue

No. DJB/DOR/2021/ 3825 To 3924

Date: 11.05.2021

Copy to: -

1. Chairman, DJB: for kind information.
2. Vice Chairman, DJB: for kind information.
3. CEO: for kind information
4. Member (Admin.) / Member(Finance): for kind information.
5. DOR / Director (A&P) / Director (F&A): for kind information.
6. All CE / SE / E.E – (Maintenance)
7. M/s Wipro Ltd: for information and n.a. please.
8. Director(PR)/ PRO office for issuing Public notice and FM messages.
9. Office Order Book.

Director Revenue

DELHI JAL BOARD: GOVT. OF NCT OF DELHI
OFFICE OF DIRECTOR (REVENUE)
VARUNALAYA PHASE-II, KAROL BAGH,
NEW DELHI-110005

STOP CORONA: Wear Mask, Follow Physical Distancing, Maintain Hand Hygiene

No. DJB/DOR/2021/

Date: 11.05.2021

PUBLIC NOTICE

As Government of NCT of Delhi has imposed strict Curfew/lockdown due to wide spread of Covid 19 Pandemic since 19.04.2021, Revenue offices in Delhi Jal Board have been closed for public and field duties have been deferred to avoid unnecessary public interaction and ensure safety of employees and public at large. In order to ensure revenue through water billing and disposal of essential services, following directions have been issued, consumers are informed through this public notice for necessary cooperation :

1. Meter reading will be collected via online channels, WhatsApp, emails and through telephonic calls from the consumers by concerned meter readers and meter inspectors. Consumers are advised to send the readings to the concerned officials.
2. Consumers are advised to use mSeva app to do self-billing and use online facilities for view/download bills on customer portal www.djb.gov.in and make payments online, RTGS/NEFT & other BBPS connected agencies viz. google pay, amazon, paytm, phonepe, airtel money, banks etc.
3. In case reading is not available, billing of all consumers having functional water meters which are falling in 20 KL free water policy will be billed on reading worked out on the basis of previous billing cycle.
4. Consumers having non-functional meters or unmetered connections will be billed as per policy averages. Remaining cases on provisional basis.
5. In order to clear pending applications of new connections, mutations, reopening and disconnections etc, applications, may be sanctioned on the basis of relying documents submitted by applicants subject to recheck/verification by field visits when situation becomes normal. Any error may be rectified at later stage.

(Akriti Sagar)
Director Revenue