

DELHI JAL BOARD

Complaint Registration Form



Consumer Details

Please tick any one of the following options

- K.No.
 Application Reference No.(Applicable for Pending for New Connection Complaint Type only)

K.No: Application Reference No.:
Name : Address Line1 :
Address Line2 : UID:

Either K No. or Application Reference No. must be provided.

Request/Grievance Details

Please tick any one case category :

- Account Related Meter Related Billing Related

Account Related

- Category change Correction of Address Correction of Name
 Pending for New Connection Release Pending for Disconnection/Reopening

Meter Related

- Fast Meters Incorrect Meter Reading Meter Stuck Up
 Meter Leaking/Seal Broken Others

Billing Related

- Additional Charge/Surcharge Dispute Arrears Dispute Development Charge Dispute
 Dispute Regarding Cost of Water Related to Civil Construction Activities Inclusion of Surcharge Amount
 Issue of Duplicate Bill Late Receipt of Bill/Late Posting
 Less Time Given to Deposit Bill Non Receipt of Bill Wrong Imposition of Billing Category
 Wrong Bill Amount (Error in calculation/wrong meter reading)

If 'Correction of Address' is ticked please fill up the following and provide supporting documents

Please select any one of the following options :

- Bill Address House Address

Pin Code:* Locality:*
Sub locality:* House No:*

Road No:	<input type="text"/>	Sub locality 1:	<input type="text"/>
Sub locality 2:	<input type="text"/>	Sub Colony:	<input type="text"/>
Village:	<input type="text"/>	Khasra No:	<input type="text"/>
Society Name:	<input type="text"/>	JJR Colony	<input type="checkbox"/>

Case Description*

(Please provide new category if complaint type is 'Category Change', name and details of the name if complaint type is 'Correction of Name', application reference no. and date on which you had applied if complaint type is 'Pending for New Connection Release', application reference no. if complaint type is 'Pending for Disconnection/Reopening',meter number if complaint is meter related and bill id if complaint is billing related).

Preferred Contact Type (Please tick One)*

Email Mobile

Contact Details

Email Id:	<input type="text"/>	Mobile No:*	<input type="text"/>
-----------	----------------------	-------------	----------------------

Acceptance

Consumer Name :	<input type="text"/>	Signature of Consumer :	<input type="text"/>
Date :	<input type="text"/>		

Instructions to fill The Complaint Registration Form

Consumer Details :

- Consumer has to select either **K No.** Or **Application Reference No.** It is compulsory.
- If **K No.** is selected, consumer must provide **K No., Name, Address.**
UID is optional.
- If **Application Reference No.** is selected, consumer must provide Application Reference No. only.

Request/Grievance Details :

- Consumer has to tick any one Request/Grievance type. It is compulsory.
- Providing **Case Description** is compulsory.
- If Request/Grievance type is **Category Change**, consumer must provide the the new category in **Case Description.**
- If **Correction of Address** is ticked as Request/Grievance type, the consumer must mention the address which is to be corrected. The complete address must be provided. The **Pin Code, Locality, Sub locality, House No.** must be provided. **Road No., Sub Locality 1, Sub Locality 2, Sub Colony, Village, Khasra No.** and **Society Name** may be provided. Supporting documents must be provided.
- If **Correction of Name** is ticked as Request/Grievance type, the consumer must provide name and details of the name which is to be corrected in the **Case Description.**
- If **Pending For New Connection Release** is ticked as Request/Grievance type, the consumer must provide the reference no. and date on which the new connection was applied, in **Case Description.**
- If **Pending For Disconnection/Reopening** is ticked as Request/Grievance type, the consumer must provide the reference no. in **Case Description.**
- If the Request/Grievance is **meter related**, the consumer must provide the meter number in **Case Description.**
- If the Request/Grievance is **billing related**, the consumer must provide the bill id in **Case Description.**

Preferred Contact Type and Contact Details :

- Consumer must provide his mobile number
- Consumer must provide his email id, if email id is ticked as preferred contact type. In this case mobile number must be provided as well.

This form allows for change in Bill Address. Billing Address which may be used by DJB in future.