



DELHI JAL BOARD
GOVERNMENT OF NCT OF DELHI
OFFICE OF THE DIRECTOR (REVENUE)
VARUNALAYA, PHASE-II, KAROL BAGH, NEW DELHI-110005

No. F-498/DJB/DOR/Action Plan/2026/ 756

Dated 13-01-2023

INSTRUCTIONAL ORDER

Sub: Progress of Scheme for Regularization of Unauthorized Water & Sewer Connection and sewer only connections.

An Instructional Order dated 14.10.2025 was issued to provide one-time relief and to ensure regularization of all unauthorized water connections.

2. Further, another Instructional Order dated 10.11.2025 was issued regarding the Action Plan for Regularization of Unauthorized Water and Sewer Connections, (copy enclosed) wherein the following actions were required to be undertaken by the concerned ZROs / JEs / AEs

- (i). Identification of unauthorized connections
- (ii). Regularization of unauthorized connections
- (iii). Publicity through campaigns and public outreach camps
- (iv). Reporting, including weekly ward-wise reports of identified cases & regularization of unauthorized connection.
- (v). Details of challans issued

3. Further, a meeting was also convened with Meter Inspector / Field Supervisor, wherein it was directed to identify unauthorized connections of the areas and regularization of at least 10 connections by each Meter Inspector/Field Supervisors every week and weekly report to be submitted to the office of Director(Revenue) through JDRs/DDR.

4. Further, a Google Sheet was created and shared in the official group for reporting above reports. Despite of repeated verbal reminders, no information has been furnished or updated so far by all ZROs.

5. The Higher Authorities have taken a serious view of this continued laxity on the part of the ZROs/DDs and JDRs. It is reiterated for the information of all concerned that in case any unauthorized connection is found un-reported by Meter Inspector / Field Supervisor, responsibility of concerned official, JEs & ZROs will be fixed and disciplinary action/dis-engagement will be proceeded without any further notice.

6. All JDs / DDs / ZROs are again reminded to ensure necessary action for:

- (a). Identification of unauthorized water and sewer connections through MIs/FS/JEs.
- (b). Ensure regularization of unauthorized connection on priority basis.
- (c). Start billing of sewer only cases and
- (d). Send weekly report to this office through JDRs/DDRs without any delay.

Non-compliance will be viewed seriously.

Dy. Director (IT)
Delhi Jal Board, GNCTD
Dy. No. 260 dt. 03/02/26.

(Radhey Shyam Meena)
Director (Revenue)

00 (I/C)

Pragati

03/02/2026

Copy to

1. PS to Chairman, DJB for information please.
2. CEO, DJB for kind information.
3. Member(A)/Member(F)/CEN(W)/CEN(Dr).
4. All Chief Engineers
5. Director(F&A)/Director(A&P)/Secretary, DJB.
6. All Jt. Directors(Revenue)/All Dy. Directors(Revenue)/Admin.
7. All SEs(Maintenance)/EEs(Maintenance).
8. All ZROs/Addl. ZROs.
9. Guard File.



Director Revenue

NO.F-498/DIB/DOR/Action Plan/2025/ 11943 to 12160

DATED: 10-11-2025

INSTRUCTIONAL ORDER

Action Plan for Regularization of Unauthorized Water and Sewer Connections

In continuation of Instructional Order circulated vide no F-498/DJB/DOR/Regularization Scheme dated 14.10.2025 regarding Scheme for Regularization of Unauthorized Water and Sewer Connections, the following action are to be undertaken: -

1. Identification of Unauthorized Connections.

- The field staff of Revenue Department will identify all unauthorized connections. Concerned JE being the custodian of water lines will also be responsible for detection of all unauthorized connection.
- ZRO concerned will share the details of unauthorized connections of each ward to concerned JE which have been identified by field staff.
- Weekly target for regularization of unauthorized connections for every ward will be at least 100 connections.
- JE and AE along with ZRO concerned will be guided by EE(Maintenance) in charge of divisions who will be Nodal officer for 100% connection coverage in his division. He will also guide in organizing regular camps in every colony in his ward/area.

2. Regularization of Unauthorized Connections.

- ZRO office will send notice to the occupant/resident of the property informing detection of unauthorized connection at their property further enclosing form of connection, checklist of document and benefits of ongoing regularization scheme of unauthorized connections.
- Water being basic necessity of life, regularization of connection should not be denied.
- ZROs will maintain record of applications received in proper register, and regularization of duly applied forms for connections. The data will be updated in RMS on day basis.

3. Public Outreach Camp

- Publicity campaign through print media i.e Newspaper, Jingles of the scheme on F.M channels, display of scheme on 'X' and Facebook pages from time to time shall be done by P.R wing of Admin.
- A.E/J.E/ZRO/DDR/JDR will ensure publicity campaigns in their areas through various channels such as loud speakers/Munadi, display of banners at all DJB offices, communication with public representatives and RWA's through meetings, letters and what apps communication.
- Camps will be organised on a daily basis in all ZRO offices.



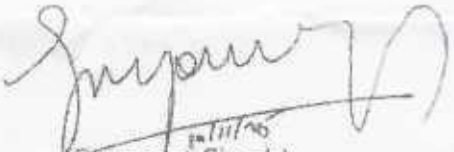
- d. Weekly camps in the area shall be held in consultation with RWAs and public representatives wherein instant facility of getting the duly filled form for regularization of water and sewer connections from the applicants shall be ensured and ATR submitted.

4. Reporting

- a. A weekly report in respect of every Ward with the status of number of cases detected, applied for and regularized should be sent to the office of JDR/DDR who will send consolidated report to DOR office on every Monday positively.
- b. List of defaulters/identified cases which have not come forward for regularization will be displayed at community centre and also notice will be posted at door of the property.
- c. In case, unauthorized users do not get their connection regularized, challans to Special MM Courts may be issued and water/sewer connection shall be disconnected on ground.

All Joint Directors (Revenue), Deputy Directors (Revenue) and EE(Maintenance) will monitor and take necessary action for implementation of Regularization Scheme in a systematic manner and ensure regularization of 100% unauthorized connections. They will monitor weekly targets of regularization by each JE and in case of insufficient efforts at the field level by any officer/official, action against them shall be initiated.

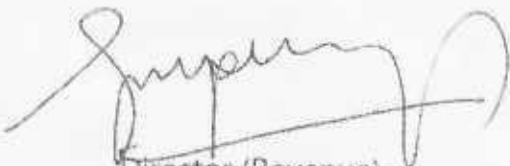
For strict compliance by all concerned.


(Gurpreet Singh)
Director (Revenue)

All ZROS/AZROS

Copy for information/necessary action:

1. PS to Chairman, DJB for kind information.
2. CEO, DJB for kind information
3. Member(A)/Member(F)/CEN(W)/CEN(Dr.)
4. All Chief Engineers.
5. Director (F&A)/Director (A&P)/Secretary, DJB
6. All Jt. Directors (Revenue)/ All Dy Directors (Revenue)/(Admin)
7. All SEs (Maintenance)/EEs(Maintenance)
8. Jt. Director (F&A)-1 & II/ Dy. Directors (Finance)
9. All Account Officers/ Senior AOs/AAOS
10. Guard File.


Director (Revenue)