



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



No.DJB/DOR/EODB(SOP)/2019/ 4946-5053

Dated : 29.04.2019

Subject: SOP for grant of New Connection at Completion Stage on OBPS-System under EODB (Construction Permit)

In the series of reforms being undertaken by Delhi Jal Board under Ease of Doing Business, process of applying for new water and sewer connection has been made easier for new constructions, by allowing facility of online application through Common Occupancy-Cum-Completion Certificate Request Form (COCCRF) developed by MCD and integrated with Revenue Management System (RMS) by Delhi Jal Board. Therefore, applicant may use the online facility and need not apply separately to DJB for new connections in all cases where they are seeking completion certificate after completion of construction from MCDs. Further, for field report there will be a Joint Inspection only by Revenue & Technical Wing of DJB alongwith other agencies with MCD on Date & Time fixed, only by MCD. Instructional Order No.DJB/DOR/EODB/2019 dated 14.01.2019 & No. DJB/DOR/EODB/2019 dated 31.01.2019 have already been circulated on the subject. Following Standard Operating Procedures (SOP) are circulated for guidance and strict compliance by all concerned: -

- a) Any application will be received online in RMS system integrated with OBPS and will be **reflected in To-Do Summary** of concerned ZRO. ZRO concerned will ensure sanction of water/sewer connection by the competent authority within prescribed timelines of 15-days, failing which it will be deemed approved.
- b) ZRO will ensure that Allotment Clerk will generate Field Inspection Report in the prescribed format and forward the same to the concerned officials i.e., JE (with intimation to EE-Maintenance), Meter Inspector, Billing Clerk etc simultaneously, for indoor and field report.
- c) As per reforms process, it has been decided that **Joint Inspection** by all the concerned agencies shall strictly be held **on the specific date and time slot generated by the Online Building Plan approval System (OBPS)**. No officer from NOC Department/MCD shall go for inspection separately. Concerned EE (Maintenance) and ZRO will ensure representation of DJB officials in joint site inspection on the day and time fixed and communicated to them through CE/JDR/DDR concerned.
- d) During joint inspection DJB team will complete field report on Field Inspection Form, take the photograph of the site if required and also sign Joint Inspection report


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alongwith other departmental representatives on the same day. In case of no technical feasibility for grant of water connection, same need to be communicated by JE concerned instantly to the MCD team and recorded on the Joint Inspection Form on the same day.

- e) Concerned ZRO will also ensure that Field Inspection Report and Photographs are uploaded on the OBPS-System on the same day. If the inspection report is not uploaded on the same day, then it shall be treated as deemed inspection at the Mid-Night of the same day.
- f) CE/JDR/DDR concerned will ensure that concerned staff report for joint Inspection on assigned date & time and water connection is approved and bill is raised with all necessary charges within 15-days timeline positively.
- g) If any sanction or rejection of water/sewer connection is not ensured within the stipulated 15-days period, then as mentioned above at Mid-Night it will be deemed approved. If deemed approved is given, responsibility of officer/official concerned will be fixed.
- h) Applicant is required to pay the bill of New Water/Sewer connection charges online within the timelines. MCD officials need to check payment status of new connection bill by the applicant before the sanction of completion certificate.

All Officers/Officials should ensure implementation of SOP's and instructions on the subject mentioned above for strict compliance and any deviation or by passing the same will invite disciplinary action against the defaulting officials.

This issues with the approval of the competent authority.



(R.S. Godbole) 29/4
Director Revenue

All JDRs/DDR/ZROs
All EE (Maintenance)/Project

Copy to:-

1. CEO, DJB : for kind information.
2. Member (W/F/DR) : for kind information.
3. All CEs/SEs (Maint/Project) : for kind information.
4. Additional Secretary, MoHUA, Maulana Azad Road, Nirman Bhawan, New Delhi-110011.
5. Commissioner, EDMC, 419, FIE, Patparganj Industrial Area, Delhi-110092
6. Commissioner, NDMC, 4th Floor, Dr. Shyama Prasad Mukherjee Civic Centre, Delhi.
7. Commissioner, SDMC, 9th Floor, Dr. Shyama Prasad Mukherjee Civic Centre, Delhi.
8. EE (EDP): for uploading on DJB Website-Reforms under Ease of Doing Business.
9. Guard File.

O/K


Director Revenue
29/4/19