

DELHI JAL BAORD

(REVENUE WING)

Reforms made by Delhi Ja Board under Ease of Doing Business

- ❖ Delhi Jal Board is partner to **Ease of Doing Business – Construction Permits** with MCDs and other related departments.
- ❖ Various Reforms have been implemented by Delhi Jal Board under of Ease of Doing Business – Construction Permits under overall supervision of Ministry of Urban Development, Government of India, which are given below:
 - In order to provide service in a time bound manner, timelines of 15-days have been fixed in place of existing 35 days timelines for sanction of New Water Connection, Mutation, Disconnection etc.
 - DJB will bill and accept Road Cutting Charges/RR Charges for new water/sewer connections only upto 5 meters. For any connection beyond 5 meters the building proponent / the applicant will hire the services of empanelled contractors of MCDs for cutting and restoration of roads for water/ sewer connection beyond 5 meters and the cost of this work will be borne by the building proponent/applicant. The list of empanelled contractors of three MCDs is available on the website of MCDs.
 - In order to reduce cost of construction permits under Ease of Doing Business, New Connection charges of Commercial/ Industrial connections have been reduced and fixed as under: -
 - Infrastructure charges have been abolished for Commercial / Industrial connections.
 - Development Charges as applicable in Unauthorized regularised colonies have been fixed as:
If plot size upto 50 sqm.: Rs. 45000/-
If plot size beyond 50 sqm.: Rs. 100000/-
 - Trade Advance which was based on 3-months average demand of water has been fixed as Rs. 5000/- only.
 - Infrastructure charges for water & sewer have been abolished for all consumers other than Government / Developing Agencies since December 2019.
 - Development charges for water & sewer have been abolished for all consumers since December 2019.
 - In order to reduce procedure of construction permits. DJB gives online NOC for water and Sewer Scheme received online through Common Application Form (CAF) on the OBPS (Online Building Permit System) Portal for Building Plans of following categories:
 - (i) All Group Housing Societies.
 - (ii) All Buildings (Non-Residential) having plot area of 3000 sq. meter and above.

-: 2 :-

- Integration of RMS system for online application of new water and sewer connections has been made with the OBPS system.
- Joint inspection along with MCD and other Departments is conducted by the DJB Officials at the time of request for Occupancy cum Completion Certificate and connection is sanctioned within 15 days.

Further, as per Business Reform Action Plan (BRAP) for 2019, some reform actions were required, which are listed below and have been implemented: -

| Point No. | Points pertaining to DJB | Status (Y/N) |
|-----------|---|--------------|
| 52 | Implement an online application system with the following features: - | Yes |
| | i. Online submission of application without the need to submit physical copy of application. | |
| | ii. Eliminate physical touch point for document submission. | Yes |
| | iii. Allow option of online payment of application fee. | Yes |
| | iv. Allow applicant to track status of application online. | Yes |
| 53 | Display information on tariffs (in Rs. Per KL) and notify customers of change in tariff ahead of the billing cycle (for commercial and industrial users). | Yes |
| 54 | Allow users to pay water bill online. | Yes |

- Provision of Multiple Water and Sewer Connections through Common Application Form (CAF) has been made by DJB. The applicant may apply for multiple water and sewer connections through CAF, which will be sanctioned in 15 days after Single Joint Inspection.
- Delhi Jal Board is also partner to East of Doing Business-Registration of properties :-Integration of RMS system with DORIS software of Revenue Department, GNCTD for Auto Mutation of Water connection in the name of new owner at the time of registration of properties has been made. Provisional Auto Mutation and SMS is sent on day one, and bill of mutation is being sent within 3 days.

xxxx