



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

NO. DJB/DOR/2017/ 815 to 898

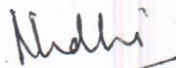
DATED: 27 Jan, 2017.

INSTRUCTIONAL ORDER

In continuation to this office Instructional Order No.DJB/DOR/2014/1656 to 1728 dated 24-02-2014, it has been decided that henceforth all water connections would be sanctioned in 15 days. Accordingly, the guidelines for dealing with New Water Connection- Domestic- Non Bulk Files are being revised as under:

- Step – I Day 1 Receipt of application and marking by Z.R.O. to Allotment Clerk.
- Step – II Day 2 – 3 Allotment Clerk will generate the Inspection Field Order for seeking dues report from Bill Clerk and site report from concerned Meter Inspector/Meter Reader.
- Step – III Day 4 - 7 B.I./B.C. will report for dues
Detailed site report will be submitted by M.I/M.R.
- Step – IV Day 8 Z.R.O. after viewing arrear and site report will mark Inspection Order to Allotment Clerk with necessary guidelines. In case Z.R.O. desires inputs of Engineering Wing for technical feasibility on development charge (area), or infrastructure charges, Z.R.O. will send a copy through eOffice to concerned J.E.(W) alongwith copy of documents.
- Step – VI Day 9 – 11 J.E. will return the case after taking necessary action to the Z.R.O. through eOffice only.
Allotment Clerk/Head Clerk will scrutinize the report, feed the reports in RMS and complete the field order.
- Step – VII Day 12 Z.R.O. will sanction the connection and mark the file to the Allotment Clerk for preparation of bill if everything is right or to forward communication to the consumer as required, if any.
- Step – VIII Day 13 – 15 Allotment Clerk will prepare the bill and intimate the applicant on his Mobile No. and / or sent the communication if required otherwise.

The above guidelines come in force with immediate effect and for strict compliance.


(Nidhi Srivastava)
Director(Revenue)

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1. All Area Jt. Directors (Revenue)/ All Dy. Directors(Revenue).
2. All SEs(Maintenance)/ All EEs (W/S/R).
3. All ZROs for information and necessary action.

Copy for information / necessary action to:

1. PS to Chairman, DJB for kind information.
2. Vice Chairman, DJB for kind information.
3. Secy. to CEO for kind information of CEO.
4. Member (A)/Member(F)/Member(W)/Member(Dr.)/CVO
5. All Chief Engineers .
6. Director(A&P)/DOV
7. Guard File.

Nidhi
Director(Revenue)



NO. DJB/DOR/2017/ 733 to 714

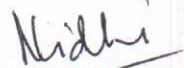
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With a view to reduce time lines for sanction of **Commercial/Industrial and Bulk Domestic Water & Sewer Connections** and expedite cases under "Ease of Doing Business" following timelines are laid down for processing these cases in 15 days time :-

- Day 1 Application may be received online through MCD Portal at the stage of seeking completion certificate from Municipal Authority. In other cases application will continue to be received online through RMS Customer Portal or in hardcopy in ZRO Offices. Integration of RMS is being done with MCD Portal wherein applications will be automatically filled and uploaded in RMS on filling the same at MCD Portal and ARN No. will be generated alongwith MCD Reference No. In case hardcopy is received by DJB, ZRO Office will get the ARN generated.
- Day 2 – 3 Allotment Clerk will generate the Inspection Field Order for seeking dues report from Bill Clerk and site report from concerned Meter Inspector/Meter Reader. Simultaneously, printout of application alongwith documents is to be forwarded by ZRO to concerned EE (Maintenance) for sanction through eOffice.
- Day 4 – 12 **Action at Engineering Level :-** E.E. will get the case processed after considering all relevant aspects, and sanction the water connection of appropriate size of ferrule and return the file to the Z.R.O. concerned. In case approval of scheme is required from Planning Division, Concerned EE (Maintenance) will coordinate and ensure the same from Planning Division within the same duration.
- Simultaneous action at Revenue Level :-** Bill Clerk and Meter Inspector/Meter Reader will submit their reports and Allotment Clerk/Head Clerk will scrutinize the report, feed the reports in RMS and complete field order.
- Day 13 – 15 Z.R.O. through his Allotment Clerk and other staff will get the bill prepared and delivered to the applicant.

The above guidelines come in force with immediate effect and for strict compliance.


(Nidhi Srivastava)
Director (Revenue)

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