

DELHI JAL BOARD
Frequently Asked Questions and Answers

INDEX

Sl. No.	Subject	Page No.
1.	RMS	2.
2.	New Connection – Water/Sewer	3.
3.	Clarification of Consumers	8.
4.	Metering	9.
5.	Regularization of Un-authorized connections	11.
6.	Billing	12.
7.	Payment facilities	14.
8.	Tariff & Charges	16.
9.	Development Charges	20.
10.	Infrastructure Charges	21.
11.	Mutation, Re-Opening, Disconnection	21.
12.	Default in Payment	24.
13.	Rain Water Harvesting	25.
14.	Engagement of Licensed Plumber for DJB Work	26.
15.	Reforms under Ease of Doing Business	27.
16.	WATER SUPPLY & MISC.	28.

REVENUE MANAGEMENT SYSTEM (RMS)

Q. 1 : What is RMS (Revenue management system)?

Ans : RMS (Revenue Management System) is a solution for the automation of Collection, Billing, Metering functions of Delhi Jal Board. It is designed, developed and maintained by TCS. As part of this project, the consumers of DJB will have access to lot of services including SMS Facility, Online Payment, Online application submission along with grievance raising and application tracking. RMS system will help in improving the process efficiency so as to provide the consumers of DJB with better services. With the help of RMS, The Consumers of DJB will have access to the following services which are available on internet.

Q. 2 : What are the online services provided by Delhi Jal Board RMS?

Ans: A dedicated customer portal at web address www.djb.gov.in has been developed for the convenience of consumers which provides following online facilities:

- 1) Online application submission for New Connection.
- 2) Online application submission for mutation.
- 3) Online application submission for disconnection.
- 4) Online application submission for re-opening.
- 5) Viewing latest bills and receipts.
- 6) Finding new KNO.
- 7) Online bill payment facility through net-banking, debit/credit card, wallets etc. at different payment gateways at customer portal as well as Mobile App mSewa.
- 8) Application status tracking.
- 9) Downloading and Viewing forms/Circulars.
- 10) View Tariff structure.
- 11) Grievance registration.
- 12) Tracking grievance status.
- 13) Profile update.
- 14) Submission of application for Disconnection.
- 15) FAQ
- 16) Contact Details

NEW CONNECTION –WATER/SEWER

Q. 3 : Who can apply for new water & sewer connection?

Ans : Any resident of Delhi - Owner of premises/Tenant who has valid proof of identity and property ownership (except in the area under the control of NDMC and Delhi Cantonment Board) and the colony where the applicant resides should have been taken over by the DJB for water supply, can apply for new water & sewer connection However, a tenant has to give no objection certificate from his landlord.

Q. 4 : What are the requirements for sanction of new water connection?

Ans : Any resident of Delhi can apply for water connection to DJB subject to the following conditions:-

- The colony where the applicant resides should have been taken over by the DJB for water supply.
- It is technically and legally feasible to supply water.
- The applicant should have Proof of Identity Document & Property Ownership Document.
- The premises for which the water connection is applied for must have no arrears on account of water charges etc.
- A regular connection shall be considered, on receipt of an application in the prescribed format.
- Application may be made by the owner/occupier of a property once the construction is completed in that property or by the owner/occupier of such premises where Board has provided/ extended water distribution system in that area after the construction provided that such construction is authorized one.
- No person is authorized or allowed to draw water from Board's water system by any means other than through sanctioned water connection.
- No regular connection will be allowed in a vacant plot/piece of land.
- No individual connection will be sanctioned to any flat or house in a co-operative group housing society/ apartment complex or other domestic/non-domestic complexes where bulk connection either exists or is required to be given under the policy in force of the Board.

- Water connection will be sanctioned for the basement of any building – subject to fulfillment of conditions.
- Individual water connection will be sanctioned for a single dwelling unit / floor which fall within the height up to 15 meter in such building.
- Assessment of technical feasibility and sanction of Bulk water connection will be the jurisdiction of Executive Engineer concerned. ZRO will forward the file accordingly after completing the formalities.
- The sanction of connection in any premises does not acknowledge or confer any title, ownership or occupancy right in favour of the applicant.

Q. 5 : What is the procedure of sanction of water and sewer connection?

Ans :

- Duly filled application form either online or in hardcopy should be submitted.
 - Applicant is required to attach the identity proof and ownership/ occupancy proof and no objection certificate from owner with his ownership proof, in case of tenant with the application.
 - There should not be any outstanding dues towards the Board against the property on account of water/ sewer/ development/ infrastructure charges etc.
 - In case there are more than one occupier/ owner then the outstanding arrears/ dues in respect of the share amount will be paid by the applicant. ZRO will assess and prepare a site report before levy such share amount.
 - Applicant is bound to abide by the conditions mentioned in the application form and is required to pay the fees, security deposit or any other charges as applicable or as may be levied by the Board from time to time.
2. Water shall be supplied, subject to technical feasibility, through sanctioned appropriate sized ferrule in consonance to the estimated water consumption of the consumer.
 3. Subject to the fulfillment of above mentioned requirements and approval of ZRO/ competent authority, a new connection may be sanctioned. Applicant is required to make payment of the demand raised by the ZRO office, which shall be deposited within a period of fifteen days/ due date of payment of new connection bill failing which sanction

is withdrawn and fresh bill may be issued only after reasonable ground to the satisfaction of ZRO.

4. Consumer is required to get connection installed on the Board distribution line through a licensed plumber or any agency having licensed plumbers of the Board. Execution of the work by other than a licensed plumber shall lead to levy of penalty provided in Schedule IV of the Delhi Water Board Act 1998.
5. Wherever it is found that the installation of connection has been done in contravention of the sanction, such as fixation of ferrule of a size other than the sanctioned one, or through unauthorized person or the work is executed on any other date than the prescribed one, such boring will be treated as unauthorized and the sanction is liable to be withdrawn, in addition to imposition of penalty as provided in Schedule IV of the Delhi Water Board Act. Provided that in case consumer gives sufficient reason for not executing the work on the specified date he may approach ZRO within 15 days, giving reasons for the failure and request for grant of another boring date, in which case, ZRO upon being satisfied, may give new date for boring.

In case of detection of unauthorized connection at the property, where connection has been applied for, consumer is required to get such unauthorized connection regularized first in applicable category by paying penalty, water charges for three years and water connection charges, failing which such connection may be cut off, besides issuance of challans and withholding of sanction for new connection.

Q. 6 : Where can one get an application form for new water connection?

Ans : The application form is available at every office of Zonal Revenue Officer of DJB at a nominal fee of Rs.10 towards the cost of the form and processing fee. One can visit DJB consumer portal (www.djb.gov.in) from where the form can also be downloaded.

Q. 7 : Where can new connection application be submitted ?

Ans : The application forms can be submitted, on all working days in the office of concerned Zonal Revenue Office, under proper receipt or Application can be submitted online on consumer portal www.djb.gov.in and online ARN (application reference number) is available for status tracking.

Q. 8: Can a person obtain more than one water connection for the same premise?

Ans : Only one water connection is sanctioned per dwelling unit. Individual water connections may be sanctioned only for those dwelling units, which fall within the height up to 15 meter in the buildings.

Q. 9 : In Group Housing Societies, does the DJB sanction individual household connections?

Ans : No, Bulk water connection is sanctioned to each society.

Q.10 : What is a Bulk Connection?

Ans : Any connection of ferrule size of more than quarter of an inch is technically called a bulk connection. In case of Co-Operative Group Housing Societies, commercial complexes have multiple units, offices/ properties requiring high quantity of water, hospitals/ institutions etc. only bulk connection is provided for all dwelling units/ multiple units in the same complex.

Q.11 : What is the procedure for obtaining a bulk water connection ?

Ans : A Bulk Water Connection can be applied in the office of zonal revenue office concerned along with following documents:

- a. sanctioned plan of the building,
- b. layout plan,
- c. hydraulic calculations,
- d. key plan,
- e. proposed water lines showing position of UGR and Sluice valves,
- f. calculation of water demand,
- g. capacity of UGR,
- h. provision of rain water harvesting,
- i. waste water recycling.

It will be approved by the Engineer Incharge concerned, subject to approval of the scheme by the Planning Division situated at Varunalaya Complex Phase-I, Jhandewalan, Karol Bagh of DJB and deposition of Infrastructure Charges.

Q.12 : Where is the application form for sewerage connection available and where is it to be submitted?

Ans : The application form is available at the office of every Zonal Revenue Office at a nominal fee of Rs.10/- or available online on customer portal www.djb.gov.in. The form can be submitted on all working days in the office of concerned Zonal Engineer (Drainage). The same can be downloaded from the DJB's website.

Q.13 : What are the formalities and procedures for sanction of sewerage connection?

Ans : The sewer connection is sanctioned only in areas where sewerage services are available. The consumer is required to fill the application form and deposit the same along with proof of residence in the office of the concerned Zonal Revenue office and required to pay connection charges of Rs. 250/- plus road restoration charges @ Rs. 1600/- for domestic and Rs. 3200/- for non-domestic connection. The applicant is also required to deposit sewerage development charges, wherever applicable.

Q.14 : What is the rate of new water and sewer connection charges?

Ans : Domestic Connection:-

Application fee for water	Rs.10/-
Opening fee for water connection sewer connection	Rs.250/- Rs. 250/-
Water Advance	Rs. 1000/-
Occupier Security (Water) (Sewer)	Rs.250/- Rs. 250/-
Road Restoration charges (Water) (Sewer)	Rs. 800/- Rs. 1600/-
Development Charge Water (in case of Unauthorized Regularized Colonies) Sewer (in case of Unauthorized Regularized Colonies)	@ Rs. 440/- per sqm. @ Rs. 494/- per sqm.
Meter Security : If, water meter installed by department than mm)	Rs. 400 (for size upto 15

Commercial / Industrial Connection:-

Application fee for water	Rs.10/-
Opening fee for water connection sewer connection	Rs.250/- Rs.250/-
Water Advance	Rs. 1000/-
Trade Advance	Rs. 5000/-
Occupier Security (Water) (Sewer)	Rs. 500/- Rs.500/-

Road Restoration charges(Water) (Sewer)	Rs. 1600/- Rs. 3200/-
Development Charge Water (in case of Unauthorized Regularized Colonies, if plot size upto 50 sqm.)	Rs. 45000/- (Fixed)
Development Charge Sewer (in case of Unauthorized Regularized Colonies, if plot size beyond 50 sqm.)	Rs. 100,000/- (Fixed)
Meter Security If, water meter installed by department, water meter more than 15 mm size meter -as per the actual cost of water meter to the Board.	

Q.15 : Is obtaining of sewerage connections mandatory in colonies where sewerage system has been provided?

Ans : Yes, onus for obtaining mandatory sewer connection after payment of development charges lies on the plot holders right from the date of Notification of commissioning of sewerage system in the area and the water supply shall be liable to be disconnected in case of default. Even if, residents do not take sewerage connection in such notified area, billing of 60% sewerage maintenance charge is started.

Q.16 : Whether water and sewer connections both are to be applied where both facilities are available by Delhi Jal Board?

Ans: Yes, wherever water supply and sewerage system has been made functional, residents are required to mandatory apply for water and sewerage connections and charges of both services are to be paid in respect of each connection on a property.

CLARIFICATION OF CONSUMERS

Q.17 : Under which categories / uses does the DJB give sanction for water supply? What are the categories of consumers with DJB?

Ans : DJB sanctions water connections to consumers under two classifications/categories depending upon the nature of the use of premises or use of water: -

A- Category - I (Domestic) :-

- a). Water supplied to such plot/property which is used purely for residential purpose and include following:-
- 1) Premises used for residence.
 - 2) Hostels of Educational Institutions of the Government, working women's hostels run by the Government.

- 3) Govt. recognized destitute homes, orphanage homes, charitable homes, blind schools, and schools for physically challenged handicapped persons, spastic children.
- 4) Piaos meant for drinking purposes.
- 5) Place of worship, cremation grounds, cemetery.
- b). Premises where a part of the premises under residential use is also used for Commercial purposes which does not have intensive use water in its process for Commercial activity undertaken, such as Atta Chakki, Stationary Shop, Kiryana Shop, Shoes Shop, Grocery Shop, Mobile Shop, Cloth Shop, Tailor Shop, S.T.D. Booth, Property Dealer Office, Cyber Café, etc. and other similar activities with less footfall.

B- Category –II (Commercial/ Industrial):- Water supplied to plot/property where water is used as input either in processing or in manufacturing or intensive use of water is in envisaged such as Institute, Hospitals, Schools, Offices, Office Complexes, Railway Stations/yards, Police Stations, Air Port, Bus Stand, Petrol pumps, Hostels, Restaurants, Clubs, Marriage Halls, Industry, Cooling Plants, Factories, Ice Cream factories, Amusement parks, Dhobi Ghats etc. and other similar activities with high footfall.

METERING

Q.18 : Are all the water connections required to have meters?

Ans : Yes, as DJB intends for 100% metered water supply.

Q.19 : Is it essential that meters are installed by the DJB only? From where can I get my own meter installed? Which are the permissible meters?

Ans : A meter can be installed by the consumer also by purchasing meters of specifications as permitted by the DJB. However, in case of Automatic Meter Readers (AMR) meter only DJB meter will be replaced after deposition of meter cost.

Q.20 : What are the specifications of the approved meters?

Ans : The specification of approved / permissible meters are: - 15mm, class B, multi-jet, inferential type, magnetically coupled conforming to the IS: 779/1994 and the body of the meter shall be brass/ bronze as per IS: 779/1994. Meter should have the Manufacturer's

Test Certificate and Test Certificate .The approved brands of meter are DASMESH/DMB, KONARAK, BAYLON/TK-23, ITRON CG, KRANTI- KBM G+, KRANTI-ULTRA-G, ANAND ASAHI, FEDREL, CRESCENT-CDM, TEKSAN.

Q.21 : Does the DJB charge any meter rent towards installation of meter? What is the amount?

Ans : In case, the meter is provided by the DJB, a rent is chargeable. In case, the meter is private owned, no rent is chargeable. The meter rent for different categories of connections is different. The rent is payable for functional meters on monthly basis and is included in the water bill of the consumer. The rent chargeable is Rs. 20 per month in case of water meters of normal 15 mm size.

METER RENT for size 15 mm Rs.20, 20 mm Rs.20, 25 mm Rs. 30, 40 mm Rs. 40, 50 mm Rs. 40, 80 mm Rs. 50, 100 mm Rs. 100, 150 mm Rs. 150, 200 mm Rs.200, 250 mm and above Rs. 200.

Q.22: My meter has gone defective. Can I get a new meter installed in its place?

Ans : A meter has to be declared defective by the office of the Zonal Revenue Officer and the same is indicated in the water bill. If meter installed by the DJB is declared defective, a consumer can apply for replacement of the meter to the ZRO and the same will be replaced by the DJB subject to availability of stock. In case of a private meter, the information about the defective meter can be sent to the ZRO who in turn will get it declared so on inspection and the replacement of the meter will be the responsibility of the consumer.

Every time, a new meter is installed in place of the defective meter with prior intimation, the consumer should give immediate information to the ZRO so that initial reading, meter number, date of replacement can be noted by the meter reader for billing purpose.

Q.23: What are rates for meter security? Is it refundable?

Ans : Water Meter Security is charged in case of meters provided by DJB. The consumer can obtain DJB's water meter against security amount as given below:-

METER SECURITY for size 15 mm Rs.400, 20 mm Rs.800, 25 mm Rs. 1000, 40 mm Rs. 1600, 50 mm Rs. 2700/, 0 mm Rs. 3400, 100 mm Rs. 5000, 150 mm Rs. 7600,

200 mm Rs.20000, 300 mm Rs. 29000.

At the time of surrender of water connection/meter, the meter security is refunded to the consumer, subject to submission of original receipt of security and deposition of water meter.

Regularization of Un-authorized Connections

Q.24 : What is the procedure for regularization of unauthorized water connections?

Ans : On payment of the following charges, an unauthorized water connection can be regularized, subject to the technical legal feasibility and a payment of following charges:-

- Penalty of Rs.3000/-.
- Average Water Charges for the respective Category for the past three years.
- Water Development Charges, wherever applicable.
- Usual initial charges such as opening fee, water advance and Road Restoration Charges, dues on property etc.

Q.25: Whom should I approach for getting the un-authorized connection regularized?

Ans : The office of the Zonal Revenue Officer of the area.

Q.26 : What is the procedure for regularization of unauthorized sewer connections?

Ans : On payment of the following charges, an unauthorized sewer connection can be regularized, subject to the technical legal feasibility and a payment of following charges:-

- Penalty of Rs.500 for Domestic, Rs. 1000 for Non-Domestic and Rs. 5000 for Industrial properties.
- Sewer Development Charges, wherever applicable.
- Usual initial charges such as opening fee and Road Restoration Charges, dues on property etc.

Q.27: What are misuses of water?

Ans: Water used for other purposes than, for which the connection has been sanctioned would amount to misuse. The use of water for construction of building without prior information and permission of the Delhi Jal Board is also among misuse of water.

Q.28: What action is taken on misuse of water in different category?

Ans: If misuse of water is noticed as use of domestic connection for non-domestic purpose, connection is converted to higher category of usage from atleast two previous billing cycles or the date such misuse may have started besides imposition of penalty misuse of water which is Rs. 1000 and on non- payment & conversion daily fine of Rs. 100 per day.

BILLING

Q.29: In the case of un-metered connections, what is the basis of the billing?

Ans : a) If no functional water meter was ever installed, the bill will be raised talking minimum consumption of water as 25 kilolitres per month per dwelling unit or as assessed by ZRO, whichever is higher till a meter is installed on such connection.

b) In case of unmetered connections in JJ resettlement colonies, average of 10KL per floor is charged till a meter is installed on such connection.

c) In case of consumers residing in rural villages and to increase the existing presumptive average of 10 KL to 20 KL per month.

Q.30: What is the basis of billing in case of non-functional water meter?

Ans : If at the time of meter reading or as per the report of the consumer, the water meter provided by the Board is found to be out of order and consequently not registering the consumption, the average consumption of previous twelve months or such lesser period as available on record shall be taken as the basis of billing upto maximum two consecutive billing rounds in the round in which meter was found/ declared non-functional. After that average will be taken as 25 KL per month per dwelling unit or actual consumption whichever is higher, till new water meter is installed.

Q.31 : What will be basis of billing in case water meter of premises is found locked or measure deviation in consumption of water is found?

Ans : Provisional billing is allowed in case of major deviation in consumption of water, lock status of meter or premises etc. in such cases , the average consumption of previous twelve months or such lesser period as available on record shall be taken as the basis of billing upto maximum two consecutive billing rounds in the round in which first time provisional bill is issued. After that bills would be issued on the basis of actual average

of previous 12 months or such lesser period as available on record OR 25 K.L. Per Month, whichever is higher.

Onus to prove lesser consumption in case of meter/premise locked cases will be on the consumer and adjustment on actual consumption based on meter reading will be allowed after considering all facts by the competent authority as per delegation of powers.

Q.32: What is Provisional billing?

Ans : (a) While recording the reading, if Meter reader finds that reading should be detained due to 100% deviation on consumption, unless the consumption is less than or equal to 20 KL per month, during a billing cycle as compared to the previous one, he shall inform the consumer and ZRO about the same. Till the consumer submits his explanation, provisional bill based on average consumptions of previous twelve months or such lesser period as available on record, shall be issued. If consumer succeeds in establishing that such consumption is not correct, the bill will be rectified otherwise consumer is required to pay the bill as per the consumption recorded by the meter reader.

(b) If a water meter box or premises is found locked, provisional bill on the basis average consumption of previous twelve months or such lesser period as available on record shall be issued subject to adjustment on actual consumption, whenever recorded.

Q.33 : How many days are allowed for making payment of water bill charges?

Ans : The due date for making payment is shown in the bill and in case of default; surcharge is also to be paid. Normally, 15 days time is allowed for making payment from the bill generation billing date.

Q.34 : I am not satisfied with the meter reading. Whom should I approach?

Ans : The area ZRO should be contacted. There is a provision of special reading after paying an amount of Rs. 50/.Beside that a complaint can be lodged with Jt.Dir /Dy.Dir/ ZRO or at CM's,PGMS,Telephone number 1916.Tel.No. of Jt.Dir /Dy.Dir/ ZRO are available on website.

Q.35 : What is the normal billing Cycle?

Ans : The normal billing cycle for domestic connection is bi-monthly, whereas for bulk connection, it is monthly .

Q.36 : In the event of house remaining vacant, can the bills be revised on Minimum charge basis?

Ans : In the event of house remaining vacant, water is not used and water meter is accessible for reading showing no increase in readings, consumer bill may be revised on minimum charge basis i.e., only the service charges will be billed. However , onus of proving the vacancy of the premises during the period of billing will be on the consumer and he/she has to produce relevant documents like electricity bill etc. verifying the vacancy of the property during the period for which request for minimum charge is being made.

Q.37: Is there any concession or exemption to religious places or charitable institutions?

Ans : No, except they are covered in Domestic Category if there is no non-domestic use in its complex.

Q.38 : Can the benefit of domestic category be claimed in notified industrial areas on the above criteria?

Ans : No, notified industrial areas are not allowed this benefit.

PAYMENT FACILITIES

Q.39 : Where can the payment of water bills be made?

Ans : Payment of water charges can be deposited in any of the Zonal Bill Payment collection centers of DJB between 9:30 a.m. and 2:30 p.m. on any working day. Consumers can also use any of these available options to make the payments:

- 1) Online payment through net banking, debit card and credit card through the link at DJB websites www.delhijalboard.nic.in or www.djb.gov.in , without any charge to consumer and transaction charge is borne by Board.
- 2) Automate bill payment machines (KIOSK) installed at different locations across Delhi (From 8:00 a.m. to 6:00 p.m.).

- 3) Corporation Bank(118 Branches)
- 4) Allahabad Bank (60 Branches)
- 5) IDBI Bank (32 Branches)
- 6) Union Bank of India
- 7) NEFT/RTGS through bank transfers
- 8) Outlets of ITz card
- 9) Mobile Wallets i.e., Paytm and Mobikwik.

Mobile app: Consumer self service mobile applications has been implemented. Now , consumer having android mobile handset may not only generate the water bill at their own but also make the payment online through mobile wallets Paytm, Mobikwik and Net-banking, Debit/Credit Cards.

Q.40 : What are the details for payment through NEFT/RTGS?

Ans : Following details are to be filled for payment for single or more water connections with valid New KNO :

S.No.	Columns	Details to be filled
1	Name of Account Holder/Beneficiary Name	Delhi Jal Board
2	Complete Contact Address	Director of Revenue, 5th floor, Varunalaya Phase-II, Karol Bagh, Delhi-110005
3	Telephone Number	8860635442
4	Email	avichal.jain@kotak.com, joginderdjb@yahoo.com
5	Bank Name	Kotak Bank
6	Branch Name	Connaught Place
7	Address	G -39, Outer Circle, Connaught Place, New Delhi:110001
8	IFSC Code	KKBK0000214
9	Type of Bank Account	Current Account
10 A	Bank A/c No. If payment may be transferred to DJB virtual A/c No. for automatic posting of payment)	<i>DJB 10 digit New KNO</i> <i>Alphanumeric 13 characters - DJB followed by 10 digits K.NO of water connection mentioned on the bill, without any brackets or space)</i>
10 B	If payment cannot be transferred to DJB virtual A/c then A/c No <u>Note for 10B:</u> After transfer of funds, email (with payment details each KNO., UTR No., date amount, Bank name) to mentioned email Ids at Column No 4, is necessary for posting of payments.	4211346575
11	MICR Code of Bank	N/A
12	BSR Code	N/A

TARIFF & CHARGES

Q.41: What are the charges raised in the water bill?

Ans : Following charges are raised in the water bill: -

- (i) Water Consumption Charge: - Based on the volumetric consumption on monthly basis.
- (ii) Service Charge: - Fixed access charges as per the slabs based on the monthly consumption.
- (iii) Sewerage Maintenance Charge @ 60% of (i) above, subject to existence of sewer connectivity in the area.
- (iv) Meter Rent if meter has been installed by the DJB.
- (v) Arrears, if any.
- (vi) Surcharge, if payment is not deposited within stipulated time.
- (vii) Other charges as specified in the bill.

Q.42: What is Water Consumption charge?

Ans : It indicate the charges for volumetric consumption of water for the period as indicate in the bill, determined on the basis of consumption of 30 days of the consumer.

Q.43 : What is the rate of Water Consumption charge as per the present tariff?

Ans :

CATEGORY-I (DOMESTIC CONNECTIONS)		
Monthly Consumption (in Kilolitre)	Service Charge (in Rs.)	Volumetric Charge (Per KL in Rs.)
Upto 20	146.41	5.27
20-30	219.62	26.36
Above 30	292.82	43.93
Plus Sewer Maintenance Charge : 60% of water volumetric charge		
CATEGORY-II (NON-DOMESTIC CONNECTIONS-COMMERCIAL/INDUSTRIAL)		
Monthly Consumption (in Kilolitre)	Service Charge (in Rs.)	Volumetric Charge (Per KL in Rs.)
0-06	146.41	17.57
06-15	292.82	26.35
15-25	585.64	35.14
25-50	1024.87	87.85
50-100	1171.28	140.56
Above 100	1317.69	175.69
Plus Sewer Maintenance Charge : 60% of water volumetric charge		

Late Payment Surcharge – 5% of total bill amount.

In the existing tariff, the rates of volumetric charge have been structured on the basis of consumption of water on monthly basis and depend on the category and consumption

Q.44 : What is the total amount of Sewerage Maintenance Charge?

Ans : 60% of water consumption charge is recovered as Sewerage Maintenance Charge from colonies/areas where sewer lines have been made functional.

Q.45 : What is the rate of Late Payment Surcharge?

Ans : 5% surcharge is levied if payment is not made within the due date as indicated in the bill.

Surcharge is payable on the total amount due.

Q 46: What is the procedure to obtain permission for uses of water for construction purpose?

Ans : Normally Board water is not available for construction purpose. However, approval by Zonal Engineer is subjected to availability of water. Any person who intends to make any minor or major alteration in a building or construct a new building, shall give written notice to the ZRO with a copy of the plan atleast 10 days before the start of constructions. If he fails to give such notice, he shall, in addition to any penalty under schedule-IV of the Act, be also liable to pay the cost of water as mentioned Annexure-1 of Schedule-III of The Delhi Water Board Act, 1998 and Delhi Water & Sewer (Tariff and Metering) Regulations 2012

Q.47 : What are the present rates of water charges for construction purposes (Cost of water) for commercial buildings?

Ans : A. In case a consumer utilize Board water for minor alteration/construction like plastering of walls, roofs, floors, fixation of wall and floor tiles , after advance intimation to the ZRO concerned , the consumer is liable to pay the cost of water on following rate:-

For Janta.LIG flats or plot area upto 40 sq.m. (for single floor)	Rs. 2,500/-
For MIG/HIG or plot area upto 80 sq.m. (for single floor)	Rs. 4,000/-
For plot area from more than 80 sq.m. to less than 200 sq.m. (for single floor)	Rs. 7,500/-
For area of 200 sq.m. or more	As assessed area Z.E. but not less than Rs. 7,500/-

B. In case the consumer utilize Board water for additional /major construction such as casting of roof slab, construction of additional room, the cost of water will be levied on the following rates :-

For Janta.LIG flats or plot area upto 40 sq.m.(for single floor)	Rs. 4,000/-
For MIG/HIG or plot area upto 80 sq.m.(for single floor)	Rs. 7,500/-
For area of 200 sq.m. or more	As assessed area Z.E. but not less than Rs. 10,000/-

Notes:-

1. The consumer will keep his water meter in functional mode during the whole of the period construction and will intimate the ZRO when the construction is over.
2. Penalty in case the consumer fails to give advance information to ZRO about the construction or fail to keep the meter in running condition.

For imposition of penalty the special magistrate of the Board will take the cognizance as per the provision prescribed in schedule IV of the Act.

Q.48 : What is the penalty in case of dishonored cheques ?

Ans: As per cheque was issued. The fee has been revised to Rs. 200/- in each case irrespective of cheque amount.. In addition, the person can be prosecuted under the Negotiable Instrument Act.

Q.49: What are the charges for sewer maintenance charges for cut-off and/or without DJB's water connections, but discharging sewage into DJB sewerage system?

Ans :-

Category of Consumer	Monthly rate (in Rs.)
Domestic Category	
(i) For premises having built up are upto 200 sq. m.	Rs. 150/-
(ii) For premises having built-up area above 200 sq. m.	Rs. 450/-
Commercial/Industrial Category	
(i) Premises Having Built Up Area Up To 500 Sq. M.	Rs. 1000/-
(ii) Premises Having Built Up Area From 501 Sq. M. To 1000 Sq. M.	Rs. 1500/-
(iii) Premises having built up area above 1000 sq. m.	Rs. 2500/-

The above sewerage charges will not be applicable in following cases:

- Where the water connections in the same premises in the name of a consumer having more than one water connection has been disconnected such that at least one water connection remains in his/her name after disconnection, provided there is only a single sewer connection. However, in case there are more than one sewer connections, the above specified charges shall be levied against cut-off water connection with separate sewer connection in the same premises.
- Where the disconnected water connection has been reconnected by the Board, the above charges would be withdrawn from the date of reconnecting of the water connection.

Q. 50: Whether there is charges for using ground water in addition to Board water?

Ans: The following rate is charged from the consumers where the consumer is using another source of water in addition to the Board supply

Category of Consumer	Monthly Rates of Sewerage Charge (in Rs.)
Category – I	
(i) For premises having built up area upto 200 sq. mtr.	Rs. 100/-
(ii) For premises having built-up area above 200 sq. mtr.	Rs. 250/-

Category –II

(i) Premises having built up area upto 500 sq. mtr.	Rs. 500/-
(ii) Premises having built up area from 501 sq. mtr. To 1000 sq. mtr.	Rs. 700/-
(iii) Premises having built up area above 1000 sq. mtr.	Rs. 1000/-

However, such institutions where intensive use of additional water source is there, the rates are as follows:

1 Hotels/ Guest houses

0-50 rooms: Rs. 2,000/- per month

51-100 rooms: Rs. 10,000/- per month

<100 rooms: over 100 rooms, for every additional block of 50 rooms or its part:

Rs. 2,500/- per block (over Rs. 10,000/-)

2 Banquet : Rs. 10,000/- per month per Banquet function site

- 3 Hospital, Nursing home :**
0-25 beds : Rs. 1,500/- per month
26-50 beds : Rs. 2,000/- per month
51-100 beds : Rs. 10,000/- per month
<100 beds : over 100 beds, for every additional block of 50 beds or its part
: Rs. 2500/- per block (over Rs. 10,000/-)
- 4 Malls, Cineplex :** Rs. 10,000/- per month

DEVELOPMENT CHARGES

Q.51 : What is Water Development Charge?

Ans : 'Development charge' shall be levied one time on properties situated in such a locality where water and/or sewerage facilities have been extended by the Board without any grant/non-refundable aid by the Government. Such charges shall be levied on the basis of per square meter area of the plot/property from the date of the notification issued with respect to that locality. In case of delay in payment of the development charges, interest, as provided in the notification, shall also be levied. The Board may provide rebate on the interest or concession to any particular category of the consumers.

Q.52 : What are the rates of Water Development Charges?

Ans : Rate of Water Development Charges can be obtained from the concerned DJB office or from Board websites.

Q.53 : What is Sewerage Development charge?

Ans : Sewerage Development Charge is a charge which is recovered from the plot holders of the colony where sewer lines are laid by the Delhi Jal Board and sewerage services are commissioned.

Q.54 : What are rates of Sewerage Development charge?

Ans: Rate of Sewerage Development Charges can be obtained from the concerned DJB office or from DJB websites.

INFRASTRUCTURE CHARGES

Q.55 : What is infrastructure charge?

Ans: Infrastructure Charge' is levied on developing agencies as well as on the individual owner of plot/property with size of 200 sqm or more at the time of approval of water / sewer schemes / connections as per the laid down procedure by the authority for loading additional burden on the system of the Board. It is calculated on the basis of average daily demand of water in liters. Currently, the water infrastructure charge is Rs. 48.20/- per liter and sewer infrastructure charge is Rs 28.20 /- per liter. However, in case a new building is constructed with for stories or on a plot size of 200 sqm or more, the old connection will not be restored without the payment of infrastructure charges.

MUTATION, RE-OPENING, DISCONNECTION

Q.56 : What is the procedure for mutation (change of name) of water connection?

Ans : The application can be made Online or can be obtained from the DJB office. The filled application for transfer of name is to be submitted in the office of the concerned ZRO(W) alongwith following :

- (i) In case of purchase of property by the applicant: Attested copies of sale deed of the property in question in the name of the applicant.
- (ii) Attested copy of 'succession certificate' or attested 'NOC' from the other co-owners etc., in case of death of original water connection holder.
- (iii) An affidavit indemnifying DJB from any legal dispute, duly attested by Notary Public.
- (iv) Copy of last paid bill of water charges.
- (iv) Mutation fee/ transfer charges to be deposited in concerned ZRO (W) office or online.
- (v) In case of mutation non-payment of bill having mutation charges , mutation is reversed in subsequent billing cycles.

Q.57 : What is the mutation fee?

Ans : Mutation fee is charged at Rs. 100/- presently. Also the occupier security Rs. 250/- and water advances Rs. 1000/- (**Not applicable in Blood Relation case**) along with meter security, if applicable.

Q.58 : Can a consumer get a water connection temporarily disconnected? If so, how ?

Ans : Yes, water connection can be temporarily disconnected only for valid reasons and for this an application by the original water connection holder is to be submitted at concerned ZRO(W) office along with copy of the latest paid bill and requisite disconnection charges.

Q.59 : Can meter and occupier security in favour of new consumer be transferred on mutation of water connection?

Ans : The amount of meter and occupier security already deposited may be transferred in favour of the new consumer as a result of mutation of water connection. An application in the prescribed proforma is to be submitted by the outgoing consumer and the incoming consumer duly attested by Gazetted Officer along with the original receipt of deposit or the certificate of deposit of said security. The receipt or certificate of deposit will be returned to the incoming consumer after making necessary endorsement of transfer on that account.

Q.60 : What is the procedure of Disconnection of Water Supply on Consumer Request ?

Ans. (a) A consumer may apply online or offline request for disconnection of water supply in the prescribed format available on DJB Website i.e., www.djb.gov.in on any of the following grounds:-

- (i) If the propose for which temporary water connection was taken is attained;
- (ii) If the consumer wants to surrender the connection due to new construction on the plot after demolishing the existing building;
- (iii) A consumer, whose premises is likely to remain vacant or unoccupied or closed due to long out station stay.
- (iv) If the consumer wants to surrender the connection due to any other reasons

(b) In such situation consumer is required to pay the outstanding water charges, fifteen days advance water charges from the date of application calculated on the basis of

previous average consumption plus the disconnection fee alongwith the Board Meter. Consumer will furnish an undertaking to the effect that no order or stay is there from any court of law against such connection,

Q.61 : What is the procedure of Disconnection of Water Supply by the Board ?

Ans. (a) The Executive Engineer or his authorized subordinate shall have the power to disconnect the water supply in any of the following circumstances after giving three days clear notice in writing to owner/occupier or consumer:

- (i) Where there is default in the payment of water bills, meter rents or meter repairs within two billing cycles.
 - (ii) Where without the previous permission of the ZRO, water supply is extended to any person other than those residing in the premises or water is used in violation of any of the intending purposes on which it is supplied.
 - (iii) Where there is leakage of pipe or other defects in the private service/distribution pipeline resulting in wastage of water.
 - (iv) Where there is refusal to allow the ZRO, or his subordinate authorized in that behalf to enter on any property, land or building for the purpose of inspecting the service pipe fittings and other appliances or for doing meter reading.
 - (v) Where meter of the Board or private meter is replaced by the consumer without intimation to the Board.
- (b) When the water supply is cut off by the Board, the water supply shall not be restored as long as the wrongful act or omission for which the supply was cut off continues
- (c) The Executive Engineer or his authorized subordinate shall have the power to disconnect the water supply to owner/occupier or consumer in any of the following circumstances:
- (i) Where work of any extension or alteration or repairs to supply pipes owned by DJB is carried out through any person other than a licensed plumber or any agency approved by the Board, which uses licensed plumber
 - (ii) Where any attempt is made to tamper with the water distributing lines laid by the Board.
 - (iii) Where it is noticed that the water supply pipe may be the cause of contamination and leakage.

- (iv) Where despite being informed, a consumer fails to make suitable arrangements to the satisfaction of the Board official for the proper disposal of the waste water which otherwise is likely to create unhygienic conditions injurious to the public health.
 - (v) Where a private meter is out of order and the consumer fails to replace the same in spite of notice from the Board.
 - (vi) Where water is allowed to run waste, despite owner/occupier/consumer having been warned by the Board through a written notice to check the same.
- (d) If a booster pump or any other contrivance is connected directly on the service pipeline then in such an event, the Executive Engineer or authorized representative in addition to disconnecting the water supply shall seize such contrivance or pump without notice and the consumer shall be prosecuted by the Board. The seized material shall not be returned in any case.

Q.62 : What is the procedure of Restoration/Re-open of Water Supply ?

Ans :

- a) In the eventuality of a disconnection by the Board, the consumer may apply for restoration of water supply after rectification of the fault and on payment of opening fee and disconnection fee and Road Restoration Charges. The cost of restoration of water supply shall be borne by the consumer.
- b) The consumer may apply for restoration of water supply if it was disconnected on his request, on payment of reopening fees. The cost of restoration of water supply shall be borne by the consumer.
- c) The request for restoration/re-opening of disconnected water connection shall be made in the format specified available on DJB Website i.e., www.djb.gov.in .

DEFAULT IN PAYMENT

Q.63 : What action can DJB take in case of non-payment of water charges?

Ans : In case of non-payment of water charges, not only water connection but also the sewerage connection can be disconnected.

Q. 64 :What action is taken on default of payment?

Ans. If outstanding due is not paid or sufficient cause for non-payment is not shown to the satisfaction to the Zonal Revenue Officer, besides disconnection of your water connection, a warrant of distress or attachment may be issued for the recovery of the same with cost under the provisions of Section 55, 82, 87, 88 & 91 of Delhi Water Board Act, 1998.

RAIN WATER HARVESTING

Q.65 : Whom should I contact for technical assistance for rain water harvesting?

Ans : For technical assistance for rain water harvesting the DJB has got a cell functioning under an Executive Engineer. The address is - Rain Water Harvesting Assistance Cell, Delhi Jal Board, Varunalaya Phase-I, New Delhi-05. Phone No. 23675434, 23678380-82 Ext 246, 240.

Q.66 : Which types of consumers are covered under Rain Water Harvesting (RWH) and waste water recycling and What are the provisions in this regard?

Ans : **Rain Water Harvesting and Waste Water Recycling:-** Provision of Rain Water Harvesting, i.e. rain water runoff generated from rooftop of the building premises has been made mandatory for plots/properties which are having area of 500 sqm or more and optional for properties having area less than 500sqm.

As an incentive,

- i) Such plots/properties having area of 500 sqm or more having installed functional RWH system or waste water recycling shall be granted rebate of 10% in total bill amount for having RWH and rebate of 15 % if both the systems have been set up and are functional.
- ii) Consumers having plot area between 100 Sqm to 499.999 sqm and a functional Rain Water Harvesting facility will get a rebate of 10%.

Penalty: For all the consumers irrespective of their consumer category Rain Water Harvesting penalty at enhanced tariff of 1.5 times will be applicable if they have plot area 500 sqm or above and do not have a functional Rain Water Harvesting system.

Exceptions:

- 1) If the consumer lives in the area which has rocky ground or it is on the banks of Yamuna River then rain water harvesting penalty will not be imposed if the consumer does not install Rain Water Harvesting system in his premise.
- 2) If the consumer lives in the area which has rocky ground or it is on the banks of Yamuna River and have a working rain water harvesting facility in his/her premise then applicable rebate @ 10% will be given to such consumer.

ENGAGEMENT OF LICENSED PLUMBER FOR DJB WORK

Q.67 : Is it necessary to use the services of a licensed plumber for repairing of water service pipe emanating from ferrule?

Ans : Yes, only the licensed plumbers are allowed by the DJB for the above purpose.

Q 68. When should consumer should engage a licensed plumber approved by the Board?

Ans:

- (a) The fixing of fittings and paying of supply pipes from Board line to consumer premises shall be made through a licensed plumber or such other suitable agency which uses licensed plumbers. A list of such licensed plumbers/agencies will be exhibited for public information at the Zonal Revenue Office and on the web site of the Board.
- (b) In case any person and/ or occupier interfere or temper or make bore/connection in Board distribution line without proper sanction or through any person other than the licensed plumber then that person alongwith the occupier, shall be liable for prosecution under the Act and payment of fine as provided in Schedule IV of the Delhi Water Board, Act.
- (c) If any licensed plumber contravenes any of the provisions of the Act or of any regulations or executes any work carelessly or negligently or uses interior material,

appliances or fittings, Authorized officer of the Board may suspended or cancel his license besides imposing penalty under section 35(4) read with schedule IV of the Delhi Water Board, Act.

(d) A consumer who engages the services of a licensed plumber should inform the ZRO as to the name of that plumber and the work done by him.

Reforms under Ease of Doing Business

Q. 69. What are the Reforms made by Delhi Jal Board under Ease of Doing Business?

Ans. Delhi Jal Board has taken following major steps for the convenience of consumer under Ease of Doing Business:-

- (i) Online facility has been provided to apply for New Connections of water and sewer and instant Application Reference Number (ARN) is generated as acknowledgement.
- (ii) Status of application can be tracked online through ARN.
- (iii) Payment of charges of New Connections can be made online through Debit/Credit Card, Netbanking, Wallets etc on DJB Website i.e., www.djb.gov.in or mSeva Mobile App.
- (iv) In order to provide service in a time bound manner, timelines of 15-days have been fixed in place of existing 35 days timelines.
- (v) In order to reduce procedure of construction permit, the procedure of obtaining permission/approval of Delhi Jal Board for water and sewer plans for construction permit has been dispensed with.
- (vi) Integration of online application of new water and sewer connections has been made with the software/applications of Municipal Corporation to reduce the time, efforts and providing service at one place.
- (vii) In order to reduce cost of construction permit 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 unauthorised 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.

WATER SUPPLY & MISC.

Q.70 : What is the procedure for getting potable water through DJB water tankers?

Ans : Contact the Water Emergency of your area on telephone Nos annexed as Annexure-'IV'

Q.71 : Is water tanker supply a free water supply?

Ans : Yes, the water supply through tanker is without any charge and it is supplied when there is disruption in regular supply of water or there is general contamination of water in the Locality/flats.

Q.72 : What is the procedure for taking water supply for special occasions like marriage, religious functions?

Ans : For special occasions as mentioned above, water supply through tanker is provided at a fixed charge, which is to be deposited at water emergencies in advance. This is however, subject to availability of water / tankers.

Q.73 : Is the water supplied by the DJB water tankers fit for human consumption?

Ans : Yes, before a water tanker leaves the water emergency, the presence of chlorine in the right quantity is ensured.

Q.74: Can a water tanker be booked from some other water emergency of a different area?

Ans : No However, in case of non-supply of water, such arrangements are made by the Department on its own, free of cost.

Q.75 : Who is to be contacted in the event of demand of money or bribe for supply of water by tanker even if water to be supplied is free of cost?

Ans : In case of any complaint of this kind, the concerned Executive Engineer as per list at Annexure-'I' is to be contacted for redressed.

The complaint can also be lodged with the Vigilance Department of the DJB on the telephone number 23670461 at the address Varunalaya, Phase-II, Karol Bagh, New Delhi-05.

Q.76 : Who is to be contacted in case of contaminated supply of DJB water?

Ans : Complaint may be lodged with the respective water emergency as per details at Annexure-'IV'. Director (T&QC) or laboratories can also be contacted for grievance redressal.

Q.77 : Can the DJB water can be tested for checking of contamination?

Ans : Yes, this facility is available free of cost and the complainant can contact the Director of Quality Control on the telephone No. 23814322. His office address is at Wazirabad Water Works, Wazirabad, Delhi 110 054.

Q.78 : Can a leaking service pipe line of a consumer be got replaced by DJB ?

Ans : Yes at a nominal cost for which the applications are available free of cost in the office of the concerned Executive Engineer.

Q.79 : I doubt the quality of water being supplied by the DJB. Whom should I contact for checking the water quality?

Ans : In case of any complaint about the water quality, following laboratories of Delhi Jal Board can be contacted for water testing free of cost:

1. Wazirabad Water Works 23814322 For City, Sadar Pahargang, Civil Lines, **Karol Bagh Zone**
2. Okhla Water Works 26910176,26910524 For South Delhi Jal Board
3. Bhagirathi Water Works 22562724 For Trans Yamuna areas
4. Haiderpur Water Works 27552446, 27552447 For West, Western & Northern Delhi areas

5. Greater Kailash-I (RWS) 29234928 For rural areas of South Delhi
6. Nangloi Water Works 25945594 For rural areas of West and Najafgarh zones

In addition, a consumer can also contact the Director of Treatment and Quality Control at his office in Wazirabad Water Works.

Q.80 : Does the tests carried out in the laboratories only check the pathogens?

Ans : Comprehensive testing facilities are available for which o/o Director (Treatment & Quality Control) may be contracted at 23814322.

Q.81 : Can the tests be carried out on the water samples of the tube wells?

Ans : Water being supplied from Rainey Wells and tube wells are tested on regular basis to check the contamination. However, any individual having its own source of water either from tube wells or otherwise can get the samples of water tested from the DJB laboratories on payment of charges.

Q.82 : What are the water testing charges?

Ans : Water testing charges

1. Chemical Examination Rs. 760/- per sample
2. Bacteriological Examination Rs. 60/- per sample
3. Special tests like Cynaide, Chromium, Rs. 75/- per parameters

Lead, Cadmium, Arsenic, Chlorine, Demand etc.

1. Deposit of testing fee Central laboratory at Wazirabad, Haiderpur
2. Sample lifting/ testing and collection Respective Zonal laboratory Of test report.

Q. 83 : What are the meter testing charges?

Ans. : Rs. 150/- is meter testing charge which is to be deposited in advance in the office of Zonal Revenue Office along with application stating reason for getting the meter tested.

DISCLAIMAR : FAQ has been prepared for the convenience of consumers to reply frequently asked queries received to Delhi Jal Board from time to time. In case of any clarifications/details, please refer to the Act, Regulations, Instructional orders and Circulars of Delhi Jal Board.

* * *