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Dated : \_\_\_\_ July, 2012

## **Delhi Water & Sewer (Tariff and Metering) Regulations, 2012**

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File

No.

Dated:

## *DELHI JAL BOARD*

Delhi Water & Sewer (Tariff and Metering) Regulations, 2012

In exercise of powers conferred by Section 109 of the Delhi Water Board Act, (Act No. 4 of 1998), the Board hereby makes the following Regulations, for water & sewer tariff and for metering, and for matters connected therewith and incidental or ancillary thereto.

### Chapter – I Preliminary

#### **1. Short Title and Commencement.**

- (a) These Regulations may be called ‘The Delhi Water & Sewer (Tariff and Metering) Regulations, 2012.
- (b) These Regulations shall come into force from the date of its issuance by the Board and subject to Section 109(3) of the Delhi Water Board Act, 1998

#### **2. Definitions**

In these Regulations unless there is anything repugnant to the subject or context:-

- (a) ‘Act’ means the Delhi Water Board Act, 1998 (Delhi Act No. 4 of 1998);
- (b) ‘Board’ means the Board as defined in the Act;
- (c) ‘Bill’ means an instrument reflecting the demand raised for the services rendered by the Board.
- (d) ‘Billing cycle’ means the period for which bill will be raised by the Board;
- (e) ‘Bulk connection’ means sanctioned connection for bulk supply of water through a ferrule size of more than 6.4 mm;
- (f) ‘CEO’ means the Chief Executive Officer of the Board;
- (g) ‘Cess’ means the cess as defined in Water (Prevention & Control of Pollution) Act, 1976
- (h) ‘Consumer’ means any person using services provided by Board such as piped water supply, water supply through tanker, sewage facility, bio gas facility or treated effluent and shall include corporate body, public and private institution, firm, or establishment availing of such facilities.
- (i) ‘Domestic individual connection’ generally means connection for supply of water through a ferrule size of 6.4 mm.
- (j) ‘Illegal connection’ is that connection which is taken by a person from rising main or transmission main without any sanction or from the service line of another consumer, which cannot be regularized by the Board.
- (k) ‘Meter’ means a mechanical/Electronic device for recording volumetric consumption of water, bio-gas and treated effluent during any specified period.

- (l) 'Property' means premises consisting of any land or building as defined in Section 2(aa) of the Act and for purposes of these regulations is used either for domestic or non-domestic or mixed-use purpose.
- (m) 'Service pipe' means the pipe which extends from the Board's distribution line to the water meter of the consumer;
- (n) 'Temporary connection' means connection provided for any temporary use upto three months subject to deposition of the charges;
- (o) 'Unauthorized Connection' means any connection installed on water distribution pipe line without the proper sanction of the authority and/or without due payment of required initial charges which can otherwise be regularized;
- (p) 'Zonal Revenue Officer' is an officer of the Board who is authorised to carry out such functions on behalf of the Board as are or may be delegated to him;

All other words and expressions used in these regulations and not defined herein but defined in the Act shall have the meaning respectively assigned to them under the Act or in absence thereof, the meaning as commonly understood in the water supply industry.

Chapter II  
Water and Sewer Connection

**3. Water Connection**

- (a) A regular connection shall be considered, on receipt of an application in the prescribed format as provided in Annexure-I of Schedule-I hereto alongwith requisite documents and fees as prescribed in Annexure-II of Schedule-I.
- (b) 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.
- (c) No person is authorised or allowed to draw water from Board's water system by any means other than through sanctioned water connection.
- (d) No regular connection will be allowed in a vacant plot/piece of land.
- (e) 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.
- (f) No water connection will be sanctioned for the basement of any building.
- (g) Individual water connection will be sanctioned for a single dwelling unit / floor subject to maximum of six in a property.
- (h) 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.
- (i) Water supply shall not be provided unless arrangement for proper disposal of waste water exists.

**4. Sewer Connection**

- (a) Wherever sewage system is in existence and maintained by the Board, it shall be mandatory for a consumer to obtain a sewer connection by submitting application in the format prescribed in schedule-I after paying requisite fee and charges, failing which, besides disconnection of water supply bill will be raised to such consumer in respect of Sewer charges and/or Development Charges.
- (b) 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 premises where Board has laid sewerage facilities in a particular locality after the construction; provided such construction is authorized.
- (c) No person is authorized or allowed to put sewage in Board sewerage system other than through sanctioned sewerage connection.
- (d) No regular sewer connection will be allowed in a vacant plot/piece of land.
- (e) No individual connection will be granted 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.
- (f) No Sewer connection will be sanctioned in the basement of any building.

**5. Applications from consumers**

All applications for new water and sewer connection, additional connection, change of size of connection, reopening and disconnection, replacement of water meter, mutation shall be made to the Zonal Revenue Officer in the formats prescribed in schedule-I.

**6. Procedure for sanction of Water and Sewer Connection**

- (a) Any person who is resident of territorial jurisdiction of Board and where services are maintained by the Board, is eligible to apply for new connection under regulation 3 and 4, subject to following conditions:
- i) Technical feasibility for providing services should exist.
  - ii) Applicant is required to attach the identity proof and ownership/ occupancy proof and no objection certificate from owner in case of tenant with the application.
  - iii) There should not be any outstanding dues towards the Board against the property on account of water/ sewer/ development/ infrastructure charges etc.
  - iv) 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.
  - v) 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. The sanction of connection in any premises does not acknowledge or confer any title, ownership or occupancy right in favour of the applicant.
- (b) Water shall be supplied, subject to technical feasibility, through sanctioned appropriate sized ferrule in consonance to the estimated water consumption of the consumer.
- (c) 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 failing which a fresh bill will be issued.
- (d) The consumer will be given a boring date and time by ZRO under intimation to JE concerned when the consumer is required to get connection installed on the Board distribution line through a licensed plumber or any agency having licenced 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 Act.
- (e) 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 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.

- (f) 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 challan and withholding of sanction for new connection.
- (g) It would be open for the Board to provide a certificate in respect of the availability/ adequacy of water and sewer system in a property for purpose of sanction of building plan by the Municipal Corporations of Delhi/ DDA or any other competent authority.

## **7. Temporary water connection**

- a) A temporary water connection may be applied for in the format prescribed for regular connection initially for a period not exceeding three months, subject to technical feasibility, provided that applicant pays prescribed security deposit for the period for which such connection is applied. Such connection is renewable maximum for another period of three months.
- b) Applicant will apply for such connection by submitting his application alongwith authorization letter and identity proof and security amount for the entire period for which water connection has been applied. Amount will be assessed on the basis of estimated consumption assessed by area Executive Engineer or Joint Director (Revenue) concerned.
- c) Such connection may be allowed in vacant plot or temporary shed, for holding a fair, function, circus, or such events where large number of people are expected to attend.
- d) Subject to availability of sufficient quantity of water, such water connection for construction purposes (new or additional), may be allowed by ZRO after consulting area Zonal Engineer. In such case, charges as mentioned in Annexure I of Schedule III hereto will be applicable, which were calculated by area ZE. However, such connection cannot be claimed as a matter of right.
- e) All other provisions as applicable to the regular consumer will be applicable to such connection also.
- f) It will be the duty of the consumer to get his temporary connection disconnected through a licensed plumber or authorised agency of the Board after expiry of the sanction period and clearing all the arrears, failing which consumer will be liable to pay the penalty in addition to the arrears.

## **8. Category of consumer**

Board shall classify consumers in different categories according to nature of use of water and/or activities undertaken at the premises of the consumer for the purposes of tariff.

The broad classification is as under:-



- a) Residential (A) : Water supplied to such plot/property which is used purely for residential purpose.
- b) Partially Residential/Mixed (B): Water supplied to such residential buildings where commercial activity having non-intensive use of water exists, such as private clinic, consulting chambers, shops, Atta Chakki, property dealer's office etc.  
For Group Housing Societies and Apartments with one bulk connection for water, the dwelling units which are having mixed use activity, shall be charged at tariff applicable for mixed use rates after taking average consumption for each unit. The office bearer with meter reader will assess such units after every two billing cycles.
- c) Industrial/Commercial (C):- Water supplied to plot/property where intensive use of water is envisaged such as institutes, hospitals, schools, offices, office complexes, Railway Stations/ yards, Police Stations, Airports, Bus- stand, Petrol Pumps, Hotels, restaurants, clubs, marriage halls, industry, cooling plants, factories, ice cream factory, amusement parks dhobi ghat etc.
- d) Water supplied to properties having provision of either rain water harvesting or waste water recycling or both (D)
- i) Such plot/properties which are having area of 2000 square meter or more and having installed functional rain water harvesting system or waste water recycling system, shall be granted rebate of 10% in the total bill amount and 15% if both the above systems have been set up and functional.
  - ii) If the Rain Water Harvesting system is adopted by a society then the individual member of that society will be entitled to above mentioned rebate in water bill.
  - iii) The area Zonal Engineer or such other suitable agency as authorized by the board will provide a functional certificate in respect of the above systems mentioning therein that substantive portion of the plot/ property has been covered as far as Rain Water Harvesting is concerned. Similarly, he will certify that substantive quantity of the waste water generated has been recycled by the consumer. A certificate will be issued after every six months.

## Chapter – III

### Billing

#### 9. Tariff

- a) Board shall levy fees, charges, rentals, development charges, infrastructure charges, collect deposits and may recover interest on amounts payable to it but not paid within time, at such rates as may be specified in Annexure I of Schedule II hereto for the services rendered by it.
- b) 'Water Advance' means the adjustable amount levied at the time of sanction/regularization of water connection to a domestic individual consumer which will be as per Annexure II of Schedule-I. The amount is adjustable at the time of surrender of the connection or in the event of default by the consumer, due to non-payment of Board charges.
- c) 'Trade Advance' means the adjustable amount levied at the time of sanction/regularization of water connection in a commercial/ industrial category @ of three months estimated consumption of the applicant as assessed by ZRO as per site conditions. The amount is adjustable at the time of surrender of the connection or in the event of default by the consumer, due to non-payment of Board charges.
- d) 'Occupier Security' is the amount levied from a person, who is a tenant or doesn't have any legal ownership right. The amount is mentioned in Annexure-II of Schedule-I
- e) 'Volumetric charge' is the monthly charge levied for the volumetric quantity of water consumed in kilo-liters as recorded by the meter or as fixed by the ZRO/ Competent Authority in case of non-functional meters. This charge will be levied as per the slab rates shown in Schedule II hereto.
- f) 'Sewer charge' is the monthly charge levied for collection and treatment of the sewage. Currently, it is 60% of the charges of volumetric consumption of the water.
- g) 'Service charge' is a fixed monthly charge levied for maintaining the services in the locality as per the slab rates shown in Annexure-I of Schedule II hereto. This charge shall be payable in the lowest slab in the respective category even if no water is consumed during a billing cycle.
- h) 'Additional sewer charge' is levied from consumer who are using ground water and/or water from any other source in addition to the water supplied by the Board, thus generating more sewage as compared to the volumetric consumption recorded by the meter, as per the rates prescribed in Annexure-II of Schedule-II.
- i) 'Sewerage maintenance charge' is levied from the owner/occupier of such properties whose Board water connection is either lying cut off or no connection exist but who are using ground water or water from other sources and discharging sewage into the Board sewerage system, on such rates as prescribed in Annexure-III of Schedule II hereto
- j) 'Development charge' shall be levied one time from properties situated in such locality where water and/or sewerage facilities have been extended by the Board without any grant/ non-refundable aid by the Government. The

charges shall apply as per rates prescribed in Annexure IV of Schedule II hereto. Such charges shall be levied on the basis of per square meter area of the plot/property from the date of notification issued in respect of that locality. The copy of existing policy is placed as Annexure-VI of Schedule-II. In case of delay in payment of development charges, interest as provided in the notification shall be levied. Board may provide rebate on the interest or concession to any particular category of the consumers as mentioned in Annexure V of Schedule II hereto.

- k) 'Infrastructure charge' are levied on the developing agencies as well as on the individual owner of plot/property size of 200 square meters or more at the time of approval of water/sewer schemes as per the procedure and by the authority as prescribed in Annexure-II of schedule-III for loading additional burden on the system of the Board. It is calculated on the average daily demand of water in liters. Currently, the charges are Rs.30/- per liter.

However, in case a new building is constructed with four storeyed or on plot size of 200 sq. mtr. Or more, the old connection will not be reopened without payment of Infrastructure Charges.

#### **10. Billing Cycle**

Billing cycle may be monthly, bimonthly or quarterly, depending upon practical feasibility. Board may alter Billing cycle for any consumer after giving notice in this regard.

#### **11. Issuance of bills by the Board.**

- a) The bill issued in respect of services rendered by the Board may include one or more charges as applicable and as prescribed in regulation 9 above.
- b) If a property is having two or more water connections for different usages then the occupier is required to maintain separate system of storage and distribution for each usage of water connection. If the consumer fails to do so, charges on all existing connections in the property shall be levied in the highest category of use in terms of tariff in that premises.
- c) Bill shall be raised on the basis of consumption recorded by the meter. If no functional water meter was ever installed, the bill will be raised taking 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. However, consumer may appeal to Joint Director concerned in case he is not satisfied with the decision of ZRO.
- d) For group housing society, apartments and commercial/Industrial areas with bulk connection, the consumption per connection per month shall be calculated on the basis of average consumption for each occupied house/dwelling/ industrial or commercial unit for the purpose of billing. Fixed monthly charges will be levied against all units. Board shall recover the charges from the society and not from the individual members of the housing society.
- e) 'Temporary Connections' will be billed on Industrial/ Commercial rates.
- f) 'Unauthorized connections' which are in existence at the time of coming into force of these regulations in otherwise technically feasible areas shall be got regularized by the owners/occupiers after paying the requisite charges,

failing which the Board may issue bill in the name of occupier/owner including the regularization charges. Such dues/ charges will be recovered as per the procedure laid down under the Act. If such charges are not paid inspite of sufficient opportunity to such occupier, water supply be disconnected.

## **12. Provisional billing**

- a) While recording the reading, if Meter Reader finds that reading should be detained due to 100% deviation in 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 consumption 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 of 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.

## **13. Billing in case of non-functional water meter**

- (a)(i) 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. However, Meter Reader and/or consumer will inform the ZRO about such meter and ZRO will take immediate steps to replace it.
- (ii) If at the time of meter reading any private water meter is found to be out of order and consequently not registering the consumption, the average consumption of previous twelve months or less period as available on record shall be taken as the basis for billing. If the meter is not replaced by the consumer within two months from the date of notice of default, then the highest average of the consumption recorded during last twelve months period or such lesser period as available on the record when the meter was functional shall be taken as the basis for issuing the bill, till the meter is replaced.
- (b) Notwithstanding anything contained in these regulations if, during two consecutive billing cycles reading of the meter is not possible due to no response from occupier or locked premises or reading is not allowed deliberately, the consumption shall be computed on any one or more of the following basis as may be decided by the ZRO after recording the reasons in writing.
  - (i) On highest of registered consumption per month during last twelve months period or highest per month consumption of such lesser period as available on record, or

- (ii) On the consumption of the corresponding period of the previous year, or
  - (iii) On discharging capacity of the connection having regard to the size of the ferrule, diameter of the pipes, hours of supply, area covered by the connection, number of occupiers etc. but not exceeding twice the maximum monthly consumption recorded during previous twelve months, or
  - (iv) On such reliable data as may be considered reasonable based on facts and circumstances of the case.
  - (v) If a consumer is not satisfied with the decision of the ZRO for fixation of consumption, he may appeal to the area Joint Director within 15 days. Still if he is not satisfied, he can make second appeal to Director of Revenue, whose decision will be final.
  - (vi) Consumer may request ZRO in writing for special reading on the date and time suitable to him after paying the requisite fees as mentioned in Annexure-II of Schedule-I
- (c) For the purpose of these regulations a water meter shall be deemed to be out of order, if:
- i) It has failed while on water connection to register consumption of water drawn through it.
  - ii) It is found on test to be registering beyond  $\pm 5\%$  of actual flow of water through it.
  - iii) When there is obvious error in consumption recorded by the meter having regard to consumption recorded in the past or subsequent readings and other circumstances of the case.
- (d) If on inspection or during meter reading any private or Board meter is found to be damaged/ tampered/ seal broken or not on site, consumption for the period from last registered reading of old meter till the new private/ Board meter is installed, shall be calculated at the rate of two times of average consumption for previous twelve months period or entire of such lesser period during which the meter was functional. However, ZRO will take immediate steps to provide a Board meter at the earliest at consumer cost.

#### **14. Billing in Special case**

If a property is likely to remain vacant/locked for a period of more than two months due to outstation stay/visit of the occupier/owner and such occupier/owner does not want to get his water supply disconnected, in that case, he may deposit in advance the amount equivalent to the minimum service charges for such period after making a written request to the concerned ZRO. However, such owner has to take all precautions to avoid theft or misuse of water from such connection during the period of his absence. Actual billing based on readings will be done after the property is re-occupied adjusting the readings, if any found in the meter. The ZRO should deal such application within 5 days from the date of registration.

**15. Billing of arrears against several occupiers**

Wherever water charges are in arrears against any property occupied by more than one owner/tenant/occupier, the liability of each such person in respect of the payment of arrears shall be in the same ratio in which each occupier is occupying the proportionate area of the property. In case of new building constructed by demolishing old building, the present occupiers will be liable to pay the arrears in proportion to the area occupied by them. Same principle will apply for arrears flowing from water and sewer development charges.

**16. Disputing the veracity of measurement**

If a dispute is raised by a consumer regarding the correctness of reading recorded by water meter, the consumer will have to pay in advance a deposit equivalent to 50 per cent of the disputed bill amount, failing which no dispute shall be entertained under any circumstance and the water supply may be disconnected for non-payment of dues after giving three days notice to such consumer.

The pecuniary jurisdiction of various authorities for disputed cases will be as per annexure-IV of Schedule-III.

**17. Change in use of water–**

- a) Water supplied for domestic purpose and mixed use purpose shall not to be used for purposes other than the purpose for which connection has been sanctioned, without written permission of the ZRO concerned.
- b) If during a billing cycle a consumer wants to change the use of water, he is required to report it to the area ZRO in writing along with nature of activity to be undertaken and the date since when such activity is proposed to be undertaken. The ZRO may allow supply of water for such modified use by conversion of category from a particular date. In case consumer resorts to change of use of water without such approval, higher category tariff shall be imposed from the date of the last actual meter reading.

**18. Charges in case of new construction:**

- (a) Any owner who intends to make any minor alteration in a building liable to water charges, shall give written notice to the ZRO describing such alteration atleast 10 days before the start of construction. 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 in Annexure-I of Schedule-III.
- (b) Any person, who intends to construct a new building/ additional floor or major change, shall give written notice to the ZRO with a copy of the plan atleast 10 days before the start of construction. 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 in Annexure-I of Schedule-III.

**19. Dishonour of cheques**

If a consumer makes any payment to the Board through bank cheque and such cheque is reportedly dishonoured, a penalty equivalent to 20% of the bill amount will be levied on the consumer. This will be without prejudice to any criminal action that may be taken by the Board.

**20. Liability to pay outstanding dues of the Board**

Any person who by transfer or otherwise becomes owner of a property or premises having services from the Board, shall be liable to pay, without prejudice to his liability to pay current charges, all outstanding dues of the Board against that property.

**21. Payment to be made by due date**

- a) Payment of infrastructure charges shall be valid only in respect of the map of the building submitted by the applicant.
- b) Payment of Development charges shall be made within ten days from the issue of bill/demand failing which fresh bill with 12% p.a. interest will be issued.
- c) Payment of water/sewer bill shall be made by the due date mentioned on the bill failing which surcharge at the rate of 5% on the outstanding amount per billing cycle shall be levied.  
Further, if the bill amount is not paid for the two consecutive billing cycles, Board reserves the right to disconnect the water connection.
- d) The Board may encourage consumers to make online payment of bills in which case suitable discount as decided by the Board may be given.
- e) Consumers would be required to provide their mobile/ telephone numbers/ email IDs to the ZRO concerned to enable the Board to make proper communication and respond to the consumer issues.

**22. Board to issue receipt for all payments**

A receipt in the prescribed form shall be issued by the Board for every payment received by it under these regulations.

## **Chapter – IV**

### **METERING**

#### **23. Provision of water Meters by the Board**

- a) All water supplied by the Board should be metered.
- b) The Board may provide water meters to measure the consumption of water against a water connection, and until the contrary is proved, it shall be presumed that the consumption shown by the meter is correct.
- c) The ZRO, in the event of non-availability of water meters with the Board may permit and/or ask the consumer to install a B-class and multijet ISI mark private meter available in the market. On installation of such private water meter, the consumer will intimate the ZRO in writing about the brand and meter number alongwith date of installation. Consumer will also enclose a copy of the meter test certificate.

#### **24. Security for water meter provided by the Board**

- a) In case, water meter has been provided by the Board, the consumer will have to deposit security amount depending on the cost of the meter as provided in Annexure II of Schedule I hereto. The consumer has to keep the receipt for such security deposit for future reference.
- b) The Security deposit accepted for the meter installed by Board shall be refunded at the time of surrender of water connection, provided that meter is in working condition and returned back to the ZRO. No refund would be payable if such disconnection happens after seven years from the installation of Meter. Such refund of security is subject to adjustment of outstanding arrears, if any. Application for refund of Meter security is to be accompanied with original receipt vide which meter security was deposited.

#### **25. Meter rent and Safety of water meters**

- a) Meter rent for the meter provided by the Board shall be levied as per rates prescribed in Annexure-II of Schedule-I hereto.
- b) The consumer shall be responsible for safety of the water meter. In case of theft or damages by fire or accident or otherwise, another meter will be installed by the Board at consumer cost at the applicable rates if the previous meter was provided by the Board. Consumer shall lodge an FIR with the local Police Authority and furnish a copy of FIR to the ZRO.
- c) In case of theft or damages by fire or accident or otherwise, of a private meter, consumer shall install another meter at his costs with due intimation to ZRO and also lodge FIR with the local police authority and furnish a copy of FIR to the ZRO.
- d) In case of occurrence of two or more thefts and/or damage to the meter, Board may enhance consumption for the billing purpose from the highest monthly consumption during the last 12 months or for such lesser period available on record, by 50% in case of mixed use and commercial category and by 25% in case of domestic category in future bills.



**26. Repair and maintenance of water meters**

Repairs and maintenance of water meters installed by the Board will be the duty of the Board, provided the meter is not damaged or tampered or broken. No rent will be charged in case the Board meter remains non-functional and another meter is not installed by the Board within 15 days.

In case of non availability of water meter with the Board for replacement, consumer may be asked to replace it with private meter of specifications defined in Regulation 23(c) and the Meter security will be adjusted against the future bills. The consumer will get the meter installed within 10 days from the receipt of communication from the ZRO.

**27. Location of water meter**

The consumer, at his own cost shall arrange and specify within his premises a suitable well-lit place for safe installation of Meter in readable position.

**28. Access to water meter**

The consumer shall provide unhindered access to the meter reader or other authorized official of the Board for reading and inspecting the condition of the meter or to undertake any maintenance or repair work of the meter.

If any consumer prevents or obstructs the Board authorised official in discharging his duties, besides imposing penalty under Schedule IV of the Act, action under criminal law may be initiated against such consumer and/or person.

**29. Replacement of water meter in certain situations**

- a) In case water meter is found to be dusty to the extent that reading is not possible or shows vapours continuously for two billing cycles, steps will be taken to replace the meter, by the Board or by the consumer to whom the Meter belongs. ZRO may ask the consumer to install a private meter in case no meter is available with the Board.
- b) At any time, the ZRO may by giving prior intimation to the consumer, have a Board meter installed on a connection where a functional private meter exists. The private meter so removed shall be taken by the ZRO after recording the readings. No meter security will be charged from the consumer except in those cases where the consumer refuses to hand over the private meter.
- c) Where the consumer refuses or resists replacement of meter after the notice of the ZRO, the water supply of such consumer is liable to be disconnected on expiry of the notice period.

**30. Testing of water meter**

- a) The consumer may request the ZRO to get his water meter tested if in his opinion, it fails to register the consumption. The cost of testing shall be borne by the consumer and the ascertained overcharge if any, shall be adjusted in the water bills of the consumer for the preceding billing cycle only. In case of an under charge, the consumer shall be liable to pay the difference for the preceding billing cycle only. A marginal error of  $\pm 5$  per cent shall be ignored.

- b) If the water meter supplied by the Board is found to be defective, the testing fee shall be adjusted in the forthcoming bill.
- c) The ZRO may order for testing of any meter at any point of time when he has reason to doubt the accuracy of the meter.
- d) The consumer himself shall not in any case interfere or fiddle with the meter or disconnect its fitting or get it replaced without prior intimation to ZRO.
- e) The Zonal Revenue Officer may remove any meter for the purpose of repairs and in case of discontinuation of the water supply.
- f) The Board may replace a meter if it is suspected to have been recording consumption inaccurately or when a new and more advanced meter is available.

## Chapter – V

### Miscellaneous

**31. Installation of water connection:**

The water connection shall, as a general rule, be given from the distribution line nearest to the property. Connection from other sub-mains shall not be allowed except under specific orders of the ZRO/ ZE.

**32. Water pipe not to be used for carrying water from other sources.**

Pipes intended to carry water supplied by the Board shall not be allowed to carry water supply from any other source.

**33. Only Licensed Plumbers to be engaged**

- a) The fixing of fittings and laying 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 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 inferior material, appliances or fittings, Authorized officer of the Board may suspend or cancel his licence besides imposing penalty under section 35(4) read with Schedule IV of the 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.

**34. Disconnection of illegal water connection**

If any water connection is taken by a person either from Board water main or transmission main or from the supply line of a consumer, the same shall be liable for disconnection, as it cannot be regularized. Besides other penal action under the Act and criminal liability that may follow under IPC may be taken.

**35. Regularisation of unauthorized water connection**

- a) If any unauthorized water connection exists on the date of coming into force of these regulations in otherwise technical feasible area, the owner/ occupier of such premises shall get such connection regularized after paying the required dues within three months. In case any unauthorized water connection is detected after that period, then besides criminal action that may follow under IPC, prosecution under Schedule-IV of the Act will be undertaken.

- b) If an unauthorized water connection is detected in any group housing tower/apartment where supply is through bulk connection, then the same shall be disconnected and the owner or occupier will be liable to pay consumption charges according to the rates applicable from the date of coming into force of these regulations or the date of charging of Board pipe line from which the connection is taken, whichever is earlier, till the date of disconnection.

**36. Regularization of unauthorized Sewer Connection**

If any unauthorized Sewer connection exists on the date of coming into force of these regulations, the owner/ occupier of such premises is required to get such connection regularized after paying the required dues within three months from the date of coming into force of these regulations. In case any unauthorized Sewer connection is detected after that period, then besides criminal action that may follow under IPC, prosecution under Schedule-IV of the Act will be undertaken.

**37. Supply of water through mobile Water Tankers**

Any person may request the Board for supply of water through water tankers within the territorial jurisdiction of the Board, subject to advance payment of applicable charges and availability of tankers on that particular day. Booking and delivery of tankers will be on first come first serve basis.

**38. Supply of Treated Waste Water**

The Board may supply treated waste water for irrigation or gardening or any other purpose to any individual/ organization/ institution. Currently, the charges are Rs.4.50 per Kilo Litre. However, the rate may be re-fixed by the CEO from time to time.

**39. Disconnection of water supply on consumer request**

- (a) A consumer may make a written request for disconnection of water supply in the format specified in Annexure 1(B) of Schedule 1, on any of the following grounds:
- i) If the purpose 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.

#### **40. Disconnection of water supply by the Board**

- (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 clear days 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 inspite 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

**41. Restoration of water supply**

- (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 in Annexure 1(B) of Schedule 1.

**42. Disruption in normal supply of water**

In case of disruption in water supplied by the Board due to repair work, stoppage of supply or contamination, the Board will provide free tanker water supply on request of consumer to meet out the minimum requirement till normal supply is restored.

**43. Stoppage or reduction in water supply during emergent situations**

The Zonal Engineer or the authorized Officer of the Board shall, on emergent occasions, have discretion to stop or reduce the supply in any main or sub-main, for repairs or renewals, without any notice. However, in ordinary cases, when the stoppage is over an extensive area or is due to exigencies which can be foreseen, advance notice as is possible under the circumstances will be given by suitable means including publishing on board website. The Board shall not be liable for any compensation, penalty, damages or other payments under such circumstances to any person or consumer.

**44. Unusual drought, war or other accidents**

The Board shall not be liable for any compensation, penalty, damages or other payment for failure of water supply occasioned by unusual drought, agitations, mob violence, operations of war or other accidents, Act of God, or other causes beyond its control.

**45. Written notice to Board where use of water is stopped by consumer**

Whenever a consumer ceases to occupy the premises where water is supplied by the Board or is no longer interested in the services provided by the Board, he shall send a written request to that effect to the ZRO at least one fortnight in advance. In case of his failure to do so, the Board shall be entitled for recovery of all outstanding charges or become due during the period of such non-intimation to the ZRO.

**46. Duty of consumer in certain conditions**

- a) The apparatus by which the water may be allowed to flow continuously in bath tubs, steam bath, urinals or toilets will not be allowed to be installed without special permission from the ZRO, in cases of unmetered supply and where the water is charged on an average consumption.

- b) The consumer shall neither fix the taps in a courtyard or out side the premises so as to make water available for use by the public nor shall any taps be fixed in close proximity to toilets, open drains or places where injurious gases are likely to be produced.

**47. Duty of consumer to stop wastage of water and to report same.**

- (a) Every consumer is expected to plug wastage of water due to leakage or overflow or faulty fittings within his property.
- (b) In case where water supply of the Board is noticed to go waste by leakage through pipes, the consumer being responsible citizen shall immediately inform the Board Control Room/ZRO/ or nearest office of the Board for taking immediate measures so that such wastage is stopped.
- (c) Consumer shall get rechecked its service line after every fifteen years from the date of connection and if it is found rusted or corroded then the same should be replaced to avoid leakage and contamination.

**48. Duty to intimate change of ownership/ occupancy**

- (a) Every owner/ occupier of a property who avails of the services of the Board is duty bound to intimate in writing to the ZRO about the change in ownership/ occupancy of the property within three months from the date of change in such ownership/occupancy to enable the Board to update record.
- (b) No person claiming to be the owner/ occupier whose name is not entered in the Board record as a consumer shall be entitled to object that any bill or notice of demand issued under these regulations served on the owner/occupier of any property has not been made out in his name, or object to the payment of the bill amount due on that ground.

**49. Mutation**

- (a) In the event of death of a consumer availing of the services of the Board, his legal heirs or successors can be taken on record by the Board subject to production of relevant documents such as death certificate, Will, partition deed, succession documents with receipt of last paid bill. In case more than one legal heir is there to the deceased than no objection certificate from such legal heirs as prescribed in Annexure-II of Schedule-I.
- (b) In the event of transfer of property between parties, the transferee may apply for mutation of the water connection in his name subject to production of relevant documents such as transfer deeds, identity papers, possession letter, no-objection from transferor, last paid receipt and payment of prescribed mutation fee to the Board.
- (c) Request for mutation/change of name in Board record should be in the format specified in Annexure 1 of Schedule 1.

**50. Provision for rainwater harvesting is mandatory**

- (a) The consumer of the Board having a plot/property of size 500 sq. metre or more shall make provision for rain water harvesting covering the entire plot area, within one year, in case of commercial/industrial property and within three years for residential property from the date of coming into force of these regulations under intimation to the area ZRO.

(b) In case, the consumer fails to comply the above provisions within the time limit the tariff as applicable for the consumer respective category will be increased by 1.5 times till the provision is installed.

**51. Incentive to citizens**

Board may announce incentive, rewards, rebate in bill to such consumers or individuals who inform the Board about the theft or unauthorized use of water from any source owned by the Board.

**52. e-Service Level Agreement :**

Board has resolved to deliver certain services in a time bound manner to the citizen covered in the areas under its jurisdiction like sanctioning new water connection, re-opening of water connection, on request surrender of water connection and mutation. The time limit of these activities are specified in Annexure-III of Schedule-III.

**53. Information provided by the Board on website**

Board may provide the following information on its website [www.delhijalboard.nic.in](http://www.delhijalboard.nic.in) for the benefit of its consumer and general awareness of the citizens:-

- a) The detailed description about the commonly raised questions about the issues related to various services, provided by the Board including new water connections; billing; tariff etc.
- b) Bill period, consumption during a billing cycle, bill amount, due date and payment history for the last five bills of the consumer.
- c) Status of his application/complaint. For this consumer is required to visit the portal on Board Website for lodging complaint. A computer generated application/complaint number will be issued to the applicant/consumer.

**54. Delegation of Power**

To enable dealing with operational issues concerning metering, billing and tariff issues in an expeditious manner and with a view to deal with the consumer issues, the power of the Board other than to make and notify regulations under Section 109 of the Act and the power to determine the tariff is delegated to the CEO of the Board under Section 22 of the Act.



## SCHEDULE I

### Annexure I (A)



## Application Form for New Connection

### Type of Request

- Water Connection  Sewerage Connection  
 Water and Sewerage Connection  Regularization

### Details of Applicant

- Govt. Organization (Please tick if it is a Govt. Organization, provide supporting document)

Name: (Please Fill In Block Letters Only)

First Name :\*

Middle Name:

Last Name :

Father/Husband Name\*:

UID No.:

### Contact Details

Email Id:

Mobile No:\*

Home Tel. No:

Office No:

### Office Details

(If DJB Employee)

(If DJB Employee)

Employee Id:

Date Of Retirement:

Office Name:

Address Line 1:

Address Line 2:

City:

State:

Pin Code:

### Property Address

Pin Code:\*

Locality:\*

Sub locality:\*

House No:\*

Road No:

Sub locality 1:

Sub locality 2:

Sub Colony:

Village:

Khasra No:

Society Name:

JJR Colony

### Property Details

Development Charges Paid (Submit Latest Payment Receipts):

Water

Sewerage

Property Type:\*

Urban

[ ]  
[ ]

[ ]



[ ]

No. Of Floors:\*

[ ]

No Of Beds:\*(  
For Hospital Only)

[ ]

Area (In Sq m):

Plot Area:\*

[ ]

Built Up Area:\*

[ ]

Water Connection Type:\*

[ ]

Water Connection Use:\*

[ ]



## Billing Address

Check If Billing address is same as Property Address

Pin Code:*	_____	Locality:*	_____
Sub locality:*	_____	House No:*	_____
Road No:	_____	Sub locality 1:	_____
Sub locality 2:	_____	Sub Colony:	_____
Village:	_____	Khasra No:	_____
Society Name:	_____	JJR Colony	<input type="checkbox"/>

## Other Details

Preferred Mode of Payment:\*

<input type="checkbox"/> Cash	<input type="checkbox"/> Cheque	<input type="checkbox"/> Demand Draft
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Preferred Mode Of Communication:\*

<input type="checkbox"/> Email And SMS	<input type="checkbox"/> Paper Format And SMS
--	---

No of Children:\*

_____	No of Adults:*	_____
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## Documents to be attached

Proof of Identity:\*

<input type="checkbox"/> Driving License	<input type="checkbox"/> Passport	<input type="checkbox"/> Ration Card
<input type="checkbox"/> PAN Card	<input type="checkbox"/> Voter ID Card	

Document No:\*

_____
-------

Property Ownership Document:\*

<input type="checkbox"/> GPA	<input type="checkbox"/> Allotment Letter	<input type="checkbox"/> Sale Deed
<input type="checkbox"/> Govt. Allotment Letter	<input type="checkbox"/> NOC from Landlord	<input type="checkbox"/> Conveyance Deed

Document No:\*

_____
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Proof of Residence:\*

<input type="checkbox"/> Driving License	<input type="checkbox"/> Passport	<input type="checkbox"/> Election Identity Card
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Document No:\*

_____
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## Bank Details

Name of the Bank:\*

_____
-------

Name of the Branch:\*

_____
-------

MICR Code:\*

_____
-------

Bank Account No:\*

_____
-------

## Declaration

1. I hereby declare that all the information furnished by me is true to the best of my knowledge and if any discrepancies are found , I will be responsible for disconnection of services by the DJB without any prior notice and any other legal action taken by DJB.
2. I declare that there is no dispute on property and there is no stay from any court of law against obtaining water/ sewerage connection.
3. I further undertake that in case of any dispute about the ownership of the property i will absolve DJB from any legal battle in the court of law as the water connection applied for is related to supply of potable water and not to decide the ownership of property.
4. I further undertake to pay the charges as and when demanded by DJB, and in the event of non-payment, DJB will be at liberty to disconnect the services being provided by DJB.
5. I further undertake that I have not taken "DJB Employee Rebate" against any other Premise/Connection.

I Agree

Signature Of Applicant:\*

**Instructions to fill The New Connection Application**

**Type of Request :** Select the type of connection request.

**Details of Applicant:**

Please tick if it is a Govt. Organization and provide supporting document with the application form. All details must be provided in **Block Letters** except Email ID.

**First Name and Last Name:** Should be provided. First Name is compulsory.

**Father/Husband Name:** Applicant's father or husband name should be provided and is compulsory. Strike through the one that is not applicable.

**Example:**

Father/Husband Name: MR. SUMIT KUMAR DUTTA (If father's name is provided and viceversa.) **UID** number may be provided but is not compulsory.

**Contact Details:**

**Email Id:** Should be provided in exact case. It is optional.

**Mobile No:** It is compulsory to provide mobile no., as it will be used for sending SMS alerts. **Home Tel. No:** May be provided to facilitate communication. It is optional.

**Office No:** May be provided to facilitate communication. It is optional.

**Office Details:**

**Employee ID:** The employee ID of the applicant. To be provided by DJB employees only.

**Date of Retirement:** The date of Retirement of the Applicant. To be provided by DJB employees only.

**Office Name, Address Line 1, Address Line 2, City, State, Pin Code** may be provided to facilitate communication but is not compulsory.

**Property Address:**

**Pin Code:** Pin code of the property must be provided. It is compulsory.

**Locality, Sub locality and House No** must be provided correctly. These are compulsory.

**Road No, Sub locality 1, Sub locality 2, Sub colony, Village, Khasra No, Society Name, JJR colony** should be provided. These are optional.

**Property Details:**

**Development charges Paid:** If development charges are paid for either water or sewerage or both, the photocopy of the related receipt must be attached with the application form.

**Property Type:** This may be Tower, Office complex, Mother dairy Booth, Mall/Cineplex, Individual house, Hotel/guest House, Hospital /Nursing home(No. of beds must be provided In this case), Group Housing Society, Govt Flats, Dharmashalas/Hostels, DDA flats, Bungalows, Banquet Hall, Apartment. Any other property type will not be accepted. It is compulsory. Refer to the table Property Type below.

**Urban :** Please tick it if the property is present in an urban area. **No. of floors:** Must be provided. It is compulsory.

**No. of beds:** Must be provided in case the property type is Hospital/Nursing home. **Plot Area:** Enter the total plot area. It is compulsory.

**Built Up Area:** It is compulsory to provide the built up area. It must be less than or equal to plot area. **Water Connection**

**Type:** It is compulsory to provide the Water Connection Type. Valid values are Domestic, Industrial/Commercial, Mixed, Gov/Rain Water Harvesting. Refer to the table Water Connection Type below. **Water Connection Use:** It is compulsory to provide the connection use. (Example: Delhi Fire Service, Group Housing Society etc.). Refer to the table Water Connection Use below.

**Billing Address:**

Please tick the check box if billing address is the same as property address. This field is captured only for information and may be used in future.

If applicant ticks the check box and the billing address is same as the property address, then the billing address need not be provided in. But if the billing address is different from the property address, then all compulsory fields must be provided properly to facilitate proper communication.

**Pin Code :** Pin code of the property. Must be provided and is compulsory in case the billing address is different. **Locality,**

**Sub locality and House No:** Must be provided correctly and are compulsory in case the billing address is different.

**Road No, Sub locality 1, Sub locality 2, Sub colony, Village, Khasra No, Society Name, JJR colony** should be provided though these are not compulsory.

**Other Details:**

**Preferred mode of payment:** Tick the relevant check box to choose the preferred mode of payment. It is a compulsory field.

**Preferred mode of communication:** Tick the relevant check box to choose the preferred mode of communication. It is a compulsory field.

If Email and SMS option is selected, then Email Id must be provided in contact details to facilitate communication. **No. of Children:** Number of children must be provided. It is a compulsory field.

**No. of Adult:** Number of adults must be provided. It is a compulsory field.

**Documents to be attached:**

1. **Proof of Identity Doc:** Attach photocopy of any one of the following documents and provide the document number.(Voter ID card, Ration card, PAN card, Driving license, Post card).
2. **Property Ownership Document:** Attach photocopy of any one of the following documents and provide the document number.(GPA, Allotment Letter, Govt Allotment Letter, Sale deed, NOC from landlord).
3. **Proof of Residence:** Attach photocopy of any one of the following documents (Driving license, Passport, Election ID card).

It is compulsory to provide the document number of the attached documents.

#### **Bank Details**

**Name of the bank:** Enter the name of the bank.

**Name of the branch:** Enter the name of the branch of the bank.

**MICR code:** Enter its MICR code.

**Bank Account Number:** Enter the applicants bank account number.

All fields listed under bank details are compulsory and must be provided correctly.

**Declaration:**

**I agree:**Tick the I Agree check box to accept the declaration.

**Signature of the applicant:** Put in the signature of the applicant in the box given.

This form captures some information (say Billing Address etc.), which may be used by DJB in future.

**Property Type (Enter any of the below in Property Type )**

Tower	Office Complex	Mother Dairy Booth	Group Housing Society
Individual House	Hotel/Guest House	Hospital/Nursing Home	Bungalows
Govt Flats	Dharmasalas/Hostels	DDA Flats	
Banquet Hall	Apartment	Mall/Cineplex	

**Water Connection Type (Enter any of the below in Water Connection Type)**

Mixed
Domestic
Commercial/Industrial
Gov/rain water harvesting

**Water Connection Use (Enter any of the below in Water Connection Use)**

B.S.E. RAJDHANI	Sweet Shop/Tea Stall	Lawyer,Property)
Delhi Jal Board	Bottling Plant	Courts
Lab/ X-Ray Units	Factory	Hotel & Guest houses
Restaurant/ Dhaba	Milk Dairy	Pvt. Hospitals & Nursing
B.S.E.S. YAMUNA	Vehicle Service Station	Homes
Delhi Metro Rail Corporation	C.P.W.D.	D.S.I.D.C.
M.C.D.	Fruit & Vegetables Store-	Ice-Cream Factory/Ice Factory
Shops	North Delhi Power Ltd.	Pvt. Institute/Collages/
Banquet hall/ Party hall	Ware House/Godown	Universities
Delhi Transco	Reliance Safal	Delhi Development Authority
M.C.D. Slums & J.J.	Cineplex	Janta Flats
Soda Water Factory	Govt. Hospitals/ Dispensaries	Pvt. Schools
Department	Piaos	Delhi Fire Service (Fire Stations)
Delhi Transport Corporation	Cold StorageCold Storage	Jewelery Manufacturing
M.T.N.L.	Govt. Institute/Collages/	Railways
Soft Drink Factory	Police Department	Factory/ Repairing
Beauty Parlors	Universities	Delhi Govt. Office/Central Govt.
Blind Schools	Cooling Plant	Juice Shop
Dhobi Ghats	Group Housing Society	Religious Place
Malls	Professional Office(CA ,	Offices

## Annexure I (B)

### DISCONNECTION/ OPENING FORM

DELHI JAL BOARD			
<b>Application Form for Disconnection/ Reopening</b>			
<b>Details of Applicant</b>			
KNO:*	<input type="text"/>		
Application for Disconnection /Reopening:*	<input type="text"/>		
Reason for Disconnection /Reopening:*	<input type="text"/>		
<b>Contact Details</b>			
Preferred contact type:*	<input type="checkbox"/> Landline	<input type="checkbox"/> Mobile <input type="checkbox"/> Email	
Landline Number:	<input type="text"/>	Mobile Number:*	<input type="text"/>
Email Id:	<input type="text"/>		
<b>Documents to be attached</b>			
Proof of Identity Doc:*	<input type="checkbox"/> Driving License	<input type="checkbox"/> Passport	<input type="checkbox"/> Ration Card
	<input type="checkbox"/> PAN Card	<input type="checkbox"/> Election Identity Card	
Photocopy of Proof of identity:*	Document No:*	<input type="text"/>	
Photocopy of Last Paid Bill:*	Document No:*	<input type="text"/>	
<b>Declaration</b>			
1. I hereby declare that all the information furnished by me is true to the best of my knowledge and if any discrepancies are found, I will be responsible for disconnection of services by the DJB without any prior notice and any other legal action taken by DJB.			
<input type="checkbox"/> I Agree	Signature Of Applicant:*		<input type="text"/>

#### Instructions to fill the Disconnection/Reopening Application

**Details of Applicant:**

**KNO:** This is the customer number. It is compulsory.

**Application for Disconnection /Reopening:**

Please fill Disconnection or Reopening. It is compulsory.

**Reason for Disconnection /Reopening:**

Please fill the reason for Disconnection or Reopening. It is compulsory.

**Contact Details:**

- **Preferred contact type:** Please tick the relevant option.
- **Land line Number:** In case Preferred contact type is selected as land line, then the land line number must be provided.
- **Mobile Number:** It is compulsory to provide mobile number, as it will be used for sending SMS alerts.
- **Email Id:** In case Preferred contact type is selected as Email Id, then the Email Id number must be provided.

**Documents to be attached:** It is compulsory.

- **Proof of Identity Doc:** Attach photocopy of any one of the following documents and provide the document number(Election identity card, Ration card, PAN card, Driving license, Passport).
- **Photocopy of Last Paid Bill:**
- Attach photocopy of the last paid bill and provide the document number.


**Declaration:**

**I agree:** Please tick on I agree, after reading the declaration.

**Signature of the applicant:** Put in the signature of the applicant in the box given to agree with the above declaration.

# Annexure I (C)

## MUTATION FORM

DELHI JAL BOARD		
<b>Application Form for Mutation</b>		
<b>Details of Existing Applicant</b>		
KNO:*	<input type="text"/>	
Premise Address:*	<input type="text"/>	
Name: (Please Fill In Block Letters Only)	First Name :*	Middle Name: Last Name :
	<input type="text"/>	<input type="text"/>
<b>Details of Applicant Applying For Mutation</b>		
<input type="checkbox"/> Govt. Organization (Please tick if it is a Govt. Organization and provide supporting document)		
Name: (Please Fill In Block Letters Only)	First Name :*	Middle Name: Last Name :
	<input type="text"/>	<input type="text"/>
Father/Husband Name*:	<input type="text"/>	
UID No.:	<input type="text"/>	
<b>Contact Details</b>		
Email Id:	<input type="text"/>	Mobile No.* <input type="text"/>
Home Tel. No.:	<input type="text"/>	Office No: <input type="text"/>
<b>Billing Address</b>		
<input type="checkbox"/> Check If Billing address is same as Property Address		
Pin Code:*	<input type="text"/>	Locality:* <input type="text"/>
Sub locality:*	<input type="text"/>	House No:* <input type="text"/>
Road No:	<input type="text"/>	Sub locality 1: <input type="text"/>
Sub locality 2:	<input type="text"/>	Sub Colony: <input type="text"/>
Village:	<input type="text"/>	Khasra No: <input type="text"/>
Society Name:	<input type="text"/>	JJR Colony <input type="checkbox"/>
<b>Other Details</b>		
Preferred Mode of Payment:*	<input type="checkbox"/> Cash	<input type="checkbox"/> Cheque <input type="checkbox"/> Demand Draft
Preferred Mode Of Communication:*	<input type="checkbox"/> Email And SMS	<input type="checkbox"/> Paper Format And SMS
No of Children:*	<input type="text"/>	
No of Adults:*	<input type="text"/>	
<b>Bank Details</b>		
Name of the Bank:	<input type="text"/>	
Name of the Branch:	<input type="text"/>	
MICR Code:	<input type="text"/>	
Bank Account No:	<input type="text"/>	
<b>Documents to be attached</b>		
Proof of Identity:*	<input type="checkbox"/> Driving License <input type="checkbox"/> Passport <input type="checkbox"/> Ration Card	
	<input type="checkbox"/> PAN Card <input type="checkbox"/> Voter ID Card	
Photocopy of Last Bill of Water Charges*:	Document No:*	<input type="text"/>
Photocopy of G.P.A/Sale Deed/Will Deed/ Agreement-Self Attested*:	Document No:*	<input type="text"/>
Photocopy of N.O.C/Death Certificate of Previous Owner*:	Document No:*	<input type="text"/>
Notarized Declaration Certificate*:	Document No:*	<input type="text"/>
Mutation Letter from House Tax Department:	Document No:	<input type="text"/>
Certificate that there is no legal dispute on the property*:	Document No:*	<input type="text"/>
<b>Declaration</b>		
1. I hereby declare that all the information furnished by me is true to the best of my knowledge and if any discrepancies are found, I will be responsible for disconnection of services by the DJB without any prior notice and any other legal action taken by DJB.		
<input type="checkbox"/> I Agree	Signature Of Applicant:*	



### Instruction to fill the Mutation Application

**Details of Existing Applicant:**

**KNO:** This is the existing customer number. It is compulsory.

**Premise Address:**

**Pin Code:** Pin code of the property must be provided and is compulsory.

**Locality, Sub locality and house number** must be provided correctly and are compulsory.

**Road No, Sub locality 1, Sub locality 2, Sub colony, Village, Khasra No, Society Name, JJR colony** may be provided.

**First Name and Last Name** should be provided and First Name is compulsory.

**Details of Applicant Applying For Mutation:**

Please tick if it is a Govt. Organization and provide supporting document.

All details must be provided in Block Letters except Email ID.

**First Name and Last Name** should be provided and First Name is compulsory.

**Father/Husband Name:** Applicant's father or husband name has to be provided and is compulsory.

Strike through the one that is not applicable.

Example:

Father/Husband Name: MR. SANDEEP SINGH(If father's name is provided and vice versa.)

**UID** number may be provided.

**Contact Details:**

**Email Id:** Email Id of the user can be provided.

**Mobile Number:** It is compulsory to provide mobile number, as it will be used for sending SMS alerts.

**Home Tel. No.:** The home telephone number is to be provided.

**Office No:** The office contact number can be provided.

**Billing Address:**

Please tick the check box if billing address is the same as property address. This may be used by DJB in future.

But if the billing address is different from the property address then all compulsory fields must be provided.

**Pin Code:** Pin code of the property must be provided.

**Locality, Sub locality and house number** must be provided correctly.

**Road No, Sub locality 1, Sub locality 2, Sub colony, Village, Khasra No, Society Name, JJR colony** may be provided though they are not compulsory.

**Other Details:**

**Preferred mode of payment:** Please tick the check box to choose the preferred mode of payment. It is a compulsory field.

**Preferred mode of communication:** Please tick the check box to choose the preferred mode of communication.

It is a compulsory field.

If the Email and SMS option is selected, then Email Id must be provided in contact details.

**No. of Children:** Number of children must be provided. It is a compulsory field.

**No. of Adults:** Number of adults must be provided. It is a compulsory field.

**Annexure II - Misc. fee to be levied with new connection.**

Sl. No.	Component	Cat. A	Cat. B	Cat. C	Cat. D
1	Opening fee (Water and Sewer)	250/-	250/-	250/-	250/-
2	Water advance (Which is adjustable in 1 <sup>st</sup> bill)	1000/-			
3	Occupier Security (In all cases other than owner as per Sale deed, registered GPA, allotment letter of DDA etc.)	250/-	250/-	500/-	500/-
4	Trade Advance	Nil	Nil	Three month's average bill as assessed by ZRO.	
5	Road Restoration charges (Water)	800/- (For JJR Rs.200/-)	800/-	1600/-	1600/-
6.	Road Restoration charges (Sewer)	1600/- (For JJR Rs.400)	1600/-	3200/-	3200/-
7.	Special Reading charges	20/-	20/-	20/-	20/-
8.	Disconnection charges	Disconnection from Ferrule = Rs. 500/- + applicable RR charges Temporary disconnection from surface = 250/-			
9.	Meter Security	15 mm to 300 mm sized water – As per the actual cost of water meter to the Board, which will be recovered in equated installment spread over a period of three years.			
10.	Meter Rent/ Meter maintenance charges (per month) (Applicable in case of DJB meter)	As per the following sizes of Meter 15 mm : Rs. 20.00 20 mm : Rs. 20.00 25 mm : Rs. 30.00 40 mm : Rs. 40.00 50 mm : Rs. 40.00 80 mm : Rs. 50.00 100 mm : Rs. 100.00 150 mm : Rs. 150.00 200 mm : Rs.200.00 250 mm and above : 200			
11	Meter Testing fee	15 mm : Rs. 150.00 20-25 mm : Rs.250 40-50 : Rs. 400.00 80 and above : Rs. 1000.00			

## SCHEDULE II

### Annexure I - Structure of tariff.

Following tariff structure has been adopted w.e.f. 1/1/2010 with 10% increase from 1<sup>st</sup> of January of each year.

#### **(A) DOMESTIC CATEGORY**

Monthly Consumption (Kilolitre)	Service Charge in rupees	Volumetric charge (per kilolitre) in rupees
0-10	50/-	2/-
10-20	100/-	3/-
20-30	150/-	15/-
>30	200/-	25/-

Plus sewerage maintenance charge : 60% of water volumetric charge

#### **(B) MIXED USE CATEGORY**

Monthly Consumption (Kilolitre)	Service Charge in rupees	Volumetric charge (per kilolitre) in rupees
0-10	50/-	4/-
10-20	100/-	6/-
20-30	150/-	30/-
>30	200/-	50/-

Plus sewerage maintenance charge : 60% of water volumetric charge

#### **(C) COMMERCIAL / INDUSTRIAL CATEGORY**

Monthly Consumption (Kilolitre)	Service Charge in rupees	Volumetric charge (per kilolitre) in rupees
0-10	400/-	10/-
10-25	600/-	20/-
25-50	700/-	50/-
50-100	800/-	80/-
>100	900/-	100/-

Plus sewerage maintenance charge : 60% of water volumetric charge

(D) For properties having 2000 Sq. yards or more plot size area, tariff applicable will be the same as applicable to the commercial / industrial category-C with a provision of 10 % rebate on total bill amount if any of the two services i.e. Rain Water Harvesting or Waste Water Recycling exist in functional form and 15% if both exists, which is required to be certified as functional by the ZE concerned.

## ANNEXURE II - RATES OF ADDITIONAL SEWER CHARGES.

### ADDITIONAL SEWERAGE CHARGE FOR USING GROUND WATER IN ADDITION TO BOARD WATER

A. The following rates will be charged from the consumers of category A, B, C & D where the consumer is using other source of water in addition to the Board supply

Category of Consumer	Monthly Rate of Sewerage Charge proposed for unauthorized users of DJB's Sewerage services. (in Rs.)
Category-A & B	
(i) For premises having built up area upto 200 sq. m.	Rs.100/-
(ii) For premises having built-up area above 200 sq.m.	Rs.250/-
Category- C & D	
(i) Premises having built up area upto 500 sq.m.	Rs. 500/-
(ii) Premises having built up area from 501 sq.m. to 1000 sq.m.	Rs.700/-
(iii) Premises having built up area above 1000 sq.m.	Rs. 1000/-

B. 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. 10000/-)

#### 4. Malls, Cineplex : Rs. 10,000/- per month

### ANNEXURE III

#### RATES OF SEWER MAINTENANCE CHARGES.

Sewerage Charges are levied w.e.f. 1-4-2011 in respect of premises having cut-off water connections and/or without DJB's water connections, but discharging sewage into DJB sewerage system:-

Category of Consumer	Monthly Rate of Sewerage Charge proposed for unauthorized users of DJB's Sewerage services. (in Rs.)
Category-A & B	
(i) For premises having built up area upto 200 sq. m.	Rs.150/-
(ii) For premises having built-up area above 200 sq.m.	Rs.450/-
Category- C	Rs.1000/-
Category- D	
(i) Premises having built up area upto 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 sewage charges will not be applicable in following cases:

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

## Annexure IV

### **RATES OF WATER DEVELOPMENT CHARGE**

Period	Rate Per Sq.m.
06-12-99 to 31-03-2001	Rs.110/-
01-04-2001 to 31-03-2002	Rs.123/-
01-04-2002 to 31-03-2003	Rs.138/-
01-04-2003 to 31-03-2004	Rs.155/-
01-04-2004 to 31-03-2005	Rs.174/-
01-04-2005 to 31-03-2008	Rs.195/-
01-04-2008 to 31-03-2010	Rs.250/-
01-04-2010 to 31-05-2011	Rs.329/-
01-06-2011 to 31-03-2012	Rs.405/-
01-04-2012 to 31-03-2013	Rs.440/-

### **RATES OF SEWER DEVELOPMENT CHARGE**

Period	Rate Per Sq.m.
01-04-2005 to 31-03-2006	Rs. 179/-
01-04-2006 to 31-03-2007	Rs. 200/-
01-04-2007 to 31-03-2008	Rs. 224/-
01-04-2008 to 31-03-2009	Rs. 224/-
01-04-2009 to 31-03-2010	Rs. 300/-
01-04-2010 to 31-05-2011	Rs. 369/-
01-06-2011 to 31-03-2012	Rs. 455/-
01-04-2012 to 31-03-2013	Rs. 494/-

Note:- Consumer is requested to contact the concerned ZRO office to check the exact rate of Development Charge as per the notification issued in respect of particular colony/locality.

## ANNEXURE V

### RATE OF CONCESSION GIVEN TO CERTAIN CATEGORIES/UTILITIES IN RESPECT OF DEVELOPMENT CHARGES.

Recovery of development charges for water supply and sewage facilities in respect of the public utility institution in regularized colony shall be as under:-

	Green area of institution	Rebate/ Concession in Development Charges
(a)	Institutional Building upto 2 acres.	50% of the plotted area.
(b)	Institutional Building beyond 2 acres.	33.33% of the plotted area.

The recovery rate shall be the same as worked out in respect of the residential area of the colony in which the institution is situated.

The term public utility institution will include Govt./MCD/ DDA/ NDMC or aided educational Institution, Non-Profit making hospital/ dispensaries/ community centers and religious institutions which are purely and entirely used for worship and no portion of these are used for commercial/ residential purpose.

The facility shall be extended to new cases only where services are yet to be laid against new estimate to be prepared. This concession could be also extended to the colonies where works are in progress and area is yet to be notified. However, this facility shall not cover old cases where connection already exists.

## **ANNEXURE-VI**

### **CURRENT POLICY REGARDING DEVELOPMENT CHARGES**

The following revised Water and Sewerage Development Charge Collection Policy is effective from 01-01-2011 and applicable on notifications issued on or after 01-01-2011.

- (a) A property owner, as per erstwhile practice will get rebate of 20% on the total due amount, if the same is deposited in lump-sum within 3 months from the date of notification.
- (b) After expiry of 3 months, the rebate will be reduced to 10%, if the outstanding amount is paid in lump-sum within next three months. In case of payment in installments, no such rebate will be given instead interest @ 12% p.a. will be levied from the date of notification.
- (c) After the period of 12 months interest @ 12% p.a. will be levied from the date of notification.
- (d) However, where both sewer and water lines have already been laid, a consolidated bill for the sewerage and water development charge would be given to the concerned plot owner. If only the water or the sewer lines has been laid, the development charge for the respective services will only be levied as per the prevalent rates as decided by the Board from time to time.
- (e) After the public notice of services for a colony is issued, onus will be on the plot-holders to get the bills from the D.J.B's office for development charges to be paid. If a plot-holder of a colony where sewerage services have already been commissioned does not deposit sewerage development charge his / her water connection will also be dis-connected after serving him/her notice, in this regard.



### SCHEDULE III

#### Annexure I - Rate of Cost of Water on construction.

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 rates:-

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

B. In case the consumer wishes to 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:-

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

Note:- 1. The consumer will keep his water meter in functional mode during the whole of the period of 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 magistrates of the Board will take the cognizance as per the provision prescribed in schedule IV of the Act.

## **ANNEXURE-II**

### **Authority for calculation of Infrastructure Charges**

- A. The files for working out the infrastructure charges for the plot size of 200 Sq.M. to 500 Sq. M. will be though submitted in ZRO office but Infrastructure Charges will be calculated by the JE, Water Emergency of that particular zone, to avoid delay. The JE concerned is bound to return the file within three days to the ZRO.
  
- B. The files in respect of 500 Sq. M. and above area and in respect of big institutions, factories, hotels and such utilities will however be dealt by the planning wing of the DJB at Varunalaya Phase-I. SE(Plannning)Water/Draianage will ensure that file, if received with all documents, must be returned within a period of 10 days to the ZRO/EE.

### **ANNEXURE-III**

#### **TIME LIMIT FIXED UNDER E-ELSA FOR VARIOUS ACTIVITIES.**

- |    |                                |          |
|----|--------------------------------|----------|
| 1. | For sanction of new connection | 35 days. |
| 2. | For Mutation                   | 15 days. |
| 3. | For disconnection on request   | 15 days. |
| 4. | For reopening                  | 15 days. |

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## ANNEXURE-IV

### JURISDICTION OF VARIOUS AUTHORITIES FOR DISPUTED CASES

1. ZRO has power to settle the disputed case upto the deletion amount of Rs. 10,000/-
2. For settling dispute cases from 10,000/- to 30,000/- a committee under the Chairmanship of EE concerned or Deputy Director concerned with Assistant Accounts Officer and concerned ZRO as Member Secretary will give its recommendation on which EE or Deputy Director will have the jurisdiction to allow deletion.
3. For disputed amount of Rs. 30,000/- and above a committee under Chairmanship of Joint Director (Revenue) concerned with EE/ DD concerned and ZRO being the members will give its recommendation. Joint Director will have the jurisdiction to allow deletion the cases upto Rs. 75,000/- Director of Revenue will have jurisdiction for amount above Rs. 75,000/-

However, the committee shall adhere to the following guidelines while deciding the grievances:

1. The Committee shall meet atleast once or more frequently in a month depending upon the number of disputed cases.
2. In cases where disputes are of non-supply of water, comments of the area ZE/JE should be taken.
3. The committee shall issue minutes in each case placed before it, specifying reasons for revision/ deletion and settlement arrived, under intimation to the consumer by ZRO through registered/speed post or e-mail/ phone through consumer care centre of the Board, if provided by the consumer, as the case may be.
4. The committee may broadly take the following factors for resolving the cases.
  - (i) Number of members in the household/unit.
  - (ii) Status of water supply/ no supply from the EE of the area.
  - (iii) Consumption pattern of similarly situated households/ units in the same locality.
  - (iv) Other sources of supply of water.
  - (v) Abnormally high average billing when compared with similarly placed unit should be decided based on factual details such adjoining/ similarly situated units, electricity consumption, correctness of categorization etc.
  - (vi) Analysis of consumption of household/ unit (i.e. consumer) over five/six years or less as case may be.
  - (vii) Other factors such as construction/ renovation/ function or such other factor which may result in enhanced consumption of water.