



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



4212

No. DJB/DOR/Mutation/2019/4776 to 4871

Dated 26.04.19

INSTRUCTIONAL ORDER

Subject:- Auto-Mutation of Consumer Name in the name of buyer on registration of Sale- Deed of property at Sub-Registrar Office, GNCTD.

As a reform measure as well as on the directions of the Govt of NCT of Delhi, Competent Authority of Delhi Jal Board has approved implementation of Auto-Mutation of Consumer name in water / sewer connections from the seller to buyer (Online) and delivery of bill within 03 days with immediate effect on registration of Sale Deed of property at Sub-Registrar Office. Following process will be followed in each such case received from Sub-Registrar Office:-

1. Under the Ease of Doing Business initiative, if a person gets the property sale registered at the Sub Registrar Office, he/she will fill up the K.No. installed in the property alongwith his/her mobile number and it will automatically trigger provisional mutation of the K.No. from exiting consumer to the new consumer in case there exists water / sewer connection in the property being sold. If there are multiple connections on the same property, multiple mutation will be allowed. Process Flow Steps enclosed as **Annexure-'A'**.
2. (a) Consumers data in batch mode from the DORIS(software of GNCTD) will be received in RMS.
(b) Batches will be developed to do the mutation that is to create a new person in CC&B and then add that person to the K.No. as the primary person and modify the previous owner as the secondary owner.
3. Immediately a SMS will be sent to the consumer for provisional mutation of water / sewer connection (as the case may be), subject to payment of mutation fees and other outstanding dues, if any.
4. (a) Auto-mutation of any consumer will reflect in RMS portal. ZRO will immediately check the dues against said K.No. and will generate the


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(b) Concerned ZRO office will ensure delivery of the Mutation Charge Bill alongwith dues if any to the respective consumer within 03 days. In case the outstanding bill is not paid within 15 days, the mutation will be reversed automatically.

This issues with the approval of the Competent Authority for strict compliance by all concerned.

Encl: Process Flow Steps.


26/04/19
(Naresh Kumar)


Jt. Director Revenue (HQ)

All JDRs/DDRs

All ZROs/Addl.ZROs

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5. M/s Wipro Limited: for information and n.a.pl.
6. EE(EDP) : for uploading on DJB website
7. Guard file.


26/04/19

Jt. Director Revenue (HQ)

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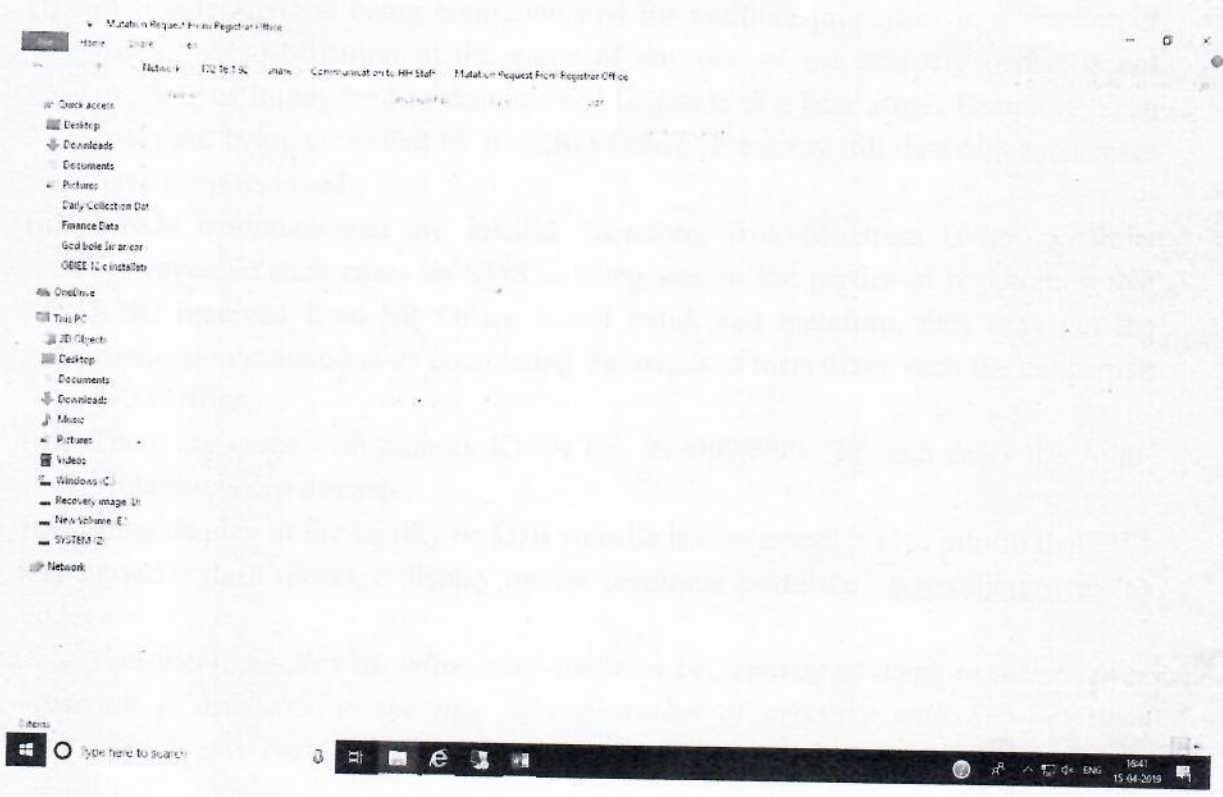
ANNEXURE - A

Auto-Mutation

DJB – Sub Registrar Office Integration

Process Flow Steps –

1. Consumer will visit the Sub-Registrar Office for getting the Registry done for transferring his/her Ownership.
2. Consumer may also submit the KNO of DJB for Mutation of the Water/ Sewerage Connection.
3. The details saved at the SR Office will be exchanged with DJB's RMS system through web service.
4. On receipt of this record DJB will provisionally approve the mutation and generate the Application Reference Number by the Batch configured in CC&B. At the same time SMS will be sent to the consumer to inform about the same.
5. The report of received Mutation ARN (to ZRO staff) will be shared at below mentioned location:



(Pl note: till now, no valid request has been received therefore folder is empty, data will be shared automatically in shared folder: //172.16.1.92/share/Communication to HH staff/Mutation Request From Registrar Office)

SMS sent to the Consumers on Provisional submission of Mutation request at Sub Registrar Office

(i) When the KNO is Valid -

- "Your Mutation has been approved provisionally for KNO xxxxxxxxxx, subject to payment of dues as per Mutation Bill sent shortly"

(ii) When the KNO is Invalid -

- "KNO of Water Connection for Mutation received from SR Office is invalid. Please contact concerned ZRO Office"