

DELHI JAL BOARD

Frequently Asked Questions and Answers (FAQs)

Related to New Water/Sewer Connection

Q. 1 : Where can one get an application form for new water and sewer connection?

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

Q. 2 : Where can new connection application be submitted ?

Ans : Application can be submitted online on consumer portal www.djb.gov.in or application can be submitted in the office of concerned Zonal Revenue Office (ZRO) on all working days.

Q. 3 : Who can apply for new water and 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 & Delhi Cantonment Board), can apply for new water & sewer connection.

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

Ans New water and sewer connection may be sanctioned subject to the following conditions:-

- a. Board has provided/extended water distribution system in the area/colony where the applicant resides or same have been taken over by the DJB for water supply/sewer maintenance.
- b. It is technically and legally feasible to supply water.
- c. The applicant should have proof of Identity document & Property ownership document.
- d. There should not be accumulated arrear on account of water charges on the premises/property for which connection has been applied.
- e. In case there are more than one occupier/ owner then the outstanding arrears/ dues in respect of the property, if any, will be shared by the owners and the share amount will be paid by the applicant.
- f. Application may be made by the owner/occupier of a property once the construction is

completed, provided that such construction is authorized one.

- g. No regular connection will be allowed in a vacant plot/piece of land.
- h. Assessment of technical feasibility and sanction of a commercial water/sewer connection including a bulk connection falls in the jurisdiction of Executive Engineer concerned.
- i. Water Connection will be sanctioned for the basement of any building-subject to fulfillment of conditions.
- j. The sanction of connection in any premises is for providing water and sewer services to the applicant and it does not acknowledge or confer any title, ownership or occupancy right in favour of the applicant.
- k. Applicant is bound to abide by the conditions mentioned in the application form and is required to pay the charges as applicable from time to time.
- l. Subject to the fulfillment of above mentioned requirements and approval of ZRO/ competent authority, a new connection will 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. A fresh bill will be issued only after reasonable ground to the satisfaction of ZRO.

Q.5 : 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 having multiple units, offices/ properties, hospitals/ institutions etc requiring high quantity of water, only a bulk connection is provided for the whole plot area in the same complex.

Q.6: 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 in an electronic form:-

- a. Request Form of the applicant.

- b. Electronic Drawing of layout plan, key plan, all floor plan with area details in Auto-CAD or any other electronic form.
- c. Details of internal network marked on maps in cases where system has to be taken over by DJB.
- d. Scanned copy in PDF of hydraulic calculations and water demand.
- e. Capacity & locations of UGR for potable and non-potable water.
- f. Provision of Roof Top Rain Water Harvesting.

It will be approved by the Executive Engineer concerned, after approval of the scheme by the Planning Division of DJB situated at Varunalaya Complex Phase-I, Jhandewalan, Karol Bagh of DJB.

Q.7 : What are the charges applicable for new water and sewer connection for a Commercial Property?

Ans :

Charges	(Amount in Rs.)
Application fee for water	10
Opening fee for water connection	250
sewer connection	250
Trade Advance	5000
Occupier Security (Water)	500
(Sewer)	500
Road Restoration charges(Water)	1600
(Sewer)	3200
(if distance from property to DJB network is upto 5 mtrs.)	
For any connection beyond 5 meters the building proponent/the applicant will hire the service of empanelled contractors of respective MCD/DJB for cutting and restoration of road/ licensed plumber for water/sewer connection (beyond 5 meters). The cost of this work, if beyond 5 will be borne by the building proponent/applicant.	
Development Charge Water/ Sewer (in case of Unauthorized Regularized Colonies, if plot size upto 50 sqm.)	45000/- (Fixed)
Development Charge Water (in case of Unauthorized Regularized Colonies, if plot size beyond 50 sqm.)	100,000/- (Fixed)

Illustration 7A: What are the charges of a new connection for warehouse of size 929 sq. meter situated in unauthorized colony in Delhi where DJB water and sewer network is at distance of more than 5 meters from property?

Ans :

	(Amount in Rs.)
Application fee	10
Opening fee for water connection	250
sewer connection	250

Ans :

(Amount in Rs.)

Application fee	10
Opening fee for water connection	250
sewer connection	250
Trade Advance	5000
Occupier Security	1000
Development Charges for Water & Sewer	NIL
Total Charges	6,510

Q.8 : 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 wherever due lies on the plot holders / building proponent 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.9 : 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 mandatorily apply for water and sewerage connections.

Q.10 : 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 is to be installed by the consumer by purchasing meters of make/model as permitted by the DJB. List of empanelled meters is available on DJB website.

Q 11. When should consumer 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 is required to be made through a licensed plumber only. A list of such licensed plumbers/agencies is available for public information at the Zonal Revenue Office and on the web site of the Board (www.delhijalboard.nic.in) and cost of this work will be borne by the building proponent/applicant.

(b) A consumer who engages the services of a licensed plumber is required to inform the ZRO as to the name of that plumber and the work done by him

Q. 12: What is the policy of Levy of Road Restoration Charges?

Ans. DJB will bill and accept Road Cutting Charges/RR charges for new water/sewer connections only up to 5 meters. For any connection beyond 5 meters the building proponent / the applicant will hire the service of empanelled contractors of MCDs for cutting and restoration of roads for water/sewer connection beyond 5 meters and the cost of this work will be borne by the building proponent/applicant. The list of empanelled contractors of three MCDs is available on the website of MCDs.

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