

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

NO.DJB/DOR/2014/-1691

DATED: 24-02-14

INSTRUCTIONAL ORDER

While analyzing the reports of eSLA as well as public grievances, it has been observed that new water connection are not being sanctioned by the Z.R.O. Office within the prescribed time limit, which not only cause frustration to the consumer but also gives a wrong impression about the functionality of the department as a whole.

At present there is an upper time limit of 35 days prescribed for sanction of new water connection. During this period, file is dealt by various officials in the process of sanction of new water connection. Therefore, it has been decided that :

- (1) The check-list attached as Annexure-I will be displayed at the seat of Diarist, Allotment Clerk and Z.R.O. so that every consumer should be aware of documents to be filed by him. The Diarist will receive the application only when all formalities as per check-list are there. After entering in diary, the application form will immediately be forwarded to the Allotment Clerk.
- (2) The Allotment Clerk will generate the A.R. Number either at the same time or maximum within 24 hours and hand over/ intimate the A.R. Number to the applicant.
- (3) The upper time limits prescribed for dealing the file of new water connection by various officials is annexed as Annexure-II.

All Z.R.Os and officials involved are directed to strictly adhere to these guidelines, violation of which will invite disciplinary action. It must be circulated among Diarist, Allotment Clerk, M.I./M.R., Cashier etc. by the Z.R.O. for their information and compliance. The Executive Engineers must circulate this order to all J.Es for compliance.

Encl + Annexure I & II

725

24-2-14

[Signature]
(B. S. JAGLAN)
DIRECTOR (REVENUE)

All ZROs/Addl. ZROs:

Copy to:

1. PS to CEO for kind information of the CEO.
2. Member(Finance)/Member(Admn.)/Member(W.S.)/Member(Dr.)/CVO/All C.Es.
3. Dir.(A&P)/Dir.(F&A)/Secy.(DJB)/Dir.(Enf.)/Jt.Directors(R)/SEs(Maintenance).
4. All Dy. Directors(Revenue)/All E.E.(Maintenance Division).
5. Guard File.

[Signature]
DIRECTOR (REVENUE)

B-1

[Handwritten signatures and initials]

GUIDELINE FOR DEALING NEW WATER CONNECTION FILES AT VARIES STAGES:

Day 1	Receipt of application and marking by Z.R.O. to Allotment Clerk.
Day 2 - 5	Scanning of documents in RMS and forwarding the same to Bill Inspector/Clerk.
Day 6 - 7	B.I./B.C. will report for dues and mark the file to Meter Inspector/Reader for site report.
Day 8 - 10	Detailed site report will be submitted by M.R. through M.I. to Z.R.O.
Day 11 - 12	Z.R.O. after viewing arrear and site report will mark file to Allotment Clerk with necessary guidelines. In case Z.R.O. desires inputs of Engineering Wing for technical feasibility on development charge (area), infrastructure charges, ZRO will mark the file to concerned J.E.(W).
Day 13 - 16	J E. will return the file after taking necessary action to ZRO.
Day 17	Z.R.O. will mark the file for Allotment Clerk for preparation of bill if everything is right or to forward communication required, if any.
Day 18 - 20	Allotment Clerk will prepare the bill and intimate the applicant on his Mobile No. and /or sent the communication if required otherwise.

NOTE: The above mentioned days indicates the working days and are taken on the higher side. Zone/officials may execute the work in shorter time depending upon work load but should not exceed 25 days in any case. In case of delay responsibility will rest on ZRO Concerned.

ARNo:**Mob No.****Check list for New Water Connection**

- | | |
|--|--------|
| 1. Duly completed application form | Yes/No |
| (a) Received online | Yes/No |
| (b) Received by hand | Yes/No |
| 2. Self attested copy of property document | Yes/No |
| 3. Identity proof of applicant | Yes/No |
| [For deptt. Employee self attested copy
of valid identity card] | Yes/No |
| 4. Indemnity Bond in case of Villages/J.J.colony etc. | Yes/No |
| 5. No objection Certificate from land lord in case the
applicant is tenant/occupier | Yes/No |

Head Clerk/Allotment Clerk