



OFFICE OF DIRECTOR REVENUE
DELHI JAL BOARD: GOVT. OF NCT OF DELHI
VARUNALAYA PHASE-II, KAROL BAGH
NEW DELHI-110005.

No. DJB/DOR/Scheme/2015/ 7006

Dated: 12.06.2015
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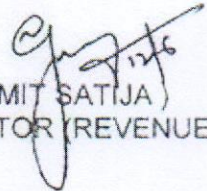
Subject: Scheme for regularization of unauthorized domestic & commercial water connections.

In order to ease the process and providing regularization of water/sewer or both connections to the applicants in a shortest period, the process has been reduced/revised for strict compliance by all concerned as under:

S.No.	Existing Steps	Changes in Steps Proposed
I.	Diary of Application/File	No change.
II.	Scanning of documents : i. Proof of identity ii. Proof of ownership - Property papers iii. Proof of residence -- (Optional) iv. Development Charge Receipt, if already paid	No change, however, ZRO offices which receive more than 10 files in a day may get the scanning of documents and ARN generation outsource with the approval of Head Quarter.
III.	ARN generation through Customer portal/ Employee portal.	
IV.	Generation of field inspection report form by Allotment clerk from BI Publisher	
V.	Report from concerned staff on following points : i. Bill clerk - Dues report on property. ii. Site report from MI/ Head clerk - report of unauthorized connection / construction by DJB water, existence of no. of units within limits of individual connections.	Report must be submitted by Bill Clerk and concerned Meter Inspector within two days positively.
VI.	In case of dues against property, recovery action/notice is served for recovery of dues	Action may be taken subsequently against the concerned consumer if he or she still reside in the same property. However, in case of non-existence of consumer against whom dues exist, recovery of dues is compulsory
VII.	Report from Engineering Wing - JE for technical feasibility, measurement of area for development charge of water and sewer, calculation of infrastructure charges, if applicable	Report of Engineering Wing wherever required will be taken after issue of water bills. An undertaking has been included in the form of connection on following points : 1. Difference of Development charges on actual measurement will be paid by the consumer. 2. In case connection is found non- feasible on technical ground as per any prevalent policy of DJB, sanction may be withdrawn and may be disconnected without any notice.
VIII.	ZRO sanction the connection and mark the file	No change

IX.	<p>Allotment Clerk prepare the bill by filling appropriate package in system with following components:</p> <ol style="list-style-type: none"> Fees of new connection – Opening fee, Water Advance, Occupier Security, Road Restoration Charges as per respective category of connection Development charges of water/sewer or both, if applicable Regularisation charges, if applicable, - Penalty of Rs. 3000 and 3 years minimum charges Cost of water for construction, if any. <p>Steps revised in RMS System for preparation of bill are provided in Annexure-I.</p>	<p>ii) As per Amnesty Scheme.</p> <p>iii) As per Amnesty Scheme.</p> <p>Short cut process has been made in system and are given in Annexure-I.</p>
X.	<p>Delivery of bill to consumer.</p> <p>Consumer will make the payment at any facility provided by DJB.</p>	<p>Delivery of bill with a stamp to install working meter as per approved specification.</p> <p>No change.</p>
XI.	Boring permission by Head Clerk DJB copy to with a copy to JE for physical presence.	Not required for regularization cases
XII.	Boring through License Plumber and Meter installation by consumer and intimation to DJB.	
XIII.	<p>Boring date and Meter Installation entries in System:-</p> <p>Steps in RMS System for preparation of bill are provided in Annexure-I.</p>	Please see Annexure-I.
XIV.	Activation of Service Agreement for Billing	No change
XV.	Regular billing on reading basis only.	On installation of meter, meter replacement/installation may be done till then average billing will be possible.
XVI.		Report of Engineering Wing – JE/AE as required will be obtained by ZRO. Engineering Wing will send report within 3 days positively.

Encl: As above.


 (AMIT SATIJA)
 DIRECTOR (REVENUE)

Copy for information to:

1. PS to Chairman, DJB for kind information.
2. Vice Chairman, DJB and other Members of the Board for kind information.
3. Secy. to CEO for kind information of CEO.
4. Member (A)/Member(F)/Member(W)/Member(Dr.).
5. All Chief Engineers .
6. Director (F&A)/Director(A&P)/Secy,DJB
7. Jt. Director (Vig.)/Jt. Director(F&A)-I & II.
8. All ACs/AOs/AO(Treasury).

Copy for necessary action to:

1. All Area Jt. Directors (Revenue)/ All Dy. Directors(Revenue).
2. All SEs(Maintenance)/ All EEs (W/S/R).
4. All ZROs.
5. Consultant (PR): for necessary Press Release.
6. A.O.(Revenue)HQ/A.A.O.(Revenue)HQ.

Steps revised in RMS System for preparation of bill

STEPS IN RESPECT OF POINT NO. IX.

Steps in the system:-

- a. Go to Main Menu ? Sales and Marketing ? Order.
- b. Enter the ARN in the Order ID field.
- c. In Customer Contact tab, add Type as Field order & comment as required and click on 'Add Contact'.
- d. Then go to 'Last Contact' the ALERTS section and copy the Customer Contact ID.
- e. Then go to 'Field activity Pending' in ALERTS.
- f. Go to the 'Steps' tab and enter the customer contact ID in all the fields as shown below, and click on 'complete'.
- g. Go to Premise.
- h. Go to the 'Characteristics' tab.
- i. Change the characteristics from NOPRNL to OPRNL and save. Then go to 'Pending Order Exists' in ALERTS.
- j. Then go to 'Questions and Miscellaneous Fields' tab.
- k. Then fill in the fields as required.
- l. And after filling, click on 'Show Eligibility'.
- m. Then click on the package generated as shown below.
- n. Click on 'complete' and in the warning, click 'OK'.
- o. The KNO will be generated and you will be taken to this page.
- p. Then in the 'Account context menu' go to ' +Go To Bill '.
- q. Click on 'Generate' and in the pop-up, click 'Calculate'.
- r. Then click on 'Freeze/Complete'.

Short cut process has been made in system:-

- a. Copy the generated ARN.
- b. Search the Order in CC&B, by going to Main menu --> Sales & Marketing --> Order --> Paste the Order ID (ARN).
- c. Fill all the required fields in Questions & Misc Field tab and Save as shown below, mostly the fields marked as "*" like MR Key, Water & Sewerage Technical feasibility. Then click on Show Eligibility.
- d. A package will be generated and click on appropriate package.
- e. Complete the package by clicking on "Complete" button.
- f. Once the KNO is generated. Go to Bill + and click on Generate. Freeze and complete the generated bill.

STEPS IN RESPECT OF POINT NO. XIII.

- a. After payment has been done, click on "Boring case- Case initiated" in the ALERTS section.
- b. You will be directed to the Case. From there, click on "Contact Customer".
- c. Give the customer's preferred date of boring, which SHOULD BE WITHIN 15 DAYS FROM THE NEW CONNECTION BILL PAYMENT.
- d. Go to "Field Activity Pending" in the ALERTS section.
- e. Select the "Boring for new connection" Field Activity.
- f. Go to Service Point.
- g. Update the status as "Connected".
- h. Go to the Boring Field Activity and click on "Complete".
- i. The Data will be saved, and the Field Activity will be completed. Go to "Pending Start" in the ALERTS section.
- j. Then go to "MAIN MENU ? METER ? +METER".
- k. Fill the following- Badge number , meter type , manufacturer , model , serial no. (same as

Minor changes:-

- c. Boring date will be ARN date.

- k. Install the meter and enter the average in premise characteristics.