



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

NO. DJB/DOR/2017/ 7339814

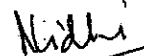
DATED: 27 Jan, 2017.

INSTRUCTIONAL ORDER

With a view to reduce time lines for sanction of **Commercial/Industrial and Bulk Domestic Water & Sewer Connections** and expedite cases under "Ease of Doing Business" following timelines are laid down for processing these cases in 15 days time :-

- Day 1 Application may be received online through MCD Portal at the stage of seeking completion certificate from Municipal Authority. In other cases application will continue to be received online through RMS Customer Portal or in hardcopy in ZRO Offices. Integration of RMS is being done with MCD Portal wherein applications will be automatically filled and uploaded in RMS on filling the same at MCD Portal and ARN No. will be generated alongwith MCD Reference No. In case hardcopy is received by DJB, ZRO Office will get the ARN generated.
- Day 2 - 3 Allotment Clerk will generate the Inspection Field Order for seeking dues report from Bill Clerk and site report from concerned Meter Inspector/Meter Reader. Simultaneously, printout of application alongwith documents is to be forwarded by ZRO to concerned EE (Maintenance) for sanction through eOffice.
- Day 4 - 12 **Action at Engineering Level :-** E.E. will get the case processed after considering all relevant aspects, and sanction the water connection of appropriate size of ferrule and return the file to the Z.R.O. concerned. In case approval of scheme is required from Planning Division, Concerned EE (Maintenance) will coordinate and ensure the same from Planning Division within the same duration.
- Simultaneous action at Revenue Level :-** Bill Clerk and Meter Inspector/Meter Reader will submit their reports and Allotment Clerk/Head Clerk will scrutinize the report, feed the reports in RMS and complete field order.
- Day 13 - 15 Z.R.O. through his Allotment Clerk and other staff will get the bill prepared and delivered to the applicant.

The above guidelines come in force with immediate effect and for strict compliance.


(Nidhi Srivastava)
Director (Revenue)

1. All Area Jt. Directors (Revenue)/ All Dy. Directors (Revenue).
2. All SEs (Maintenance)/ All EEs (W/S/R).
3. All ZROs for information and necessary action.

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