



NO. DJB/DOR/DD(HQ)/2017/- 11504 to 11590

DATE : 07/02/2017.

INSTRUCTIONAL ORDER

It has come to the notice that allottees of Government Quarters at times face difficulties in sanction/re-opening/mutation of new water connection or to obtain 'No Objection Certificate (N.O.C.)' after paying the pending water bills in their name on transfer/vacation of quarter. To overcome these gaps and to ensure smooth dealing in respect of water connections to Government Accommodations, following steps are being outlined, which are required to be followed by all Zonal Revenue offices while dealing with water connection to Government Accommodation :-

- (a) Whenever a Government Accommodation is allotted to a new incumbent, he/she will apply for a new water connection/mutation of the existing water connection. In such a case, a new water connection will be sanctioned in favour of new allottee or existing water connection will be re-opened in the name of new allottee after the applicant submits self attested Allotment Letter from the Competent Authority, copy of Identity Card, name of his/her D.D.O. with office address.
- (b) New allottee will not be required to pay the bill for the intervening period i.e. from the date the house was vacated by the earlier allottee and till the new allottee occupies the same. Normally, on intimation of vacation the respective Z.R.O. office needs to take necessary action for recovery of arrears/dues against the said water connection, if due and if required, may take up this issue with the D.D.O. of the outgoing official.
- (c) In case a Govt. Accommodation remains un-occupied, the owner/occupier is supposed to intimate in advance to the Z.R.O. concerned about the position. In such cases, the bill will be raised on "Zero" consumption basis. Regulation 14 of Delhi Water and Sewer (Tariff and Metering) Regulations 2012 which deals with this issue provides :-
"If a property is likely to remain vacant/locked for a period of more than two months due to outstation stay/visit of the occupier/owner and such occupier/owner does not want to get his water supply disconnected, in that case, he may deposit in advance the amount equivalent to the minimum service charges for such period after making a written request to the concerned ZRO. However, such owner has to take all precautions to avoid theft or misuse of water from such connection during the period of his absence. Actual billing based on readings will be done after the property is re-occupied adjusting the readings, if any found in the meter. The ZRO should deal such application within 5 days from the date of registration."

Contd...P/2

- (d) At present the existing water connection in a Govt. Accommodation is normally in the name of previous allottee. Any change in name for water connection generally is treated as mutation with laid down process. Since the allottee of a Government Accommodation is in temporary possession of the property, it has been decided that mutation of existing water connection in a Govt. Accommodation would be done in the name of new allottee on the basis of self-attested letter of appropriate Controlling Authority alongwith copy of Identity Card of the allottee on payment of a nominal fees of Rs.100/- (Rupees One Hundred Only).
- (e) A meter may be installed by the Zonal Engineering staff subject to availability of meter. If meter is not available, the consumer may be advised to install his/her own water meter from empanelled list of meters by D.J.B. Benefits of metering should be explained to the consumer by the Zonal Revenue staff.


(Nidhi Srivastava)
Director (Revenue)

1. PS to Chairman, DJB for kind information.
2. Vice Chairman, DJB 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)/ Secretary, DJB./C.V.O., DJB
7. All Area Jt. Directors (Revenue)/ All Dy. Directors(Revenue).
8. All SEs(Maintenance)/ All EEs (W/S/R) for kind information and necessary action.
9. All ZROs are directed to take action accordingly.
10. E.E. (EDP) : for uploading on DJB Website.
11. Guard File.

O/C.