



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



No. DJB/DOR/DSOS/2018/422040 4303

Dated: 06.06.2018

Subject: - Online Applications for services provided by Delhi Jal Board

Delhi Jal Board has provided facility of online submission of applications through dedicated Customer Portal at www.djb.gov.in under RMS System for the following services to the residence of Delhi:

- a) New Water/Sewer connection.
- b) Application for mutation of connection.
- c) Disconnection of services.
- d) Reopening of connection.

2. There is also integration with MCD website of construction permit for online receipt of new connection applications under Ease of Doing Business. Further, all four services as above will be covered under important project of GNCTD i.e. "Door Step Delivery of Services" to the residents of Delhi which will be inaugurated by Government very soon. Applications alongwith necessary prescribed documents will be submitted online by the Authorized Officer/Agency of GNCTD and final bill of services will be handed over to the citizen at doorstep within defined timelines.

3. Therefore, sanctioning/approval authority whether it is ZRO (Domestic - non bulk) or EE maintenance (for Bulk & commercial connections), should ensure timely processing and disposal of applications by them or their field staff as per 15 days timelines for providing services. In case of any default, they will be held responsible.

4. As per existing instructions, in case of online applications hard copy of document will not be required and application will be processed in system online only at the level of ZRO and for all cases at the level of EE (Maintenance) softcopy via e-office or emails will be forwarded by ZRO.

5. It has been observed that there is minimal use of these online services by consumers either due to lack of awareness or lack of timely action on online applications at field level. In case of any technical issue help of System Integrator and Revenue HQ is always available.

Contd. p/2

224

6. Further, all stakeholder viz. public, license plumbers, contractors, officers of Board and field staff should be advised to make awareness about the hassle free and time saving - online facility of submissions of applications provided by Board. Applicants should be encouraged to apply online and assistance should be given wherever required. ZRO office receiving and process maximum number of online applications will be appreciated.

6. In order to ascertain status of online application all ZROs are hereby directed to submit the report of online applications - New connections/ mutation/disconnection/reopening received till date since beginning in the following format to the email id of ddrev.djb@nic.in by 08.06.2018 and weekly progress report thereafter :

Name of Zone: _____

S.No.	Type of Application - New connections/ mutation/disconnection/ reopening	ARN No.	Date of ARN	Status of Application	KNo. if bill generated otherwise remarks for pendency

Needful action as above may be taken by all concerned and report may be sent as above for the perusal of higher ups.

(Signature)
06/06/18
(Naresh Kumar)

Joint Director Revenue (HQ-II)
Nodal officer -Door Step Delivery of Services

All ZROs

Copy to:-

1. Secy. To CEO for kind information of CEO.
2. Member (A) / Member(F) / Member (Dr.) / CNO - for kind information
3. Director (Revenue/F&A) / Director (A&P) / Secretary, DJB
4. All Jt. Directors (Revenue) / All Dy. Directors (Revenue) - for monitoring & necessary instructions to field staff
5. All EE(Maintenance) for necessary action & instructions to field staff
6. Project Director/Manager - M/s Wipro for necessary action - to ensure smooth function of online applications on Customer Portal, assistance and guidance to the public through CCG and necessary assistance to field staff.
7. Guard File.

(Signature)
16/06/18
Joint Director Revenue (HQ-II)