

MOST URGENT



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



NO. DJB/DOR/2018/ 7849 to 7945

Dated: 11-08-2018.

INSTRUCTIONAL ORDER

Reference is invited to the Instructional Order No.DJB/DOR/2018/1671-1731 dated 07.03.2018 vide which it was decided that files of Commercial/Industrial/Institutional new water connections would be processed at respective zonal offices i.e., ARN and KNO will be generated at Zonal Revenue Office, followed by circular No. DJB/DOR/DSDS/2018/4220-4303 dated 06.06.2018 regarding disposal of applications for services provided by Delhi Jal Board under Door Step Delivery of Public Services i.e., New Water/Sewer Connection, Mutation, Disconnection & Re-Opening of connections.

2. Project- 'Door Step Delivery of Public Services' has been launched by Hon'ble Chief Minister of Delhi / Chairman DJB on 10.09.2018 and aforesaid services of Delhi Jal Board will also be covered under the same. The agency appointed by GNCTD will reach to the door step of the applicant and submit online application including scanning of documents on behalf of applicant. All such applications will be tracked and monitored by AR Department, Govt. of NCT of Delhi. It will, therefore, be necessary to ensure sanction of any service i.e. New Water, Sewer Connection, Mutation, Dis-connection and Re-opening well within eSLA timelines of 15-days positively and communicate the approval/hand over the bill to the consumer/applicant.

3. As per existing process, in case of online applications, hard copy of documents will not be required and application will be processed in system online only at the level of Zonal Revenue Office and for all cases at the level of EE (Maintenance) softcopy via e-Office or emails will be forwarded by ZRO. Necessary reports on field inspection site report format only is to be collected from the concerned staff/office. Step-wise process to be followed is enclosed at Annexure-A. Any document, if required and details of License Plumber engaged by applicant for new connection, may be collected during field inspection by staff. Register for Online application should be maintained separately by all zones in the format as per Annexure-'B'.

Contd.... P/2

4. The matter has been examined by competent authority and it has been decided
- (a). All online applications irrespective of category of connection which are received either through the applicant directly or through the selected agency under Door Delivery of Public Services shall be handled by the respective Zonal Revenue Office i.e. at the zonal level only and such cases need not be forwarded to Head Quarter either for ARN generation or sanction of new K.No.
 - (b). Further, zones may ensure disposal of all such online applications received on "First Come First Basis". The concerned Competent Authority i.e., EEs (Maintenance)/ZROs as the case may be will ensure completion of the whole process upto generation of bills for each service, as the case may be, well within 15 days' timeline without any exception. For any delays aforesaid Competent Authorities would be responsible for the same.
 - (c). Applications for any of the aforesaid services received physically in the Zonal Revenue Offices will continue to be received, as per existing practice and all such cases would be processed on First Come First Serve Basis and forwarded to Head Quarter for ARN generation and bill for new K.No.

For strict compliance and necessary action by all concerned. This issues with the approval of competent authority.

Encl: As above.

All JDRs/DDRs.
All EEs(Maintenance).
All ZROs.

Copy to:

1. Secy. to CEO for kind information of CEO.
2. Member (A)/Member(F)/Member(W)/Member(Dr.).
3. Director(A&P)/CE(Maintenance)/SE(Maintenance).
5. Guard File.

Nay 12/09/2011
(Bansh Raj)
Director (Revenue)

Nay 12/09/2011
Director (Revenue)

PROCESS**Annexure 'A'**

S.No	Steps	Action By
1	Submission of Online Applications - New connection - water &/ Sewer, Mutation, reopening, Disconnection.	Consumer/ Applicant self or through Mobile Sahayak- (Under Door Step Delivery of Public Services). Applicant will note down ARN for status tracking.
2	Receipt of Applications in RMS. To do list of ZRO	RMS - Auto
3	ZRO will transfer the Applications to the concerned clerk	ZRO
4	Concerned clerk to scrutinise the Applications received online and check all necessary documents and completeness of Application.	Allotment clerk/ Concerned clerk
5	Generate Field Order and print Field Inspection Report.	Allotment clerk/ Concerned clerk.
6	Mark special instruction on Field Inspection Report, if any, to collect following details from Applicant: (a) Letter regarding engagement of License plumber for installing new connection. (b) To collect document (if not submitted online)	Allotment clerk/ Concerned clerk.
7	(a) Site Field Inspection for verification and filling of details and submit the same to ZRO within prescribed timeliness (b) Indoor Report regarding dues/Unauthorized connection report/Cost of water for construction to be done simultaneously.	Field Inspection Staff/ MI/ MR / JE / BC
8	Examine Field Inspection Report and other details - sanction by Competent Authority. In case of Bulk or Category II connection Field Inspection Report to be sent vide e-office/ email to EE by ZRO office.	ZRO/EE
9	Completion of Activities: New Connection - Field Activity - Complete order and package K. No is generated automatically. - Generate Bill Mutation - Complete field activity and mutation bill is generated automatically. Reopening & Disconnection - Field activity - Valid date signature - Read ID and date - Create bill	Allotment Clerk/ Concerned Clerk.
10	Freezing of bill	ZRO

FORMAT FOR REGISTER FOR ONLINE APPLICATION

[illegible][illegible]