



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 In case connection is found non-feasible on technical ground as per any prevalent policy of DJB, sanction may be withdrawn and may be disconnected without any notice.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> <ul style="list-style-type: none"> i. Fees of new connection – Opening fee, Water Advance, Occupier Security, Road Restoration Charges as per respective category of connection ii. Development charges of water/sewer or both, if applicable iii. Regularisation charges, if applicable, - Penalty of Rs. 3000 and 3 years minimum charges iv. Cost of water for construction, if any. <p>Steps revised in RMS System for preparation of bill are provided in Annexure-I.</p>	<ul style="list-style-type: none"> ii) As per Amnesty Scheme. iii) As per Amnesty Scheme. <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. No change.</p>
XI.	<p>Boring permission by Head Clerk DJB copy to with a copy to JE for physical presence.</p>	<p>Not required for regularization cases</p>
XII.	<p>Boring through License Plumber and Meter installation by consumer and intimation to DJB.</p>	
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>	<p>Please see Annexure-I.</p>
XIV.	<p>Activation of Service Agreement for Billing</p>	<p>No change</p>
XV.	<p>Regular billing on reading basis only.</p>	<p>On installation of meter, meter replacement/installation may be done till then average billing will be possible.</p>
XVI.		<p>Report of Engineering Wing – JE/AE as required will be obtained by ZRO. Engineering Wing will send report within 3 days positively.</p>

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 "Completé".
- 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.



DELHI JAL BOARD: Govt of NCT of Delhi Application Form for New Connection

eSLA timeline: 35 days

Photograph
of the Applicant

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1. Type of Request: Please Tick

- Water Connection Sewerage Connection
 Water and Sewerage Connection Regularization

2. Details of Applicant

Name: (Please Fill In Block Letters Only, in case of any organization write designation)

First Name: * Middle Name: Last Name: *

Father/Husband Name*: _____

Govt. Organization (Please tick if it is a Govt. Organization, provide supporting document)

Name of Government Organization: _____

3. Contact Details

Email Id: _____ Mobile No: * _____

Home Tel. No: _____ Office No: _____

4. In case of PNB Employee/Office/Donor: Please attach copy of office identity card

Employee Id: _____ Date Of Retirement: _____

Office Name & address: _____

5. Property Address

Pin Code: * _____ Locality: * _____

Sub locality: * _____ House No: * _____

Road No: _____ Sub locality 1: _____

Sub locality 2: _____ Sub Colony: _____

Village: _____ Khasra No: _____

Society Name: _____ If JJR Colony (please tick)

6. Property and water connection use details: (Please see table 6a and 6b) (Restrictions apply in application)

a. Development Charges Paid (Submit Latest Payment Receipts): Water Sewerage

b. Property Type: * (Please see table 6b) _____ c. Urban / Rural: _____

d. No. Of Floors: * _____ e. No Of Beds: * _____

f. Area (in Sq m): _____ (For Hospital Only)

Plot Area: * _____ g. Built Up Area: * _____

h. Water Connection Type: * (Please see table 6h) _____

i. Water Connection Use: * (Please see table 6i) _____

7. Billing Address (For use in future)

Check If Billing address is same as Property Address.

Pin Code: * _____ Locality: * _____

Sub locality: * _____ House No: * _____

Road No: _____ Sub locality 1: _____

Sub locality 2: _____ Sub Colony: _____

Village: _____ Khasra No: _____

Society Name: _____ If JJR Colony, Please tick

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8. Other Details (For use in future)

Preferred Mode of Payment: Cash Cheque Demand Draft
 Preferred Mode Of Communication: Email And SMS Paper Format And SMS

No of Children:*

No of Adults:*

9. Documents to be attached

a) Proof of Identity:* Driving License Passport Ration Card Unique Id Card[UID/Adhar Card]
 (any one) PAN Card Voter ID Card Bank Pass Book with applicants
 Photo identity card issued by any govt. agency

Document No:*

b) Property Ownership Document(any one)* : Registered Sale Deed Registered perpetual lease Deed

 Registered conveyance Deed / General Power Attorney Notarized General Power Attorney with complete chain Special Power Attorney with Registered/Notarized Agreement to sell and will Will/No Objection Certificate of the owner in favour of applicant Registered Partition deed/Family settlement deed Registered Relinquished deed Allotment letter (Private Builder) with registered sale deed / General Power of Attorney Rented property-lease/Rent Agreement, Non Objection Certificate of Owner DDA allotment/mutation letter/Land, Development Letter Interim court order, if any

Document No. / Document registration no.:

c) Proof of Residence (If available) :

 Driving License Passport Election Identity Card

Document No:

10. Bank Details

Name of the Bank:*

Name of the Branch:*

IFSC Code:*

Bank Account No:*

11. Declaration / Undertaking**DECLARATION:**

- a) I hereby declare that all the information furnished by me is true to the best of my knowledge and if any discrepancies are found, I will be responsible for disconnection of services by the DJB without any prior notice and any other legal action taken by DJB.
- b) I declare that there is no dispute on property and there is no stay from any court of law against obtaining water/ sewerage connection.
- c) I understand that sanction of connection does not acknowledge or confer any title, ownership or occupancy right in favour of the applicant.

UNDERTAKING:

- i) I further undertake that in case of any dispute about the ownership of the property I will absolve DJB from any legal battle in the court of law as the water connection applied for is related to supply of potable water and not to decide the ownership of property.
- ii) I further undertake to pay the charges as and when demanded by DJB, and in the event of non-payment, DJB will be at liberty to disconnect the services being provided by DJB.
- iii) I further undertake that I have not taken "DJB Employee Rebate" against any other Premise/Connection.
- iv) I undertake to install my water connection only through license plumber of Board.
- v) I Understand that the DJB has a policy not to sanction more than six individual connection for each individual plot. If more than six water connections are required, I will surrender my existing individual water connection without any preconditions & apply for a bulk water connection (Applicable in properties other than CGHS)
- vi) I am applying for a water connection on my own and even if the water supply is available at a low pressure, I will not file any claim for any sort of compensation in any court of Law
- vii) In case of variation in plot size as per document submitted by the undersigned and on actual measurement by DJB representative, difference of Development charges on actual measurement will be paid by me.
- viii) In case connection is found non-feasible on technical ground as per any prevalent policy of DJB the water connection may be denied or if sanctioned inadvertently, the said sanction may be withdrawn and may be disconnected without any notice.

Signature of Applicant:*

Instructions to fill The Application

1.Type of Request : Select the type of connection request.

2.Details of Applicant:

Please tick if it is a Govt. Organization and provide supporting document with the application form. All details must be provided in Block Letters except Email ID.

First Name and Last Name: Should be provided. First Name is compulsory.

Father/Husband Name: Applicant's father or husband name should be provided and is compulsory. Strike through the one that is not applicable.

Example:

Father/Husband Name: MR. SUMIT KUMAR DUTTA (If father's name is provided and vice versa.) UID number may be provided but is not compulsory.

3.Contact Details:

Email Id: Should be provided in exact case. It is optional.

Mobile No: It is compulsory to provide mobile no., as it will be used for sending SMS alerts. **Home Tel. No:** May be provided to facilitate communication. It is optional.

Office No: May be provided to facilitate communication. It is optional.

4.Office Details:

Employee ID: The employee ID of the applicant. To be provided by DJB employees only.

Date of Retirement: The date of Retirement of the Applicant. To be provided by DJB employees only. **Office Name, Address with, Pin Code** may be provided to facilitate communication

5.Property Address:

Pin Code: Pin code of the property must be provided. It is compulsory.

Locality, Sub locality and House No must be provided correctly. These are compulsory.

Road No, Sub locality 1, Sub locality 2, Sub colony, Village, Khasra No, Society Name, JJR colony should be provided. These are optional.

6.Property Details:

a. Development charges Paid: If development charges are paid for either water or sewerage or both, the photocopy of the related receipt must be attached with the application form.

b. Property Type: This may be Tower, Office complex, Mother dairy Booth, Mall/Cineplex, Individual house, Hotel/guest House, Hospital /Nursing home(No. of beds must be provided in this case), Group Housing Society, Govt Flats, Dharmashalas/Hostels, DDA flats, Bungalows, Banquet Hall, Apartment. Any other property type will not be accepted. It is compulsory. Refer to the table Property Type below.

c. Urban: Please tick it if the property is present in an urban area.

d. No. of floors: Must be provided. It is compulsory.

e. No. of beds: Must be provided in case the property type is Hospital/Nursing home.

f. Plot Area: Enter the total plot area. It is compulsory.

g. Built Up Area: It is compulsory to provide the built up area. It must be less than or equal to plot area.

h. Water Connection Type: It is compulsory to provide the Water Connection appropriate category (I, IA, II & IIA) as mentioned in the table Water Connection Type below on next page.

i. Water Connection Use: It is compulsory to provide the connection use. (Example: Delhi Fire Service, Group Housing Society etc.). Refer to the table Water Connection Use below on next page.

7.Billing Address:

Please tick the check box if billing address is the same as property address. This field is captured only for information and may be used in future.

If applicant ticks the check box and the billing address is same as the property address, then the billing address need not be provided in. But if the billing address is different from the property address, then all compulsory fields must be provided properly to facilitate proper communication.

Pin Code: Pin code of the property. Must be provided and is compulsory.

Locality, Sub locality and House No: Must be provided correctly and are compulsory

Road No, Sub locality 1, Sub locality 2, Sub colony, Village, Khasra No, Society Name, JJR colony should be provided though these are not compulsory.

8.Other Details:

Preferred mode of payment: Tick the relevant check box to choose the preferred mode of payment. It is a compulsory field.

Preferred mode of communication: Tick the relevant check box to choose the preferred mode of communication. It is a compulsory field.

If Email and SMS option is selected, then Email Id must be provided in contact details to facilitate communication. **No. of Children:** Number of children must be provided. It is a compulsory field.

No. of Adult: Number of adults must be provided. It is a compulsory field.

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9. Documents to be attached:

Proof of Identity : Attach photocopy of any one of the following documents and provide the document number. (Voter ID card, Ration card, Passport, PAN card, Driving license, Unique Id Card[UID/Aadhaar Card], Bank Pass Book with applicants, Photo identity card issued by any Government Agency).

Property Ownership Document: Attach photocopy of any one of the following documents and provide the document number. (Registered Sale Deed, Registered perpetual lease Deed, Registered conveyance Deed, General Power Attorney, Notarized General Power Attorney with complete backchain, Special Power Attorney with Registered/Notarized Agreement to sell and will, Will/Non Objection Certificate of the owner in favour of applicant, Registered Partition deed/Family Settlement Deed, Registered Relinquished Deed, Allotment Letter (Private Builder) with Registered Sale Deed, Allotment Letter (Private Builder) with Registered/Notarized. General Power Attorney, Allotment Letter (Private Builder), Registered/Notarized, Agreement to sell, Rented property-lease/Rent Agreement, Non Objection Certificate, Ownership, DDA allotment /mutation letter/Land, Development Letter, Interim court order).

Proof of Residence: Attach photocopy of any one of the following documents (Driving license, Passport, Election ID card). It is compulsory to provide the document number of the attached documents.

10. Bank Details

Name of the bank: Enter the name of the bank.

Name of the branch: Enter the name of the branch of the bank. **MICR code:** Enter its MICR code.

Bank Account Number: Enter the applicants bank account number.

All fields listed under bank details are compulsory and must be provided correctly.

11. Declaration:

I agree: Tick the I Agree check box to accept the declaration.

Signature of the applicant: Put in the signature of the applicant in the box given.

This form captures some information (say Billing Address etc.), which may be used by DJB in future.

Reference 6b : Property Type (Enter any of the below in Property Type)

Tower	Individual House	Govt Flats	Banquet Hall
Office Complex	Hotel/Guest House	Dharmasalas/Hostels	Apartment
Mother Dairy Booth	Hospital/Nursing Home	DDA Flats	
Mall/Cineplex	Group Housing Society	Bungalows	

Reference 6h: Water Connection Type (Enter any of the below in Water Connection Type)

I	Domestic
IA	Mixed Use
II	Commercial/Industrial
IIA	Property of size having 2000 sq. yards or more with Rain Water Harvesting/waste water recycling or both

Reference 6i : Water Connection Use (Enter any of the below in Water Connection Use)

B.S.E.S. RAJDHANI	Delhi Jal Board	Ice-Cream Factory/Ice Factory	Pvt. Institute/Colleges/ Universities
B.S.E.S. YAMUNA	Delhi Metro Rail Corporation	Juice Shop	Pvt. Schools
Banquet hall/ Party hall	Delhi Transco	Janta Flats	Railways
Beauty Parlors	Delhi Transport Corporation	Jewelry Manufacturing Factory/ Repairing	Religious Place
Blind Schools	Dhobi Ghats	Lab/ X-Ray Units	Restaurant
Bottling Plant	Delhi Development Authority	Mutton Shop	Soft Drink Factory
C.P.W.D.	Dry Cleaners	Moulding Machine Factory	Sweet Shop
Cineplex	Factory	M.T.N.L.	Shops
Cold Storage	Delhi Fire Service (Fire Station)	Malls	Soda Water Factory
Cooling Plant	Fruit & Vegetables Store- Reliance Safal	Milk Dairy	Tea Stall
Courts	Co-operative Group Housing Society	North Delhi Power Ltd. (TDDPL)	Vehicle/Automobile Service Station
Clinic/Pathlab	Govt. Hospitals/ Dispensary	Nickle Polish Works	Ware House/Godown
Central Govt. Offices	Govt. Institute/Collages/ Universities	Piaos	North MCD
Colour Dye shop/factory	Govt. Offices/PSU/Bank	Police Department	East MCD
Dhaba	Haircutting Saloon	Professional Office(CA, Lawyer, Property)	South MCD
Delhi Govt. Office	Hotel & Guest houses	Pvt. Hospitals & Nursing Homes	M.C.D. Slums & J.J. Department/DUSIB

D.S.I.I.D.C

Note: All columns in the form marked * are mandatory.