

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

No/DJB/DOR/ZRO(HQ)/2011/

Dated: 28.10.2011

I N S T R U C T I O N A L O R D E R

Reg.- Implementation of Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 (Delhi Act 07 of 2011) /e-Service Level Agreement

Delhi Government has implemented the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 (Delhi Act 07 of 2011) for ensuring time bound delivery of public services. Initially the service of providing “New Water Connection (Domestic)” in Delhi Jal Board is proposed to be brought under the purview of this enactment.

2. Since Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 (Delhi Act 07 of 2011) ensures delivery of services in a time bound manner, the basic application form of new domestic water connection application has been changed and the same is annexed as Annexure-I. Further, process of sanctioning new domestic water connection has been simplified so as to enable disposal of the application in the office of Zonal Revenue Officer itself, instead of Zonal Engineer, thereby reducing unnecessary movement of file within the office of the DJB itself. Under the newly simplified procedure, an **application for new water connection except application for Bulk Water Connection and Commercial Water Connection shall be received in office of Zonal Revenue Officer. It would be finalized there only without any movement of file.** Area Technical feasibility report shall be furnished by each Executive Engineer to the ZRO on regular basis. Thus each Executive Engineer shall inform ZRO of the area where grant of fresh water connection is not feasible i.e. where water connections cannot be sanctioned by the DJB. ZRO would need not to look into this aspect while granting the connection of the area where grant of fresh water connection is not feasible.

3. The process flow of the application will be as under:-

- a) An applicant will submit application for new domestic water connection at the **‘Receipt Counter’** of the office of ‘Zonal Revenue Officer’.
- b) The Receiving Official after checking the application and its enclosures will acknowledge the application and **issue a unique eSLA number** to the applicant on the same day. ZRO would be required to get the eSLA register/file maintained and updated electronically in the prescribed format on daily basis and ensure the sending of the same at the email address: **djbeslazone@gmail.com** at 2.00 PM of every working day.
- c) In Zonal Revenue Office, **Bill Clerk/Billing Inspector and Head Clerk** will submit existing **“Dues Report of water/**

sewer charges and development charges etc” on existing water connection/ cut off water connections/ unauthorized water connections/ cost of water etc.” **within five days.**

- d) Thereafter ZRO would send the file to **Junior Engineer** for furnishing “Report on unauthorized water connections/ civil constructions/ nature of activity at site and calculation of development charges, where applicable, etc. including technical feasibility report” **within five days** to the ZRO.
- e) Based upon the available material and facts, **Zonal Revenue Officer** would take a conscious **decision on merit to “Sanction/Not Sanction”** the applied water connection and **will also communicate the same to the applicant, in writing, in any case within a period of 15 days of receipt of the application.** In case, the water connection is sanctioned, the decision of the Zonal Revenue Officer will be communicated to the consumer along with water bill for new water connection.
- f) **On production of paid water bill** of New Water Connection, the **consumer will be permitted to bore** water connection on a specific date and time under intimation to the Zonal Engineer and Junior Engineer with request for deployment of the Junior Engineer or his/her representative at the time of boring for supervision and submission of report about boring/installation of water connection thereafter. Date of boring should be given within a period of seven working days positively.
- g) It may be noted that the above process is applicable upon the sanction of new domestic water connection only. **Bulk Water and Commercial Water Connections shall continue to be granted by the Planning and Executive Engineers respectively,** as is being done presently.

Sd/-

(D. Varma)

Director (Revenue)

All ZROs/ Addl. ZROs

All Executive Engineers/ All Zonal Engineers/

All Junior Engineers

Copy to:

1. PS to Chief Secretary, GNCTD, Delhi Secretariat, IP Estate, ND-2
2. PS to CEO, DJB
3. PS to Secretary (IT), GNCTD
4. Addl. Secretary (IT), GNCTD, DoIT, 9th Level, B-Wing, Delhi Secretariat, IP Estate, ND-2
5. All Members/ CVO/ Addl. CEO, DJB
6. Chief Engineers/All Superintending Engineers/All Directors
7. All Joint Directors/ All Dy. Directors/ All Assistant Commissioners/ All Administrative Officers
8. System Analyst (IT), GNCTD
9. Executive Engineer (EDP): For uploading on the website of DJB.
10. Consultant (PR): for publishing in the Varun Patrika

Sd/-

Director (Revenue)