

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: 07.12.12

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

Sub.-:Inclusion the service of “Mutation” and “Disconnection” of Water Connection.

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. The service of providing “New Water Connection (Domestic)” in Delhi Jal Board has already been brought under the purview of this enactment. To facilitate further the service of “Mutation” and “Disconnection” of water connection have been proposed to bring 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, standard application forms for ‘disconnection’ and ‘mutation’ of water connection have already been devised and the same are annexed as Annexure-I and Annexure-II.

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

- a) An applicant will submit application for “Mutation of 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.
- c) Site visit will not be necessary for the purpose of Mutation.
- d) Based upon the available material and facts, **Zonal Revenue Officer** would take a conscious **decision on merit to “Approve/Reject”** the applied mutation of water connection and **will also communicate the same to the applicant, in writing, in any case within a period of five days of receipt of the application.** In case, mutation of water connection is permitted, the decision of the Zonal Revenue Officer will be communicated to the consumer along with ‘Bill for Mutation’.
- e) On production of copy of the paid ‘Bill of Mutation’, it will be ensured that necessary alteration in computerized record is done by the next of round of billing cycle.

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

- a) An applicant will submit application for “Disconnection of 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.
- c) **Bill Clerk/Billing Inspector** will prepare the water bill including all pending dues, taking provision for estimated water consumption for the period from the date of water meter reading taken and tentative date of disconnection of WC. Bill Clerk / Billing Inspector will submit the case through Head Clerk to the Zonal Revenue Officer within two days.
- d) Based upon the available material and facts, **Zonal Revenue Officer** would take a conscious **decision on merit to “Approve/Reject”** the applied disconnection of water connection and **will also communicate the same to the applicant, in writing, in any case within a period of five days of receipt of the application.** In case, the disconnection of water connection is permitted, the decision of the Zonal Revenue Officer will be communicated to the consumer along with Bill of Disconnection.
- e) **On production of copy of the paid ‘Bill of Disconnection’** “Cutting/ Disconnection Orders” would be issued and handed over to the fitter on the same day with a copy to concerned Zonal Engineer. On receipt of “Cutting/ Disconnection Orders” **fitter will disconnect** the water connection by removing the meter **within three days** and will intimate actual date of disconnection for noting in the Meter Diary Plate.
- f) In case of permanent disconnection of DJB’s meter from ferrule, **security will be refunded** on submission of original receipt after defacing.

4. Follow up procedures, record maintenance system and the requirement for maintenance and transmission of eSLA register/file at the email address: **djbeslazone@gmail.com** at 2.00 PM of every working day will remain same with necessary minor changes. Further all Executive Engineers (W/S/R) and Joint Directors of Revenue are hereby designated as the Competent Authorities and Appellate Authorities under the Delhi (Right of Citizen to Time Bound Delivery of Services) Act, 2011 in respect of the services of “Mutation” and “Disconnection” of water connection in their respective jurisdiction.

Sd/-
(D. Varma)
Director (Revenue)

All Joint Directors of Revenue
All Executive Engineers (W/S/R)
All ZROs/ Addl. ZROs

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 Executive Engineers/ All Zonal Engineers/ 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)