

INSTRUCTIONAL ORDER

Zonal Revenue Offices after processing New Water/Sewer Connection Cases issue bill to the consumer and the consumer is required to make the payment of the same within due date. As per the existing system, on making payment consumer is expected to approach the Zonal Revenue Office for seeking date of boring and on the fixed date connection is installed by the consumer in presence of D.J.B. representatives, after which date of completion of work/meter installation is expected to be reported back to the Zonal Revenue Officer.

2. It has been observed that the boring permission and physical presence of D.J.B. representative is not practically implemented resulting in pending of New Water Connection process in Revenue Management System. Further, it is also observed that in most of the cases, consumer installs water connection immediately after making the payment of new connection bill but as service agreement of the connection cannot be activated by the Z.R.Os, as required details of boring, meter installation and work completion reports etc. from the consumers/Junior Engineer is not received in time, the billing of these consumers is delayed.

3. The matter has been reviewed and it has now been decided to automatically activate service agreement of the new water/sewer connection in Revenue Management System on the next day of making payment of bill of New Water Connection by the consumer i.e. T+1 basis where T. means date of making payment and steps required to be completed later i.e. boring permission etc. are dispensed off with accordingly with immediate effect. Therefore. No boring date letter will be issued henceforth.

4. Further, till the time necessary amendments are made in Revenue Management System, Zonal Revenue Offices may enter boring date in the System on T+1 basis i.e. boring permission etc. and complete the process of Service Agreement activation in all old and new cases of New Water Connections pending Service Agreement activation in each zone. This will ensure billing of those consumers, whose cases are pending for one reason or the other for quite some time. Z.R.O. should also affix a stamp on new connection bill clearly stating as under :-

- New Connection Bill should be paid within due date.
- Billing will be started from the next date of bill payment.
- Connection must be installed through Licensed Plumber of the prescribed ferrule, water meter and MDPE pipes from ferrule to meter. Detail of meter be submitted to Z.R.O. offices for billing on reading basis.

5. This issues with the approval of the Competent Authority.

CE (EDP)

Nidhi
(Nidhi Srivastava)
Director (Revenue)

- Secy. to CEO for kind information of CEO.
- Member (A)/Member (F)/Member (W)/Member (Dr.) for kind information.

Copy for necessary action to:

- All Area Jt. Directors (Revenue)/ All Dy. Directors (Revenue)- with the direction to ensure briefing of zonal staff and implementation.
- All SEs (Maintenance)/ All EEs (W/S/R).
- All ZROs are directed to take action accordingly.
- A.O. (Revenue)HQ/A.A.O.(Revenue)HQ.
- E.E. (EDP): for uploading on DJB Website.
- Project Director, M/s. TCS, 6th Floor, Varunalaya Building-II for making necessary modifications in application software.
- Guard File.

Sh. Jangra

18-10-15

Nidhi
Director (Revenue)

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2/11/15