



DELHI JAL BOARD: GOVT. OF NCT OF DELHI
OFFICE OF THE MEMBER (WATER SUPPLY)
106, VARUNALAYA PH-II: KAROL BAGH, DELHI-05
Phone No. 011-23528578, mail: memberwsdjb@gmail.com
"STOP CORONA; WEAR MASK, FOLLOW PHYSICAL DISTANCING, MAINTAIN HAND HYGIENE"



No. F(45)/DJB/Mem.(WS)/2021/427

Dated: 02.02.2021

INSTRUCTIONAL ORDER

Subject: Regarding delay in Sanction of New Water/Sewer Connection

Reference are invited to the various instructions issued from time to time with directions to deal the applications received for sanction of new water and sewer connections in time bound manner all such applications should be concluded with overall time limit of 15 days, but same has not been followed religiously by the concerned offices. It is reported by revenue office that large numbers of applications for sanction of new water and sewer connections are pending with technical wing. This office has already issued directions in this matter earlier also vide letters dated 01-07-2020, 27-07-2020 and 05-08-2020 to clear all pending applications for New Water Connection.

The issue of delay in sanction of new water and sewer connections has been reviewed by hon'ble Chairman, DJB in last 'BOARD' meeting and shown his displeasure. He further directed to clear all pending applications without delay and in future such applications should be processed in time bound manner.

As per the Delhi water & Sewer (Tariff and Metering) Regulation, 2012, Chapter-II delegate the power for sanctioning individual water connection and bulk water connection rest with ZRO and Executive Engineer of Zone respectively, but it has been seen that applications files are forwarded to planning cell for either asking suggestions regarding water connections can be sanctioned? Or for sanction of water connection and whole process get delayed. It is once again reiterated that there is no need to send applications for sanction of new/regularization of Water connection to the planning wing. As per circular dated 06/10/2020 and further clarification dated 22/01/2021 issued from the office of DOR, DJB, assessment of water demand and IFC should be done by the concerned ZRO/Maintenance Zone level. Only application received through OBPS portal will be dealt by planning wing for assessment of water demand and IFC.

Therefore it is once again directed to all Executive Engineers in-charge of Maintenance & Project division dealing with sanction of new water and sewer connections to sensitize staff under their control to process and finalized all pending and new application in time bound

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manners so that complete process can be finished in stipulated period of 15 days.

CEs/SEs concerned are directed to monitor the process of sanction of new water and sewer connections on monthly basis and submit the status report in the office of undersigned in the first week of every Month stating the pendency in following format-

S No	Name of Division	Total application for sanction of New/Regularization of water & Sewer Connection received (in the month of	No of application Cleared	Number of application pending for more than 15 days	Reasons of pendency with name of responsible officer

In case of pendency beyond prescribed time, responsibility of concerned official will be fixed and necessary disciplinary action may be recommended.

Issued for strict compliance.

Encl: As above.

All EEs (W/S/R).

Copy to.

1. PS to Chairman, DJB for kind information of the Chairman.
2. PS to Vice Chairman, DJB for kind information of the Vice Chairman.
3. CEO, DJB for kind information.
4. CVO, DJB for kind information.
5. Member (Finance)/ Member (Dr.): for kind information.
6. All Chief Engineers (Maintenance): to monitor and submit monthly progress report.
7. All SEs (Maintenance) /JDRs/DDR: for information and proper supervision to ensure pendency in a time bound manner in respect of zones under their jurisdiction.
8. O/copy

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02/02/2021
Member (WS)

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02/02/2021
Member (WS)



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