



NO.DJB/Addl.CEO/DOR/Compliance Burdensome/188/2021/2563 Dated:16-03-2021

**INSTRUCTIONAL ORDER**

**Subject: Guidelines for sanction of Water/Sewer Connections – Simplifying Compliance Burden reg.**

Delhi Jal Board has taken various steps for simplifying the procedures related to public services such as new water/sewer connection provided by Delhi Jal Board. Instructions have been issued in this regard from time to time which are consolidated and reiterated for strict compliance by all concerned as under :-

**1. Online facility for application :-**

Dedicated Customer Portal i.e. [www.djb.gov.in](http://www.djb.gov.in) has the facility to online apply 24 X 7 for water and sewer connection at any time at the convenience of applicants. In order to bring transparency and reduced procedure, Board has decided vide Resolution No.1004 dated 24-09-2020 vide Circular No.DJB/DOR/NWC/2020/4858 to 4956 dated 06-10-2020 to accept only online application. No hard copy of application need to be obtained and processed. No print out and files need to be prepared either by Revenue or Engineering Wing except field site inspection form. All documents including field site inspection Form with sanction order should be updated online in RMS without failure.

**2. Reduction in Timeline for Sanction of New Water/Sewer Connection: -**

The Timeline of 35 days have been reduced to 15 days in all cases domestic/non-domestic. Instructional Order No.DJB/DOR/NWCs/2020/1731 to 1838 dated 29-07-2020, No. DJB/DOR/2018/7849 to 7945 dated 11-09-2018, No.DJB/DOR/2017/733 to 814 dated 27-01-2017 and No.DJB/DOR/2017/815 to 898 dated 27-01-2017 have been issued. Secretary, I.T., Govt. of N.C.T. of Delhi has been requested to amend timelines in Delhi (Time Bound Public Services) Timelines Act 2011 i.e. eSLA Act has 15 days. Delhi Water and Sewer (Tariff and Metering) Regulations 2012 is also being amended accordingly. Therefore, all concerned Revenue, Engineering, Maintenance or Planning Wing must ensure timelines of 15 days.

**3. Simplification of Documents: -**

There are many cases where applicants of Water/Sewer Connection do not have property ownership papers and they face problems in getting connection. Board vide Resolution No.1004 dated 24-09-2020 circulated vide No.DJB/DOR/NWC/2020/4858 to 4956 dated 06-10-2020 has decided to accept only one identity proof and copy of last paid three electricity bills in the name of applicant alongwith Self Declaration Undertaking only in place of ownership prof of the property. In place of last paid 03 months' electricity bills, any 03 electricity bills may suffice.

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**4. Simplification of Procedure:**

There was process of obtaining technical feasibility from Engineering Wing which has been dispensed with as per Board's decision circulated vide No.DJB/DOR/NWC/2020/4858 to 4956 dated 06-10-2020 in all cases fulfilling conditions in the Circular.

**5. Joint Inspection in OBPS Cases :-**

In order to simplify/reduce the process of separate inspection, it was decided as circulated vide Instructional Order No.DJB/DOR/EODB/2019/1279 to 1351 dated 31-01-2019 to do only Joint Inspection alongwith other NOC Agencies for sanction of New Water/Sewer Connection for the application received through MCD Portal – OBPS System on the scheduled date and time intimated by MCDs. SOP dated 29-04-2019 need to be followed by all concerned.

**6. Decrease Inspections Procedure:-**

On receipt of New Connection Application, system generated field Inspection Report should be printed by Revenue and processed by Revenue & Engineering Wing (wherever applicable). Field Inspection must be carried out only once by Revenue Wing and once by Engineering Wing for verifying or checking mandatory parameters. In case of requirements of any additional documents from the applicant, same must be communicated and collected (if possible) at the same time from the applicants. Multiple Inspections and visits should not be allowed.

All aforesaid guidelines should be followed by all concerned without any failure.

*Akriti*  
(Akriti Sagar) 16/3/21  
Addl. CEO/ Director(Revenue)

Copy for Information / necessary action to

1. PS to Chairman, DJB for kind information.
2. Vice Chairman, DJB for kind information.
3. Members of the Board for kind information.
4. Secy. to CEO for kind information of CEO.
5. Member(A)/ Member(F)/ Member(W)/ Member(Dr.).
6. All Chief Engineers.
7. Director(F&A)/Director(A&P) /Secretary, DJB.
8. Dy. Director(Vigilance)/Jt. Director(F&A)-I & II.
9. All area Jt. Directors (Revenue)/ All Dy. Director (Revenue).
10. All SEs (Maintenance) / All EEs (W/S/R).
11. All ZROs are directed to take action accordingly.
12. EE(EDP): for uploading on DJB Website.
13. Project Director, M/s. Wipro Ltd., 6<sup>th</sup> Floor Varunalaya Building, Phase-II for necessary modification in application software.
14. Guard file.



*For n.a at S.M.B  
12 for uploading  
18/3/21  
Md. Khalid  
EE*

*Booj-I  
AE  
22-03-21  
AE*

Copy for further information to:

1. Commissioner of Industries, GNCTD, Udyog Sadan, 419, FIE, Patparganj Industrial Area, Delhi-110092,

*Akriti*  
16/3/21  
Addl. CEO/Director(Revenue)