

Water Supply / Jal Board - 30 Unique FAQs (Sample Contacts)

Note: Toll-free numbers and emails are SAMPLE placeholders. Replace them with official Jal Board helplines and contact emails before use.

Q1. How can I apply for a new household water connection?

Visit the Jal Board office or online portal and obtain the application form. Submit identity proof, property ownership proof, and a passport-size photo along with the application fee. After submission, the board will schedule a site inspection, and once approved, a water meter will be installed and supply will begin.

Toll-free: 1800-500-401 (sample)

Email: service1@jalboard.gov.in (sample)

Q2. How do I lodge a complaint about contaminated water supply?

Register your complaint on the Jal Board helpline or portal with your consumer number and location. Provide details such as color, odor, or taste issues. A technical team will inspect the water pipelines, and corrective measures like flushing or repairs will be carried out. You can track the complaint online using the provided ID.

Toll-free: 1800-500-402 (sample)

Email: service2@jalboard.gov.in (sample)

Q3. How can I pay my Jal Board water bill online?

Log into the Jal Board official portal with your consumer ID. Select the bill payment section, verify your outstanding amount, and choose payment mode such as debit card, credit card, UPI, or net banking. Once payment is successful, save the online receipt and track the payment status through the portal.

Toll-free: 1800-500-403 (sample)

Email: service3@jalboard.gov.in (sample)

Q4. How do I request a water tanker in case of emergency shortage?

Submit a request through the Jal Board tanker booking helpline or online portal with your consumer ID, address, and required water volume. Pay any applicable charges through the system or in cash at the zonal office. After confirmation, the tanker will be dispatched to your address, and you will receive a booking number for tracking.

Toll-free: 1800-500-404 (sample)

Email: service4@jalboard.gov.in (sample)

Q5. How can I apply for mutation in a water connection after property transfer?

Obtain the mutation form from the Jal Board portal or zonal office. Submit ownership transfer documents like sale deed or succession certificate along with identity proof and the latest bill. After verification and approval by the board, the water connection records will be updated in the new owner's name.

Toll-free: 1800-500-405 (sample)

Email: service5@jalboard.gov.in (sample)

Q6. How can I close a water connection for an unused property?

Visit the Jal Board office and fill the disconnection form. Attach ownership proof, latest paid bill, and reason for disconnection. Pay any outstanding dues, after which the department will inspect the premises and officially disconnect the supply. Collect the final clearance certificate for record purposes.

Toll-free: 1800-500-406 (sample)

Email: service6@jalboard.gov.in (sample)

Q7. How can I reconnect a disconnected water connection?

Submit a reconnection request at the Jal Board office along with identity proof, ownership documents, and evidence of cleared dues. Pay the reconnection fee at the counter or online. The technical team will verify your application and restore the supply within the notified time frame.

Toll-free: 1800-500-407 (sample)

Email: service7@jalboard.gov.in (sample)

Q8. How can I apply for a commercial water connection?

Download the commercial connection form from the Jal Board portal. Provide business registration documents, property proof, and identity proof along with the application. Pay the applicable commercial deposit and inspection fees. The board will conduct a site inspection and install the connection after approval.

Toll-free: 1800-500-408 (sample)

Email: service8@jalboard.gov.in (sample)

Q9. How can I register a complaint about a leaking water pipeline in my area?

Call the Jal Board toll-free helpline or use the mobile app to report the leak with exact location and nearby landmark. A service request will be logged and assigned to a field team. The repair team will be dispatched for urgent leaks, and you can track progress with the complaint ID provided.

Toll-free: 1800-500-409 (sample)

Email: service9@jalboard.gov.in (sample)

Q10. How do I update my mobile number linked to my water connection?

Log into the Jal Board portal and go to the profile update section. Enter your consumer number, registered email, and new mobile number. Verify the change using OTP authentication. After confirmation, the updated mobile number will be linked to your account for all future communications.

Toll-free: 1800-500-410 (sample)

Email: service10@jalboard.gov.in (sample)

Q11. How can I apply for a duplicate water bill if I lost the original?

Visit the Jal Board online portal, log in with your consumer ID, and go to the billing section. Choose the option to generate a duplicate bill. Download and print the duplicate copy, which will have the same details as the original. This duplicate bill is valid for payment and record purposes.

Toll-free: 1800-500-411 (sample)
Email: service11@jalboard.gov.in (sample)

Q12. How do I report illegal water connections in my neighborhood?

Call the Jal Board helpline or file a complaint through the official website with details of the suspected illegal connection. Provide address or location details to assist inspection. The enforcement team will investigate, disconnect unauthorized connections, and take action as per law. Your identity will be kept confidential.

Toll-free: 1800-500-412 (sample)
Email: service12@jalboard.gov.in (sample)

Q13. How can I apply for a rainwater harvesting connection?

Submit an application at the Jal Board office along with property ownership documents and a layout plan for rainwater harvesting. The engineering team will inspect and approve the feasibility. After installation and compliance verification, your connection will be registered under the rainwater harvesting scheme.

Toll-free: 1800-500-413 (sample)
Email: service13@jalboard.gov.in (sample)

Q14. How do I apply for a water quality test at my premises?

Fill out the water testing request form on the Jal Board portal or office. Provide your consumer ID, address, and contact number. A field officer will collect water samples and forward them to the laboratory. The test report will be shared with you by email or collected from the zonal office.

Toll-free: 1800-500-414 (sample)
Email: service14@jalboard.gov.in (sample)

Q15. How can I check my water bill payment history?

Log into the Jal Board customer portal with your consumer number. Navigate to the 'Payment History' section to view all past payments with receipt numbers and transaction dates. Download receipts in PDF format for your records. For discrepancies, raise a ticket through the grievance portal.

Toll-free: 1800-500-415 (sample)
Email: service15@jalboard.gov.in (sample)

Q16. How do I register a complaint about sewer overflow?

Contact the Jal Board helpline or use the complaint portal to log a sewer overflow issue. Provide details including your address, landmark, and consumer ID. A service team will be dispatched to clean and clear the overflow. The case will be closed only after field verification.

Toll-free: 1800-500-416 (sample)
Email: service16@jalboard.gov.in (sample)

Q17. How can I apply for a special water connection for construction purposes?

Collect the construction water connection form from the Jal Board office. Submit documents such

as sanctioned building plan, property proof, and ID proof. Pay the security deposit and usage charges. Once approved, a temporary connection will be provided for construction needs until completion of the project.

Toll-free: 1800-500-417 (sample)

Email: service17@jalboard.gov.in (sample)

Q18. How can I track the status of a complaint lodged with the Jal Board?

Visit the Jal Board complaint tracking portal and enter your complaint ID or mobile number. The system will show the status, pending actions, and expected resolution time. You can escalate unresolved complaints to the zonal office directly through the portal.

Toll-free: 1800-500-418 (sample)

Email: service18@jalboard.gov.in (sample)

Q19. How do I apply for a subsidy on water charges?

Fill out the subsidy application form at the Jal Board office or portal. Attach documents such as income proof, ration card, or eligibility certificate as per scheme guidelines. After verification, the approved subsidy will be reflected in your future bills. Keep the acknowledgment slip for records.

Toll-free: 1800-500-419 (sample)

Email: service19@jalboard.gov.in (sample)

Q20. How do I change the name on my water connection records?

Submit a name change application form with ownership documents, ID proof of the new name holder, and the latest bill receipt. Pay the processing fee at the Jal Board office. After document verification, the records will be updated, and future bills will reflect the new name.

Toll-free: 1800-500-420 (sample)

Email: service20@jalboard.gov.in (sample)

Q21. How do I apply for reconnection after non-payment disconnection?

Clear all outstanding dues at the Jal Board payment counter or online portal. Submit a reconnection request with proof of payment. Pay the reconnection fee as per guidelines. The board will verify your request and restore supply within a stipulated timeframe.

Toll-free: 1800-500-421 (sample)

Email: service21@jalboard.gov.in (sample)

Q22. How do I report a faulty water meter?

Register a complaint about your faulty meter at the Jal Board portal or helpline. Provide your consumer ID, meter number, and a description of the issue. A technician will visit for inspection, and if confirmed, the meter will be repaired or replaced. A corrected bill will be issued if necessary.

Toll-free: 1800-500-422 (sample)

Email: service22@jalboard.gov.in (sample)

Q23. How can I download my water bill receipt online?

Log in to the Jal Board billing portal and go to the payment history section. Choose the bill

receipt you want to download. Click 'Download PDF' to save or print the receipt for your records. Ensure you keep a copy for future reference and audit purposes.

Toll-free: 1800-500-423 (sample)

Email: service23@jalboard.gov.in (sample)

Q24. How do I apply for additional water connection on the same premises?

Apply online through the Jal Board portal and submit supporting documents such as property proof and NOC from co-owners if applicable. Pay the additional connection fees. After site inspection and approval, the second connection will be installed with a new consumer ID.

Toll-free: 1800-500-424 (sample)

Email: service24@jalboard.gov.in (sample)

Q25. How do I register a complaint about irregular water supply timings?

Use the Jal Board helpline or grievance portal to log your issue. Mention your consumer ID, locality, and the irregular supply schedule you are facing. The operations team will review and make necessary changes in distribution schedules to restore regular supply.

Toll-free: 1800-500-425 (sample)

Email: service25@jalboard.gov.in (sample)

Q26. How can I apply for a new water meter installation?

Submit a request for new meter installation at the Jal Board office or portal. Provide consumer details, property proof, and ID proof. Pay the meter cost and installation fee. A technician will install the meter and link it to your account within a few working days.

Toll-free: 1800-500-426 (sample)

Email: service26@jalboard.gov.in (sample)

Q27. How do I apply for shifting my water connection to another property?

Submit a shifting request form at the Jal Board zonal office. Provide old connection details, new property proof, and ID documents. Pay the shifting charges. After inspection and approval, the connection will be transferred to the new property location.

Toll-free: 1800-500-427 (sample)

Email: service27@jalboard.gov.in (sample)

Q28. How do I apply for water supply for an industrial unit?

Download the industrial connection form and attach factory license, business registration, and property ownership proof. Pay the industrial security deposit and inspection charges. After approval and site inspection, a separate water connection with industrial tariff will be provided.

Toll-free: 1800-500-428 (sample)

Email: service28@jalboard.gov.in (sample)

Q29. How do I request an official water consumption certificate?

Submit an application form for a water consumption certificate at the Jal Board office with your consumer ID, latest bills, and identity proof. Pay the processing fee. The department will generate and issue a certificate showing your average and total water consumption for the

requested period.

Toll-free: 1800-500-429 (sample)

Email: service29@jalboard.gov.in (sample)