

CITIZEN'S CHARTER: DELHI JAL BOARD

INTRODUCTION

For over 5 decades, Delhi Jal Board has been meeting the needs of potable water for the National Capital Territory of Delhi. The population of Delhi has seen phenomenal growth and has crossed the figure of 180 lakhs, apart from the floating population of 8 to 10 lakhs. Through systematic planning and implementation, more than 82% population of Delhi now have access to piped water supplied, through a network more than 12000 Kms. of water main. By optimizing all the resources the water production has been augmented upto 935 MGD. Raw water is obtained from various sources like the river Yamuna, Bhakra Storage, Upper Ganga Canal, and Ground Water.

This Document confirms, publicly, the service assurance given to the customers, who pay their bill regularly, for water/ sewer services from the Board, confirms the standard that the Board has set for itself with regard to providing services to its customers and states the customers obligations. This is a statement of DJB's commitment to be professional and equitable in delivery of the mandated services. This charter is not a legal document for enforcement either against the Board or the customers.

VISION:

Our vision is to be environmentally sensitive provider of a quality, reliable and reasonably priced drinking water, waste water collection and treatment system services. We aim at providing safe drinking water and efficient sewerage services in an equitable and sustainable manner and to become an accountable service provider. Realization of this vision would promote a virtuous circle in terms of greater supply reliability and service quality, leading to greater customer satisfaction, improved willingness to pay and enhanced cost recovery. It will also include 24/7 water supply and financial sustainability and accountability, improved services to the economically backward sections, Customer Orientation, Human Resources Development, Environmental Sustainability and Enhanced Operational Efficiency.

MISSION:

Delhi Jal Board is committed to provide water supply and sewerage services to the people of Delhi in efficient, cost effective and professional manner while extending due courtesy to the citizen.

DETAILS OF CUSTOMERS/CLIENTS:

- a) Domestic Consumers/Commercial consumers of Board in MCD Area
- b) Delhi Cantonment Board (Bulk consumers).
- c) New Delhi Municipal Council (Bulk Consumers).

S.No	Service	Officer Responsible	Delivery Time
1.	Piped water supply and maintenance of sewerage	Executive Engineer (Maintenance) concerned	Water supply is as per time fixed for the concerned area
2.	<p>Supply of potable water is supplied through Tankers on demand.</p> <p>Potable water is supplied through Tankers, In the event of non availability/short supply of water, within 3 hours of the complaint subject to availability of Tanker at a particular location. This service is free of cost.</p> <p>Water Tanker are made available for private functions, on all working days, on first come first serve basis. The charges for booking of Tanker are as under :</p> <p>Rates of hired Water Tankers/Trolleys w.e.f. 01.04.2010 onwards</p> <p>1. For booking of the water tanker/trolley:Rs.100 0/-per tanker Irrespective of</p>	Zonal Engineer of concerned Water Emergency	<p>As per schedule in select areas where piped water supply is either not present or inadequate.</p> <p>Also as per demand of the consumer for private use. Tanker is also sent in case of emergencies such as short supply of water or No supply of water after receiving complaint.</p>

	<p>distance of the function site.</p> <p>2. For each booking of the water tanker trolley: Rs. 400/- per tanker, the BPL cardholders irrespective of distance.</p> <p>3. For each filling at the door step of the Consumers: Rs. 700/- per visit. Without stationing of the Tankers/Trolleys at site of function.</p> <p>4. For filling water tankers of DDA and paramilitary: Rs. 80/- per kilolitre Organization like DDA, CRPF, Army and Police Deptts., etc.</p>		
3.	<p>Supply of packaged water "In Jars" through Jal Suvidha Kendra: Delhi Jal Board supplies packaged "JAL" in jars of 20 litres capacity @ Rs. 44/- each to South Delhi residents, after charging a security deposit of Rs. 260/- per jar. "JAL", certified by the Bureau of Indian Standards, is put through stringent purification techniques to ensure that the consumers are provided with a hygienic and quality product.</p>	<p>Director (Bottling Plant) Opp. Sadiq Nagar, Greater Kailash Part- I, New Delhi- 110048 Telefax: 011- 26224926, Tel.: 29234926, Mobile: 9868364 023.</p>	<p>On demand from Counters</p>

4.	<p>Monitoring & Surveillance of drinking water quality</p> <p>Delhi Jal Board has 9 laboratories for monitoring the quality of raw water to final water round the clock at Delhi Water Treatment Plants (WTPs). Quality Control Division also functions at Eight Zonal Laboratories which are being managed to lift an average of 500-550 water samples per day from the entire distribution network of Delhi ensure that safe drinking water as per BIS:10500-2012 reaches upto the consumer tail ends. In specific requestd from the consumers, the testing of water samples in respect of Physical, Chemical & Bacteriological Examinations on prescribe fees is also being done by the above Zonal Laboratories. An outside reputed agency like NEERI has also</p>	<p>Director (Treatment & Quality Control) Water Works, Wazirabad Delhi-110054</p>	<p>On Demand</p>
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	<p>been engaged for 3rd party monitoring.</p> <p>Two DJB Zonal Laboratories i.e., at Haiderpur WTP & Okhla STP recently got ISO:9001-2015 Certificate and the Zonal Laboratory (Trans Yamuna Region), Tahirpur is also under exercise for the same. Moreover, Three DJB Zonal Laboratories i.e., at Wazirabad WTP, Haiderpur WTP & Okhla STP are also in process for NABL Accreditation.</p>		
5.	New Water and Sewer Connection	Zonal Revenue Officer Concerned	15 days
6.	Mutation Case	Zonal Revenue Officer Concerned	15 days
7.	Reopening case	Zonal Revenue Officer Concerned	15 days
8.	Disconnection case	Zonal Revenue Officer concerned	15 days
9.	Sale of sludge manure & Treated effluent <ul style="list-style-type: none"> • Sale of dry Sludge: 	Executive Engineer (SDW)	On Demand

	<p>lot of dry sludge (manure) is being produced regularly at various Sewage Treatment Plants of Delhi Jal Board as a by-product. This manure being rich in nutrients i.e. Nitrogen, Phosphorous, Potassium and other valuable organic matter is quite useful for agriculture as a fertilizer and soil conditioner. This manure is henceforth available Free of Cost to the intending consumers from DJB's Sewage Treatment Plants.</p> <p>• Treated Effluent</p> <p>To encourage water conservation, Delhi Jal Board has decided for sale of Treated Effluent (Grey Water) for Non-Potable purpose i.e. Irrigation, Horticulture, Cooling Plants, Construction Industries, Flushing and Washing etc. at the following terms and conditions :</p> <ol style="list-style-type: none"> 1. Grey water shall be charged @Rs. 7.00 per Kl. at filling points for non irrigation / 	
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	<p>horticulture purpose</p> <p>2. The tankers/containers shall be arranged by the beneficiaries. The Grey Water shall be available at the Filling Points at the Sewage Treatment Plants in different Zones. The Containers/Tankers shall be painted with yellow colour duly marked with (the precaution) in Red Colour—"Water is not for drinking purposes".</p> <p>3. Consumers who lay the infrastructure like pipe network, pumping arrangement and operate & maintain the same are charged @Rs.4KL</p>		
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INFORMATION UNDER REVENUE

A.WATER TARIFF

Information pertaining to various categories i.e. (Category-I Domestic Consumer), CATEGORY-II(COMMERCIAL/INDUSTRIAL),and tariff is available on our website www.delhijalboard.nic.in and www.djb.gov.in and briefed below :

Category -I (Domestic Connection)		
Monthly Consumption (in Kiloliter)	Service Charge (in Rs.)	Rate per Kiloliter (in Rs.)
Upto 20 Kl	146.41	5.27
20-30 Kl	219.62	26.36
Above 30 Kl	292.82	43.93
Plus Sewer Maintenance Charge 60% of Volumetric Charge		
Category -II (Non Domestic Connections- Commercial/Industrial)		
Monthly Consumption	Service Charge(in Rs.)	Rate per Kiloliter (in Rs.)
0-06	146.41	17.57
06-15	292.82	26.35
15-25	585.64	35.14
25-50	1024.87	87.85
50-100	1171.28	140.56
>100	1317.69	175.69
Plus Sewer Maintenance Charge 60% of Volumetric Charge		

- **Simplification of Procedure for Sanction of New Water Connection:**

Procedure for sanction of new Water/Sewer Connection in Unauthorized/Regularized Colonies, Urban/Rural Village and Slum Katras has been simplified. In these areas, now, water / sewer connection may be sanctioned who submits any proof of identity of his/her present address i.e. Voter ID Card or Ration Card or Passport or PAN Card or Driving License, or Unique ID Card (UID/Aadhar Card or Bank Pass Book or Photo Identity Card issued by any Government Agency and last 3 months paid electricity bills in the name of the applicant where water /

sewer connection is being applied alongwith an Undertaking if ownership documents are not available and there is no dispute overthe property ownership.

B. WATER CONSERVATION AND RAIN WATER HARVESTING

➤ **Provision of Rain Water Harvesting/Waste Water Recycling System**

1. Ground water resources in many parts of the city are over exploited. The extent of replenishment of ground water is much less than what the city as a whole is withdrawing due to its rapid urbaniztion. There is need to preserve ground water resources and to take effective measures for its sustainable availability.
2. Therefore, Rain Water Harvesting is considered as a simple, viable and eco-friendly method of conservation of water and a simple solution for ground water recharge. Ministry of Urban Development and Poverty Alleviation (Delhi Division), Government of India by its Notification dated 28-07-2001 has made Rain Water Harvesting mandatory in all new buildings on plots of 100 Sq. Mtrs. and above and Waste Water Recycling System for horticultural purposes, in buildings having a minimum discharge of 10000 Ltrs. and above per day.
3. To ensure proper implementation of Rain Water Harvesting and Waste Water Recycling norms, following amendments in Regulation 50 of Delhi Water and Sewer (Tariff & Metering) Regulations 2012, has been approved by the Board vide Resolution No.829 dated 19-08-2019 for plots/properties size 100 sq.m. to less than 500 sq.m.
 - i) It will be mandatory for plots/properties having area of 100 Sq. Mtrs. or more to have functional Rain Water Harvesting System, even if the property is constructed prior to 28.07.2001. Such plot/property owning consumers would be required to install functional Rain Water Harvesting System within One year from the date of issue of Public Notice in this regard i.e. upto 25.09.2020 (Public Notice issued on

19.09.2019 and 26.09.2019). In case consumers whose construction was before 28-07-2001, fails to comply with the aforesaid mandatory provision within the time limit prescribed, the tariff as applicable for the respective consumer category will be increased by 1.5 times, till the system is installed and intimated to the respective Zonal Revenue Officer.

- ii) Further, in case of properties having area of 100 sq.m. or more, constructed after 28.07.2001 who have not intimated about the Rain Water Harvesting provision made to the respective area ZRO, may also inform the area ZRO by 31st March 2020, failing which, tariff as applicable for the respective consumer category will be increased by 1.5 times, till the system is installed and intimated to the respective Zonal Revenue Officer.
- iii) Besides (i) & (ii) above, Board may disconnect water connection of all consumers who fail to install functional Rain Water Harvesting System or intimate area ZRO within prescribed time limit. This provision will, however, be applicable in case of all properties having area of 100 Sq. Mtr. and above but after timelines provided in both the aforesaid cases is over.
- iv) New water/sewer connection to the existing and newly constructed properties having plot area of 100 Sq. Mtrs. and above will be sanctioned only after confirmation of installation of functional Rain Water Harvesting System. Necessary functionality certificate in this regard would be given by the respective Maintenance Division as per Instructional Orders issued by the Rain Water Harvesting Cell, in this regard.
- v) New water/sewer connection to newly constructed properties/ buildings having a minimum discharge of 10000 Ltrs. and above per day will be sanctioned only after confirmation of installation of functional Waste Water Recycling System, as per norms. Necessary functionality certificate in this regard too would be given by the respective Maintenance Division.
- vi) In cases where installation of Rain Water Harvesting System is not technically feasible, for any reason, CEO, DJB

may take appropriate decision in respective case, on merits.

➤ **Financial Assistance:**

The Board vide Resolution No. 1199 (158th meeting) dated 26.10.2021 (duly confirmed on 22.11.2021 in its 159th meeting) has approved Financial Assistance for promoting Roof Top Rain Water Harvesting in two slabs as under:

S.No.	Size of Plot	Financial Assistance
1.	100 sqm. And upto 499.99 sqm.	50% of the total cost of RWH structure or Rs. 25,000whichever is less.
2.	500 sqm. And above	50% of the total cost of RWH structure or Rs. 50,000 whichever is less.

➤ **As an incentive**

(i) Such plots/ properties which are having area of 100 sqm or more having installed functional RWH system or waste water recycling shall be granted rebate of 10% in total bill amount for having RWH system and 15% if both the systems have been set up and are functional.

(ii) The Delhi Jal Board in its 158th meeting held on 26.10.2021 has approved 'Providing Financial Assistant for construction of Roof Top Rain Water Harvesting System to plot holders for size of plot upto 499.99sqm as 50% of the total cost of construction of Roof Top Rain Water harvesting system or Rs. 25,000/-, whichever is less and for the size of plot 500sqm and above, 50% of the total cost of construction of Roof Top Rain Water harvesting system or Rs. 50,000/-, whichever is less

➤ **Penalty:**

Presently, for all the consumers irrespective of their consumer category Rain Water Harvesting (RWH) penalty as enhanced tariff of 1.5 times will be applicable if they have plot area 100 sq meter or above and they do not have a functional Rain Water Harvesting. Board has extended timelines for installation of RWH System up to 30.09.2022, during such time, penalty is deferred.

➤ **Exceptions:**

RWH through artificial ground water recharge structures is not recommended where post monsoon ground levels are shallower than 5 Mtrs. Penalties as per the Delhi Water And Sewer (Tarrif & Metering) Regulation,2012 will not be levied on DJB consumers for non-provision of RWH System in such areas. However, in such areas Rain Water Storage for its use in no-portable purposes after required treatment may be carried out as a voluntary option.

➤ **For Technical Assistance on Rain Water Harvesting, consumers may contact:**

Rainwater Harvesting Assistance Cell, Delhi Jal Board, Varunalaya-I, Karol Bagh, New Delhi- 110005.
Phone No. : 23558264, 23541223, Ext.227
email Id-rainwaterharvessting2013@gmail.com

C. Ground Water Charges

In compliance of orders of NGT, DJB has approved fixation of Ground Water Cess/ Usage charges on the Industries for Operating their Tube-wells/ Bore-wells for extraction of Ground Water.

1. Ground Water (Non- Water Packaging Industries) or Category IIIA(3A)
2. Ground Water (Water Packaging Industries) or Category IIIB(3B)

The Delhi Jal Board vide resolution No. 200 dated 19.03.2015 has approved fixation of Ground Water Cess /Usage Charges on

the Industries for Operating their Tube-Well/Bore-Well for extract of Ground Water which is circulated by CE(Planning) Water vide letter No. DJB/CE (Plg.)W/2015/58-69 dated 06.04.2015 as under :-

a.	For non – water packaging Industries	Rs. 1670/- per Tube-well/Bore-well per month
b.	For water packaging Industries	It would be Rs. 4170/- per Tube-well/Bore-well per month

➤ **A dedicated Customer Portal having website address:** 'www.djb.gov.in' is available which provides 24x7 online facilities to the consumers accessible from anywhere: -

- (a) Submission of application for new water / sewer connection.
- (b) Submission of application for mutation.
- (c) Submission of application for disconnection.
- (d) Submission of application for re-opening.
- (e) Grievance lodging.
- (f) Tracking of status of application.
- (g) Apply for bore-well permission and water tankers.

➤ **A number of payment facilities have been provider for water/sewer bill payments besides, DJB own cash counters such as:-**

- (a) Payment through Debit Card/ Credit Card by swiping PoS machines available in all Zonal Counters.
- (b) Online payment through Net Banking, Debit / Credit Card/Wallet through DJB Customer Portal.
- (c) Online payment through a number of agencies under Bharat Bill Payment Platform like Paytm, Amazon, Banks etc.
- (d) Payment through NEFT/RTGS.

➤ Consumer can self-generate water bill and also make payment through **mSewa Mobile app**.

➤ **Door Step Delivery of Public Services** implemented for

sanction of new water/sewer connection, mutation, disconnection and reopening of water connection within timeframe of 15 days. Any consumer can avail the facility of Door Step Delivery Service by calling 'Mobile Sahayak' at his / her doorstep as per time convenient to him/her through 1076 (Toll Free Number). For providing doorstep services to applicant, fee of Rs.50/- will be charged from him/her.

- **Billing through GPS enabled Mobile Tablet using Android Based Meter Reader App** which enables capturing the image of the meter /reading to avoid consumers complaint regarding generation of water bills with wrong reading /incorrect reading. These tablets also capture lat-long of meters.
- **SMS alerts**
Now, A4 size water bills are also being sent to consumers through their WhatsApp and e-mails.
- **Requirements of affidavits** are dispensed with.
- **Restrictions of 10 individual water connections** in a property having height upto 15 mtrs is removed. This regulation will not be applicable to Group Housing Co-operative Societies/ Institutions/ Govt. Schemes.

DJB will bill and accept Road Cutting Charges/RR charges for new water/sewer connections only up to 5 meters. For any connection beyond 5 meters the building proponent / the applicant will hire the service of empanelled contractors of MCDs for cutting and restoration of roads for water/sewer connection beyond 5 meters and the cost of this work will be borne by the building proponent/applicant. The list of empanelled contractors of three MCDs is available on the website of MCDs.

- **In order to reduce procedure of construction permit,** DJB will give online approval of Scheme/Plan of Water and Sewer received online in Common Application Form (CAF) on the OBPS (Online Building Permit System) Portal for Building Plans of following categories:
 - All Group Housing Societies.
 - All Building (Non-Residential) having plot area of 3000 sq. meter and above.
- **Integration of RMS system** for online application of new water and sewerconnections has been made with the OBPS system.
- **Joint inspection along-with MCD** will be conducted by Engineers of DJB at the time of request for Occupancy cum Completion Certificate and connection will be sanctioned within 15 days.
- **Integration of RMS system with DORIS software of Revenue Department,** GNCTD for Auto Mutation of Water connection in the name of new owner at the time of registration of properties has been made. Provisional Auto Mutation and SMS is sent in one day, and bill of mutation is sent within 3 days.
- Board vide Resolution No. 1187, Item No. 323 dated 26.10.2021 has approved the policy of installation of new water connection of 15 mm service pipe connections including water meter, O&M of existing water connections by concerned EEs/AEEs of DJB along with meter wherever required and further decided that:-
 - i. Installation charges of water connection shall be levied category wise as per categorization of colonies for proper tax by MCDs as under:-

Domestic Connections:

S.No.	Colony Category	New Connection Charges for water
1.	A,B,C	Rs. 4000/-
2.	D&E	Rs. 2000/-
3.	F,G,H & Rural Villages	Rs. 1000/-

For Commercial Connections:

Commercial connection charges shall be double of the domestic connection charges in respect of colony category.

- ii. Sewer connections will be approved automatically with the approval of water connections. No separate sewer connection charges will be levied.
- iii. Defective water meter will also be changed by DJB (except ITRON and ARAD water meter installed by water division having 7 years O&M).
- iv. Infrastructure charges wherever applicable will be levied and no other charges, advance, RR Charges, meter security etc will be levied in new connection bill.

➤ **Faceless of ZRO Offices:**

In order to delivery of services to DJB consumers in a transparent and time bound manner, Board has approved to make the ZRO offices faceless. All Revenue Officers have been divided on the pattern of 11 ACE(M) under the charge of 11 JDRs/DDR and all services have been made online.

➤ **Setting up of 'DJB Sahayta Kendra':**

2 Seaters 'DJB Sahayta Kendra' are being set up in each MLA Constituency where online request and grievances of consumers may be registered to facilitate online applications.

Information under RTI

The Delhi Right to Information Act, 2001 (DRTI) and the Right to Information Act, 2005 (RTI) empowers all the citizens to seek information on various aspects from the Government. An applicant can seek information relating to Delhi Jal Board activities permissible under the DRTI and RTI Act after depositing the prescribed fee.

S.No.	Designation, Address and Contact detail	Official Contact	Functions
1	Addl.CEO, Room No-402,Varunalaya Phase-II,Karol Bagh Delhi-110005	No-applicants and forwarded to concerned information officers.	To receive DRTI requests from Collecting the reply from concerned officer and a consolidated reply is furnish to applicant.
2	Nodal Officer(RTI), Room No-315B, Varunalaya Phase-II,Karol Bagh,Delhi- 1100095.	manual & online	To receive RTI requests through manual & online and send it to concerned PIO on e-mail/online.

Note: For more information/details regarding First Appellate Authorities, Public Information Officers, Assistant Public Information Officers of the Delhi Jal Board, kindly visit our website www.delhijalboard.nic.in

Delhi Jal Board Customer Helpline Numbers:

1. Water and Sewer Problems

24X7 Toll Free Customer Care Number 1916.

Mobile Application of Delhi Jal Board available for Android Phones:
Available in Google Playstore

Registering of Complaint on website: www.delhijalboard.nic.in

S.No.	Nature of Complaint	Tentative Time of resolution
1	Dirty water (Contamination)	12 Hours
2	Disconnection of water Connection	15 Days
3	Leakages of Water Pipeline	12 Hours
4	Others	3 Days
5	Pits on Road	3 Days
6	Illegal Boring	24 Hours
7	Water Connection Commercial or Bulk	15 Days
8	Water Tankers - Missed Trip	48 Hours
9	Water Tankers - Function/Other Demand	48 Hours
10	Water Tankers -Planned area/unscheduled	48 Hours
11	Water Tankers - Unplanned area/ unscheduled	48 Hours
12	No Water	12 Hours
13	Short Supply of Water	12 Hours
14	Sewer Blockage	24 Hours
15	Sewer Overflow	24 Hours
16	Missing of Manholes Cover	12 Hours

1. RMS (Revenue Management System) Call Centre for Billing Complaints: Helpline No. 1916 (Toll Free) Website: www.djb.gov.in
2. Customer Care Centre established under P.P.P. Model
 - (a) Malviya Nagar (MNWS) Near Apeejay School Helpline No. : 18001024669 – 70 (Toll Free e-mail: watercare@mnwsonline.com Website: www.mnonlive.com

ANY SUGGESTIONS:

We invite your suggestions for improving our services to customers. Please send your suggestions to the following Address.
Office of Director (A&P), Room No – 201, Varunalaya Phase-II,
Karol Bagh, New Delhi- 110005 Tel.:235

Organizational Structure of Delhi Jal Board



