

# **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 878 MGD per day. 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).
- d) Delhi Development Authority

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> <ol style="list-style-type: none"> <li>For booking of the water tanker/trolley : Rs. 1000/- per tanker Irrespective of distance of the function site.</li> <li>For each booking of the water tanker trolley: Rs. 400/- per tanker. the BPL card holders irrespective of distance.</li> <li>For each filling at the door step of the Consumers: Rs. 700/- per visit.  Without stationing of the Tankers/Trolleys at site of function.</li> <li>For filling water tankers of DDA and paramilitary: Rs. 80/- per kilolitre Organization like DDA, CRPF, Army and Police Deptts.</li> </ol>	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>
3.	Supply of packaged water "In Jars" through Jal Suvidha Kendra:	Director (Bottling Plant) Opp. Sadiq	On demand from Counters

	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.	Nagar, Greater Kailash Part-I, New Delhi-110048 Telefax: 011-26224926, Tel.: 29234926, Mobile: 9868364023.	
4.	Testing of water samples Officials of the Directorate of Treatment & Quality Control of DJB lift, on an average, 350 water samples daily from the distribution system i.e. individual taps and public hydrants etc. located in different parts of the city to ensure that safe drinking water reaches the consumers. On specific request from the consumers, the testing of water samples, on prescribed fees, is also done by Central Laboratory, Wazirabad in respect of chemical examination, bacteriological Examination, Special tests like Cyanide, Chromium Lead, Cadmium, Arsenic, Chloride demand etc.	Director (Treatment & Quality Control) Contact: Central Laboratory Wazirabad, DJB Ph.: 011-23814322	On Demand
5.	New Water and Sewer Connection	Zonal Revenue Officer Concerned	35 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.	<b>Sale of sludge manure &amp; Treated effluent</b>  • Sale of dry Sludge: 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.	Executive Engineer (SDW)	On Demand

	<p>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>• <b>Treated Effluent</b></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"> <li>1. Grey water shall be charged @Rs. 7.00 per Kl. at filling points.</li> <li>2. The tankers/containers shall be arranged by the beneficiaries. The Grey Water shall be available at the Filling Points at the following Sewage Treatment Plants in different Zones.</li> </ol> <p>The Containers/Tankers shall be painted with yellow colour duly marked with (the precaution) in Red Colour- "Water is not for drinking purposes".</p>		
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## Other Information

### A. WATER TARIFF

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

<b>Category -I (Domestic Consumer)</b>		
<b>Monthly Consumption</b>	<b>Service Charge</b>	<b>Rate Per KL.</b>
Upto 20 KL	146.41/-	04.39/-
20-30 KL	219.62/-	21.97/-
Above 30 KL	292.82/-	36.61/-
Sewer maintenance charge 60% of Volumetric charge.		

<b>Category -II (Commercial/Industrial)</b>		
<b>Monthly Consumption</b>	<b>Service Charge</b>	<b>Rate Per KL.</b>
00-06	146.41/-	14.64/-
06-15	292.82/-	21.96/-
15-25	585.64/-	29.28/-
25-50	1024.87/-	73.21/-
50-100	1171.28/-	117.13/-
Above 100	1317.69/-	146.41/-
Sewer maintenance charge 60% of Volumetric charge.		

**Free water supply upto 20 Kl/month to every house hold having domestic connections including Group Housing Societies as below:**

- (a) The domestic consumers of Delhi Jal Board consuming water upto 20 Kl per month will be exempted from payment of water bill w.e.f. 01.03.2015.
- (b) The benefit of free water upto 20 Kl per month will be available only to consumers who have functional water meters.
- (c) Domestic consumers consuming more than 20 Kl per month will be billed as per applicable tariff for their full consumption.

**Development Charge:**

1.	Water Development Charge	Rs. 440/- per sqm.
2.	Sewerage Development Charge	Rs. 494/- per sqm.

Govt. of N.C.T. of Delhi has notified levy / recovery of development charges of water / Sewer on the plot size upto 200 sqm @ Rs. 100 per sqm for the domestic properties of the unauthorized colonies in D,E,F,G & H categories for a period of three months from the date of notification .

**Water Meter**

Where Water Meter are lying non functional/ defective as per the resolution passed by the Board every consumer of DJB is required to put functional Water Meter irrespective of the fact that the Water Meter was originally installed of his own or by the DJB. Hence consumers are advised to replace their defective water meter as per prescribed specifications.

## Bill Payment Facility

DJB's Cash Counters and Bill Collection Facilities through branches of authorised Banks, KIOSKS, and Outlets of Itz card NEFT/RTGH and online list is available on the DJB's website:

[www.delhijalboard.nic.in](http://www.delhijalboard.nic.in), [www.djb.gov.in](http://www.djb.gov.in)

## Customer Helpline:

<b>1. Water and Sewer Problems</b> <b>24X7 Toll Free Customer Care Numbers 1916.</b> <b>Mobile Application of Delhi Jal Board available for Android Phones: Available in Google Playstore</b> <b>Registering of Complaint on website: <a href="http://www.delhijalboard.nic.in">www.delhijalboard.nic.in</a></b>		
S.No.	Nature of Complaint	Tentative Time of resolution
1.	Dirty water (Contamination)	24 Hours
2.	Disconnection of Water Connection	48 Hours
3.	Leakages of Water pipeline	24 Hours
4.	Others	3 Days
5.	Pits on Road	3 Days
6.	Illegal Boring	24 Hours
7.	Water Connection Commercial or Bulk	3 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	24 Hours
13.	Short Supply of Water	24 Hours
14.	Sewer Blockage	24 Hours
15.	Sewer Overflow	24 Hours
16.	Missing of Manholes Cover	12 Hours

2. RMS (Revenue Management System) Call Centre for Billing Complaints:

Helpline No. 1916 (Toll Free)

Website: [www.djb.gov.in](http://www.djb.gov.in)

3. 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](mailto:watercare@mnwsonline.com)

Website: [www.mnonlive.com](http://www.mnonlive.com)

(b) Nangloi (N.W.S)

Helpline No. 180030000136 (Tol Free)

e-mail: [customer.care@nws-india.com](mailto:customer.care@nws-india.com)

(c) Mehrauli Vasant Vihar (MVV)

Helpline No.: 18001037232,

011-47688916913, 47688916914

e-mail: [customercare@mvvwater.com](mailto:customercare@mvvwater.com)

However, following field offices can also be contacted for any grievance:

- Water/ sewerage related grievances: Concerned JE/ZE/EE
- Billing/Revenue related grievances - Concerned ZRO/Jt.Director/Dy.Director

Delhi Jal Board's Facebook page:

<https://www.facebook.com/pages/Delhi-Jal-Board/1583370861879214?fref=nf> Delhi Jal Board's Facebook page is regularly updated with Water Advisories, Press Releases, advertisements, etc., like our page on Facebook and get updates on our new plants / schemes. Also regularly tips on Rain Water Harvesting and Water Conservation.

## **B. Water Conservation and Rain Water Harvesting**

The DJB is active in the field of water conservation and curbing wastage of water. The RWAs under Bhagidari Scheme are being associated in water conservation and rain water harvesting. In general, main water harvesting is the activity of direct collection of rain water. The rain water collected can be stored for direct use or can be recharged into the ground water.

### **Rain Water Harvesting and Waste Water Recycling:-**

Provision of Rain Water Harvesting, i.e. rain water runoff generated from rooftop of the building premises has been made mandatory for plots/properties which are having area of 500 sqm or more and optional for properties having area less than 500sqm.

### **As an incentive,**

- i) Such plots/properties having area of 500 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 and rebate of 15 % if both the systems have been set up and are functional.
- ii) Consumers having plot area between 100 Sqm to 499.999 sqm and a functional Rain Water Harvesting facility will get a rebate of 10%.

**Penalty:** For all the consumers irrespective of their consumer category Rain Water Harvesting penalty at enhanced tariff of 1.5 times will be applicable if they have plot area 500 sqm or above and do not have a functional Rain Water Harvesting system.

**Exceptions:**

- 1) If the consumer lives in the area which has rocky ground or it is on the banks of Yamuna River then rain water harvesting penalty will not be imposed if the consumer does not install Rain Water Harvesting system in his premise.
- 2) If the consumer lives in the area which has rocky ground or it is on the banks of Yamuna River and have a working rain water harvesting facility in his/her premise then applicable rebate @ 10% will be given to such consumer.

**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 Nos. : 23558264, 23678380-82 Ext. 227

**C. Information under RTI**

The Delhi Right to Information Act, 2001 (DRI) 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 DRI and RTI Act after depositing the prescribed fee.

Designation, Official Address and Contact detail	Functions
Director (F&A), Room No-315-B: RTI Cell, Varunalaya Building Phase-II, Karol Bagh, New Delhi-110005, Email: directorfa.djb@nic.in Tel.: 23526205	To receive RTI requests from applicants in case they face difficulty in identifying appropriate PIO or in approaching the appropriate PIO.

**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](http://www.delhijalboard.nic.in)

**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.:23544794, Fax: 011-23621738



IMPORTANT TELEPHONE  
NUMBERS OF  
DELHI JAL BOARD

Sh. Arvind Kejriwal  
Chairman  
23392020, 23392030

Sh. Dinesh Mohaniya  
Vice Chairman  
23610907, 23542247

Sh. Anil Kumar Singh, IAS  
Chief Executive Officer  
23544795, 23511658

Sh. S. Naiyer Ali Najmi,  
IRS  
Member  
(Administration)

Sh. S. Naiyer Ali Najmi, IRS  
Member (Finance)  
23550750

Member (WS)  
23528578

Sh. R.S. Negi  
Member (Dr.)  
23515452