

B-Ready FAQs
Utility Services- Water

1.1 REGULATORY OVERSIGHT OF TARIFF SETTING AND SERVICE QUALITY

B-Ready assessment area	Relevant Provisions	Link
Service Quality Assurance- Adherence to Performance Standards	Section 26, Delhi Water Board Act, 1998 ; Section 2.5 of Schedule XIII, Concession Agreement for PPP project of Nangloi water treatment plant Delhi, 2013 In Delhi, in regard to water supply, the Delhi Jal Board (DJB) is the legally empowered authority under the Delhi Water Board Act, 1998. DJB regulates, monitors, and enforces standards for water quality, service reliability, performance, and tariff. DJB undertakes Water supply works, including tanker services, operated through agreements between DJB and authorized agencies, where DJB monitors necessary compliances. The framework allows DJB to impose financial or non financial sanctions and incentives to ensure adherence to service, quality, and efficiency requirements.	https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/delhi_jal_board_act_1998.pdf https://delhijalboard.delhi.gov.in/services
Service Quality Assurance- Penalties for Water Supply Interruptions	Section 26, Delhi Water Board Act, 1998 ; Clause 42, Delhi Water & Sewer (Tariff and Maintenance) Regulations, 2012 In Delhi, in regard to water supply, the Delhi Jal Board (DJB) is the legally empowered authority under the Delhi Water Board Act, 1998. DJB regulates, monitors, and enforces standards for water quality, service reliability, performance, and tariff. DJB undertakes Water supply works, including tanker services, operated through agreements between DJB and authorized agencies, where DJB monitors necessary compliances. The framework allows DJB to impose financial or non financial sanctions and incentives to ensure adherence to service, quality, and efficiency requirements.	<p>In case piped water supply is disrupted, DJB provides free water to consumer at its own cost by sending tanker.</p> https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/delhi_jal_board_act_1998.pdf https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/regulation_2012.pdf

1.2 REQUIREMENTS ON COORDINATION IN WATER CONNECTIONS AND INFRASTRUCTURE DEVELOPMENT

B-Ready assessment area	Relevant Provisions	Link
Joint Planning and Construction-Provisions on adherence to common excavation plans or “dig once” policies	Chapter 2 and 5, GSDL Act, 2011 Under Chapter 2 and 5, GSDL Act, 2011 it requires coordination in the joint construction of infrastructure, such as electrical poles, overhead or underground cables, water pipes, and/or telephone wires. PDMS Portal of GSDL is being used by DJB works maintenance division and project division for seeking road excavation permissions from concerned road owning departments. All divisions have their own users login id and password credentials.	https://gsdl.org.in/pdf/Act.pdf
Joint Planning and Construction-Timelines for approval processes	Table 1, Citizen’s Charter: Delhi Jal Board, 2022 Details Of Customers/Clients (page-7): New Water and Sewer Connection - 15 days Mutation Case - 15 days ; Reopening case - 15 days Disconnection case -15 days	https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/pdf_files/citizen_s_charter_2022.pdf

1.3 REGULATIONS ON SAFETY OF WATER CONNECTIONS

B-Ready assessment area	Relevant Provisions	Link
Professional Certifications Requirements	Section 35, Delhi Water Board Act, 1998 As per the circulars by DJB, Minimum experience of 5 years is mandated for Plumbers for Internal water installations. Further, the technical staff for installation works must be a Graduate Engineer or Diploma Engineer.	
Inspection Regimes - Internal installation works	Clause 7.2.7, General Conditions of contract of DJB, 2012 Provision as per Clause 7.2.7 of General Conditions of contract of DJB: The Works is also liable to be inspected and checked by a 3rd party fixed by Employer /vigilance Wing of Employer or by any other statutory body. The Works may be checked by the agencies as mentioned above simultaneously, subsequently, jointly or independently and the Contractor shall be responsible for removing of all defects/deficiencies pointed out by them at its own cost.	https://delhijalboard.delhi.gov.in/jalboard/technical-and-financial-eligibility-criteria-tender
Inspection Regimes- External installation works	Clause 7.2.7, General Conditions of contract of DJB, 2012 Provision as per Clause 7.2.7 of General Conditions of contract of DJB: The Works is also liable to be inspected and checked by a 3rd party fixed by Employer /vigilance Wing of Employer or by any other statutory body. The Works may be checked by the agencies as mentioned above simultaneously,	https://delhijalboard.delhi.gov.in/jalboard/technical-and-financial-eligibility-criteria-tender

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	subsequently, jointly or independently and the Contractor shall be responsible for removing of all defects/deficiencies pointed out by them at its own cost.	
Liability Regimes	Clause 16.1, General Conditions of contract of DJB, 2012	https://delhijalboard.delhi.gov.in/jalboard/technical-and-financial-eligibility-criteria-tender

1.4 REQUIREMENTS ON ENVIRONMENTAL SUSTAINABILITY

B-Ready assessment area	Relevant Provisions	Link
Requirements for Water Quality Testing	Table 1 (i&ii) and Table 2 (xi), Table 4, Indian Standard Drinking Water — Specification (Second Revision) by BIS 10500, 2012 IS 10500 (2012): Drinking water (resource.org)	
Enforcement of standards for water quality	Section 26, Delhi water board Act, 1998 ; Section 2.5 of Schedule – XIII, Concession Agreement for PPP project of Nangloi water treatment plant Delhi, 2013 Section 26 of Delhi water board Act, 1998 gives power to DJB to execute works by awarding contracts. DJB has undertaken 2 PPP projects where operator has to comply with water quality standards failing which financial sanctions can be imposed. Relevant excerpts of contract agreement for one of the PPP project i.e. Nangloi water supply is attached	https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/delhi_jal_board_act_1998.pdf https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/universal-tab/ppp_projects_kpis_compliance.pdf
Environmentally Sustainable Water Supply	Section 26, Delhi water board Act, 1998 ; Section 2.5 of Schedule – XIII, Concession Agreement for PPP project of Nangloi water treatment plant Delhi, 2013 Section 26 of Delhi water board Act, 1998 gives power to DJB to execute works by awarding contracts. DJB has undertaken 2 PPP projects where operator has to comply with non-revenue water and other KPIs failing which financial sanctions can be imposed. Relevant excerpts of contract agreement for one of the PPP project i.e. Nangloi water supply is attached	
Requirements on Sustainable Water Usage - Permitting requirements for water withdrawal	Section 3 and 4, THE ENVIRONMENT (PROTECTION) ACT, 1986 ; Section 12, Delhi Water Board Act, 1998 Taking permission for groundwater extraction (borewell/tubewell) in Delhi is a regulated process managed by DJB and the Central Ground Water Authority (CGWA). No person, group, or institution can draw groundwater	https://www.indiacode.nic.in/bitstream/123456789/4316/1/ep_act_1986.pdf https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/delhi_jal_board_act_1998.pdf

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	through borewells for domestic, commercial, agricultural, or industrial use without prior permission from the competent authority (DJB or CGWA). District Advisory Committees are constituted to grant NOC/permission for withdrawal of groundwater u/s 4 of EPA, 1986. Also, Section 12 of DWB, 1998 Board, supply water to any person or organization including industrial establishments for non-domestic purpose or other public purposes on such T&C, including payment of such charges, as may be specific by regulation.	
Requirements on Sustainable Water Usage- Enforcement of water efficiency requirements	Section 19 and 91 and Schedule IV, Delhi Water Board Act, 1998 For waste or misuse of water, there is a provision for penalty of Rs. 2000 and daily fine of Rs. 100	
Financial incentives for businesses	Circular No. DJB/ACEO/RWH/2021/330, Financial Assistance Scheme for Rain Water Harvesting dated 04.08.2021, 2021 ; Annexure 1 of Schedule II, Delhi Water & Sewer (Tariff and Metering) Regulations, 2012 Board provides 10% rebate on every water & sewerage bill issued by DJB in case functional Rain Water Harvesting system or waste water recycling plant has been installed & maintained. In case of both provisions, 15% rebate on every water & sewerage bill is granted.	https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/financial_promoting_rwh_1.pdf https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/regulation_2012.pdf
Non-Financial incentives for businesses	Section 9 (1) c, Delhi Water Board Act, 1998 ; Para 1, Circular no. DJB/EE(RWH/GWC)/2016/564 on Guidelines for Rain Water Harvesting, dated 18th March, 2016 ; Para 8 (vii), Rain Water Harvesting Jal Shakti Abhiyan, 2020 Technical Assistance is provided to all who wants to install RWH System free of Cost. After installation of RWH System as per DJB guidelines in the premises of unit holders, Adequacy Certificate valid for 2 years is provided on request.	https://djb.gov.in/DJBRMSPortal/portal/downloadCircular.html https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/universal-tab/rwh.pdf
Environmental Sustainability of Wastewater Treatment	Section 41, Water (Prevention and Control of Pollution) Act, 1974; Section 15, Environment (Protection) Act, 1986	Water (Prevention and Control of Pollution) Act, 1974 - https://www.indiacode.nic.in/bitstream/123456789/15429/1/the_water_%28prevention_and_control_of_pollution%29_act%2C_1974.pdf

B-Ready assessment area	Relevant Provisions	Link
		Environment (Protection) Act, 1986 https://www.indiacode.nic.in/bitstream/123456789/4316/1/ep_act_1986.pdf
Wastewater Reuse- Standards or guidelines for the use of reclaimed water	Section 9.1 (c), Delhi Water Board Act, 1998; Table 7.19, Recycling and Reuse of Sewage as per CPHEEO Manual on Sewerage and Sewage Treatment Systems, 2013 Provision as per Section 9.1 (c) of Delhi Water Board Act, 1998: promote measures for conservation, recycling and reuse of water • Treated Effluent 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.	https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/delhi_jal_board_act_1998.pdf https://cpheeo.gov.in/upload/uploadfiles/files/engineering_chapter7.pdf
Wastewater Reuse- Effluent quality limits for wastewater intended for reuse	Section 9.1 (c), Delhi Water Board Act, 1998; Table 7.19, Recycling and Reuse of Sewage as per CPHEEO Manual on Sewerage and Sewage Treatment Systems, 2013 The Environment (Protection) Rules, 1986, made under the Environment (Protection) Act, 1986, include effluent quality limits for sewage treatment plants (STPs) that apply to treated wastewater.	https://delhijalboard.delhi.gov.in/sites/default/files/Jalboard/generic_multiple_files/delhi_jal_board_act_1998.pdf https://cpheeo.gov.in/upload/uploadfiles/files/engineering_chapter7.pdf

2.1 DIGITAL SERVICES AND INTEROPERABILITY

B-Ready assessment area	Relevant Provisions	Link
Electronic Application	https://djb.gov.in/DJBRMSPortal/portal/newConnection.html	-
Electronic Payment	https://djb.gov.in/DJBRMSPortal/portal/payOnline.html	-
Information on Planned Works	https://www.gsdl.org.in/djb_portal/	-

2.2 MONITORING OF SERVICE SUPPLY IN PRACTICE

B-Ready assessment area	Relevant Provisions	Link
Platform for Water Withdrawal Permitting and Reporting	https://delhijalboard.delhi.gov.in/press-releases	
Monitoring Reliability of Water Supply	DJB prepares and publishes Summer Action Plan for the Delhi every year highlighting the reliability indicators of water supply such as vulnerable areas for water contamination, water deficiency and quality of water supplied.	https://delhijalboard.delhi.gov.in/
Monitoring Reliability of Water Supply	Water quality is monitored through indicators like Turbidity, pH, NH3, NO2, TDS, Acidity, Alkalinity, bacteriological tests.	
Monitoring Quality of Water Supply	https://delhijalboard.delhi.gov.in/doit/tab-content/daily-drinking-water-quality	
Monitoring Quality of Water Supply	The indicators to monitor Non-revenue water in Delhi are Average water production and Average Water quantity delivered to consumers that is billed.	
Monitoring of Environmental Sustainability of Water Supply in Practice	https://delhiplanning.delhi.gov.in/ Statistics on Non-Revenue Water (NRW) are published online by Planning Department of GNCTD basis information provided by Delhi Jal Board.	Para 8.1 on Water Accounting and Auditing, of ECONOMIC SURVEY OF DELHI 2023 – 24, available at https://delhiplanning.delhi.gov.in/sites/default/files/Planning/chapter_13.pdf .
Monitoring of Environmental Sustainability of Water Supply in Practice	https://djb.gov.in/Borewell/	

2.3 AVAILABILITY OF INFORMATION AND CUSTOMER NOTIFICATION

B-Ready assessment area	Relevant Provisions	Link
Connection Requirements on publicly accessible website	https://djb.gov.in/DJBRMSPortal/portal/faq.html https://delhijalboard.delhi.gov.in/jalboard/reforms-under-ease-doing-business https://djb.gov.in/DJBRMSPortal/portal/newConnection.html	
Tariff Changes	<p>On changes in water tariff, public notices, press releases are given through newspapers and social media. On the overleaf of every bill, full water tariff slabs are printed. Water tariff is available for the information of all stakeholders from DJB customer portal https://djb.gov.in Tariff was last revised in February 2018 in Delhi and it was directly communicated to customers through SMS and printing on the bill.</p>	
Complaint Mechanisms	https://djb.gov.in/DJBRMSPortal/portal/grievanceRegister.html https://djb.gov4u.co.in/citizen-login	
Timeline for complaint resolution	https://djb.gov.in	
Complaint mechanism independent from the utility to escalate complaints.	PGMS (Public Grievance Management System), CPGRAMS (https://pgportal.gov.in/), LG Listening Post portals website https://listeningpostdelhilg.in/	