



Citizens Charter of HMWSSB

Hyderabad Metropolitan Water Supply & Sewerage Board

Kairatabad, Hyderabad, AP 500004, India

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May 2013

Citizens Charter

I. Information about the department

The HMWSSB service area is spread over to an extent of 688.24 sq. Kms., after merging of surrounding peripheral areas i.e 10 municipalities. Now the water supply systems of these municipal circles have been taken over by HMWSSB.

The aim and purpose of this charter of HMWSSB is to confirm publicly, the service assurance given to the customers, who pay their bills regularly, for water and sanitation services from the Board; to confirm the standards that the Board has set for itself, with regard to providing services to its customers; and to state the customers obligations. This Charter is not a legal document for enforcement against neither the Board nor the customers.

The Board was constituted on 1.11.1989 under the provisions of Hyderabad Metropolitan Water Supply and Sewerage Act 1989 (Act No. 15 of 1989), with the following Functions & Responsibilities in the Hyderabad Metropolitan Area.

- The Supply of potable water including planning, design, construction, maintenance, operation & management of water supply system.
- Sewerage, Sewerage Disposal and sewerage treatment works including planning, design, construction, maintenance, operation & management of all sewerage and sewerage treatment works.

HMWSSB is monitoring of water supply in the entire GHMC area including 10 peripheral municipalities and sewerage operations in the core city.

The water quality is being carried out in collaboration with other agencies like institute of Preventive Medicine and institute of Health systems, etc. Board's Wings like QAT Wing and O&M staff of all maintenance divisions are put on continuous alert mode for redressal of complaints such as pollution, leakages, sewerage overflow etc.,.

2. Vision

To cater the needs of the people of the area covered by GHMC in supply of safe drinking water and maintaining the sanitation with the vision of good health and disease free services.

3. Mission

- To manage the water resources available for catering to the needs and requirements, maintaining to achieve the standards as stipulated by WHO.
- Serving effectively and striving for the ut most satisfaction of the consumer, Involving stakeholders for sustainable development.
- To regulate and manage water resources use effectively involving stakeholders for sustainable development

A. Functions

- The Supply of potable water including planning, design, construction, maintenance, operation & management of water supply system in GHMC area.
- Sewerage, Sewerage Disposal and sewerage treatment works including planning, design, construction, maintenance, operation & management of I sewerage system in core city area of GHMC and sewerage treatment works.
- Maintaining and safeguarding the water resources, Assets of the HMWSSB and its proper utilization towards serving the consumers.

4. Services and Service Standards

4.1. Service Delivery Offices

The Board has the following types of offices rendering different services shown against each type of office.

SN	Office	Services offered
1	Head Office	<ul style="list-style-type: none"> • Water supply / Sewerage connection of 20mm dia and above are sanctioned at Single Window Cell, (SWC). • Release of all new connections through Green Brigade of SWC and generation of Consumer Account Number. (CAN). • Review of billing disputes beyond the powers of Chief General Manager(E) & General Manager (E) O&M Divisions./Circles. • Receiving the consumer grievances through Metro Consumer Care (MCC).
2	Circle Office	<p>Overall monitoring of the following activities within the Jurisdiction of the Circle.</p> <ul style="list-style-type: none"> • Operation and maintenance of Water Supply system in the area covered by the Circle and sewerage system. (in the core city area of GHMC). • Redressal of consumer grievances within the jurisdiction of the Circle. • Sanctions of new 15mm dia water supply connections and sewerage connections of 100mm dia . • Execution of water supply & sewerage works.
3	Divisional Offices	<ul style="list-style-type: none"> • Operation and maintenance of Water Supply system in the area covered by division and sewerage system. (within the core city area of GHMC). • Redressal of consumer grievances within the jurisdiction of the division. • Sanction of new 15mm dia water supply connections and sewerage connections of 100mm dia under the Jurisdiction of the Division. • Execution of water supply & sewerage works.

4.2 Timings Offices of the HMWSSB stand open from 10:30 am to 5:00 pm. However, Citizens can file the grievances for all transactions in the respective offices and at MCC.

4.3. Our Key Services and Service Standards

SN.	Nature of complaints	Documents required	Fees	Maximum Time Frame	Office rendering the service	Office to be contacted for delay or default in service
Water Supply/Sewerage Connection						
I	A) Processing of request for i. New Water Supply Connection a) 15mm b) Above 15mm ii. New Sewerage Connection	<ul style="list-style-type: none"> • Application form as per Note-I and • Register sale deed • Municipal sanction plan • Municipal Tax receipt • Occupancy certificate issued by GHMC 	As shown in the Annexure- I	45 Days 60 Days 30 Days	<ul style="list-style-type: none"> • For 15 mm diameter water connection General Manager, O&M Division of concerned area. • Other size connections. General Manger (E) Single Window Cell 	CGM (E), Revenue cell Khairtabad.
	B) Processing of request for Enhancement of size of existing connections i) Water Supply a) 15mm b) Above 15mm ii) Sewerage			45 Days 60 Days 30 Days	<ul style="list-style-type: none"> • For 15 mm diameter water connection General Manager, O&M Division of concerned area. • Other size connections. General Manger (E) Single Window Cell 	
	C) Communication of Sanction/rejection order			10 days (from the date)	<ul style="list-style-type: none"> • General Manager, O&M 	

				of approval)	of concerned Division	
	D) Communication of release order			10 days (from the date of payment of connection charges in full.)	<ul style="list-style-type: none"> General Manager (E), Single Window cell, Khairtabad General Manager, O&M of concerned Division. General Manager (E), Single Window cell, Khairtabad 	
2	<p>A) Release of</p> <p>i) New Water Supply Connection</p> <p>a) 15mm</p> <p>b) Above 15mm</p> <p>ii) New Sewerage Connection</p> <p>B) Release of Enhancement of size of existing connections</p> <p>i) Water Supply</p> <p>a) 15mm</p> <p>b) Above 15mm</p>	Road cutting permission given by GHMC	--	<p>where connection is to be given from the existing network :</p> <p>30 Days (From the date of receipt of Road cutting permission)</p> <p>Where improvement works are to be taken up :</p> <p>90 Days (From the date of receipt of Road cutting permission)</p> <p>30 Days (From the date of receipt of</p>	Dy.General Manager (E) Single Window Cell & Green Brigade.	GeneralManager(E) SingleWindowCell. at khairtabad.

	ii) Sewerage			<p>Road cutting permission</p> <p>where connection is to be given from the existing network : 30 Days (From the date of receipt of Road cutting permission)</p> <p>Where improvement works are to be taken up : 90 Days (From the date of receipt of Road cutting permission)</p> <p>30 Days (From the date of receipt of Road cutting permission)</p>		
3.	Issue of first bill	--	--	<p>3 months (after the release of connection. Subsequently monthly bills will be issued)</p>	GM (E), O&M Division of the area.	CGM (E), Revenue at Khairtabad.
4	Payment of water and sewerage cess			<p>Instant (Payment can</p>	<ul style="list-style-type: none"> Cash Counters of HMWSSB 	Concerned GM(E), O&M Division.

				be made in cash/ DD /RTGS/ NEFT	<ul style="list-style-type: none"> EPOS mechine at the time of issue of bill Mee-seva centers/AP online 	Or CGM (E) Revenue Khairtabad.
5	Disconnection of i. Water supply ii. sewerage connections		Rs.200/-Plus G.B.Charges.	7 days (after application)	GM (E) O&M Division	Concerned CGM (E) O&M Circle.
Water Supply/Sewerage Service						
A. Water Supply						
6	No water supply for days	MCC or Application in white paper to concerned GM	--	10 supply days	GM (E) O&M Division.	Concerned CGM (E) O&M Circle.
7	Low Water pressure	MCC or Application in white paper to concerned GM	--	10 supply days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
8	Polluted Water Supply	MCC or Application in white paper to concerned GM	--	15 supply days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
9	Water leakage	MCC or Application in white paper to concerned GM	--	5 supply days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
10	Erratic timings of water supply	MCC or Application in white paper to concerned GM	--	10 supply days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
11	Illegal use of motor by other users	MCC or Application in white paper to concerned GM	--	10 supply days	GM (E) O&M Division	Concerned CGM (E) O&M Circle

12	Change of category of water consumption a) Domestic to MSB b) MSB to Domestic c) Domestic to Slum Domestic	a) Property Tax Receipt b) Property Tax Receipt c) White ration card Approved plan and patta document	--	30 days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
B. Sewerage						
13	Sewerage over-flow on the road	MCC or Application in white paper to Concerned GM		10 days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
14	Chockage of sewerage at customer premises	MCC or Application in white paper to Concerned GM		10 days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
15	Replacement of manhole cover	MCC or Application in white paper to Concerned GM		10 days	GM (E) O&M Division	Concerned CGM (E) O&M Circle
C. Metering & Billing						
16	Excess bill and verification	Details of the grievance and CAN.		30 days	GM (E) O&M Division	CGM (E), Revenue at Khairtabad.
17	Non-issue of water bill	e-bill will be issued		10 days	GM (E) O&M Division	CGM (E), Revenue at Khairtabad.
D. Request Services						
18	Technical assistance on Rain Water Harvesting	Details of location / address and phone number.		30 days	Asst. Director (Ground Water) RWVH Khairtabad.	GM (E), SWC Khairtabad.
19	Tanker required in Board's supply area through Dial-a-	Through MCC	Domestic	5 days	Concerned Manager (E)	Dy.GM (E)/Sub

	Tanker		Rs.400/- Non- domestic Rs.515/-		of the area.	Division of the O&M Division.
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Note:

1. **a) Application form:** Submission Process of Online Application for new/ enhancement of water supply and sewerage connection
 - i) Customer has to apply for New/Enhancement/Feasibility receipt of water or sewerage connection by logging into HMWSSB website **www.hyderabadwater.gov.in** by filling online application form. No physical application form will be accepted. (Guidelines for filling the application). Download here, <http://172.16.4.56/wworks/ui/gui.pdf>
 - ii) Alternatively Customer can apply for New/Enhancement of water or sewerage connection from the Kiosk made available at all the HMWSSB cash counters, Download here, <http://172.16.4.56/wworks/ui/cas.pdf>
- b) Required enclosure for getting the service:
 - i) Registered sale deed along with Plan
 - ii) Municipal Tax receipt/Electricity Bill
- c) The status of application can be checked by the client and in case of delay. Customer can view the status of application at website **www.hyderabadwater.gov.in**. In case of delay the same may be intimated through website at any point of time.
2. All the service charges/fee mentioned by the department has to be paid within the stipulated timeline.
3. Cash payment of not more than Rs.5000/- will be accepted at single window cell, head office Khairatabad and at cash counters of HMWSSB on all working days during working hours.
4. The 'days' in timeframe referred above mean 'working days'

Our measures for your convenience

- For filling online application form for new connection, a dedicated help desk is available at head office/kiosks at cash counters.

- User Manual for filling of online application is available at website: **<http://www.hyderabadwater.gov.in>**
- Status of new connection application/ complaints registered can be tracked on the website and SMS are also sent to the applicant.
- The MCC Token No. and the status of the complaint is informed through SMS to consumer.
- CAN stands for Consumer Account Number
- MCC stands for Metro Consumer Care
- MSB stands for Multi Storied Building

4.4 Fee: The details are given in **Annexure I**

4.5 Contact Officers: The details of all officers to be contacted for services mentioned in section 4.3 are given in **Anneuxre-2**

4.6 Jurisdiction details: Details of jurisdiction of offices where citizens can avail services are given in **Annexure 3**

4.7 Connection charges : details are given in **annexure - 4**

4.8 Electronic Services:

Sl. No	Services	Access points
1.	Online submission of application for water supply/sewerage	http://www.hyderabadwater.gov.in/wwu/ui/swc.aspx
2.	Payment of fees/bills.	Net banking/ /Mee Seva/APOnline/EPOS and cash counters of HMWSSB.

5. Facilities Available to Citizens for Obtaining Information

- a. **Help desk:** All the divisional office of the Board/ Cash Counters are equipped with a help desk to answer all queries of the citizens.
- b. **Website:** The Departmental website (<http://www.hyderabadwater.gov.in>) is designed to provide comprehensive information to citizens on every aspect of water and sewerage related services and transactions.
- c. **Information under RTI Act:** For information on APIOs, PIOs and Appellate Authorities of all offices of the department, please refer the RTI Manual available in the departmental website (<http://www.hyderabadwater.gov.in>>Services>RTI)

6. Grievance Redress Mechanism

I. Grievance/Complaint Redress Mechanism:

The department has a well laid down mechanism for efficient and effective resolution of grievances/complaints of citizens. The details are as given below:

a. Grievance/Complaint Filing Mechanism

How to file your grievance/complaint		
Mode of filing	Whom to contact	Mode of contact
Manual	Head of the Office	Personal visit
	Divisional Office	'Prajavani' Programme conducted every Monday at division office of the area.
	Meet your MD	Every 3 rd Saturday of the month (5.30 to 6.00.P.M.).
Help line	Call Centre	155313 (Available 24hours/ 7 days)
	Dail your MD	Every 3 rd Saturday of the month (6.00 to 6.30.P.M.).
Internet	Department Website	http://www.hyderabadwater.gov.in
	Through face book	facebook/hmwssb.
	Through email	mdhmwssb@gmail.com
<ul style="list-style-type: none"> • On registering a grievance through the website, a MCC reference number will be generated and sent as SMS to citizen's mobile number. This reference number can be used to track the status of grievance redressal. • An exclusive Water Lok Adalat has been established by HMWSSB for settling the disputes as an alternative mechanism (out of the court). The award passed in this lok adalat is final. 		

b. Grievance/Complaint Monitoring Mechanism

- i. The grievance/complaint received by any means will be redressed as mentioned in this document.
- ii. If a grievance/complaint registered is not solved within the specified period the consumer may contact the next level officer.
- iii. An unsolved complaint will be escalated to next level officer . Tracking of complaint is made and the concerned officer will be contacted for redressal or otherwise and the status will be communicated to the consumer through MCC/ Phone/email/facebook etc.

7. Stakeholders/Clients

Sl. No	Stakeholders
1	Citizens
2	Civil Societies dealing with consumer related matters.
3	Resident Welfare Associations
4	GHMC Corporators.
5	Public representatives(MPs/ MLAs/ MLCs)

8. Indicative expectations from service recipients:

Citizens' Charter is a joint effort between the Hmwssb and the customer to improve the quality of service provided by Hmwssb and the Customer has the following Obligations to fulfill.

A. For release of water supply connections

- The customer is responsible for obtaining the GHMC road cutting permission, including all civil works connected with the laying of service connection up to customer's premises including fixing water meter.
- The customers are requested not to pay or engage any plumber / contractor for the aforesaid work.
- The customers are advised to have a sump of adequate capacity close to meter. The meter chamber shall be located only within 2 meters from the boundary, inside the premises.
- All the materials required like communication pipes, compression fittings, gate valve for giving service connection from the tapping point up to the customer premises, including the meter will be supplied by the Board.
- The customers should not engage the services of any employee of the Board for taking the connection.
- The customer has to procure good quality ISO Meter and construct meter chamber for safety of the Meter.

B. For release of Sewerage Connection

- The customer shall construct sewer manhole with silt catch pit within the premises before the Board gives the sewerage connection.

C. Others:

- Customers should pay water bills promptly within the stipulated period.
- Customers should protect and maintain water meter in good condition. Tampering of water meter is an offense punishable under HMWSSB Act.
- Customers should not use any Booster Pumps to draw more water. It is an offence and causes serious inconvenience to others.
- Customers should educate all their family members not to throw domestic waste in their toilets to avoid chowkage of sewer lines and should prevent the public from dumping of building materials like sand stone etc., near the manholes. This will choke the sewer lines.
- Customers should not open sewer manhole covers to let off the rainwater, as this will choke the sewer lines, which are not designed to carry rainwater, may be dangerous.
- Customer should insist, on any HMWSSB employee, visiting his premises, to show his identity card so as to avoid cheating.

- Customers to avoid pit taps, as they are a major source of pollution.
- Customers should conserve water, as it is a precious resource. They must use standard taps and other appliances that minimizes the wastage/leakage which and leads to saving of water at every point of consumption.
- Customer is expected to make necessary arrangements for rooftop collection of rainwater. Assistance can be had from Ground Water Department and HMWSSB.
- Customer, as the ultimate beneficiary of all public assets, must bestow personal interest in protecting and promoting their use. Any willful misuse must evoke customer's concern for prompting action.

9. Month & Review of next Review Charter:

This Citizen's charter has been prepared by the Department on 13th May, 2013 and this will be revised on or before May, 2014.

10. Suggestions

HMWSSB invites suggestions for improving our service to customers. Please send them to Chief General Manager (Revenue), HMWSSB, Khairtabad, Hyderabad – 500 004.

11. Communications

The board will adopt such channels of communication as are faster to inform the customers in shorter time.

- We welcome suggestions from our Customer.
- We Propose to conduct opinion polls on web
- We hold periodical meetings with users / user representatives.
- Please also enter your details at our web site www.hyderabadwater.gov.in indicating your willingness to be available for consultation, survey on the points enlisted in the charter.

12. Harvesting Rain Water A noble goal – A Common responsibility

Expanding urbanization and rapid increase in population have resulted in unrestrained exploitation of water resources, especially ground water. In the State capital and surrounding areas, wells have been drying up and this has necessitated immediate steps for conservation and recharging of the water table.

Rain Water Harvesting is a concept now being promoted by the State Government and a massive program has been launched all over the State to educate the public on its benefits.

Harvesting of rainwater to recharge the ground water system is not very difficult. Rainwater collected on roof tops can be diverted into pits and trenches and even existing wells on the ground. In fact, the Government has made it mandatory to have water-harvesting pits in all new layouts.

Help conserve and recharge water sources through your own system of rainwater harvesting. For assistance contact Ground Water Department or HMWSSB.

For Additional information on Rain Water Harvesting Pls. Visit our Web Site www.hyderabadwater.gov.in

13. GLOSSARY

1. Citizen: A person who resides in Hyderabad Metropolitan Areas as defined in the HMWSSB Act 15 of 1989 [Section 2(f)]
2. Character: A document of Assurance.
3. Citizen's Charter: A document of Service Assurance given to the customer by the service provider.
4. Citizen's Charter of HMWSSB: The Citizen's Charter introduced by HMWSSB on 26th January 2000 and Altered on 1st July 2002 and subject to alteration, as and when effected.
5. Board: The Hyderabad Metropolitan Water Supply & Sewerage Board constituted under Section 3 of the Act 15 of 1989.
6. Customer: A Resident/Welfare Association/Society/Organization receiving water supply & sewerage facilities from HMWSSB Board and who has proof of paying for the same.
7. Regular Customer: A customer of HMWSSB Board who has not more than 2 consecutive bills in arrears.
8. Stated Amount means the amount indicated in the sanction order of connection for Water Supply or Sewerage or both or any other charges for services provided.
9. Tarrif: The charges/fees levied for the services provided to the consumer.

We are committed to constantly revise and improve the service being offered under this Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS

HMWSSB Proc.No. I 14, Dated:24.05.2002.

WATER SUPPLY AND SEWERAGE CONNECTION CHARGES

Size of Water Connection		Plot Area in Square Meters		CONNECTION CHARGES			
				In Areas covered by the Sewerage system of the HMWSSB		Other Areas	
Mm	Inches	From	Upto	Fixed Amount	Rate per each square meter of plot area in excess of the area in column(3) to be added to the fixed amount in column(5)	Fixed Amount	Rate per each square meter of plot area in excess of the area in column(3) to be added to the fixed amount in column(7)
1	2	3	4	5	6	7	8
15	1/2	Upto	200	Rs. 2,500	Nil	Rs.	Nil
		81	200	Rs. 2,500	Rs. 47.92	1,250	Rs. 35.42
		201	300	Rs. 8,250	Rs. 82.50	Rs.	Rs. 55.00
		301	400	Rs. 16,500	Rs. 75.00	1,250	Rs. 50.00
		401 and above		Rs. 24,000	Rs. 60.00	Rs. 5,500	Rs. 40.00
				Subject to a maximum of Rs. 48,000/-		Subject to a maximum of Rs. 48,000/-	
20	3/4	Upto	200	Rs. 15,000	Nil	Rs. 10,000	Nil
		201	400	Rs. 15,000	Rs. 150.00	Rs. 15,000	Rs. 100.00
		401 and above		Rs. 45,000	Rs. 75.00	Rs. 30,000	Rs. 75.00
				Subject to a maximum of Rs. 72,000/-		Subject to a maximum of Rs. 48,000/-	
25	1	Upto	400	Rs. 90,000	Nil	Rs. 60,000	Nil
		401 and above		Rs. 90,000	Rs. 90.00	Rs. 60,000	Rs. 60.00
				Subject to a maximum of Rs. 1,80,000/-		Subject to a maximum of Rs. 1,20,000/-	

CATEGORY-I Individual Connections other than covered by categories II and III

CATEGORY-II Multistoried Apartment Complexes and Multistoried Buildings

- (a) Apartment Complexes (Residential or not), falling under the scope of Andhra Pradesh Apartments (Promotion of construction and Ownership) Act 1987, having two or more floors Consisting of such apartments provided that such complex consists of atleast five apartments or The total plinth area constructed including common areas is not less than 600 square meters.

And

(b) Any premises with at least one building having two or more floors and the total plinth area constructed in the premises is not less than 1000 square meters.

1	2	3	4	5	6	7	8
20	3/4	Upto 250 251 and above		Rs. 1,50,000 Rs. 1,50,000	Nil Rs. 300.00	Rs. 1,00,000 Rs. 1,00,000	Nil Rs. 200.00
25	1	Upto 500 501 and above		Rs. 2,70,000 Rs. 2,70,000	Nil Rs. 450.00	Rs. 1,80,000 Rs. 1,80,000	Nil Rs. 300.00
40	1 ½	Upto 1000 1001 and above		Rs. 6,00,000 Rs. 6,00,000	Nil Rs. 600.00	Rs. 4,00,000 Rs. 4,00,000	Nil Rs. 400.00
50	2	Upto 1000 1001 and above		Rs. 7,50,000 Rs. 7,50,000	Nil Rs. 750.00	Rs. 5,00,000	Nil Rs. 750.00

CATEGORY-III : Bulk Supplies

Water Supply Connection	Rate in Rs.per Litre of Agree Qty.	
A. Local Authorities, Cantonment, Gram Pachayats , Residential Colonies (Other than Industrial Housing Colonies)	Rs. 6.00	
B. Other (Requiring more than 2” dia WS Connection and requiring water supply of 50 KL per day or more)	Rs. 12.00	
Sewerage Connection ***	Size of connection to be decided by HMWSSB	

The HMWSSB has introduced Single Window Clearance Cell to speed up the process of providing new/enhanced water supply and sewerage connections to all its customers.

Address: GENERAL MANAGER (Engg.), single window Cell,
HMWSSB, Khairtabad, Hyderabad,(PH no 66669000)

The HMWSSB requires the following documents along with the applicant for quick process and sanction

ATTESTED COPIES OF:

(a) Registered Sale Deed. (b) Municipal Sanctioned plan. (c) Municipal Tax assessment Receipt (d) No objection Certificate where ever applicable. (e) Patta/slum Certificate (if it is in slum area) (f) where applying for additional/ enhancement of connection copy of latest payment receipt of 1st connection to be enclosed. (g) “Occupancy Certificate issued by the Municipal Corporation. Municipality for the building above 10mitrs height (excluding stilt floor for parking)

DO YOU KNOW:

At present plot area is the main criteria for calculating the connection charges to be deposited to hmwssb.

As per HMWSSB rules, the plot area as per registered sale deed, or municipal sanctioned plan which ever is higher will be adopted.

Sometimes customers feel that the simple process of getting a new connection by laying a line for a few meters, the Board is charging heavily, It should be borne in mind that the Board has to not only lay lines in your street but also construct reservoir, filter, treatment works, pumping stations and hundred of k.M.s of lines of various sized before you get water at your doorstep.

Additional connection in Apartment/Commercial complex will not be considered and only Enhancement of existing connection will be sanctioned based on technical feasibility.

IMPROVEMENT / SERVICE MAILCHARGES WHICH EVER APPLICABLE FOR CATEGORY – III

For local authorities, cantonment, Gram Panchayats, Residential Colonies (Other than industrial housing Colonies), other (Requiring more than 2” dia WS connection and requiring water supply of 50KL per day or more). The cost of the water & sewer lines has to be borne by the party wherever the lines are not available. The amount would be as per the actual estimate prepared based on current SSR rates.

PROCESSING FEE

For processing the files and amount of Rs.1000/- for 15mm size connection and Rs.2000/- for other sizes will be levied. This fee will be Non Refundable and Non adjustable. In case the applicant fails to take the connection within 30 days after sanctioned the amount will be forfeited to the Board.

HMWSSB reserves the right to change the size of connection to a higher size in public interest if the size of connection applied for is not sufficient to meet the requirements of the people living in such complex.

GREEN BRIGADE:

A team of trained manpower called Green Brigade has been introduced at the Single Window Cell, to attend to and physically give the water connection under their supervision , to individual houses / MSB's Apartments and Commercial Complexes, For 15mm dia connection to individual houses, the charges are Rs.1500/-

Irrespective of length, limited to 35 Rmt. For 20mm dia and above sized the estimated cost based on the length, road restoration charges etc, have to be deposited.

Only Green Brigade is authorized to give water supply connections to customers. It ensures that there is no indiscriminate road cutting for giving connections and checks unauthorized connections.

CUSTOMER'S Responsibility:

1. There is no ban on issue of new connections in the Board at present.
2. Customer is not required to take the services of the broker / middle men to get a new connection.
3. Any number of applications will be made available.
4. Customer should take care to
 - a.) Fill up the form fully
 - b) Give only correct information
 - C) Enclose all the required attested copies of documents.
5. Customer need not make any personal visits to the SWC before expiry of 30days.
6. I/We here by declare the facts mentioned in the application form for water sewerage Connection regarding plot area , number of flats, category and purpose are true. If any deviation noticed at a later stage, HMWSSB is empowered to initiate action as per Board rules / Act.

Annexure – 2

The following officers are responsible for delivery of the services.

S.N	Main Service	AREA	Name and Details of the Officer (Sri)	Contact No
1	Operation & Maintenance , Water supply Sewarage , Issues, Tankers, water billing, colle	Goshamahal	Sri Y Hanumanth Rao, GM(E), O&M Dvn 1	99899 97878
		Goshamahal	Sri S V Ramana Rao, GM(E),O&M Dvn.2	99899 88731
		Navodaya Colony, Gudimalkapur	Sri P Ravi, GM(E), O&M Dvn 3	99497 40111
		Red Hills	Sri G Raghu, GM(E),O&MDvn 4	99491 24111
		Narayanaguda	Sri K N Sainath, GM(E), O&M Dvn 5	99899 89542
		S.R.Nagar	Sri D Ramchandra Reddy, GM(E), O&M Dvn 6	99085 09666
		Marredpally	Sri S Anand Swaroop, GM(E), O&M Dvn. 7	99899 89450
		Patancheru	Sri V L Praveen Kumar, GM(E), O&M Dvn. 8	99899 98110
		KPHB Colony	Sri D Sudershan, GM(E),O&M Dvn. 9	99899 95594
		Saheb Nagar	Sri R V S S N Raju, GM(E), O&M Dvn. 10	99899 95524
		Saheb Nagar	Sri M Konda Reddy, GM(E), O&M Dvn. 11	99899 86779
		Chintal 'X' roads, Jagadgirugutta	Sri M B Praveen Kumar, GM(E), O&M Dvn. 12	99899 86006
		Sainkपुरi	Sri K Vijaya Rao, GM(E), O&M Dvn.13	99899 90166
		Nacharam	Sri S Taknev Reddy, GM(E), O&M Dvn.14	99899 90421
		Chandanagar	Sri P.Venkateshwara rao, GM(E), O&M Dvn.15	99088 64777
		Rajendranagar	Sri R Seetharam, GM(E), O&M Dvn.16	99082 19222
		Bhojagutta	Sri D Sridhar Babu, GM(E), O&M Dvn 17	99086 39888
2.	Revenue Billing, excess bills eetc.,		Sri A Krishna, CGM(E) Revenue Circle	99899 85899
3	Water Quality monitoring		Sri K Narsappa, GM(E), QAT WING	99899 87323

Responsibility Centers

a) Operation & Maintenance, Water supply Sewerage, Issues, Tankers, water billing, collection contact at General Manager (Engg) O&M Divisions I to XVII

O&M Divn. No.	Office located	Areas / jurisdiction	MLA Constituency
I	Goshamahal	Azampura, BAHADURPURA Chandulalbaradari, DARULSHIFA, Doodhbowli, GULZAR HOUSE, Himayathsagar, HASSAN NAGAR, Mir alam filters, MISRIGUNJ, Moghalpura, PATTERGATTI, Sultanshahi,	Bahadurpura, Charminar(P), Malakpet(P)
II	Goshamahal	Aliabad, ASMANGADH, Akberbagh, BALAPUR, Chanchalguda, DABEERPURA, Gowlipura, JAHANUMA, Madannapet, MALAKPET, Moosarambagh, SALEEMNAGAR, Saidabad, SANTOSH NAGAR, Maisaram, MADANNAPET, Yakutpura	Yakuthpura, Malakpet, Charminar
III	Goshamahal	Asifnagar, A.C.Guards, BHOJAGUTTA, Chintalbasthi, GOLCONDA, Humayunnagar, KARWAN, Mehdipatnam, MASAB TANK, Navodaya Nagar, Osmansagar, OLD MALLEPALLY, Padmanabha Nagar, TOLICHOWKI Taappachabutra, Shamnagar Colony, SHAIKPET, Vijayanagar Colony	Karwan, Asifnagar
IV	Red Hills	Lakdikapool, Saifabad, Red Hills, Abids, Nampally, Hindinagar, Gunfoundry, Gowliguda, Sultan bazar, Ziaguda, Allabanda, Mangalhar, Ghode-ki-kaber, Boggulakunta, New MLA Quarters	Nampally, Khairatabad (P)
V	Narayanaguda	Narayanguda, Vidyanagar, Domalguda, Musheerabad, Gandhinagar, Himayathnagar, Boats Club, Bholakpur, Azamabad, Baghlingampally, Adikmet, Shivam, Ramanthapur(Part), Chikkadpally, Golnaka, Vignapuri, Kachiguda, Barkathpura	Musheerabad, Amberpet, Sanathnagar

VI	S.R.Nagar	Jubilee Hills, Banjara Hills, Thattikhana, Ameerpet, Yellareddyguda, Vengalraonagar, Erragadda, SPR Hills, Fathenagar, S.R.Nagar, Somajiguda, Sanathnagar, Anandnagar, Ministers Quarters, Kamalapuri Ph-I & IIBalkampet, Begumpet, Shivbagh, M.S.Maqtha, P.J.Quarters	Jubilee Hills, Khairatabad (P), Sanathnagar
VII	Marredpally	Boiguda, Nallagutta, Marredpally, Seethaphalmandi, Srinivasnagar, Prakashnagar, Begumpet, Tarnaka, Lalapet, Mettuguda, Audiah Nagar, Bhoiguda, Padmaraonagar, Kalasiguda, S.P.Road, Teachers colony, Rezimental Bazar,	Secunderabad, Cantonment
VIII	Patancheru	Kalabgoor, Rajampet, Peddapur, Patancheruvu, Singoor, Singapur, Rajampet	Patancheru
IX	Kukatpally	Bhagyanagar, Hasmathpet, KPHB section, Moosapet, Balanagar, Kukatpally, Jagadgirigutta, Prashanthinagar, Bhagameeri, Bharathnagar	Kukatpally
X	Amberpet	Sarooranagar, Dilsukhnagar, NTR nagar, Saheb Nagar, LB.Nagar, Alkapuri, Amberpet, Vanasthalipuram, Autonagar, Gaddiannaram, Saheb Nagar, Maruthinagar, Chaitanyapuri	Amberpet, Ibrahimpatnam
XI	Saheb Nagar	Kodandapur to Saheb Nagar, Godakondla, Mailardevpally, Sainkपुरi, Moulali, Control Room, Lingampally & Hydernagar, Sanathnagar	Ibrahimpatnam
XII	Erragadda	Adarshnagar, Shapur Nagar, Chintal, Jeedimetla, Quthbullapur, Cantonment, MES, Trishul lines	Qutubullapur
XIII	Sainikपुरi	Alwal & Malkajgiri municipality, Defence coilony, Sainadhapuram, Gowtham Nagar, chanikyapuri, Father Balaiah Nagar, Yadamma Nagar	Malkajgiri
XIV	Sainikपुरi	Kapra & Uppal municipality, Sainikपुरi, Radhika Nagar, Habsiguda, Ramanthapur(Part)	Uppal
XV	Chandanagar	Ramchandrapuram, Patancheru, & Serilingampally, Miyapur, Chandanagar, Gachibowli, Madhapur	Serilingampally

XVI	Rajendranagar	Rajendranagar municipality, Hyderguda, Mailardevpally,Budwel,	Rajendranagar
XVII	Bhojagutta	Himayathsagar lake to Mir-alam filters conduit, Osmansagar lake to Asifnagar filters	

b) Revenue Billing, excess bills etc.,

Revenue wing located at Head Office Khairathabad.

c) Water Quality Monitoring /Quality Parametrs

Quality Assurance & Testing Wing located at Asifnagar Filter Beds,

**d) CGM (E) O&M Circle No.1,Goshamahal, Hyderabad
(for O&M Divns I,II&X)**

**e) CGM (E) O&M Circle No.2, S.R.Nagar, Hyderabad.
(for O&M.Divns VI,VII &IX)**

**f). CGM (E) O&M Circle No.3, Goshamahal,Hyderabad.
(for O&M.Divns III,IV & V)**

**g). CGM (E) O&M Circle No.4. Sainikpuri,Secunderabad.
(for O&M Divns XII,XIII,XIV,XV&XVI)**

Tariff structure 2011 in HMWSSB with effect from 01-12-2011

1) DOMESTIC CATEGORY:

Existing		Revised		
Slab (in Kilo Liters per month)	Water Charges (in Rs)	Slab (in Kilo Liters per Month)	Water Charges (in Rs)	Sewerage Cess Charges
0-15 (slums)	6.00	0-15	7.00	35% Over water demand
0-15	6.00	0-15	10.00	
16-30	8.00	16-30	12.00	
31-50	15.00	31-50	22.00	
51-100	20.00	51-100	27.00	
101-200	25.00	101-200	35.00	
Above 200 Entire quantity	35.00	Above 200 (Entire quantity)	40.00	

The following minimum charge based on pipe size diameter will be collected in case monthly tariff/consumption as shown above is less than minimum charges for Domestic consumers.

1/2" dia (slum)	Rs.105.00
1/2" dia	Rs.150.00
3/4" dia	Rs.418.00
1" dia	Rs.905.00
1 1/2" dia	Rs.2120.00
2" dia and above	Rs.4500.00

In addition to the above minimum water charges, sewerage cess charges will be levied at 35%.

2) COMMERCIAL CATEGORY:

Existing		Revised		
Slab (in Kilo Liters per month)	Water Charges (in Rs)	Slab (in Kilo Liters per Month)	Water Charges (in Rs)	Sewerage Cess Charges
0-15	6.00	0.15	20.00	35% Over water demand
16-30	8.00	16-100	35.00	
31-50	15.00			
51-100	20.00			
101-200	25.00	101-200	50.00	
Above 200 Entire quantity	35.00	Above 200 (entire quantity)		

The following minimum charges based on pipe size diameter will be collected in case monthly tariff/consumption as shown above is less than minimum charges for commercial consumers.

½" dia	Rs.300.00
¾" dia	Rs.965.00
1" dia	Rs.1700.00
1 ½" dia	Rs.3275.00
2" dia and above	Rs.6675.00

In addition to the above minimum water rates, sewerage cess will be levied at 35% on water charges.

3) INDUSTRIAL CATEGORY:

Existing		Revised			
Slab (in Kilo Liters per month)	Water Charges (in Rs)	Slab (in Kilo Liters per Month)	Water Charges (in Rs)	Sewerage Cess Charges	
0-15	6.00	0 – 15	25.00	35%	Over water demand
16-30	8.00	16-100 (with in GHMC)	40.00		
31-50	15.00				
51-100	20.00				
101-200	25.00	101-200 (with in GHMC)	60.00		
Above 200 Entire quantity	35.00	Above 200 (with in GHMC) (entire quantity)			
Water Based Units (Entire Quantity)	60.00	Water Based Units with in GHMC (Entire Quantity)	100.00	-	-
	60.00	Water Based Units Out side GHMC area (Entire Quantity)	120.00	-	

The following minimum charges based on pipe size diameter will be collected in case monthly tariff/Consumption as shown above is less than minimum charges for Industrial consumers. In addition to below rates 35% sewerage cess will be charged for all such consumers who are located within the GHMC limits.

½" dia	Rs. 375.00
¾" dia	Rs.1135.00
1" dia	Rs.1975.00
1 ½" dia	Rs.3775.00
2" dia and above	Rs.7855.00

4) BULK & MSB CATEGORY :

S.No.	Category	Water Charges		Sewerage cess	Remarks
		Up to Agreed quantity	Beyond Agreed quantity		
I	Within GHMC				
a)	Housing colonies / Gated Communicates	Rs.10/- per KL	Rs.40/- per KL	35% on water demand	-
II	Out side GHMC area				
a)	Housing colonies / Gated community	Rs.13.50 per KL	Rs.54/- per KL	No sewerage charges	-
b)	Contonment Board	Rs.13.50 per KL	Rs.54/- per KL	No sewerage charges	-
c)	Commercial / Industrial connections	Rs.90/- per KL for entire quantity		No sewerage charges	Minimum charges as per pipe size
III	Tanker Supplies				
a)	Tanker supplies for domestic purpose (including hire chares)	Rs.400/- per 5 KL		-	-
b)	Tanker supplies for non-domestic purpose (including hire charges)	Rs.515/- per 5 KL		-	-
IV	Grampanchayats/ Municipalities				
a)	Grampanchayats / Municipalities	Rs.10/- per KL		Rs.40/- per KL	No sewerage charges

For Multistoried Residential Apartment Complex(s) (Domestic) the minimum of 9 KL per flat per month shall be chargeable at the lowest rate of Rs.10/- per KL and thus workout to Rs.90/- per month for water charges per flat and sewerage cess @ 35% will be charged on water charges minimum monthly charges per flat will be Rs.121.50/- per month.

To provide incentive to those customers and encourage them to set up sewerage treatment plant rebate will be given upto a maximum of 50% (i.e., 17.50%) in sewerage cess provide the entire quantity of water consumed including the bore well water is treated and recycled for other usage.

III. Saving Provision :

In the course of implementation of the above restructured and revised tariff structure with effect from 01-12-2011, the provisions enumerated in Board Proceedings cited in the reference 1st to 9th above shall, wherever they are not contradictory to the policy and structure enumerated above, continue to be mutatis mutandis applicable as and where necessary at the sole discretion of the Board and any decision taken in pursuance thereof shall be deemed to be final and binding on all concerned.

All other tariffs, fees, rates, connection charges, sewerage cess and charges for others and penalties including surcharges shall remain unaltered including the notes appended thereto as published in the Gazette Notifications No. 99, 213, 23 and 429 dated 29th May, 2002, 28th September, 2004, 28th Jan., 2005 and 29th December 2006 respectively,