

CHAPTER - III

Procedure Followed in Decision-Making Process

[Section 4(1) (b) (3)]

3.1 What is the procedure followed to take a decision for various matters? (A reference to Secretariat Manual and Rule of Business Manual and other rules / regulations etc can be made)

On policy matters relating to tariff and other project works the decision will be taken by the Board of Directors through resolution and approval of the Government.

Water supply Rules and Regulations and HMWS&S Act is being followed.

3.2 What are the documented procedures / laid down procedures / defined criteria / rules to arrive at a particular decision for important matters? What are different levels through which a decision process moves?

On important matters / policy matters to arrive at a particular decision the procedure is followed as per bye-laws of the Board processed through various levels from General Managers, Chief General Managers, Directors, Executive Director and Managing Director, Board of Directors of the Board.

3.3 What are the arrangements to communicate the decision to the public?

Public related matters are communicated through Gazette Notification, print media, electronic media etc.,

3.4 Who are the officers at various levels whose opinions are sought for the process of decision making?

Functional Directors, Executive Director, Managing Director and Board of Directors of the Board.

3.5 Who is the final authority that wets the decision?

On important policy matters the final authority lies with the Board of Directors of the Board and Government.

3.6 Please provide information separately in the following format for the important matters on which the decision is taken by the public authority.

Sl. No	Subject on which the decision is to be taken	Guideline / Direction, if any	Process of Execution	Designation of the officers involved in decision making	Contact information of above mentioned officers	If not satisfied by the decision, where and how to appeal
1	Latest revision of tariff	Proposals initiated from HMWSSB	Circulated to Board of Directors through Resolution	Board of Directors	Director (Revenue)	Final authority by the Government .
2	One time settlement of dues / waiver of interest	Proposals initiated from HMWSSB	Circulated to Board of Directors through Resolution	Board of Directors	Director (Revenue)	Final authority by the Government .
3	Regularization of Illegal connections VDS scheme	Proposals initiated from HMWSSB	Circulated to Board of Directors through Resolution	Board of Directors	Director (Revenue)	Final authority by the Government .