

CHAPTER – IV

NORMS SET FOR THE DISCHARGE OF FUNCTIONS

CITIZENS CHARTER

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.

This Charter comes into effect from January 26, 2000.

The HMWSSB provides the following services to its customers.

- a) Supply of potable drinking water.
- b) Sewage collection and disposal.

Release of new water supply and sewerage connection

The Deputy General Manager, Single Window Cell, HMWSSB, Khairatabad, Hyderabad, 500004 exclusively deals with sanction of new connections.

Issue of application forms

1. The application form will cost a nominal fee of Rs.10.00.
2. Supplied on all working days during office hours.
3. Available at all Cash Collection Counters and at Single Window Cell (SWC).

Acceptance of filled in application form

The filled in application forms will be accepted only at the Board office (SWC).

1. Accepted during office hours on all working days.
2. Accepted only after preliminary scrutiny at SWC.
3. Acknowledged by issuing a receipt on the spot by SWC.
4. A process fee will be collected for applications of domestic and non-domestic categories.

Sanction

1. The Board (SWC) will take a minimum of 15 working days and a maximum of 30 working days to sanction or reject the application, from the date of receipt.
2. The Board will communicate sanction or rejection within 15 working days thereafter.

3. Customer to contact SWC at Head Office of the Board at Khairatabad, any time (during working hours) after expiry of 30 working days.
4. In the event of failure to issue sanction order or a formal rejection letter after 30 working days and on personal visit of the customer to the Single Window Cell (SWC) will pay an amount of Rs. 20/- (Rupees twenty only) as a token of its commitment to the customer.
5. Customer will be given a fresh date (not more than 15 days hence) and if the customer does not get any response on his subsequent visit to the SWC, he/she will again be paid Rs. 20/- and the Managing Director/ Director Technical, of the Board will personally meet such customers to explain the reasons for delay. If the stated amount is not deposited within 30 days of sanction order, the order becomes invalid. A fresh application will be made for process and the process fee paid earlier will be forfeited.

Payment of Fees

All payments will be

1. Accepted at SWC of Board's Head Office, Khairatabad on all working days during office hours.
2. Accepted by Demand Draft / Cheque / Cash in Board's Khairatabad Bank Account or Board Office (SWC).
3. Accepted in full only and no installments will be allowed.
4. Acknowledged and receipts will be issued at the SWC.

Release of Water Supply Connection

1. Individual water supply connection will be released within 30 (thirty) working days from the date of payment of connection fee in full.
2. The connection fee includes boring, tapping of distribution main, supply and laying of necessary pipe including supply and fixing of meter chamber, gate valve, prescribed water meter etc.
3. The Board is responsible for obtaining the MCH road cutting permission, including all civil works connected with the laying of service connection up to customers premises including fixing water meter.
4. The customers are requested not to pay or engage any plumber / contractor for the aforesaid work.
5. 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.

6. All the materials required like communication pipes, compression fittings, gate valve, meter and meter chamber for giving service connection from the tapping point up to the customer premises including the meter will be supplied by the Board.
7. The customers should not engage the services of any employee of the Board for taking the connection.

Release of Sewerage Connection

1. The customer shall construct sewer manhole with silt catch pit within the premises before the Board gives the sewerage connection.
2. The Board shall connect sewer line from internal sewer manhole of the customer's premises to the main sewer line.

WATER SUPPLY

- A. Quantity: Assures a minimum of 250 litres/connection/day.
- B. Quality: Assures to provide potable water.

Residual Chlorine to be maintained in the water supplied

Minimum --- 0.25 ppm Maximum --- 1.00 ppm

- C. Timing: Adhere to the notified timings. Any change will be informed in advance. Planned interruptions will be informed within 24 hours of advance notice. Any unplanned delay will be informed at least 2 hours in advance.
- D. Duration of Supply: Assured one-hour minimum supply on a supply day.
- E. Contingency Plan: In case of disruption in regular piped water supply, Contingency Plan will be implemented as per the area in which the supplies are disturbed. Details can be perused at the concerned Section Office of the Board.

Billing Services

1. First bill will be issued within a maximum of three months after the release of connection.
2. All subsequent/regular bills shall be issued presently on a
 - a. Bi-monthly basis for Domestic category.
 - b. Monthly Basis for all other categories.
3. Payment of water and sewerage cess will be accepted at any of the e-Seva centres and at the designated Cash Collection Counters of the Board.
4. Payments will be accepted presently in cash, Cheque and Demand Drafts.
5. Receipts will be issued for all payments at the Cash Collection Counters.
6. Disconnection of water supply and sewerage connection will be carried out with a notice of 7 days after the due date.

COMPLAINTS

The categories of complaints include no water supply, leakage in distribution main and service connection, suspected water pollution, low pressure, chockages, missing manhole cover, sewage overflows, repairing or replacement of meters, dispute on bills, change in category of consumption etc. Under the Citizenâ€™s Charter, minimum and maximum time have been fixed in terms of days for attending to all the above such categories of complaints from the time of receipt and the same are as follows:

<u>Complaint Types & Redressal Times</u>			
Sl.No	Nature of complaints	Redressal Time(in days)	
		Min	Max
Water Supply			
1	No Water for "X" days.	3*	4
2	Low Water pressure	3*	4
3	Polluted Water supply	3*	4
4	Water leakage.	2	3
5	Erratic Timing of water supply.	2	3
6	Change of category of water supply.	7	10
7	Illegal usage of motor	1	2
Sewerage			
8	Sewerage overflow on the road.	2	3
9	Chockage at customer premises .	1/3	3
10	Replacement of missing manhole cover.	1	2
11	Private Septic Tank cleaning.	7	15
Metering & Billing			
12	Excess bill and verification.	7	10
13	Non-receipt of water bill.	7	10
14	Cleaning and maintenance of meters.	7	10
15	Domestic meter repairs and replacements.	7	15
16	Meter repairs other than domestic.	1½	7
Request Services			
17	Tanker required in Board's supply area.	1	2
18	Dial-A-Tanker.	3 hours	3 hours
19	Connection Request.	3	4
20	Meter-ON-Dial.	3	7
21	Complaints relating to bore wells, PSPs, illegal connection etc.	1	7

However, the customer will be supplied 250 liters per connection per day if the supply is not restored in 2 consecutive supply days. The Board only will give customers who do not have any arrears this facility. This facility is only for complaints registered with 1916.

The tankers will be arranged up to the nearest accessible place and from there the customer has to take the water.

METRO CUSTOMER CARE

All complaints of the customers shall be registered through MCC Ph: 1916 only.

MCC Ph: 1916 works round-the-clock.

COMMUNICATION

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

COURTESY AND HELPFULNESS

All employees of HMWSSB are committed to customer service. The following officers may be contacted in case of necessity.

Chief General Manager (E), O&M Circle I, Goshamahal.	23446932
General Manager(E), O&M Division I, Goshamahal.	23446912
General Manager(E), O&M Division II, Riyasathnagar, Pisalbanda	23446927
General Manager(E), O&M Division X, Saheb Nagar	23446920
Chief General Manager (E), O&M Circle II, S. R. Nagar.	23442845
General Manager(E), O&M Divn VI, S. R. Nagar.	
General Manager(E), O&M Divn VII, Marredpally.	23446955
General Manager(E), O&M Divn IX, K.P.H.B Colony.	23446905
Chief General Manager (E), O&M Circle III, Goshamahal.	
General Manager(E), O&M Division III, Navodaya Colony, Gudimalkapur.	23442833
General Manager(E), O&M Division IV, RedHills.	23442826
General Manager(E), O&M Division V, Narayanaguda.	23446982
Chief General Manager (E), O&M Circle IV & V S. R. Nagar.	
General Manager(E), O&M Divn XII, Jagadgirigutta Road.	23446909
General Manager(E), O&M Divn XIII, Sainikpuri.	
General Manager(E), O&M Divn XIV, Nacharam.	
General Manager(E), O&M Divn XV, Chandanagar	
General Manager(E), O&M Divn XVI, Rajendranagar.	
Chief General Manager (E), Transmission Circle	64566284
General Manager(E), O&M Division VIII, Patancheru.	
General Manager(E), O&M Division XI, Saheb Nagar.	64506258
General Manager(E), O&M Division XVII, Bhojagutta.	

CUSTOMER'S OBLIGATIONS

Customers should pay water bills promptly.

Customers should protect and maintain water meter in good condition. Tampering of water meter is an offence punishable under HMWSSB Act.

Customers should not use any Booster Pumps to draw more water. It causes serious inconvenience to others. It is a serious offence.

Customers may inform the Metro Customer Care on phone 1916 about any illegal installation of pumps by others.

Customers may inform the MCC on phone 1916 about any illegal connections.

Customers may inform the MCC on phone 1916, if any sewer line chokage or water leakage is noticed on the roads.

Customers should educate all their family members not to throw domestic waste in their toilets. This will choke sewer lines.

Customers should advise the public not to dump building materials like sand, stone etc., near sewer manholes, which may enter sewer line and cause chockage.

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.

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 taps and other appliances that minimize wastage and lead 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 customers concern prompting action.

SUGGESTIONS

We invite your suggestions for improving our service to customers. Please send them to Managing Director, HMWSSB, Maithrivihar, Ameerpet, Hyderabad 500038.

GLOSSARY

Citizen: A person who resides in Hyderabad Metropolitan Areas as defined in the HMWSSB Act 15 of 1989 [Section 2(f)]

Charter: A document of Assurance.

Citizens Charter: A document of Service Assurance given to the customer by the service provider.

Citizens Charter of HMWSSB: The Citizens charter introduced by HMWSSB on 26-01-2000 subject to alteration, as and when effected.

Board: The Hyderabad Metropolitan Water Supply & Sewerage Board constituted under Section 3 of the Act 15 of 1989.

Customer : A Resident/Welfare Association/Society/Organization receiving water supply & sewerage facilities from HMWSSB Board and who has proof of paying for the same.

Regular Customer : A customer of HMWSS Board who has not more than 2 consecutive bills in arrears.

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.