

another page where you can enter all the mandatory details in query form and upload requested documents, once all the details are entered click on submit application form then you will receive SMS OTP for validation. After entering OTP press save button then file no will be generated requesting to pay processing fee at nearest HMWSSB cash counter or by online and also an SMS to the mobile no mentioned in the application will be sent.

**Mobile application for Citizen services:**

In continuation of its efforts for better customer service, HMWSSB has developed mobile application for Citizens of Greater Hyderabad on Android, IOS and Windows platform to avail following services.

- Tanker Booking
- Water supply and Sewerage Complaints registering
- Bill alerts, payment due alerts
- Payment of water bills through mobile app
- Email ID capturing/updating
- View Latest Bill
- View Bill History
- Know your Area Officers
- Illegal Connections
- News & Announcements
- Multiple CAN's bill payment
- GHMC pot holes
- Non-Consumer Services
  - Water leakage /sewerage overflow complaints on the Road
  - Complaint Status Verification
  - Furnishing Illegal Connection Information
  - Know Your New Connection Status

**QUALITY ASSURANCE & TESTING WING:**

- The “**Quality Assurance & Testing Wing**” of HMWSSB, was constituted in the year 1992, when the service regulations of the Board are formulated, in order to provide clean, potable water to the consumers of HMWS&SB.
- The QAT Wing is functioning with one General Manager (QAT), one Deputy General Manager(QAT), Nine Technical Officers (QAT), Seventeen Jr. Technical Officers (QAT) and Outsourced staff.
- The QAT Wing is having the following laboratories:
  1. Central Lab at A.F Beds WTP. (**NABL accredited**)
  2. MRG Lab at Miralam WTP.
  3. Control room lab at Secunderabad.
  4. Hydernagar lab at Hydernagar reservoir campus.
  5. Saheb nagar lab at Saheb nagar reservoir campus.

- These laboratories will ensure testing of chemical and bacteriological quality as per **WHO & CPHEEO** standards as far as the treatment is concerned at respective treatment plants and also the samples collected from the distribution system.
- The "**Quality Assurance & Testing Wing**" of HMWSSB continuously monitors the water quality of the twin cities as well as surrounding municipalities in order to provide clean and potable water to the consumers. QAT wing has the responsibility of the following components

## HYDERABAD METROPOLITAN WATER SUPPLY AND SEWERAGE BOARD

*O/o Managing Director,  
Khairatabad, Hyderabad 500004*

Circular Memo No. HMWSSB MD, 2018-19/ 820

Dt. 02/03/2019

Sub. HMWSSB Housing service connections - Providing House Service Connections (HSCs) at Rs.1/- per connection to all domestic HSCs for BPLs and all other HSCs at Rs.100/- orders issued - clarification on connection charges issued to Board Engineers - Reg.

- Ref. - 1) AP Gazette No. 99, dt: 29.05.2002.  
2) Board Proceeding No.149, dt.15.07.2017.  
3) G.O.RT.No.182 MA&UD Dept, dt:21.02.2019.

The water supply and sewerage connection charges for category - I (Individual connections), Category II (MSBs) and Category - III (Bulk connections) are being followed in HMWSSB vide reference 1<sup>st</sup> cited i.e., AP Gazette No.99, dt.29.05.2002. The same connection charges are being followed for extended peripheral areas of GHMC after their merger into HMWSSB in year 2009.

Recently the Govt. has extended the jurisdiction of HMWSSB upto ORR vide G.O.R.T No.274 Panchayat Raj & Rural Development (RWS-IV) Dept. Dt. 30.04.2016. A total of 23 ULBs situated in Rangareddy, Sangareddy and Medchal Malkajgiri Districts fall under the extended area of HMWSSB (List enclosed). To look after the Operations & Maintenance of water supply in the extended area upto ORR, three (3) new O&M divisions namely Div-XVIII, XIX & XX have been formed by HMWSSB. The processing of applications for new water supply connections are being followed with the existing tariff published in AP Gazette No.99, dt.29.05.2002.

The Govt. has issued orders vide reference 3<sup>rd</sup> cited, fixing domestic House Service Connection (HSC) charges for individual families under domestic category other than BPL category of 15mm size connections in Rs.100/- connection. The G.O. RT No.182 is applicable for 141 ULBs (Excluding GHMC) in Telangana State. The breakup of 141 ULBs are as follows:

- i) 57 ULBs located outside ORR and taken up by the RWS & S Dept.
- ii) 61 ULBs under the control of PH & MI Dept.
- iii) 23 ULBs located within ORR and taken over by HMWSSB.

In order to avoid confusion the following clarifications are herewith issued.

- i) For all houses falling under BPL category as per the prevailing norms shall be sanctioned @ Rs.1/- per connection in the entire jurisdiction of the Board.
- ii) For 15mm size water supply connections under category - I for domestic individual families in O&M Divisions - XVIII, XIX & XX covering 23 ULBs

stipulated in the S.O. No. 182 shall be sanctioned @ Rs.100 per connector) The O&M charges for releasing connections will be borne by the Board.

- iii. For all other applications for 15mm size water supply connections under category - I (Commercial and Industrial categories as per RBS) in entire jurisdiction of HMWSSB including O&M Divisions - XVIII, XIX & XX shall be sanctioned as per the prevailing tariff structure vide reference 1 cited.
- iv. For large size domestic houses having plinth area more than 1000 Sq.mtrs with single or multiple ownership (5mm size connection) shall not be sanctioned. For such domestic houses, applications shall be processed as per BP No.118, dt.15.07.2017 vide reference 2 cited.
- v. For 20mm and above size connections under category - I, II & III in O&M Divisions - XVIII, XIX & XX covering 23 ULBs stipulated in the S.O. No 182 shall be sanctioned as per prevailing tariff structure vide reference 1 cited.

**Managing Director**

To

All Directors, CGMs, General Managers,

Copy submitted to MD's E.D's table.

**List of ULBs within ORR taken over by HMWS&SB**

Sl.No	District	No. of ULBs	Name of the ULBs	O&M Division
1	Rangareddy	10	Pedda Amberpet	XX
			Badangpet	XX
			Jalpally	XX
			Meerpet	XX
			Jillelaguda	XX
			Shamshabad	XX
			Turkayamjal	XX
			Manikonda	XVIII
			Narsingi	XVIII
			Bandlaguda Jagir	XVIII
2	Sangareddy	3	Bollaram	XVIII
			Tellapur	XVIII
			Ameenpur	XVIII
3	Medchal	10	Nizampet	XVIII
			Kompally	XVIII
			Gundlapochampally	XIX
			Thumkunta	XIX
			Jawaharnagar	XIX
			Dhammaiguda	XIX
			Nagaram	XIX
			Pocharam	XIX
			Boduppal	XIX
			Peerzadiguda	XIX
<b>Total</b>		<b>23</b>		