



# HYDERABAD METROPOLITAN WATER SUPPLY & SEWERAGE BOARD



## Citizen Charter

### SERVICES

Under the citizen's charter, maximum time limits have been fixed in terms of number of days for attending complaints from the time of receipt:

NATURE OF COMPLAINTS	REDRESSAL PERIOD	For complete details of Citizen Charter visit our website at <a href="http://www.hyderabadwater.gov.in">www.hyderabadwater.gov.in</a> and click on About -> Citizen Charter
<b>WATER SUPPLY</b> <ul style="list-style-type: none"> <li>No water supply for ..... days</li> <li>Low water pressure</li> <li>Polluted water supply</li> <li>Water leakage</li> <li>Erratic timing of supply</li> <li>Illegal use of motor by other users</li> </ul>	2 SUPPLY DAYS 2 SUPPLY DAYS 2 SUPPLY DAYS 2 DAYS 2 DAYS 4 DAYS	<b>FOR ANY GRIEVANCE / SUGGESTION YOU CAN CONTACT HMWSSB THROUGH:</b> <ul style="list-style-type: none"> <li>155313 - 24x7 Metro Customer Care</li> <li><a href="http://www.hyderabadwater.gov.in">www.hyderabadwater.gov.in</a> - Website</li> <li>fb.com/HMWSSB - Facebook</li> <li>@HmwssbOnline - Twitter</li> <li>9949930003 - Whatsapp (Manhole Complaints Only)</li> <li>mdhmwssb@hyderabadwater.gov.in - Email</li> <li>HMWSSB Citizen Services - Mobile Application</li> <li>Ward Office</li> </ul>
<b>SEWERAGE</b> <ul style="list-style-type: none"> <li>Sewerage over-flow on the road</li> <li>Chockage at customer premises</li> <li>Replacement of missing manhole cover</li> <li>Silt on the road</li> </ul>	2 DAYS	
<b>METERING AND BILLING</b> <ul style="list-style-type: none"> <li>Excess bill and verification</li> <li>Non-Issue of water bill</li> <li>Change of category of consumption               <ol style="list-style-type: none"> <li>Domestic to MSB</li> <li>MSB to Domestic</li> <li>Domestic to Slum Domestic</li> </ol> </li> </ul>	7 DAYS 1 DAYS 4 DAYS	
<b>REQUEST FOR SERVICES</b> <ul style="list-style-type: none"> <li>Tanker required in Board's supply area through Dial-a-Tanker</li> <li>Technical assistance on Rain Water Harvesting</li> </ul>	1 DAY 2 DAYS	

### Release of new water supply and sewerage connections

**How to apply:** Please visit HMWSSB website at [www.hyderabadwater.gov.in](http://www.hyderabadwater.gov.in) and click on Services -> Apply for Water and Sewerage Connection through online mode.

SIZE OF CONNECTION	CATEGORY	SANCTIONING AUTHORITY	TIMELINE FOR RELEASE OF CONNECTION (WORKING DAYS)	
			WITHOUT IMPROVEMENT CHARGES (FROM EXISTING NETWORK)	WITH IMPROVEMENT CHARGES (FROM EXISTING NETWORK)
15mm	I	DGM	19 Days	
20mm & 25mm	I	General Manager	22 Days	69 Days
20mm & 25mm	II	General Manager	22 Days	69 Days
40mm & 50mm	II	Chief General Manager	25 Days	72 Days
75mm & above	II	Head Office	33 Days	80 Days
BULK	III	Head Office	33 Days	80 Days
2 <sup>nd</sup> Connection (15mm)	I	Head Office	27 Days	

\* Timelines may change subject to external factors

Sd/-  
Managing Director,  
HMWSSB