

# CHAPTER-1

## Particulars of the Organization, Functions and Duties [ Section 4 (1) (b) (1) ]

### Particulars of the Organization, functions and duties:-

#### 1.1 Objective / purpose of the public authority

The aim and purpose 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 customer's obligations.

#### 1.2 Mission / Vision statement of the public authority

##### 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 utmost satisfaction of the consumer, Involving stakeholders for sustainable development.

To regulate and manage water resources use effectively involving stakeholders for sustainable development.

##### Vision

To cater the needs of the people of the area covering erstwhile MCH area, peripheral circles of GHMC and extended areas upto Outer Ring Road limits to supply of safe drinking water and maintaining the sanitation with the vision of good health and disease free services.

#### 1.3 Brief history of the public authority and context of its formation

The Hyderabad Metropolitan Water Supply & Sewerage Board (HMWSSB), constituted by an Act of AP Legislature viz., Hyderabad Metropolitan Water Supply & Sewerage Act 1989 (Act 15 of 1989), came into existence from 1.11.1989 and has been servicing the twin cities since then and later expanded its operations covering erstwhile MCH area, peripheral circles of GHMC and extended areas upto Outer Ring Road limits.

### **The Board**

(a)	Hon`ble Chief Minister of Telangana	Ex-Officio Chairman
(b)	Hon`ble Minister for Municipal Administration & Urban development	Ex-Officio Vice Chairman
(c)	Chairman T.S Pollution Control Board	Ex-Officio Director
(d)	Principal Secretary, Irrigation Dept., Govt. of T.S	Ex-Officio Director
(e)	Principal Secretary, Municipal Admin & Urban Devt Govt. of T.S	Ex-Officio Director
(f)	Principal Secretary, Finance (IF) Govt. of T.S	Ex-Officio Director
(g)	Commissioner, Municipal Corporation of Hyderabad	Ex-Officio Director
(h)	Director, Medical Health and family Welfare services, Govt. of T.S	Ex-Officio Director
(i)	Director (Technical ), HMWSSB	Director
(j)	Director (Finance), HMWSSB	Director
(ja)	Four persons to be nominated by the Government from the category of Mayors, Chairpersons / elected members of the Greater Hyderabad Municipal Corporation and Municipalities falling within the area of the Board.	Directors
(k)	Managing Director, HMWSSB	Managing Director

#### **1.4 & 1.5 Duties and main activities / functions of the public authority**

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.

## 1.6 List of services being provided by the public authority with a brief write-up

- **WATER SUPPLY AND SEWERAGE CONNECTION:** Drinking water supply connection is provided to the consumers as per requirement of various sizes viz., domestic, commercial, industrial, multistoried, bulk supplies etc. as per feasibility report as well as sewerage connections.
- **SUPPLY OF WATER TANKER:** As per request of the consumer the water tanker will be provided on domestic / commercial requirements through bookings made on Metro Customer Care (155313) IVRS, HMWSSB website, Facebook.
- **SEWERAGE AND WATER SUPPLY GRIEVANCES:** HMWSSB receives grievances and service requests of consumer of HMWSSB and citizens of greater Hyderabad through various modes such as IVRS(155313), Mobile App, HMWSSB website etc.
- **TARIFF FOR COMMERCIAL, INDUSTRIAL AND DOMESTIC PLANS:** Revision of tariff is being taken up from time to time by the Government through Board of Directors and will be intimated to public through Gazette notification, media.
- **WATER METER INFORMATION:** Water meters is to fixed by the consumers of ISO standards as suggested by the Board. Water bills is being generated as per meter reading.
- **RAIN WATER HARVESTING :**

Concept of rainwater harvesting lies in:

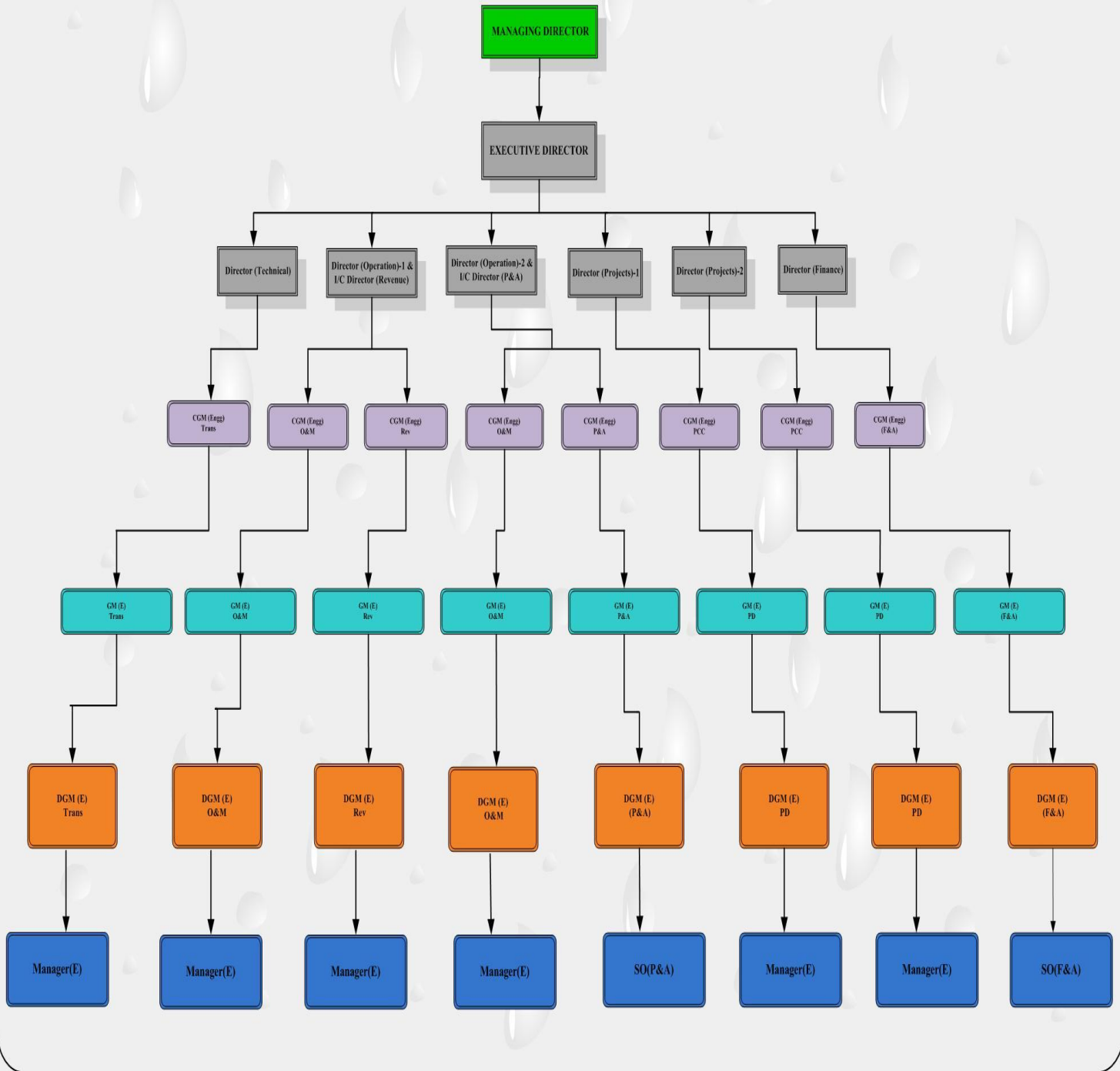
- Tapping the rainwater from where it falls
- Techniques of rainwater harvesting involve

Catch the rainwater from localized catchment surfaces such as roof of a house, plain and sloping ground surfaces etc. It is easy process to collect Rainwater and diverted into ponds, vessels or underground tanks to store for longer periods and to recharge by construction of RWH Structures in a suitable sites

1.7 Organizational Structure Diagram at various levels

# HYDERABAD WATER SUPPLY & SEWERAGE BOARD

## Organisation Structure



## **1.8 Expectation of the public authority from the public for enhancing its effectiveness and efficiency**

In order to effective functioning of the Board, the public is required to pay their water bills in time, to improve revenue of the Board. The public is to save water and not to waste water.

## **1.9 Arrangements and methods made for seeking public participation / contribution**

WaLC programme is being conducted to get awareness among public on proper utilization of water and steps to save water, dig Rain Water Harvesting Pits.

## **1.10 Mechanism available for monitoring the service delivery and public grievance resolution.**

Public services / grievances are being monitored through the following means of communication.

- IVRS/ Phone - 155313
- Mobile App – HMWSSB Citizen Services
- HMWSSB Website – [www.hyderabadwater.gov.in](http://www.hyderabadwater.gov.in)
- PrajaVani – Every Monday at concerned General Manager’s office
- Twitter - @HMWSSBOnline
- Dial Your MD / Meet Your MD

## **1.11 Address of the Main office:**

O/o. the Managing Director,  
Hyderabad Metropolitan Water Supply And Sewerage Board,  
Administrative Office Building,  
Khairatabad, Hyderabad – 4, Telangana State  
Website: [www.hyderabadwater.gov.in](http://www.hyderabadwater.gov.in)  
Ph:040- 23433933

**1.12.1** Morning hours of the office : 10:30 A.M

**1.12.2** Closing hours of the office : 5.00 P.M.