

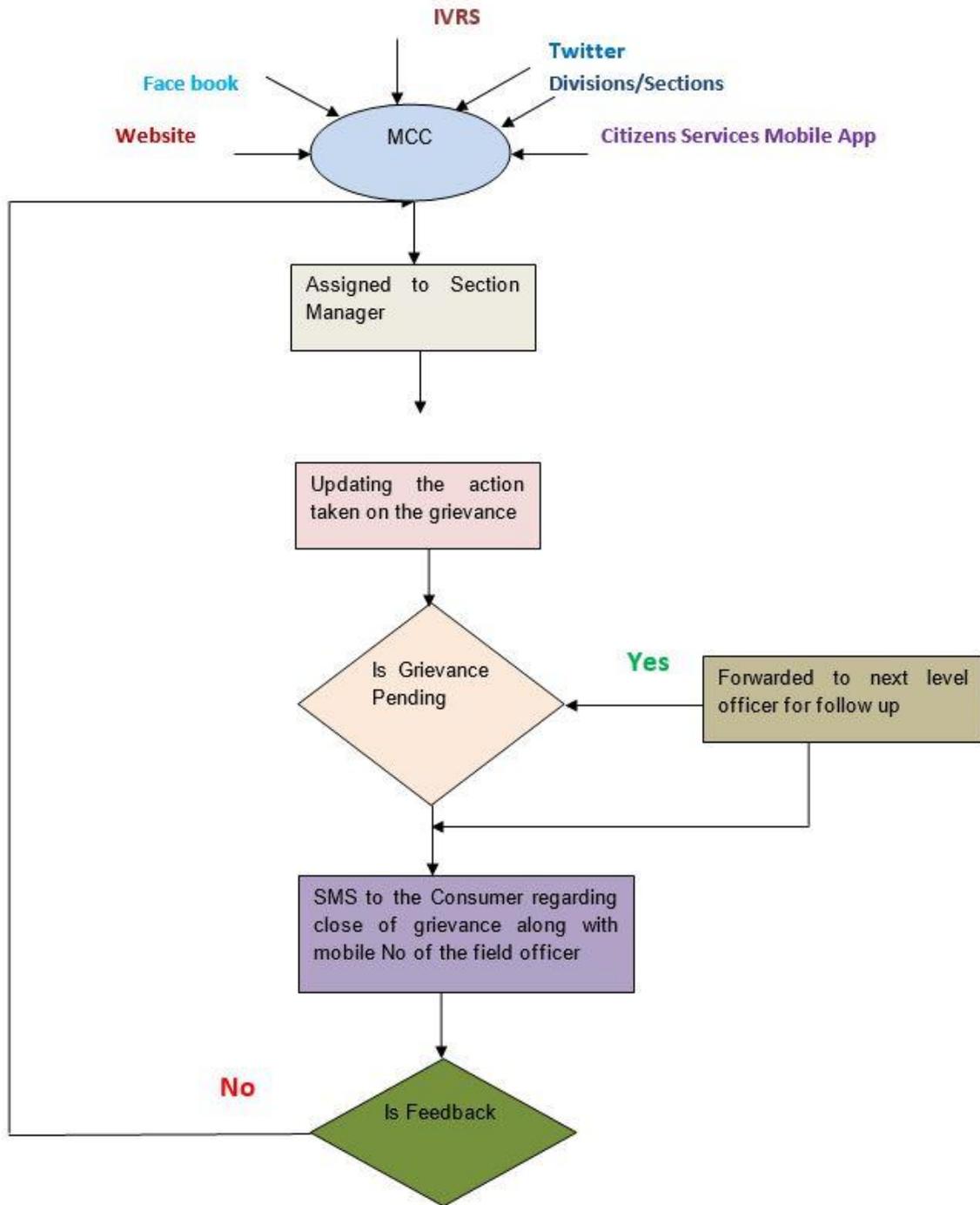
Grievance Handling Process in HMWSSB:

A citizen can register a grievance through various channels available:

1. IVRS/ Phone - 155313
2. MobileApp – HMWSSB Citizen Services
3. Hmwssb Website – www.hyderabadwater.gov.in
4. Facebook – fb.com/HMWSSB
5. WhatsApp - 9949930003
6. PrajaVani – Every Monday at concerned General Manager’s office
7. Email - mdhmwssb@hyderabadwater.gov.in
8. Twitter - @HMWSSBOnline
9. Dial Your MD / Meet Your MD

A token number is generated upon receipt of grievance from any of the above channels and an SMS is sent to the complainant. This grievance is automatically assigned to the officer concerned by the system. The officer concerned takes necessary action to resolve the grievance. If it is resolved the officer closes it and consumer receives an SMS stating that their grievance is resolved. If the grievance is still pending beyond the SLA of the officer, it is escalated to next level of hierarchy i.e Deputy General Manager (DGM) → General Manager (GM) → Chief General Manage (CGM) → Managing Director. If the complainant is not satisfied with the service provided by HMWSSB then the same can be informed to the customer care representative and the grievance will be reopened.

At every stage there will be follow up by the officer concerned regarding grievance and after resolving and closing of the grievance. A random feedback call depending on the severity of the grievance will be made by MCC.



The following describes the procedure to register a grievance and to know information about:

1. **H**ow to Find your CAN number
2. Register Grievances
3. Grievance assessment and redressal by Field Manager
4. Grievance status
5. Registering Mobile Number
6. Registering Email Address
7. Supply timings
8. Know your Area Officer

I. How to Find your CAN number :

To find your CAN (Consumer Account Number) this is a 9 digit number and holds all the consumer information. CAN acts as a key link between consumer & our HMWSSB. To avail any service provided by HMWSSB like booking a water tanker, grievances regarding bill disputes, low water pressure, polluted water etc., you will be needing this CAN.

You can find it by 2 ways:

1. Firstly, you can find your CAN on your water bill.
2. And second method is through our website.
3. First visit hyderabadwater.gov.in website.
4. Click on Services.
5. Then go to Search your Account Number which is the first link in services.
6. You will be seeing a page with following fields – First Name, Last Name, File Number (which is the Application Number when applied for new water connection), House Number and Registered Mobile Number.
7. Enter name and click on view and it displays corresponding details like Name, file number and address.
8. You can also find CAN through file number. For this click on Next to Reset the page & fields. Enter file number and click on view, it again displays CAN number along with other corresponding details.
9. You can follow above procedure to find CAN through House number and registered mobile number as well.

10. Enter House number and click view. You can view the CAN and its corresponding details.
11. Enter mobile number and click view. You can view the CAN and its corresponding details.

II. Register Grievances:

The following is the procedure to register a grievance or reach out to HMWSSB with any feedback through our website.

For this you'll need your CAN.

1. Firstly go to hyderabadwater.gov.in website.
2. Click on Services.
3. Click on Register Grievances under Customer Services.
4. Enter your CAN and click enter then the corresponding details of the CAN will be displayed
5. There are 8 grievance types provided in the dropdown:
 - i. AMR Meter
 - ii. Meter
 - iii. Billing
 - iv. QAT
 - v. Others
 - vi. Request Services
 - vii. Water Supply
 - viii. Sewerage
6. Select the Grievance type and then select the Grievance reason from the dropdown and enter the Grievance Description such as the address of the location, landmarks and any other details in the text box provided.
7. Click on submit.
8. A token number will be generated and an SMS will be sent to your registered mobile number

III. Grievance assessment and redressal by Field Manager

1. After registering grievance by consumer the same will be forwarded to Manager concerned through SMS and will take necessary action after initial assessment of the grievance.
2. After attending the grievance the Manager/field staff of section concerned will close the grievance by updating in the internal software
3. You can as well contact the concerned officer for any further details (Please check “Know your Officer Details” section)

IV. Grievance status:

Complainants can know the status of the grievance.

For this token number and CAN is required.

1. Firstly go to hyderabadwater.gov.in website.
2. Click on Services.
3. Click on Grievance Status under Customer services.
4. Enter your token number and CAN and then click on view, the status of your registered grievance will be displayed.

How to reopen grievance:

If you are not satisfied with the services provided by HMWSSB regarding grievance, you can reopen it by dialing 155313 with the help of a metro customer care representative by duly mentioning your token number and CAN.

V. Registering Mobile Number:

By registering/linking/updating your mobile number and Email Id the consumer can receive latest updates and any payment receipts.

Registering your mobile number can be done in 2 ways: through website & through an SMS.

- a. Firstly through an SMS,

Make sure to send an SMS from the mobile number that you would like to register/update
Send an SMS to 9223166166 by typing

HW REGMOB <CAN> <space> <Latest bill number>

Example: HW REGMOB 612169014 83857261

You have successfully registered.

b. Second Method is through website,

1. Go to hyderabadwater.gov.in
2. Click on Services.
3. Click on Register mobile number in Customer Services.
4. Enter your CAN (612169014) and Latest bill number (83857261) & Click on validate.
5. It displays corresponding details of CAN like Name, Address, Arrears etc.
6. Enter the mobile number you would like to update/register/change & then click submit.
7. There would be a popup stating success status of mobile number update.

VI. Registering Email Address:

To link/register email id against a CAN.

You will be receiving payment receipts and all updates to your email directly.

1. Go to website hyderabadwater.gov.in
2. Click on Services.
3. Click on Register Email address in Customer Services.
4. Enter your CAN and Latest Mobile Number & Click on validate.
5. It displays corresponding details of CAN like Name, Address, Arrears etc.
6. Enter the Email id you would like to update/register/change & then click submit.
7. There would be a popup stating success status of Email address update.

VII. Supply timings:

To know the water supply timings and the contact details of the lineman in your area through our website at hyderabadwater.gov.in

1. Click on services.
2. Click on supply timings under Customer services.
3. A map with all divisions/areas will be displayed.
4. Then click on your respective division. For example: S.R.Nagar
5. Then a map with all the sections/areas of that particular division will be displayed.
6. Click on the section in the map to which you would like to know the supply timings. For example: Yellareddyguda
7. A page with a list of all the areas under the section along with its water supply timings and contact details of the lineman will be displayed.

VIII. Know your Area Officer:

To know the official of your area you will need your CAN. For more details on CAN please go through the details on “How to find your CAN” section.

1. Go to hyderabadwater.gov.in website.
2. Click on Services.
3. Click on Know your Area Officer under Customer Services.
4. Enter your CAN and click on View.
5. Then it displays the details of your area like Division name, Section name, General Manager, DGM & Manager names and their mobile numbers

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