

CHAPTER - 2

Powers and Duties of Officers and Employees [SECTION 4(1) (b) (2)]

- 2.1 Please provide details of the powers and duties of Officers and employees of the authority by designation as follows:**

FUNCTIONAL DUTIES AND RESPONSIBILITIES OF DIRECTORS

MANAGING DIRECTOR:

The Managing Director shall be the Chief executive and Administrative Authority i.e., Chief Controlling Authority in respect of all matters relating to General Administration and Administration of funds of the Board and for that purpose exercise all powers necessary in that behalf. He shall also implement all the Resolutions passed by the Board.

Subject to provisions of Section 113 of the Act, the Managing Director may issue an order indicating the Charter of functions and duties of officers and employees of the Board. The Managing Director shall also be the authority competent to give effect to the provisions of Sub-section (2) of Section 113 of the Act in regard to officers and employees employed in connection with water supply and sewerage works in accordance with regulations made for the purpose by the Board.

Executive Director:

He is responsible for designing and implementation of various projects and assist the Managing Director in all Technical and Administrative related matters of the Board.

Director (Technical):

The Technical Wing of HMWSSB is headed by the functional Director, Director Technical herein with a team consists in the rank of Superintending Engineer/ Chief General Manager (E) to look after the Transmission System. The Technical Wing is entrusted with various subjects such as Transmission system (conveyance & treatment of water to the city) which consists of Transmission Divisions, Quality Assurance & Testing, SCADA, CDC, CDDAC.

Director (Operations I & II):

He is in-charge of the works related to water supply distribution system for the areas come under O&M Circle -I, II, III, IV & V. He will be assisted by the Chief General Managers (E) and General Managers (E) for proper distribution of water supply and maintenance of water supply and sewerage infrastructure of the distribution system.

Director (Projects I & II) :

He is incharge for Formulation of new proposals for improvement of water supply and sewerage infrastructure facilities in the service area of HMWSSB. Preparation of detailed Project Reports (DPRs) for the various schemes / projects with detailed designs, drawings, plans, cost estimates taking into account of immediate, prospective and ultimate years requirements as per standards.

Submission of proposals to the Government for clearance and administrative sanctions with suitable funding for implementation of proposals. After approval of Government, proposals are implemented in phased manner as per required. After completion of schemes including defect liability period, the same would be handed over to Operation & Maintenance Wing for further and regular maintenance of the water supply & sewerage systems.

Director (Revenue):

The Director (Revenue) shall plan, implement, monitor and ensure that the demand is raised against the water supply and sewerage services, commensurate with the services rendered / water supplied, in accordance to the rules in vogue. Provide mechanism to accurately measure the quantum of water supplied to consumers so as to raise appropriate demand. He shall implement any intermediary process incidental or required to support the above processes.

Director (Finance) :

The Director (Finance) is incharge of Finance and Accounts of the Board. He will advise the Board on formulating sound financial procedures and other related aspects on overall interest of the Board. He is assisted by two Chief General Managers (Finance) and two General Managers (Finance).

Single Window Cell:

In order to eliminate the mediators and to facilitate the prospective consumers to get water supply as well as sewerage connection with a single application, a Single Window Cell has been constituted. This Single window Cell is headed by General Manager(Engg). He is assisted by one Dy. General Manager (Engg) and Supporting Staff. All the requirements of prospective consumers i.e., right from obtaining application form to sanction orders of water supply and sewerage connection including the material supply and departmental labour is also provided through Green Brigade attached to Single Window Cell.

IT Wing:

- Maintenance of IT infrastructure in HMWSSB
- Monitoring, engaging service provider for IT related application for business of HMWSSB
- Providing necessary technical support for integration of services to external collection agencies such as MeeSeva, TS online, Twallet, Bill desk and Paytm etc.
- Billing and collections (Technical support)
- Operations of Metro Customer Care
- Procurement & supply of IT related consumables
- Telephones & Network connectivity to various offices of HMWSSB.
- Supervision of Technical outsource manpower (DEOs,DPOS, Programmers etc.)

Rain Water Harvesting Cell:

In order to increase the depleting ground water resources and to increase the recharge of ground water by way of artificial recharge to augment the natural infiltration of water, a Rain Water Harvesting Cell has been constituted to bring awareness among the general public and to assist them in constructing the Rain Water Harvesting pits. At present this Rain Water Harvesting Cell is looking after by Assistant Director, (Retd), Ground Water Department as OSD (RWHC).

Quality Analysis and 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 laboratories of QAT wing 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.

Central Design and Data Analytic Centre:

For effective mapping and location of existing water supply & sewerage infrastructure, GIS for Manhole information Management and for implementation of SCADA systems the Central Design Cell has been setup.

Board Police Station:

In order to have the vigil and restrain the general public from taking illegal water supply connections, squeezing water by fixing motors to pipeline connections and assure protection to disconnection gangs, a separate police station is functioning in the Board. This police station is headed by Sub-Inspector of Police. He is assisted by one head constable and four constables along with home-guards. All these personnel are working in the Board on deputation from Police Department.

Board Dispensary:

In order to have regular check-up and provide medical facility to the employees particularly to workers a dispensary is functioning at Goshamahal. This dispensary is headed by Medical Officer of the rank of Assistant Civil Surgeon. The Medical facilities now being provided at Board dispensary are in addition to the facility of medical reimbursement admitted based on the Govt. orders from time to time.

Plantation Cell:

In order to maintain the greenery at reservoir premises and various offices located at different places and to maintain the social forestry across the trunk mains, a separate Plantation Cell is functioning in the Board. This Plantation Cell is headed by Deputy Conservator of Forest who is assisted by two Forest Range Officers and two Deputy Range Officers working on deputation drawn from Forest Department.

Public Relations Officer Cell:

In order to handle all forms of media and communication to build, maintain and improve the Public Relation matters of the Board, a Public Relation Officer is working in the Board in the cadre of Senior Officer post.

Library Room:

In order to access information of the Board, to maintain Board manuals one library is functioning in Board office at rear building under one librarian at Officer cadre. He is safe custodian of all Departmental books, Board manuals, Codal rules, Government G.Os / Circulars, Acts, Bye-laws etc.

CHAPTER - III

Procedure Followed in Decision-Making Process [Section 4(1) (b) (3)]

- 3.1 What is the procedure followed to take a decision for various matters? (A reference to Secretariat Manual and Rule of Business Manual and other rules / regulations etc can be made)**

On policy matters relating to tariff and other project works the decision will be taken by the Board of Directors through resolution and approval of the Government.

Water supply Rules and Regulations and HMWS&S Act is being followed.

- 3.2 What are the documented procedures / laid down procedures / defined criteria / rules to arrive at a particular decision for important matters? What are different levels through which a decision process moves?**

On important matters / policy matters to arrive at a particular decision the procedure is followed as per bye-laws of the Board processed through various levels from General Managers, Chief General Managers, Directors, Executive Director and Managing Director, Board of Directors of the Board.

- 3.3 What are the arrangements to communicate the decision to the public?**

Public related matters are communicated through Gazette Notification, print media, electronic media etc.,

- 3.4 Who are the officers at various levels whose opinions are sought for the process of decision making?**

Functional Directors, Executive Director, Managing Director and Board of Directors of the Board.

- 3.5 Who is the final authority that wets the decision?**

On important policy matters the final authority lies with the Board of Directors of the Board and Government.

3.6 Please provide information separately in the following format for the important matters on which the decision is taken by the public authority.

Sl. No	Subject on which the decision is to be taken	Guideline / Direction, if any	Process of Execution	Designation of the officers involved in decision making	Contact information of above mentioned officers	If not satisfied by the decision, where and how to appeal
1	Latest revision of tariff	Proposals initiated from HMWSSB	Circulated to Board of Directors through Resolution	Board of Directors	Director (Revenue)	Final authority by the Government .
2	One time settlement of dues / waiver of interest	Proposals initiated from HMWSSB	Circulated to Board of Directors through Resolution	Board of Directors	Director (Revenue)	Final authority by the Government .
3	Regularization of Illegal connections VDS scheme	Proposals initiated from HMWSSB	Circulated to Board of Directors through Resolution	Board of Directors	Director (Revenue)	Final authority by the Government .