

CHAPTER – IV

Norms set by it for the Discharge of its Functions [Section 4(1) (b) (4)]

CITIZENS CHARTER

4.1 Details of the Norms / Standards set by the department for execution of various activities / programmes.

1. Information about the department

The HMWSSB service area is spread over to an extent of 688.24 sq. Kms., after merging of surrounding peripheral areas i.e 10 municipalities. Now the water supply systems of these municipal circles have been taken over by HMWSSB.

The aim and purpose of this charter 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 customers obligations**. **This Charter is not a legal document for enforcement against neither the Board nor the customers.**

The **Board** was constituted on **1.11.1989** under the provisions of **Hyderabad Metropolitan Water Supply and Sewerage Act 1989 (Act No. 15 of 1989)**, with 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.

HMWSSB is monitoring of water supply in the entire GHMC area including 10 peripheral municipalities **and sewerage** operations in the core city.

The water quality is being carried out in collaboration with other agencies like institute of Preventive Medicine and institute of Health systems, etc. Board's Wings like QAT Wing and **O&M staff of all maintenance** divisions are put on continuous alert mode for redressal of complaints such as pollution, leakages, sewerage overflow etc.,

2. Vision

To cater the needs of the people of the area covered by GHMC in supply of safe drinking water and maintaining the sanitation with the vision of good health and disease free services.

3. 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

A. Functions

- The Supply of potable water including planning, design, construction, maintenance, operation & management of water supply system in GHMC area.
- Sewerage, Sewerage Disposal and sewerage treatment works including planning, design, construction, maintenance, operation & management of sewerage system in core city area of GHMC and sewerage treatment works.

Maintaining and safeguarding the water resources, Assets of the HMWSSB and its proper utilization towards serving the consumers.

4. Services and Service Standards

4.1. Service Delivery Offices

The Board has the following types of offices rendering different services shown against each type of office.

SN	Office	Services offered
1	Head Office	<ul style="list-style-type: none">• Water supply / Sewerage connection of 20mm dia and above are sanctioned at Single Window Cell, (SWC).• Release of all new connections through Green Brigade of SWC and generation of Consumer Account Number. (CAN).• Review of billing disputes beyond the powers of Chief General Manager(E) & General Manager (E) O&M Divisions/Circles.• Receiving the consumer grievances through Metro
2	Circle Office	<p><i>Overall monitoring of the following activities within the jurisdiction of the Circle.</i></p> <ul style="list-style-type: none">• Operation and maintenance of Water Supply system in the area covered by the Circle and sewerage system. (in the core city area of GHMC).• Redressal of consumer grievances within the jurisdiction of the Circle.• Sanctions of new 15mm dia water supply connections and sewerage connections of 100mm dia• Execution of water supply & sewerage works.
3	Divisional Offices	<ul style="list-style-type: none">• Operation and maintenance of Water Supply system in the area covered by division and sewerage system. (within the core city area of GHMC).• Redressal of consumer grievances within the jurisdiction of the division.• Sanction of new 15mm dia water supply connections and sewerage connections of 100mm dia under the Jurisdiction of the Division.• Execution of water supply & sewerage works.

4.2 Timings Offices of the HMWSSB stand open from 10:30 am to 5:00 pm. However, Citizens can file the grievances for all transactions in the respective offices and at MCC.

4.3. Our Key Services and Service Standards

Sl. No	Nature of complaints	Documents required	Fees	Maximum Time Frame	Office rendering the service	Office to be contacted for delay or default in service
1	A) Processing of request for i) New Water supply Connection a) 15mm b) Above 15mm ii) New Sewerage Connection	<ul style="list-style-type: none"> • Application form as per Note-I and • Register sale deed • Municipal sanction plan • Municipal Tax receipt • Occupancy certificate issued by GHMC 	As shown in the Annexure-I	45 days 60 days 30 days	<ul style="list-style-type: none"> • For 15mm diameter water connection General Manager,O&M Division of concerned area. • Other size connections General Manager(E) Single Window Cell 	CGM(E),Revenue at Khiarthabad.
	B) Processing of request for Enhancement of size of existing connections i) Water Supply A) 15mm B) Above 15mm ii) Sewerage			45 days 60 days 30 days	<ul style="list-style-type: none"> • For 15mm diameter water connection General Manager,O&M Division of concerned area. • Other size connections General Manager(E) Single Window Cell 	CGM(E),Revenue at Khiarthabad.
	C) Communication of Sanction/rejection order			10 days(From the date of approval)	<ul style="list-style-type: none"> • For 15mm diameter water connection 	CGM(E), Revenue at

					General Manager, O&M Division of concerned area. <ul style="list-style-type: none"> • General Manager(E) Single Window Cell 	Khiarthabad.
	D) Communication of release order			10 days(from the date of payment of connection charges in full)	<ul style="list-style-type: none"> • For 15mm diameter water connection General Manager, O&M Division of concerned area. • General Manager(E) Single Window Cell 	CGM(E),Revenue at Khiarthabad.
2	A) Release of i) New Water Supply connection a) 15mm b) Above 15mm B) Release of Enhancement of size of existing connections i) Water Supply a) 15mm b) Above 15mm	Road cutting permission given by GHMC		Where connection is to be given from the existing network: 30 days (from the date of receipt of Road cutting permission) Where improvement works are to be taken up: 90 Days (from the date of receipt of Road cutting permission) 30 days (from the date of receipt of road cutting permission) Where connection is to be given from the existing network: 30 Days(From the date of receipt of Road cutting		CGM(E),Revenue at Khiarthabad.

	ii) Sewerage			<p>permission) Where improvement works are to be taken up: 90 Days (From the date of receipt of Road cutting permission)</p> <p>30 days(From the date of receipt of Road cutting permission)</p>		
3	Issue of First bill	--	--	3 Months(After the release of connection. Subsequently monthly bills will be issued)	GM(E), O&M Division of the area.	CGM(E), Revenue at Khiarthabad.
4	Payment of water and sewerage cess			Instant(Payment can be made in cash/DD/RTGS/NEFT)	<ul style="list-style-type: none"> • Cash counters of HMWSSB • EPOS machine at the time of issue of bill • Mee –seva centers/AP online 	Concerned GM(E),O&M Division. Or CGM(E) Revenue, Khiarthabad.
5	Disconnection i) Water supply ii) Sewerage connections		Rs.200/- Plus G.B.Charges.	7 days(after application)	GM(E) O&M Division.	Concerned CGM (E), O&M Circle.
Water Supply/Sewerage Service						
A. Water Supply						
6	No water supply for.....days	MCC or Application in white paper to concerned GM	--	10 supply days	GM(E) O&M Division	Concerned CGM(E) O&M Circle.
7	Low Water pressure	MCC or Application in	--	10 supply days	GM(E) O&M Division	Concerned

B. Sewerage						
13	Sewerage over flow on the road	MCC or Application in white paper to concerned GM		10 days	GM(E) O&M Division	Concerned CGM(E) O&M Circle.
14	Chockage of sewerage at customer premises	MCC or Application in white paper to concerned GM		10 days	GM(E) O&M Division	Concerned CGM(E) O&M Circle.
15	Replacement of manhole cover	MCC or Application in white paper to concerned GM		10 days	GM(E) O&M Division	Concerned CGM(E) O&M Circle.
C. Metering & Billing						
16	Excess bill and verification	Details of the grievance and CAN		30 days	GM(E) O&M Division	CGM(E), Revenue at khairthabad
17	Non issue of water bill	e-bill will be issued		10 days	GM(E) O&M Division	CGM(E), Revenue at khairthabad
D. Request Services						
18	Technical assistance on Rain Water Harvesting	Details of location /address and phone number		30 days	GM(E) O&M Division	GM(E), SWC Khairthabad
19	Tanker required in Boards supply area through Dial - a- tanker	Through MCC	Domestic Rs.400/- Non Domestic Rs.515/-	5 days	Concerned Manager(E) of the area.	Dy.GM(E)/Sub Division of the O&M Division.

Note:

1. a) **Application form:** Submission Process of Online Application for new/ enhancement of water supply and sewerage connection
 - i) Customer has to apply for New/Enhancement/Feasibility receipt of water or sewerage connection by logging into HMWSSB website <https://www.hyderabadwater.gov.in/en/> by filling online application form.
 - ii) Alternatively Customer can apply for New/Enhancement of water or sewerage connection from the Kiosk made available at all the HMWSSB cash counters.
 - b) Required enclosure for getting the service:
 - i) Registered sale deed along with Plan
 - ii) Municipal Tax receipt/Electricity Bill
 - c) The status of application can be checked by the client and in case of delay. Customer can view the status of application at website <https://www.hyderabadwater.gov.in/en/>. In case of delay the same may be intimated through website at any point of time.
2. All the service charges/fee mentioned by the department has to be paid within the stipulated timeline.
 3. Cash payment of not more than Rs.5000/- will be accepted at single window cell, head office Khairatabad and at cash counters of HMWSSB on all working days during working hours.
 4. The 'days in timeframe referred above mean 'working days'

Our measures for your convenience

- For filling online application form for new connection, a dedicated help desk is available at head office/kiosks at cash counters.
- User Manual for filling of online application is available at website: <https://www.hyderabadwater.gov.in/en/>
- Status of new connection application/ complaints registered can be tracked on the website and SMS are also sent to the applicant.
- The MCC Token No. and the status of the complaint is informed through SMS to consumer.
- CAN stands for Consumer Account Number
- MCC stands for Metro Consumer Care
- MSB stands for Multi Storied Building

- 4.4 Fee:** The details are given in **Annexure I**
- 4.5 Contact Officers:** The details of all officers to be contacted for services mentioned in section 4.3 are given in **Anneuxre-2**
- 4.6 Jurisdiction details:** Details of jurisdiction of offices where citizens can avail services are given in **Annexure 3**
- 4.7 Connection charges:** details are given in **annexure – 4**
- 4.8 Electronic Services:**

Sl no	Services	Access points
1	Online submission of application for water supply/sewerage	https://www.hyderabadwater.gov.in/en/index.php/services/prospective-consumer-services/apply-water-and-sewage-connection
2	Payment of fees/bills	Net banking/ /Mee Seva/APOnline/EPOS and cash counters of HMWSSB

5. Facilities Available to Citizen& for Obtaining information

- Help desk** All the divisional office of the Board/ Cash Counters are equipped with a help desk to answer all queries of the citizens.
- Website:** The Departmental website (<https://www.hyderabadwater.gov.in/en/>) is designed to provide comprehensive information to citizens on every aspect of water and sewerage related services and transactions.
- Information under RTI Act** For information on APIOs, PIOs and Appellate Authorities of all offices of the department, please refer the RTI Manual available in the departmental website (<https://www.hyderabadwater.gov.in/en/>)

6. Grievance Redress Mechanism

I . Grievance/Complaint Redress Mechanism:

The department has a well laid down mechanism for efficient and effective resolution of grievances/complaints of citizens. The details are as given below:

a. Grievance /Complaint Filing Mechanism

How to file your grievance/complaint		
Mode of filing	Whom to contact	Mode of contact
Manual	Head of the Office	Personal visit
	Divisional. Office	'Prajavani' Programme conducted every Monday at division office of the area.
	Meet your MD	Every 3 rd Saturday of the month (5.30 to 6.00.P.M.).
Help line	Call Centre	155313 (Available 24hours/ 7 days)
	Dial your MD	Every 3 rd Saturday of the month (6.00 to 6.30.P.M.).
Internet	Department VWebsite	http://www.hyderabadwater.gov.in
	Through face book	facebook/hmwssb.
	Through email	mdhmwssb@gmail.com
<ul style="list-style-type: none"> On registering a grievance through the website, a MCC reference number will be generated and sent as SMS to citizen's mobile number. This reference number can be used to track the status of grievance redressal. <p>An exclusive Water Lok Adalat has been established by HMWSSB for settling the disputes as an alternative mechanism (out of the court). The award passed in this lok adalat is final.</p>		

b. Grievance/Complaint Monitoring Mechanism

- The grievance/complaint received by any means will be redressed as mentioned in this document.
- If a grievance/complaint registered is not solved within the specified period the consumer may contact the next level officer.
- An unsolved complaint will be escalated to next level officer . Tracking of complaint is made and the concerned officer will be contacted for redressal or otherwise and the status will be communicated to the consumer through MCC/ Phone/email/facebook etc.

7. Stakeholders/Clients

SI. No	Stakeholders
1	Citizens
2	Civil Societies dealing with consumer related matters.
3	Resident Welfare Associations
4	GHMC Corporators.
5	Public representatives(MPs/ MLAs/ MLCs)

8. Indicative expectations from service recipients:

Citizens' Charter is a joint effort between the HMWSSB and the customer to improve the quality of service provided by HMWSSB and the Customer has the following Obligations to fulfill.

A. For release of water supply connections

- The customer is responsible for obtaining the GHMC road cutting permission, including all civil works connected with the laying of service connection up to customer's premises including fixing water meter.
- The customers are requested not to pay or engage any plumber / contractor for the aforesaid work.
- The customers are advised to have a sump of adequate capacity close to meter. The meter chamber shall be located only within 2 meters from the boundary, inside the premises.
- All the materials required like communication pipes, compression fittings, gate valve for giving service connection from the tapping point up to the customer premises, including the meter will be supplied by the Board.
- The customers should not engage the services of any employee of the Board for taking the connection.
- The customer has to procure good quality ISO Meter and construct meter chamber for safety of the Meter.

B. For release of Sewerage Connection

- The customer shall construct sewer manhole with silt catch pit within the premises before the Board gives the sewerage connection.

C. Others:

- Customers should pay water bills promptly within the stipulated period.
- Customers should protect and maintain water meter in good condition. Tampering of water meter is an offense punishable under HMWSSB Act.
- Customers should not use any Booster Pumps to draw more water. It is an offence and causes serious inconvenience to others.
- Customers should educate all their family members not to throw domestic waste in their toilets to avoid chowkage of sewer lines and should prevent the public from dumping of building materials like sand stone etc., near the manholes. This will choke the sewer lines.
- Customers should not open sewer manhole covers to let off the rainwater, as this will choke the sewer lines, which are not designed to carry rainwater, may be dangerous.
- Customer should insist, on any HMWSSB employee, visiting his premises, to show his identity card so as to avoid cheating.

- Customers to avoid pit taps, as they are a major source of pollution.
- Customers should conserve water, as it is a precious resource. They must use standard taps and other appliances that minimizes the wastage/leakage which and leads to saving of water at every point of consumption.
- Customer is expected to make necessary arrangements for rooftop collection of rainwater. Assistance can be had from Ground Water Department and HMWSSB.
- Customer, as the ultimate beneficiary of all public assets, must bestow personal interest in protecting and promoting their use. Any willful misuse must evoke customer's concern for prompting action.

9. Month & Review of next Review Charter:

This Citizen's **charter** has been prepared by the Department on 13th August, 2018.

10. Suggestions

HMWSSB, invites suggestions for improving our service to customers. Please send them to Chief General Manager (Revenue), HMWSSB, Khairtabad, Hyderabad — 500 004.

II. Communications

The board will adopt such channels of communication as are faster to inform the customers in shorter time.

- We welcome suggestions from our Customer.
- We Propose to conduct opinion polls on web
- We hold periodical meetings with users/ user representatives.

Please also enter your details at our web site www.hyderabadwater.gov.in indicating your willingness to be available for consultation, survey on the points enlisted in the charter.

12. Harvesting Rain Water A noble goal — A Common responsibility

Expanding urbanization and rapid increase in population have resulted in unrestrained exploitation of water resources, especially ground water. In the State capital and surrounding areas, wells have been drying up and this has necessitated immediate steps for conservation and recharging of the water table.

Rain Water Harvesting is a concept now being promoted by the State Government and a massive program has been launched all over the State to educate the public on its benefits.

Harvesting of rainwater to recharge the ground water system is not very difficult. Rainwater collected on roof tops can be diverted into pits and trenches and even existing wells on the ground. In fact, the Government has made it mandatory to have water-harvesting pits in all new layouts.

Help conserve and recharge water sources through your own system of rainwater harvesting. For assistance contact Ground Water Department or HMWSSB.

For Additional information on Rain Water Harvesting Pls. Visit our Web Site <https://www.hyderabadwater.gov.in/en/index.php/?cid=183>

13. GLOSSARY

1. Citizen: A person who resides in Hyderabad Metropolitan Areas as defined in the HMWSSB Act 15 of 1989 [Section 2(f)]
2. Character: A document of Assurance.
3. Citizen's Charter: A document of Service Assurance given to the customer by the service provider.
4. Citizen's Charter of HMWSSB: The Citizen's Charter introduced by HMWSSB on 26th January 2000 and Altered on 1st July 2002 and subject to alteration, as and when effected.
5. Board: The Hyderabad Metropolitan Water Supply & Sewerage Board constituted under Section 3 of the Act 15 of 1989.
6. Customer: A Resident/Welfare Association/Society/Organization receiving water supply & sewerage facilities from HMWSSB Board and who has proof of paying for the same.
7. Regular Customer: A customer of HMWSSB Board who has not more than 2 consecutive bills in arrears.
8. Stated Amount means the amount indicated in the sanction order of connection for Water Supply or Sewerage or both or any other charges for services provided.
9. Tarrif: The charges/fees levied for the services provided to the consumer.

We are committed to constantly revise and improve the service being offered under this Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS

Annexure-I
Documents Required for Water Supply Connections

Category of Application	Identity Proof	Building Photo	Address Proof	Indemnity Proof	Income Proof	Statutory proof	OC	Bldg Plan Proof	Other Proof	Association Proof	Feasibility Receipt	Electricity Service No. 1 & 2
CAT - I	Voter ID (or) Aadhaar Card	(*) Latest photograph of the premises (or) Building	(*)Electricity Bill (or) GHMC Tax receipt (or) Gas Bill (or) Bank Account	(*) Indemnity Bond	N/A	(*)Copy of Reg. Deed (or) Affidavit	GHMC OC	GHMC Approved Plan (or) GHMC Permit order (or) Reg. Architect plan	EC	N/A	N/A	N/A
CAT - II	N/A	(*) Latest photograph of the premises (or) Building	N/A	(*) Indemnity Bond	N/A	(*)DA Cum GPA (or) Copy of Reg.Deed	GHMC OC	(*)GHMC Approved Plan (or) GHMC Permit order (or) Reg. Architect plan	EC	(*)Reg. Association certificate (If applied on Asso)	Feasibility receipt paid towards feasibility certificate charges	N/A
CAT - III	N/A	(*) Latest photograph of the premises (or) Building	N/A	(*) Indemnity Bond	N/A	(*)DA Cum GPA (or) Govt. Allotted Letter (or)Any Document Indicating land area (or) Copy of Reg.Deed	GHMC OC	(*)GHMC Approved Plan (or) GHMC Permit order (or) Reg. Architect plan	N/A	N/A	Feasibility receipt paid towards feasibility certificate charges	N/A
BPL	(*)Voter ID (or) Aadhaar Card	(*) Latest Photo of premises (or) Building	(*)Electricity Bill (or) Gas Bill (or) Bank Account	(*) Indemnity Bond	(*)Aasara (or) Income Certificate (or)White Ration Card	(*) Affidavit (Notarised) (or) Patta (or) Copy of Reg.Deed	N/A	N/A	N/A	N/A	N/A	N/A
Second Conn.	Voter ID (or) Aadhaar Card	(*) Latest photograph of the premises (or) Building	(*)GHMC Prop Tax (or) Gas Bill (or) Electricity Bill (or) Existing connection latest bill	(*) Indemnity Bond	N/A	(*)Affidavit (Notarised) (or) Copy of Reg.Deed	GHMC OC	GHMC Approved Plan (or) GHMC Permit order (or) Reg. Architect plan	EC	N/A	N/A	(*)Two Electricity bills with different service numbers
Feasibility Receipt	N/A	N/A	N/A	(*) Indemnity Bond	N/A	DA Cum GPA (or) Copy of Reg.Deed	N/A	(*)Layout Plan	N/A	N/A	N/A	N/A

Annexure — 2

The following officers are responsible for delivery of the services.

Main Service	Name and Details of the Officer (Sri)	Contact No.
Operation & Maintenance , Water supply Sewerage, Issues, Tankers, water	Sri Md. Khader Mohiuddin General Manager (Engg), O&M Dvn.No.I, HMWS&SB, Pratapbagh, Goshamahall, Hyderabad-500 012	9989991868
	Sri P.Nagender Kumar General Manager (Engg), O&M Dvn.No.II, HMWS&SB, near SBI, Midhani, Riyasatnagar, Hyderabad-500 058	9989989507
	Sri S.Hari Shankar General Manager (Engg), O&M Dvn.No.III, HMWS&SB, Gudimalkapur, Navodaya Colony, Hyderabad-500 023	8790729993
	Sri.K.S.Vinod Kumar, General Manager (Engg) O&M Dvn.No.IV, HMWS&SB, Opp. Niloufer Hospital, Red Hills, Hyderabad-500 004	9121145666
	Sri.P.Santhosh Kumar, General Manager (Engg) O&M Dvn.No.V, HMWS&SB, Opp. Shanti Theatre, Narayanguda, Hyderabad-500 029	9989998836
	Sri M.Prabhu, General Manager (Engg) O&M Dvn.No.VI, HMWS&SB, near Andhra Bank, S.R.Nagar, Hyderabad-500 038	9989993853
	Sri P.V.Ramana Reddy, General Manager (Engg), O&M Dvn.No.VII, HMWS&SB, Opp. St. Ann's Girls High School, Maredpally, Secunderabad-500 026.	9989989523
	Sri G.Rama Krishna, General Manager (Engg) O&M Dvn.No.VIII, HMWS&SB, Patancheru, near ICRISAT, Dist. Sangareddy-502 319.	9989990010
	Sri V.Vinod Bhargava, General Manager (Engg) O&M Dvn.No.IX, HMWS&SB, Opp. JNTU, KPHB, Hyderabad-500 072.	9989987408
	Sri.M.Amarender Reddy General Manager (Engg) O&M Dvn.No.X, HMWS&SB, Saheb Nagar, Ranga Reddy District, Hyderabad-500 070	9989994249

Sri T.Dashrath Reddy General Manager (Engg) O&M Dvn.No.XI, HMWS&SB, Saheb Nagar, Ranga Reddy District, Hyderabad-500 070	9989993379
Sri M.Sridhar Reddy General Manager (Engg) O&M Dvn.No.XII, HMWS&SB, near IDPL Cross Roads, Dist. Quthbullapur, Chintal, Hyderabad-500 037	9989994110
Sri A.S.Sunil Kumar General Manager (Engg) O&M Dvn.No.XIII, HMWS&SB, near Jyothirao Pule Statue, Sainikpuri Water Works Campus, Sainikpuri, Secunderabad-500 094	9989992250
Sri.Md.Jan Shareef General Manager (Engg) O&M Dvn.No.XIV, HMWS&SB, Beerappagadda Reservoir Premises, Uppal, Hyderabad-500 039	9989996657
S.Rajasekhar, General Manager (Engg) O&M Dvn.No.XV, HMWS&SB, Hafeezpet, Chandanagar, Ranga Reddy District-500 049	9989989535
Sri A.Prabhakar Rao General Manager (Engg) O&M Dvn.No.XVI, HMWS&SB, Budvel, Rajendranagar, R.R.District-500 030.	9989991064
Sri.S.Hari Shankar General Manager (Engg) O&M Dvn.No.XVII, HMWS&SB, Opp. Pillar No.67, Bhojagutta, Hyderabad-500 028	87907 29993
Sri G.Ravinder Reddy General Manager (Engg) O&M Dvn.No.XVIII, HMWS&SB, Lanco Hills Road, Near Marrichettu Junction, Manikonda, Hyd.-500 089	8790428026
Sri Ch.Shyam Sunder Naik General Manager (Engg) O&M Dvn.No.XIX, HMWS&SB, back side of Uppal Bus Stand,Uppal, Ranga Reddy District-500 039	9989999425
Ms. S.Padmaja General Manager (Engg) O&M Dvn.No.XX, HMWS&SB, Saheb Nagar, R.R.District, Hyderabad-500 070	9989997298
Sri M.Brijesh General Manager (Engg) O&M Dvn.No.XXI, HMWS&SB, Beside Indian Oil Pump House, Paradise 'X' Roads, Secunderabad-500 003	9989989679

Annexure - 3

Responsibility Centers

a) Operation & Maintenance, Water supply Sewerage, Issues, Tankers, water billing, collection contact at General Manager (Engg) O&M Divisions I to XVII

O&M Divn. No.	Office located	Areas / jurisdiction	MLA Constituency
I	Goshamahahal	Azampura, BAHADURPURA, Chandulalbaradari, DARULSHIFA, Doodhbowli, GULZAR HOUSE, Hirnayathsagar, HASSAN NAGAR, Mir alam filters, MISRIGUNJ, tloghalpura, PATTERGATTI, Sultanshahi,	Bahadurpura, Charminar(P), Malakpet(P)
II	Riyasat nagar	Aliabad, ASMANGADH, Akberbagh, BALAPUR, Chanchalguda, DABEERPURA, Gowlipura, JAHANUMA, Madannapet, MALAKPET, Moosarambagh, SALEEMNAGAR, Saidabad, SANTOSH NAGAR, Maisaram, MADANNAPET, Yakutpura	Yakuthpura, Malakpet, Charminar
III	Navodaya Colony	Asifnagar, A.C.Guards, BHOJAGUTTA, Chintalbasthi, GOLCONDA, Humayunnagar, KARWAN, Mehdipatnam, MASAB TANK, Navodaya. Nagar, Osmansagar, OLD MALLEPALLY, Padmanabha Nagar, TOLICHOWKI Taappachabutra, Shamnagar Colony, SHAIKPET, Vijayanagar Colony	Karwan, Asifnagar
IV	Red Hills	Lakdikapool, Saifabad, Red Hills, Abids, Nampally, Hindinagar, Gunfoundry, Gowliguda, Sultan bazar, Ziaguda, Allabanda, Mangalhar, Ghode-ki-kaber, Boggulakunta, New MLA Quarters	Nampally, Khairatabad (P)
V	Narayanaguda	Narayanguda, Vidyanagar, Domalguda, Musheerabad, Gandhinagar, Himayathnagar, Boats Club, Bholakpur, Azamabad, Baghlingampally, Adikmet, Shivam, Rarnanthapur(Part), Chikkadpally, Golnaka, Vignapuri, Kachiguda, Barkathpura	Musheerabad, Amberpet, Sanathnagar

VI	S.R.Nagar	Jubilee Hills, Banjara Hills, Thattikhana, Ameerpet, Yellareddyguda, Vengalraonagar, Erragadda, SPR Hills, Fathenagar, S.R.Nagar, Somajiguda, Sanathnagar, Anandnagar, Ministers Quarters, Kamalapuri Ph-I & II, Balkampet, Begumpet, Shivbagh, M.S.Maqtha, P.J.Quarters	Jubilee Hills, Khairatabad (P), Sanathnagar
VII	Marredpally	<ul style="list-style-type: none"> Boiguda, Nallagutta, Marredpally, Seethaphalmandi, Srinivasnagar, Prakashnagar, Begumpet, Tarnaka, Lalapet, Mettuguda, Audiah Nagar, I3hoiguda, Padmaraonagar, Kalasiguda, S.P.Road, Teachers colony, Rezimental Bazar, 	Secunderabad, Cantonment
VIII	Patancheru	Kalabgoor, Rajampet, Peddapur, Patancheruvu, Singoor, Singapur, Rajampet	Patancheru
IX	Kukatpally	Bhagyanagar, Hasmathpet, KPHB section, Moosapet, Balanagar, Kukatpally, Jagadgirigutta, Prashanthnagar, Bhagameeri, Bharathnagar	Kukatpally
X	Saheb Nagar	Saroornagar, Dilsukhnagar, NTR nagar, Saheb Nagar, LB.Nagar, Alkapuri, Amberpet, Vanasthalipuram, Autonagar, Gaddiannaram, Saheb Nagar, Maruthinagar, Chaitanyapuri	Amberpet, Ibrahimpatnam
XI	Saheb Nagar	Kodandapur to Saheb Nagar, Godakondla, Mailardevpally, Sainkpuri, Moulali, Control Room, Lingampally & Hydernagar, Sanathnagar	Ibrahimpatnam
XII	Quthbullapur	Adarshnagar, Shapurnagar, Chintal, Jeedirnetla, Quthbullapur, Cantonment, MES,	Qutubullapur
XIII	Sainikpuri	Alwal & Malkajgiri municipality, Defence coilony, Sainadhapuram, Gowtham Nagar, chanikyapuri, Father Balaiah Nagar, Yadamma Nagar	Malkajgiri
XIV	Uppal	Kapra & Uppal municipality, Sainikpuri, Radhika Nagar, Habsigusia, Ramanthapur(Part)	Uppal
XV	Chandanagar	Ramchandrapuram, Patancheru, & Serilingampally, Miyapur, Chandanagar, Gachibowli,	Serilingampally

XVI	Rajendranagar	Rajendranagar municipality, Hyderguda, Mailardevpally, Budwel,	Rajendra nagar
XVII	Himayatsagar	Himayathsagar lake to Miralam Filters conduit, Miralam filters including departmental lands and staff quarters / Osmansagar lake to Asifngar filterbeds conduit, Asifnagar filterbeds, 6 MG Gravity pipeline from Osmansagar lake to Asifnagar Filters, Khanapur RCC GLSR, 1200mm dia PSC GM from Khanapur GLSR to Shaikpet and Bhojagutta Reservoirs including departmental lands and staff quarters	Rajendranagar
XVIII	Manikonda	Manikonda / Puppalguda / Narsingi / Nekhnampur / Hydershakotla / Bandlaguda / Kismatpura / Gandamguda / Bairagiguda / Alizapur / Vattinagulapalli / Darga Khailizkhan / Peeramcheru and Gandipet / Himayathsagar / Narsingi / Manchirevula Gundlapochampally & Gpidavelli, Tellapur, Osmansagar, Bandlaguda, Sultanpur, Kistareddypeta, Illapur, Ameenpur	
XIX	Boduppal	Shameerpet Mandal / Village, Keesara Mandal & Ghatkesar Mandal	
XX	Saheb Nagar	Shamshabad, Maheshwaram, Ibrahimpattanam, Saroornagar, Hayatnagar, Badangpet & Peddamberpet	

- b) Revenue Billing, excess bills etc.,**
Revenue wing located at Head Office Khairathabad.
- c) Water Quality Monitoring /Quality Parametrs**
Quality Assurance & Testing Wing located at Asifnagar Filter Beds,
- d) CGM (E) O&M Circle No.1,Goshamahal,**
Hyderabad (for O&M Divn I,II & X)
- e) CGM (E) O&M Circle No.2, S.R.Nagar,**
Hyderabad. (for O&M. Divns VI,VII & IX)
- f) CGM (E) O&M Circle No.3, Goshamahal,Hyderabad.**
(for O&M.Divns III ,IV & V)
- g) CGM (E) O&M Circle No.4. S.R.Nagar,**
Secunderabad. (for O&M Divns XII,XV&XVI)
- f) CGM (E) O&M Circle No.5, Sainikpuri,Hyderabad.**
(for O&M.Divns XIII, XIV)

Annexure -IV

WATER SUPPLY AND SEWERAGE CONNECTION CHARGES

CATEGORY-1 Individual Connections other than covered by categories II and III

Size of Water Connection		Plot Area in Square Meters		CONNECTION CHARGES	
Mm	Inches	From	Upto	Fixed Amount	Rate per each square meter of plot area in excess of the area in column(3) to be added to the fixed amount in column(5)
1	2	3	4	5	6
15	1/2	Upto	200	Rs. 2,500	Nil
		81	200	Rs. 2,500	Rs. 47.92
		201	300	Rs. 8,250	Rs. 82.50
		301	400	Rs. 16,500	Rs. 75.00
		401 and above	Rs. 24,000	Rs. 60.00	
		Subject to a maximum of Rs. 48,000/-			
20	3/4	Upto	200	Rs. 15,000	Nil
		201	400	Rs. 15,000	Rs. 150.00
		401 and above	Rs. 45,000	Rs. 75.00	
		Subject to a maximum of Rs. 72,000/-			
25	1	Upto	400	Rs. 90,000	Nil
		401 and above	Rs. 90,000	Rs. 90.00	
		Subject to a maximum of Rs. 1,80,000/-			

As per Proc No. 148 dated 15.07.2017

Connection charges for Individual Domestic building having more than 1000

Sq.Mts plinth area for the size of connection 20 mm and 25 mm dia as shown below

under category-I

Pipe Size	Amount payable as connection charges under category –I for the building having plinth area more than 1000 Sq.Mts
20 mm	Rs 1.80 Lakhs + Rs 300/- per each Sq.Mts of plinth area over and above 1000 Sq.Mts
25 mm	Rs 2.70 Lakhs + Rs 450/- per each Sq.Mts of plinth area over and above 1000 Sq.Mts

CATEGORY-II Multistoried Apartment Complexes and Multistoried Buildings

(a) Apartment Complexes (Residential or not), falling under the scope of Andhra Pradesh Apartments (Promotion of construction and Ownership) Act 1987, having two or more floors and total plinth area constructed including common areas is more than 600 square meters (or) having 5 or more Apartments.

(b) Any premises with at least one building having two or more floors and the total plinth area constructed in the premises is not less than 1000 square meters.

mm	inches	Fixed amount from Upto	Fixed Amount	Rate per each square meter of plot area in excess of the area in column(3) to be added to the fixed amount in column(5)
1	2	3	5	6
20	3/4	Upto 250	Rs. 1,50,000	Nil
		251 and above	Rs. 1,50,000	Rs. 300.00

25	1	Upto 500	Rs. 2,70,000	Nil
		501 and above	Rs. 2,70,000	Rs. 450.00
40	1 1/2	Upto 1000	Rs. 6,00,000	Nil
		1001 and above	Rs. 6,00,000	Rs. 600.00
50	2	Upto 1000	Rs. 7,50,000	Nil
		1001 and above	Rs. 7,50,000	Rs. 750.00
75	3	Upto 1250	Rs. 11,00,000	Nil
		1251 and above	Rs. 11,00,000	Rs. 1100.00
100	4	Upto 1400	Rs. 15,00,000	Nil
		1401 and above	Rs. 15,00,000	Rs. 1500.00

CATEGORY-III : Bulk Supplies vide Memo.No.MD/HMWSSB/BM-20/Bulk Supplies/2011, Dated:12.09.2011.

Water Supply Connection	Rate in Rs.per Litre of Agree Qty.	Remarks
A. Local Authorities, Cantonment, Gram Pachayats, Government Sponsored Housing schemes with houses less than 600 sft. Plinth area.	Rs. 8.00	Subject to minimum of Rs.7,50,000/- for water supply connection and 80% as sewerage connection charges on Rs.7,50,000/-
B. Residential Colonies, Gated Communities	Rs. 10.00	Subject to minimum of Rs.7,50,000/- for water supply connection and 80% as sewerage connection charges on Rs.7,50,000/-
C. Other requiring water supply of 50 KL Per day or more	Rs. 15.00	Subject to minimum of Rs.7,50,000/- for water supply connection and 80% as sewerage connection charges on Rs.7,50,000/-

Notes to Category – III:

1. The size of water supply connection will be decided by the HMWSSB based on the available network and local requirement.
2. The improvement charges will be levied wherever required.
3. In addition to the above, charges for Green Brigade charges, Rain Water Harvesting Consultancy, 60 Days Caution deposit, AMR Meter charges and Source Augmentation charges shall be levied as per Board norms.

4. The applicants having STP's and recycle the water in their premises and premises falling outside GHMC area, exemption of 80% sewerage connection charges will be decided by the MD/HMWSSB on case to case basis depending on merits.
5. Subject to special arrangements entered by the HMWSSB in respect of special consumers as per the Hyderabad Metropolitan Water Supply & Sewerage Regulations, 1992.

10. GENERAL:

1. In all cases of bulk supplies (Multi Stored Buildings and Non-domestic supplies) where the monthly demand/consumption exceeds 1500KL the consumers are required to enter into agreements with the HMWSSB for supply of water.
2. All consumers required to enter into agreement with the HMWSSB or water supply and are required to keep as deposit with the HMWSSB an amount equivalent to the charges for two months consumption of the agreed quantity along with applicable sewerage cess at current rates and all other consumers at the rates applicable at the time of connection.

11. INFRASTRUCTURE DEVELOPMENT CHARGES

1. Existing Bulk connection holders are requesting for individual water connections from HMWS&SB network, through the public representatives, in new areas where there is no HMWS&SB network. Infrastructure is to be provided by investing huge amount by the HMWS&SB for supply of water, by dispensing the bulk connections in the existing network and releasing individual new water supply connections from the HMWS&SB network.
2. Infrastructure improvement charges will be collected from every applicant to whom new individual connection given, in addition to normal connection charges at the time of releasing of water supply connection, so as to meet the expenditure network as per the HMWS&SB norms.

12. SECOND CONNECTION:

Size of Water Connection	Plot Area in Square Meters	CONNECTION CHARGES		
		Fixed Amount	Rate per each square meter of plot area in excess of the area in column(3) to be added to the fixed amount in column(5)	50% Additional connection charges to be included based on the plot area along with normal connection charges.
Mm Inches	From Upto			
1	3	5	6	
2	4			
15 1/2	Upto 200	Rs. 2,500	Nil	
	81 200	Rs. 2,500	Rs. 47.92	
	201 300	Rs. 8,250	Rs. 82.50	
	301 400	Rs. 16,500	Rs. 75.00	

	401 and above	Rs. 24,000	Rs. 60.00	
		Subject to a maximum of Rs. 48,000/-		
Size of Water Connection	Plot Area in Square Meters	CONNECTION CHARGES		

CONDITIONS FOR RELEASING THE SECOND CONNECTION for Category I (Domestic):

1. The second connection will be considered where there are two or more families residing in the same premises.
2. The consumer should enclose latest photograph of the premises with date.
3. An Affidavit (Indemnity bond) with the details regarding documents, terms and conditions for sanction of second connection are prescribed on Non-Judicial Stamp Paper of Rs.100/- duly notarized along with the application.
4. Must be separate Electricity service connection and the SC.Nos.to be furnished along with the application.
5. The second connection in the slums will be released in the Domestic category only.
6. The first connection should have the Meter in working condition and the water cess to be paid up to date.

13.GREEN BRIGADE (to be paid in addition to the above charges) :

- 1) As a part of single window cell, trained manpower called as Green Brigade contractors have been authorized to give physical water supply connection based on the sanction order in presence of the applicants.
- 2) Except Green Brigade no one is authorized to give physical connection.

Green BrigadeCharges:

	For 15 mm (1/2 inch) dia size connection up to 35 Running Meter—	Rs. 3,000/-
	For 20 mm (3/4 inch) dia size connection—	Rs. 7,000/-
	For 25 mm (1 inch) dia size connection –	Rs. 10,000/-
	For 40mm (1 ½ inch) dia size connection-	Rs.15,000/-
	For 50mm (2 inch) dia size connection-	Rs.20,000/-
	For 75mm (3 inch) dia size connection-	Rs.60,000/-
	100mm (4 inch) dia size connection -	Rs.1,00,000/-

14. Road Restoration Charges (to be paid in addition to the above charges) :

As per G.O.Ms.No.12, IT,E&C Department, GoAP, dated:28.07.2014, fix the following charges which the Applicant shall be liable to pay to the HMWSSB for restoration of Road in the Urban areas when resorting to open trenching method.

S.No.	Type of Road	Charges
1	CC Road	1844/Rmt

The above charges are exclusive of GST and labor cess. The restoration work will be carried out entirely by the department concerned.

15.Only Sewerage CONNECTION:

Category – I (Domestic)

Size of Sewerage Connection	Plot area in Square Meters	Fixed Amount	Rate per each Sq. meter of plot area more than Col.2 to be added to the fixed amount of Col.3
100mm	Upto - 80	Rs. 1,250/-	-
	80 - 200	Rs. 1,250/-	Rs. 12.50
	200 - 300	Rs. 2,750/-	Rs. 27.50
	300 - 400	Rs. 5,500/-	Rs. 25.00
	400 & Above	Rs. 8,000/-	Rs. 20.00
150mm	Upto - 200	Rs. 5,000/-	-
	200 - 400	Rs. 5,000/-	Rs. 50.00
	400 & Above	Rs. 15,000/-	-
200mm	Upto - 400	Rs. 30,000/-	-
	400 & Above	Rs. 30,000/-	Rs. 30.00
Rs. 600/- will be charged for White Ration Card Holders.			

Category – II (Multi Stored Apartment Complexes and Multi Stored Buildings)

Up to - 250	Rs. 50,000/-	
250 & Above	Rs. 50,000/-	Rs. 100/-

Category – III (BULK):

The Managing Director will decide the connection charges on case to case basis.

16. TECHNICAL SUPERVISION CHARGES for connecting sewer to HMWSSB Manhole by Applicant:

- For 100mm Size Sewer Connections : Rs. 1,500/-
 - For 150mm Size Sewer Connections : Rs. 3,000/-
 - For 200mm Size Sewer Connections : Rs. 5,000/-
 - For 250mm & above Size Sewer Connections: Rs. 10,000/-
- SEWERAGE IMPROVEMENT CHARGES:** As per Field Feasibility Reports.

17.PAYMENT OF MONTHLY CHARGES:

- On sanction & release of water supply & sewerage connection, the consumers are required to pay the monthly charges towards water utilized and sewerage cess as per the tariff in force from time to time and to abide by the provisions of the HMWS&S act, 1989 and the rules, regulations instructions issued there under from time to time.
- at present the Tariff notified vide BP No. 136 dt. 10-11-2011 and B.P.No. 142 dt. 5-2-2014 are in force.
- Additional pumping charges as and when required will have to be paid by the consumers as per the demand raised by the HMWS&SB.

18. RAIN WATER HARVESTING CONSULTANCY CHARGES:

1) Category – I (Domestic):

Plot area of the premises	Advisory & verification charges
200 sqm to 300 sqm	Rs. 1000/-
301 sqm to 500 sqm	Rs. 2000/-
501 sqm to 1000 sqm	Rs. 4000/-

2) Category – II (MSB):

Plot area of the premises	Advisory & verification charges
200 sqm to 500 sqm	Rs. 3000/-
501 sqm to 1000 sqm	Rs. 6000/-
1000 sqm and above	Rs. 6000/- (Multiplies for 1000 sqm)

3) Category – III Rs. 2000 – Per KL

It is mandatory to construct a Water Harvesting Structure within you premises for recharging ground water as required U/s 17(2) of Water, Land & Trees Act, 2002, and then only water connection will be released.



HM WS& S Board
Office of the Managing Director
Khairatabad: Hyderabad: 500 004
Ph: 040-23442844,66512000 fax:23442855

Proc.No. MDEHMWSSB/2015/

Dt: 28-08-2015

Sub: - HMWSSB—Single Window Cell— Time lines (Service Level Agreement,SLA) implementation for SWC files processes in all stages— Reg

It has been decided to implement Time lines (SLA) implementation for SWC files processing water & sewerage connections in all stages. Accordingly the following guidelines/instructions are issued in processing the applications.

SLA implementation is applicable for the files applied Online under Category I (including White Ration Card files), Category II and Category III, Second Connection. This is initially applicable for the files for which the processing fee payment received *after* the incorporation of SLA process in the existing SWC software module. After stabilization within 2 months all online files may be brought into to the process of SLA.

SLA implementation is not applicable for files applied under VDS2010 & VDS2014, Non Revenue Connections (i.e. Files applied under Public Stand Posts, Religious Charity, Charity Institutes and Filling Stations)and regularization of illegal connections and in MeeSeva files.

All O&M officers are requested to process the files with in SLA periods mentioned below. In case for anyfile SLA is crossed, then systems will not allow to process such tiles until all SLA crossed files are processed in First InFirst Out manner.

Stage wise SLA for Category I files are as below:

S.No	Activities	SLA in days	Policy for SLA crossed files
1	Application Capturing In Online	NA	
2	Processing Fee Payment	NA	
3	First Level Feasibility Capturing	IS Days from date of receipt of Processing Fee	FIFO process will implemented by the system
4	Second Level Feasibility Capturing	10 Days from date of First Level Feasibility	FIFO will be implemented by the system
5	Request Capturing for Does submission in online	10 Days from date of Second Level	An SMS will be sent to the customer at <u>regular intervals</u>

6	Acknowledgement Generation for Annexure		10 days for submission & acknowledgement of documents by the customer. If not submitted within 10 days file will be cancelled automatically. Need to apply fresh.
7	Final Level Feasibility Capturing	20 Days from date of Acknowledgement h Generation	FIFO process will be implemented by the system
8	Proceeding Generation	05 days from date of Final Level	FIFO process will be implemented by the system
	Connection Charges Payment	60 days from date of Proceeding Generation	If required GM(E) concerned will revalidate U. to 180 da s .
9	Improvement Work. Completion Details Capturing (Only For Improvement works)	NA	
10	CAN Generation	29 days from date of Auto Allotment to	If CAN not generated within SLA GB will be blocked.

Files applied under Category & III

SNo	Activities	SLA in days	Policy for SLA crossed files
1	Application Capturing In Online	NA	
2	Processing Fee Payment	NA	
3	First Level Feasibility	15 Days from date of Processing Fee amount	FIFO process will be implemented by the system
4	Second Level Feasibility Capturing	10 Days from date of First Level Feasibility	FIFO process will be implemented by the system
5	Request Capturing for Docs submission in online	10 Days from date of Second Level Feasibility	An SMS will be sent to the customer, at regular intervals for 10 days for submission & acknowledgement of documents by the customer. If not submitted within 10 days file will be cancelled automatically. Need to apply fresh.
6	Acknowledgement Generation for Annexure		
7	Final Level Feasibility Capturing	20 Days from date of Acknowledgement Generation	FIFO process will be implemented by the system
8	Outward for sending file to Head Office	NA	
9	Inward for receiving file from division office	NA	

10	Committee Details Capturing	45 Days from date of Inward	FIFO process will be implemented by the system
11	Proceeding Generation	15 days from date of Committee - - Details Capturing	FIFO process will be implemented by the system.
12	Connection Charges Payment	60 days from date of Proceeding Generation	If required GM(E) SWC will revalidate.
13	Improvement Work Completion Details Capturing (Only For Improvement works)	NA	
14	CAN Generation	29 days from date of Auto Allotment to GB	If CAN not generated within SLA GB will be blocked.

The General Manager (IT) is hereby instructed make live the above SLAs for the SWC files w.c.f. 28.08.2015.

SD/XXX
MANAGING DIRECTOR

To,
The General Manager (E)/SWC, HMWSSB for information and necessary action,
The General Manager (IT) HMWSSB for information and necessary action.

Copy to
All the Directors
All the O&M CGMs/GMs/DGMs &
Managers ED's table.