



HYDERABAD METROPOLITAN WATER SUPPLY & SEWERAGE BOARD

Office of the Managing Director
Khairatabad: Hyderabad - 500 004

MD/Circular/CCN-2011-8399

25.7.2012

Sub: - HMWSSB- Water Bill Payments through Real Time Gross settlement (RTGS) and National Electronic Fund Transfer (NEFT)–facility for customers-Reg.

Ref: 1. MD/Circular/CCN-2011-8399, 20.1.2012
2.MD note orders Dt.7/7/2012

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It is decided to facilitate all HMWSSB customers to make water bill payments through NEFT/RTGS by extending the current NEFT/RTGS payment channel being used by Govt. consumers. The Guide lines for making payment through NEFT/RTGS are as below:

- i) All the HMWSSB consumers can make water bill payments though NEFT/RTGS channel by giving NEFT/RTGS request in favour of HMWSSB at their respective bank with the NEFT/RTGS account details printed on the water bill issued by HMWSSB. *A customer shall use the account details printed on their bill only as account number is customer specific.*
- ii) The explanation of account number is as below:

Account Number	1	4	4	6										
Bank & Branch	Axis Bank, Mumbai													
Account Name	HMWSSB													
IFSC Code	UTIB0CCH274													
MICRCODE	500211001													

Note: MICR code is NOT mandatory

The account number contains 15 digits. The first four digits are HMWSSB account code issued by the bank and same for all customers, the remaining digits are specific to customer. The next two digits represent

the Division code and the remaining 9 digits will be the CAN of the consumer.

Example: CAN number= 062124729, Division=06

	Bank code				Division		Customer CAN number								
Account Number	1	4	4	6	Ø	6	Ø	6	2	1	2	4	7	2	9
Bank & Branch	Axis Bank, Mumbai														
Account Name	HMWSSB														
IFSC Code	UTIBØCCH274														
MICR Code	5ØØ211ØØ1														

Note: MICR code is NOT mandatory.

- iii) Customers have to give NEFT/RTGS instructions each time they desire to make payment to their banker.
- iv) The Bank will mail the details of the paid customers showing CAN number and amount paid through NEFT/RTGS on daily basis to the Director (Finance), all the O&M GMs, CGM(Rev), GM(R), GM(IT) by mail.
- v) Bank is providing the customized MIS in SFTP (Secured File Transfer Protocol) format on hourly basis for easy upload in the HMWSSB systems without manual intervention.
- vi) HMWS&SB sends SMS alerts to the consumers and concerned O&M General Managers regarding NEFT/RTGS payment transaction within couple of hours. Consumers can download their payment receipts after 24 hours from HMWSSB website www.hyderabadwater.gov.in (select customer services and click on NEFT/RTGS receipt)
- vii) Concerned O&M GMs are solely responsible for raising the demand, collections and reconcillating the amount paid through NEFT/RTGS.
- viii) GM(IT) should take necessary action with in 1 day for automatic updation of customer ledger with data sent by Axis bank through SFTP hourly and printing of NEFT/RTGS account details on the bills of customers.
- ix) O&M GMs, CGM (Finance) & CGM (Rev) should take necessary Reconciliation process of the NEFT/RTGS transactions regularly.

Sd/- Adhar Sinha
Managing Director

Copy to all Directors

Copy to Dir(Finance) for taking necessary action

Copy to all O&M CGMs

Copy to CGM (Rev), CGM (Finance) for taking necessary action

Copy to all O&M GMs,GM (IT) for taking necessary action