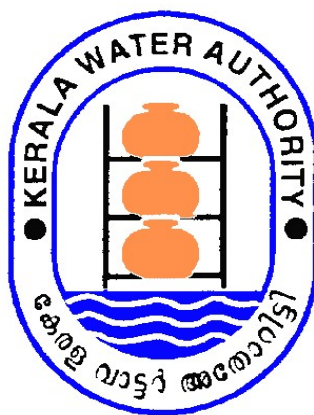


KERALA WATER AUTHORITY



ADMINISTRATIVE REPORT FOR THE YEAR **2015-16**

JALA BHAVAN, THIRUVANANTHAPURAM-695033

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CHAPTER -I

KERALA WATER AUTHORITY – A PROFILE

- 1.1 Kerala Water Authority was established by the Government of Kerala on 1st of April, 1984 under the Kerala Water and Waste Water Ordinance, 1984 to provide for the development and regulation of water supply and waste water collection and disposal in the state of Kerala and for matters connected therewith. The ordinance was replaced by the Kerala Water Supply and Sewerage Act, 1986 (Act 14 of 1986)
- 1.2 The Authority was established by vesting the properties and assets of the erstwhile Public Health Engineering Department under section 16 of the Act and the assets, rights and liabilities of the local bodies and the Kerala State Rural Development Board in so far as they pertain to the execution of water supply and sewerage schemes under section 18 of the Act.
- 1.3 The main functions of the Authority are
 - (i) Preparation, execution, promotion, maintenance and financing of the schemes for the supply of water and disposal of wastewater.
 - (ii) Planning for the state's water supply and sewerage requirements.
 - (iii) Preparation of state plans for water supply and collection and disposal of wastewater on the direction of the Government.
 - (iv) Establishment of state standards for water supply and wastewater services.
 - (v) Carrying out applied research for efficient discharge of the functions of the Authority.
 - (vi) Making provisions for the supply of wholesome water and efficient sewerage services to the people in the state.

CHAPTER -II

CONSTITUTION

2.1 The Authority consists of the following members.

- (i) Chairman – Appointed by the Government.
- (ii) Managing Director – Appointed by the Government.
- (iii) Secretary to Government, Water Resources Department, Government of Kerala.
- (iv) Secretary to Government, Finance, Government of Kerala.
- (v) Secretary to Government, Local Administration, Government of Kerala.
- (vi) Secretary to Government, Rural Development Department, Government of Kerala.
- (vii) Two members representing the Local Bodies in the state, appointed by Government.
- (viii) Two members appointed by the Government, one of whom shall be a member belonging to the schedule caste / schedule tribe.
- (ix) A Technical Member, appointed by the Government.
- (x) An Accounts Member, appointed by the Government.

Members of the Authority

| | DESIGNATION | PERIOD (01/04/2015–31/03/2016) |
|----|---|---|
| 1 | Chairman KWA & Additional Chief Secretary, Water Resources Department | Sri. V. J. Kurian IAS 01/04/2015 – 31/03/2016 |
| 2 | Secretary to Government (Finance) (Ex-officio) | Sri. Rabindra Kumar Agarwal IAS 01/04/2015 – 30/07/2015 Sri. B. Sreenivas IAS 01/08/2015 – 31/03/2016 |
| 3 | Principal Secretary (LSGD) (Ex-officio) | Sri. James Varghese IAS 01/04/2015 – 31/03/2016 |
| 4 | Executive Director (KRWSA) (Ex-officio) | Smt. Tinku Biswal IAS 24/06/2015 – 31/03/2016 |
| 5 | Managing Director, Kerala Water Authority | Sri. Ajith Patil IAS 01/04/2015 – 31/03/2016 |
| 6 | Technical Member, Kerala Water Authority | Sri. T.C. Subran 01/04/2015 – 30/04/2015 Sri. G. Sreekumar(i/c) 01/05/2015 – 30/06/2015 Sri. T. Raveendran 01/07/2015 – 31/03/2016 |
| 7 | Accounts Member, Kerala Water Authority (i/c) | V.S. Pradeep (FM & CAO) 01/04/2015 – 31/03/2016 (Special invitee) |
| 8 | Member | Sri. Johny Areekattel/ Sri. Kunju Koshy Paul |
| 9 | Member | Sri. E. K. Chellappan |
| 10 | Member | Sri. John Thomas |
| 11 | Member | Sri. Chacko Varghese |

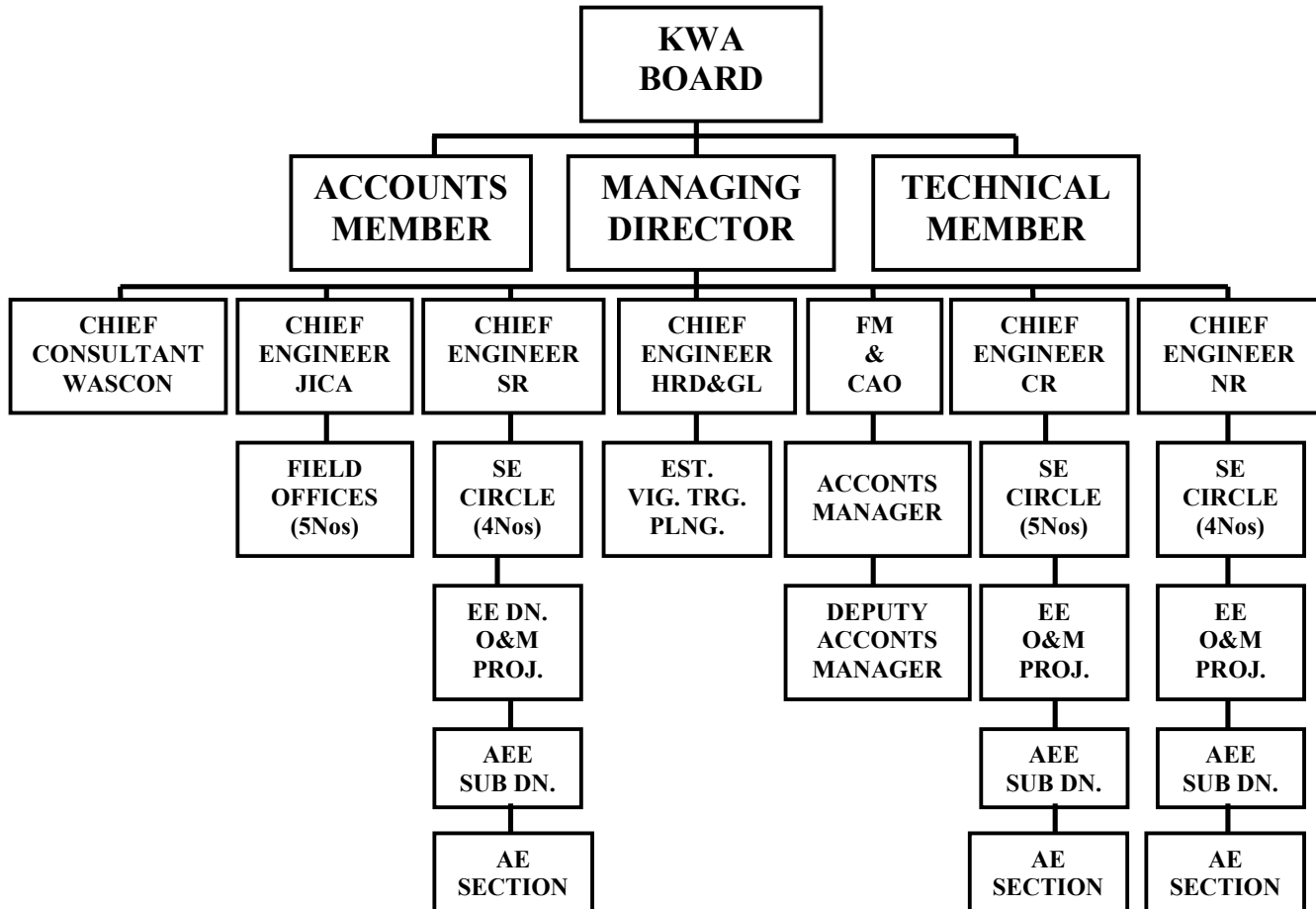
CHAPTER -III

ORGANIZATIONAL STRUCTURE

3.1. Kerala Water Authority has its Head Office at JalaBhavan, Thiruvananthapuram. The Managing Director heads the office. The Technical Member supports the Managing Director in technical matters and Accounts Member assists in case of establishment matters and accounts. The specific information and other details regarding Kerala Water Authority are available in the Website <http://www.keralawater.org>. The telephone number is +91-0471-2328654, and the Fax: number is +91- 91-0471-2324903.

The operation and maintenance of schemes and execution of new projects in the state are managed by three Regional Offices headed by Chief Engineers at Thiruvananthapuram, Kochi and Kozhikode. In addition to this, for implementation of water supply schemes assisted by Japan International Co-operation Agency (JICA) there is a Chief Engineer office in Trivandrum. The consultancy wing of Kerala Water Authority WASCON is headed by a Chief Consultant in the rank of a Chief Engineer. The establishment matters are dealt by the human resources wing headed by Chief Engineer (HRD & GL). For the execution of new schemes and operation & maintenance of existing schemes the hierarchy of offices under the regional chief engineers is Circle offices - Division office - Subdivision office - Section office. The Circle offices are headed by Superintending Engineers, Divisions by Executive Engineers, Sub Divisions by Assistant Executive Engineers and Section offices by Assistant Engineers. There are 13 Circle Offices, 43 Divisions, 97 Sub-Divisions and 215 Sections under three regional offices. There are separate division offices for execution of projects and for operation and maintenance.

3.2 Organisational Structure



3.3. Major units of KWA

3.3.1. Division offices.

The major activities (operation, management, and execution of Water supply & sewerage schemes) of Kerala Water Authority are centered on the Divisions. The various Divisions and their functions are:

i. Water Supply/ P.H. Divisions.

These divisions are dealing the operation & maintenance of water supply schemes which are run by Kerala Water Authority. Execution of deposit works of Local Bodies and other agencies are also carried out by these divisions. Revenue collection of KWA is also done by these Divisions.

ii. Project Divisions.

These divisions are constituted exclusively for the execution of new projects of drinking water and sewerage schemes.

iii Quality Control Divisions.

The quality control divisions under State Referral Lab **are** engaged in water quality surveillance / monitoring and act as a Referral agency to guide the public as well as the Government in all cases of all drinking water quality problems.

3.3.2. JICA

The JICA unit headed by a chief engineer is for implementation of five major water supply schemes assisted by Japan International Co-operation Agency. Its function is to augment and rehabilitate water supply systems of two urban regions viz. Thiruvananthapuram and Kozhikode and to construct water supply systems for three rural regions viz. Meenad, Cherthala and Pattuvam

3.3.3. WASCO N

Under the control of a chief consultant (chief Engineer), WASCON the consultancy wing of KWA and is authorised to undertake consultancy and construction works in civil Engineering, provide services to LSGs while taking up infrastructure projects in water/ sanitation sector.

3.3.4. Training centre.

A centralized training centre headed by an Executive Engineer is functioning at Trivandrum with ample training facilities. The unit carries out in-house trainings, workshops, refresher courses. The training centre facilitates the deputation of officers for higher studies and external training

3.3.5. Vigilance wing

There is a vigilance wing headed by a Deputy Chief Engineer, and consisting of one Executive Engineer and two Asst. Executive Engineers functioning under the Technical Member. They are entrusted with the task of detailed enquiry of allegations against officers and on the execution of different works and other enquiries entrusted to it in respect of any matter affecting the Authority. The report submitted will be scrutinized by a committee headed by the Technical Member and based on the recommendation, further action would be taken in every case.

3.3.6. Internal Audit wing

Kerala Water Authority is having an Internal Audit Wing with a section at headquarters and two teams headed by Internal Auditors. These audit teams are deployed for the yearly audit of the accounts and other records of the division offices. They are also responsible for the follow up action with regard to the audit

findings of the Accountant General, stock verification reports, Internal Audit reports, special audit reports, etc. They report directly to the Accounts Member.

3.3.7. Stock verification unit

There are two stock verification subdivisions functioning under Accounts Member for the physical verification of materials stored in different stores. The subdivision situated in Trivandrum has jurisdiction upto Eranakulam and the second one situated in Kozhikode verifies the stores beyond Ernakulum.

CHAPTER- IV

SCHEMES UNDER EXECUTION

| | | |
|---|---|-----|
| No. of Urban schemes under execution during 2015-16 | : | 21 |
| No. of Rural schemes under execution during 2015-16 | : | 247 |
| Of the above, No. of schemes aided by HUDCO, LIC | : | Nil |
| JBIC | : | 5 |
| No. of Sewerage schemes | : | 5 |

SCHEMES IN OPERATION

| Sl. No. | Name of District | Urban | Rural |
|---------|--------------------|-----------|-------------|
| 1. | Thiruvananthapuram | 6 | 98 |
| 2. | Kollam | 3 | 89 |
| 3. | Pathanamthitta | 2 | 69 |
| 4. | Alappuzha | 4 | 50 |
| 5. | Kottayam | 5 | 64 |
| 6. | Idukki | 1 | 76 |
| 7. | Ernakulam | 8 | 90 |
| 8. | Thrissur | 4 | 103 |
| 9. | Palakkad | 4 | 57 |
| 10. | Malappuram | 6 | 48 |
| 11. | Kozhikode | 2 | 83 |
| 12. | Wayanad | 0 | 28 |
| 13. | Kannur | 3 | 97 |
| 14. | Kasaragode | 1 | 77 |
| | Total | 49 | 1029 |

| 8a. District wise & category wise number of ongoing water supply schemes during 2015-16(as on 31.03.2016) | | | | | | | | | | | | | | | | | | | |
|---|-------|--------------------|---------------------------|---------------------------|-----------------|------------------------------------|--------|----------------------------|--------------------|--|-------------------------------------|--|----------------------------|--------|---|---------|------|-------|-----|
| Number of ongoing water supply schemes | | | | | | | | | | | | | | | | | | | |
| | | | | Rural Water Supply Scheme | | | | | | | | Urban Water Supply Scheme | | | | | | | |
| Name of District | NRDWP | Technology Mission | TRP Schemes funded by GoI | State Plan | SAARK (2010-11) | New Water Supply Schemes (2010-11) | NABARD | Externally Assisted (JICA) | Ear marked quality | Deposit works of KWA (for schemes of local bodies/ other agencies) | SAARK (2009-10)New capital schemes | completion of ongoing UWSS special package | Externally Assisted (JICA) | JNNURM | SAARK(2009-10) Replacement of old pipes | UIDSSMT | Bank | Total | |
| Thiruvananthapuram | 13 | | Completed | 2 | | | 6 | 1 | | 56 | 1 | 2 | 1 | 1 | Now taken under new head replacement of old and obsolete pipe | | | 83 | |
| Kollam | 6 | | | 1 | | | 1 | 1 | | 57 | | | | | | | | | 66 |
| Pathanamthitta | 13 | | | | | | 3 | | | 51 | | | | | | | | | 67 |
| Alappuzha | 11 | 1 | | | | | 1 | | | 59 | | | | | | | 1 | | 73 |
| Kottayam | 32 | | | 2 | | | 3 | | | 57 | 1 | | | | | | | | 95 |
| Idukki | 22 | | | | | | 1 | | | 30 | | | | | | | | | 53 |
| Ernakulam | 8 | | | 1 | | | 2 | | | 203 | | | 1 | | | 1 | | | 216 |
| Thrissur | 6 | | | 2 | 1 | | 3 | | | 224 | | | 5 | | | | 1 | | 242 |
| Palakkad | 17 | | | | | | 2 | | | 31 | | | 1 | | | | 2 | | 53 |
| Malappuram | 30 | | | 1 | 3 | | 3 | | | 89 | | | | | | | | | 126 |
| Kozhikode | 11 | | | | | | 2 | 1 | | 8 | | | | 1 | | | | | 23 |

| | | | | | | | | | | | | | | | | | | |
|------------|-----|---|--|----|---|---|----|---|---|-----|---|----|---|---|--|---|---|------|
| Wayanad | 4 | | | | | | 3 | | 2 | 73 | | | | | | 1 | | 83 |
| Kannur | 6 | | | 2 | 1 | | 1 | | | 22 | | 3 | | | | 2 | | 37 |
| Kasaragode | 8 | | | | | | 8 | | | 18 | | | | | | | | 34 |
| Total | 187 | 1 | | 11 | 5 | 0 | 39 | 3 | 2 | 978 | 2 | 12 | 2 | 2 | | 7 | 0 | 1251 |

LIST OF SCHEMES COMPLETED DURING 2015-2016

| Sl.No. | Name of Scheme | District | AS Amount (Rs. In lakhs) | Category | Population benefitted |
|--------|---|----------------|--------------------------------|------------------|--------------------------|
| 1 | CWSS to Peringottukurissi & Kuthannur Pts. | Palakkad | 1800.00 | NRDWP | 47883 |
| 2 | West Kallada, Sasthamcotta and Sooranadu (South) Grama Pt. SLSSC 09.07.2007 | Kollam | 427.00 | NRDWP | 74161 |
| 3 | ARWSS to Kulathupuzha and adjoining villages SLSSC 09.07.2007 | Kollam | 1400.00 | NRDWP | 122112 |
| 4 | RWSS to Vannapuram-Phase I | Idukki | 500.00 | NRDWP | 19275 |
| 5 | RWSS to Vannapuram-Phase II | Idukki | 400.00 | NRDWP | |
| 6 | WSS to Amalapuram and Thattupara in Ayyampuzha Pt. | Ernakulam | 262.00 | NRDWP | 8751 |
| 7 | ARWSS to Thirunavaya Phase I | Malappuram | 3100.00 | NRDWP | 105730 |
| 8 | ARWSS to Thirunavaya Phase III | Malappuram | 1165.00 | NRDWP | 27845 |
| 9 | Augmentation and improvement to Nilambur WSS | Kozhikkode | 410.00 | NRDWP | 41264 |
| 10 | Augmentation of WSS to Madavoor village - Laying distribution line | Kozhikkode | 407.00 | NRDWP | 25358 |
| 11 | WSS to Ward 3,4,5 & 8 of Chathamangalam GP | Kozhikkode | 198.00 | NRDWP | 5520 |
| 12 | ARWSS to Padiyoor and Vayathur SLSSC 21.08.1998 | Kannur | 630.00 | NRDWP | 51250 |
| 13 | ARWSS to Manalur -Karamukku- Laying Gravity main | Thrissur | 541.00 | SAARK 2010-11 | 229500 |
| 14 | WSS to Eriyad Methala Azhikkode and Edavilangu in Kodungallur taluk | Thrissur | 3981.55 | NABARD | 198355 |
| 15 | Augmentation of WSS to Kottappady | Ernakulam | 391.86 | NRDWP | 20510 |
| 16 | RWSS to Mulakulam & Velloor Panchayath- Phase II | Kottayam | 250.00 | NRDWP | 32042 |
| 17 | RWSS to Mulakulam, Velilyannoor & Uchavoor Panchayath- Providing distribution systemPhase II | Kottayam | 600.00 | NRDWP | 72500 |
| 18 | Elanthoor, mallappuzhassery | Pathanamthitta | 600.00 | NRDWP | 26377 |
| 19 | WSS to Karimpuzha in Palakkad District - Replacing existing old and damaged AC pipe line with DI pipes | Palakkad | 480.00 | NRDWP | 51238 |
| 20 | Enhancement of coverage in rural areas (Kolacherry, Narathu, Mayyil, Kuttiyattoor, Kodali, Mundery and Keezhallur Pt. | Kannur | 900.00 | NRDWP | 184374 |

| | | | | | |
|----|---|----------------|-----------------------|------------------------------|--------|
| 21 | WSS for the coverage of quality affected habitation of Kodumba and Polpully in Palakkad Dist. | Palakkad | 536.00 | NRDWP | 41208 |
| 22 | WSS to Ayyampuzha-Providing water supply to Kannimangalam in Malayattoor-Neeleswaram Pt. and Panduppara in Ayyampuzha Pt. | Ernakulam | 54.65 | NRDWP | 1500 |
| 23 | ARWSS to Cheriyanadu Pt. in Alappuzha Dist. - Original AS Rs. 422 L | Alappuzha | 602.00 | NRDWP | 30300 |
| 24 | CRWSS to Moorkkanadu and adj. villages - Phase I | Malappuram | 83.07 | NRDWP-Earmarked Quality fund | 9877 |
| 25 | CRWSS to Thirunavaya and adj. villages | Malappuram | 221.00 | NRDWP-Earmarked Quality fund | 40000 |
| 26 | UIDSSMT - UWSS to Ottapalam Municipality | Palakkad | 3000.00 | UIDSSMT | 77481 |
| 27 | UIDSSMT - UWSS to Chittur Thathamangalam Municipality | Palakkad | 935.00 | UIDSSMT | 49605 |
| 28 | CARWSS to Elappara and adjoining Villages. | Idukki | 2743.46 | ARP | 116500 |
| 29 | Improvements of RWSS to Valakom-Phase II Construction of 3.5 MLD WTP and 2.0 LL Capacity C/W Sump at Valakom | Ernakulam | 200 Lakhs | ARP | 13867 |
| 30 | NRDWP - 19th SLSSC 2013 - Improvements to WSS to Sreekrishnapuram and adjoining Panchayths - Laying distribution lines for Zones I, II, III & IV in Ottapalam Taluk | Palakkad | 800.00 | NRDWP | 142161 |
| 31 | CARWSS to Kodumba, Polpully and adjoining villages | Palakkad | 1030.00 | Technology Mission | 36629 |
| 32 | CRWSS to Ranni, Pazhavangadi & Vadasserikara Village-Phase-1 | Pathanamthitta | 1686.83 04/07/2012 | ARP | 65584 |
| 33 | WSS to Quality Affected Habitations in Ward 2,6,7,9 of Niranam, Ward 9 of Kadapra and W- 6 & 7 of Nedumpuram Panchayath | Pathanamthitta | 462.18 | ARP-Quality | 11687 |
| 34 | ARWSS to Ottasekharamangalam panchayaths Phase I | Trivandrum | 860.00 | ARP | 22843 |
| 35 | ARWSS to Ottasekharamangalam panchayaths Phase II | Trivandrum | 1235.00 | ARP | 28393 |

| | | | | | |
|----|--|--------------------|---------|-------|----------------|
| 36 | JICA Assisted water supply projects WSS to Kozhikkode Corporation and adj. Pts. | Kozhikkode | | JICA | 1200000 |
| 37 | WSS to Thevalakkara & Thekkumbhagom Pts. | Kollam | 1488.50 | ARP | 57288 |
| 38 | ARWSS to Pathanapuram & Piravanthoor Pts.- laying distribution system in Zone I & II | Kollam | 500.00 | ARP | 61570 |
| 39 | Addl. Coverage to Puzhakkattiri & Vadakkangara village- laying distribution system | Malappuram | 385.00 | NRDWP | 59278 |
| 40 | RWSS to Karimpuzha- Extension of distribution to uncovered areas Phase II | Palakkad | 500.00 | NRDWP | 37000 |
| 41 | WSS to Edava, Elakamon, Manambur & Ottur villages - balance work | Thiruvananthapuram | 1210.00 | NRDWP | 136760 |
| 42 | CWSS to Panavoor, Pullampara & Vembayam Pt- balance work | Thiruvananthapuram | 300.00 | NRDWP | 18822 |
| 43 | WSS to Kallara Pangode - balance work | Thiruvananthapuram | 907.00 | NRDWP | 70556 |
| 44 | WSS to Panavoor Pullampara & Vembayam villages | Thiruvananthapuram | 1043.64 | NRDWP | 34093 |
| 45 | WSS to Kazhakoottam & Menamkulam part villages- balance work | Thiruvananthapuram | 315.00 | NRDWP | 37455 |
| 46 | WSS to Kazhakoottam O G | Thiruvananthapuram | 761.58 | ARP | 7509 |
| 47 | WSS to Padinjarathara and Kuppaduthara Villages | Wynad | 430.00 | MSDP | 28087 |
| | TOTAL | | | | 3780098 |

CHAPTER V

JICA ASSISTED KERALA WATER SUPPLY PROJECT

The JICA assisted Kerala Water Supply Project (KWSP) being implemented by Kerala Water Authority comprises the following 5 schemes:

1. Augmentation and Rehabilitation of Water Supply Scheme to Thiruvananthapuram city Region.
2. Water Supply Scheme to Meenad and adjoining Panchayaths in Kollam District.
3. Water supply scheme to Cherthala Municipality and adjoining Panchayaths in Alappuzha district.
4. Augmentation and Rehabilitation of water Supply Scheme to Kozhikkode City and adjoining Panchayaths.
5. Water Supply Scheme to Pattuvam and adjoining Panchayaths in Kannur district.

Key features of the project

| Scheme | WTP (MLD) | Transmission Main (km) | | Distribution Main (km) | Service Reservoirs (No.) |
|-----------|--------------|---------------------------|------------------|---------------------------|--------------------------------|
| | | Raw Water | Treated Water | | |
| TVM | 74 | 0.30 | 41.32 | 388 | 11 |
| Meenad | 71 | 1.58 | 80.40 | 963 | 14 |
| Cherthala | 107 | 20.88 | 81.00 | 663 | 18 |
| Kozhikode | 174 | 0.44 | 123.31 | 1853 | 20 |
| Pattuvam | 90 | 11.54 | 82.00 | 623 | 13 |
| Total | 516 | 34.74 | 408.03 | 4490 | 76 |

The project is nearing completion. The major components of all the five schemes under the project have been completed for production, transmission of storage of treated water viz, intake, raw water pumping/ gravity mains, transmission

systems and service reservoirs. The installed capacity of all the schemes is 516 MLD, for raw water pumping and production of treated water. The treatment plants are based on state-of-the-art design, using either lamella plate clarifier technology or sludge blanket clarifiers and equipped with automatic control and operational features. For raw water pumping from source to Water Treatment Plant, 34 km of pipe lines and for clear water transmission 408 km of pipe lines have been laid for the five schemes overall. Altogether, there are 76 new Ground Level or Over Head Service reservoirs constructed for the five schemes with an overall capacity of 232.96 Million litres for distribution of the treated water.

The schemes are operational now except for the following (i). Portion of Distribution networks of Thiruvananthapuram, Meenad and Kozhikode schemes (ii). Rehabilitation works of existing water treatment plants of Thiruvananthapuram and Kozhikode and (iii) A few components of Institutional Strengthening. Of 4490 km of distribution lines envisaged in the five schemes, about 3712 km has been laid and remaining to be laid is 778 km (Thiruvananthapuram: 48 km, Kozhikode:581 km and Meenad:149 km). The distribution networks envisaged for Cherthala and Pattuvam have been completely laid.

The project when fully completed is expected to benefit 41 lakh people. The revised estimated cost of the project is Rs. 2987.40 crores,

The Institutional Strengthening component of KWSP covers various aspects such as procurement of equipments, procurement of services, Network & connectivity, Servers & storage infrastructure and Central Control Unit. The main components pending completion under IS are CCU building, ERP, Asset Management and installation of flow meters.

Project Progress

| Sl. No. | Schemes | Planned Progress | Achieved Progress % |
|---------|---------------------------|------------------|---------------------|
| 1 | Thiruvananthapuram Scheme | 100 | 96 |
| 2 | Meenad Scheme | 100 | 93.71 |
| 3 | Cherthala Scheme | 100 | 100 |
| 4 | Kozhikkode Scheme | 100 | 93.31 |
| 5 | Pattuvam Scheme | 100 | 100 |

Physical progress achieved as on 31/03/2016

| | | | | |
|-------------------|--------|---|-----------------|--|
| Trivandrum | I | Intake, Raw Water Pipeline and WTP | 100% | completed |
| | II | Treated Water Transmission Pipeline | 100% | completed |
| | III | Distribution Systems | contract closed | Contract terminated and rearranged as PIII -R1 |
| | III-R1 | Distribution Systems | 64% | March 2017 |
| | IV | Service Reservoirs | 100% | completed |
| | V | Rehabilitation Works of Existing System | 75% | December 2017 |
| Meenad | I | Intake, Raw Water Pipeline and WTP | 100% | completed |
| | II | Treated Water Transmission Pipeline | 100% | completed |
| | III | Distribution Systems | work terminated | Contract terminated and rearranged as PIII -R1 |
| | III-R1 | Distribution Systems | 19.21% | March 2017 |
| | IV | Service Reservoirs | 100% | Completed |

| | | | | |
|------------------|--------|---|-----------------|---|
| Cherthala | I | Intake, Raw Water Pipeline and WTP | 100% | completed |
| | II | Treated Water Transmission Pipeline | 100% | |
| | III | Distribution Systems | 100% | |
| | IV | Service Reservoirs | 100% | |
| Kozhikode | I | Intake, Raw Water Pipeline and WTP | 100% | completed |
| | IIA | Treated Water Transmission Pipeline | 100% | completed |
| | IIB | Treated Water Transmission Pipeline | 100% | completed |
| | III | Distribution Systems | work terminated | Contract terminated and rearranged as PIII -R1 & R2 |
| | III-R1 | Distribution Systems | 45% | December 2017 |
| | III-R2 | Distribution Systems | 44% | December 2017 |
| | IV | Service Reservoirs | 100% | Completed |
| | IV-R1 | Service Reservoirs at Thalikulathur | 100% | Completed |
| | IV-R2 | Service Reservoirs at Kakkur | 100% | Completed |
| | IV-R3 | Service Reservoirs at Narikunni | 100% | Completed |
| | V | Rehabilitation Works of Existing System | 80% | March 2017 |
| Pattuvam | I | Intake, Raw Water Pipeline and WTP | 100% | Completed |
| | II | Treated Water Transmission Pipeline | 100% | Completed |

| | | | | |
|--|--------|----------------------|--|-----------|
| | III | Distribution Systems | Contract terminated and rearranged as PIII -R1 , R5 & R6 | Completed |
| | III-R1 | Distribution Systems | 100% | |
| | III-R5 | Distribution Systems | 100% | |
| | III-R6 | Distribution Systems | 100% | |
| | IV | Service Reservoirs | 100% | |

CHAPTER VI

WASCON

WASCON, the consultancy wing of Kerala Water Authority was setup as per GO(Rt.)45/2008/WRD dated 08/01/2008 with intention of providing Engineering Consultancy services for inhouse works and outside works. Since its inception, WASCON has prepared Detailed Project Reports for many Water Supply Projects. Detailed Project Reports for Jalanidhi Phase I, Jalanidhi Phase II, Water Supply Scheme to Technocity, Thiruvananthapuram, WSS to KINFRA Industrial Park Kanjikkode, Distribution network for Kochi Corporation & adjoining Panchayaths were some of the works prepared by WASCON. WASCON had also done designs for many Water Treatment Plants and Service Reservoirs. Design for 100 mld Water Treatment Plant for JnNURM Water Supply Augmentation for Kochi Corporation was one among them.

Later on as the quantum of work in Northern Region increased, satellite offices were set up at Thrissur, Kannur and at Kondotty. Total staff strength inclusive of that at satellite offices is given below:-

| | | |
|-----|-----------------------------------|----|
| 1. | Chief Consultant (CE) | 1 |
| 2. | Principal Consultant (DCE) | 1 |
| 3. | Senior Consultant (EE) | 2 |
| 4. | Consultant Grade I (AEE) | 6 |
| 5. | Consultant Grade II (AE) | 7 |
| 6. | Design Assistant (D/man Gr. I/II) | 5 |
| 7. | Surveyor | 1 |
| 8. | Overseer Gr. III | 3 |
| 9. | Administrative Staff | 5 |
| 10. | Office Facilitator (Peon) | 3 |
| | Total | 34 |

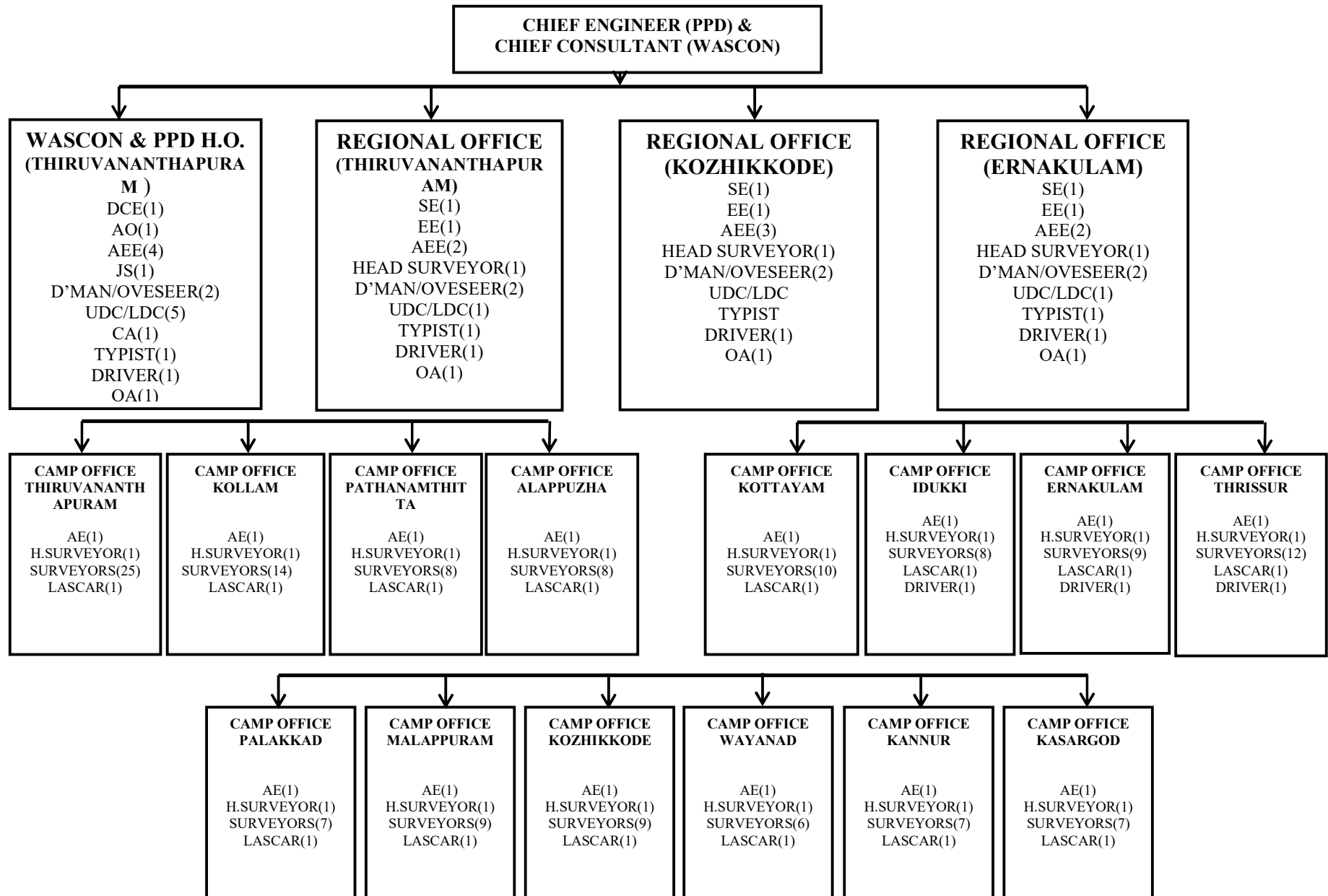
WASCON is headed by a Chief Consultant in the rank of Chief Engineer.

When the project and O&M functions were bifurcated, the investigation Design and Planning Wing (IPD) of Kerala Water Authority was dissolved. However, the lack of well planned and prepared project has been recognized as one of the key constraints in soliciting adequate funding for projects. Identifying this need, it is proposed to constitute a Project Preparation Development Unit by expanding the existing consultancy Unit WASCON. The Kerala Water Authority Board vide resolution

No.10261 held on 17.12.2015 resolved to form PPD Unit. Accordingly vide proceedings No.KWA/JB/E2(A)/18977/22015 dated, 24.02.2016 of the Managing Director, the PPD & WASCON Unit came into existence with effect from 26.02.2016. The WASCON and PPD Wing has a Chief Engineer's Office at Thiruvananthapuram and three regional Circle Offices headed by a Superintending Engineer at Thiruvananthapuram, Kochi and Kozhikode. The PPD Office will have camp offices headed by an Assistant Engineer in all districts.

The organizational structure of PPD and WASCON from 3/2016 is as shown in figure.

ORGANISATIONAL STRUCTURE OF WASCON



List of works 2015-16

1. NRDWP – Augmentation of ARWSS to Ayarkunnam, Kooropada and Pampady panchayath in Kottayam District – design of 12 MLD Water treatment plant at Aramanoor (Filter house approved)
2. ARWSS to Mylom, Thalavoor and Pidavoor villages – design of 6.6 LL capacity OHSR at Akkavila.
3. UIDSSMT - Package VII B - WSS to Guruvayoor and Chavakkad municipalities - design of 5LL sump at Guruvayoor Devaswom compound
4. RIDF – XVII – RWSS to Kalliyoor and Venganoor grama panchayth and Kovalam tourist area – design of 6.2 LL OHSR at Mukkola.
5. RIDF – XVII – RWSS to Kalliyoor and Venganoor grama panchayth and Kovalam tourist area – design of 18.4 LL OHSR at Azhakulam
6. NABARD – RIDF – XVIII -RWSS to Vilakkudy, Vettikavala and Melila Panchayths - Design of 10.3 MLD Water Treatment Plant at Manjamonkala
7. NRDWP – CWSS to Thariyodu, Pozhuthana, Kottathara,Vengappally and Padinjarathara panchayath in Wayanad District – Phase I – design of 8MLD rapid sand filter and 7.5LL clear water sump
8. ARWSS –NRDWP – 19th SLSSC 2013 – WSS to Kavannur village – Phase I – Package II – Design of 8m diameter well cum pump house.
9. CWSS to Haripad and adjoining 10 panchayaths – design of 50 MLD water treatment plant at Pallipad (HFD & layout approved)
10. Improvements of water supply scheme to Kuttanad – design of 4.5 LL capacity OHSR at Thakazhy at Karumady treatment plant.

11. CWSS to Parassala and adjoining villages and Marukil and Maranalloor villages – package XI for Parassala and Parasuvaikal village – design of 2.4 MLD Water treatment plant at Vandichira
12. KWA – Jalanidhi – rehabilitation of multi grama panchayaths – CWSS to Mala and Kodungallur – design renovation and rehabilitation of head works at Vynthala
13. NABARD – WSS to Edavetty Panchayth in Idukki District – Package I – design of 9m dia well cum pump house at Malankara
14. RWSS to Thrikkovilvattom and Nedumpana - design of 2LL OHSR at Kureepally.
15. WSS to Shornur corporation – water scarcity (Proposal for a check dam)- remarks called for from SE, PPD, Kozhikkode
16. CWSS to Mannarkad & Thenka – Design of 7 mld WTP
17. NRDWP – WSS to Thalayolaparambu – 2LL OHSR
18. WSS to Chavara – Design of Sump & OH Tank
19. Giving Technical advice for providing LDPE film for Vandichira Pond
20. Proposal for a free of cost trial for advanced AMI compatible water meters from DIEHL Metering Company, Germany
21. Augmentation of WSS to Pallickal Pt. in Varkala Constituency - Laying water supply distribution network in Pallickal Pt. and allied works - DER submitting for hydraulic design
22. DER for WSS to KINFRA Industrial Park Kanjikode & WSS to Vadakarapathy in Palakkad and adjoining Panchayaths
23. Mala Kodungalloor DER replacement of CWPM & CWPS

24. Aruvikkara - Peroorkada - Manvila main epanet analysis
25. 24 X 7 water supply vilavoorkal panchayath DER preparation
26. Urgent requirement of a new pump in Mudavanmughal pump house
27. WSS to Vadakarapathy and adjoining panchayaths DER preparation
28. NRWP – Mannur – Keralassery & Mankara – Epanet Analysis of Pumping Main
29. TWSS – Transmission Main – Peroorkada to Manvila – DER vetting
30. ARWSS to Pattazhy and Pattazhy Vadakkekkara panchayths – design of 2.5 LL capacity OHSR at Manampuvila (zone IV)
31. NRDWP – CWSS to Thariyodu, Pozhuthana, Kottathara,Vengappally and Padinjarathara panchayath in Wayanad District – Phase I – design of 8MLD rapid sand filter and 7.5LL clear water sump
32. ARWSS – NRDWP -19th SLSSC -2013 –WSS to Kavannur village Phase I – package II – Design of 13 LL OHSR at Kilikkallu
33. CWSS to Vithura and Tholicodu villages – design of 16.2LL OHSR at Thottamukku.
34. KSCADC – Integrated development of fishing villages 2012-13 – improvement of drinking water supply in Puthukurichi fishing village – design of 75000 L OH tank
35. CWSS to Sasthamcotta, West Kallada and Sooranad South Panchayths – Phase II – design of 8.35 LL OHSR and 1.5 LL sump at Kakkakunnu

36. CWSS to Parassala and adjoining villages and Marukil and Maranalloor villages – package XI for Parassala and Parasuvaikal village – design of 2.4 MLD Water treatment plant at Vandichira
37. CRWSS to Nedumbram, Niranam, Kadapra and Peringara panchayath in Pathanamthitta district – Phase I – design of 7LL OHSR at Modissery and 3.5LL OHSR at Nedumburam.
38. WSS to Thrikkovilvattom and Nedumpara panchayath (part) Phase I – package III – design of 6LL OHSR at Kannanalloor
39. NRDWP – Augmentation of ARWSS to Ayarkunnam, Kooropada and Pampady panchayath in Kottayam District – design of 12 MLD Water treatment plant at Aramanoor
40. NRDWP – WSS to Manarkad- design of 10 LL OHSR at Vadavathoor near MRF compound
41. ARWSS to Mylom, Thalavoor and Pidavoor villages – design of 6.6 LL capacity OHSR at Akkavila.
42. UIDSSMT - Package VII B - WSS to Guruvayoor and Chavakkad Municipalities - design of 5LL sump at Guruvayoor Devaswom compound
43. KSTP Phase II – Shifting of utilities in up gradation works – MC – Road Chengannoor to Ettumanoor – Request for designing anchor blocks for 700mm DI K9 pipe
44. Kochi Water Supply Scheme – Study of optimization of transmission network
45. NRDWP – SLSSC 2015 – preparation of DERs for uncovered Panchayaths to Palakkad, Malappuram & Kozhikode Districts
46. ARWSS to Akalakunnam and Mutholy Grama Panchayath in Kottayam district Design, Construction and commissioning of 10MLD WTP at Mutholy and

supplying and laying and commissioning of RWPM 400mm DI K9 from existing well cum pump house to WTP package – I design

47. UIDSMT – Augmentation of Water Supply Scheme to Thalassery Municipality and adjoining towns – strengthening of distribution system in M – Zone, C-Zone (bal), Construction of OH Reservoir at Marakunnu and Chirakkakavu – Package - II
48. SPAN Project –CWSS to Pallichal, Balaramapuram and Vilavoorkal Panchayaths – Supplying & Laying distribution networks with 400mm DI K9, 350mm DI K9 & 300mm DI K9 and various sizes of PVC pipes from 280mm to 63mm for Balaramapuram Panchayaths – Design of Valve chambers and Anchor Blocks
49. SLSSC – 2013 – WSS to Abdurahiman Nagar Village – design construction, testing, commissioning and trial running 5 mld Treatment Plant & 2.5LL Sump cum Pump house at Kunnumpuram
50. Water Supply arrangements to Kannur International Airport. Construction of 2 Nos. GL Tank at Airport Campus and Supplying Laying of 250mm DI feeder main from Chavasseryparamba WTP to airport Campus.
51. CWSS to Pirayiri, Mathur, Kottayi Panchayaths
52. NRDWSS to Ayarkunnam, Kuroorpada and Pampady Grama Panchayaths – Construction of 5.00LL OHSR at RIT Campus
53. NRDWP –CWSS to Anadu, Kurupuzha and Palodu villages – Design Construction and Commissioning of 11.5 mld WTP at Nanniyode
54. JICA Assisted Kerala Water Supply Project Package V – Rehabilitation of Kozhikode City Region. Verification of design of pipeline bridge

55. KWA – Jalanidhi – Rehabilitation of Multi Grama Panchayaths – CWSS to Mala & Kodungallur – Design, renovation and rehabilitation of head works at Vynthala
56. CWSS to Parassala and adjoining villages, Marukil Maranalloor villages – Package I for Kanjiramkulam, Karumkulam and Thirupuram villages – Renovation of intake well cum pump house at Pazhayakada
57. WSS to Erumeli Panchayath in Kottayam District. Design, Construction, Testing and Commissioning of 6.00LL GL Sump cum Boosting Station at Kanamala, 1.50LL capacity GL Sump at Keerithode – Package 10(A)
58. NRDWP –CWSS to Mannorkara, Veeranakavu and Perumkulam villages. Design Construction and Commissioning of 9m dia well cum pump house at Aliyilakadavu
59. NRDWP –WSS to Velliyamattom and Alakkod (Part) villages in Idukki District – Construction of 4 mld Treatment Plant at Nellikkamala
60. Setting up of a 7200 LPH packaged drinking water plant at Aruvikkara – Construction and Commissioning of building and allied works – Design drawings
61. KSUDP Assisted Sewerage Projects – Consultancy
62. TSS – Urgent requirement of a new pump house of total head of 45m in Mudavanmugal Pump house
63. Proposal for a free of cost trial for advanced AMI Compatible Water meters for DI EHC Metering Company
64. UIDSSMT – WSS Project for Thalassery Municipality – Design approval of spiral Staircase for OH Tank

65. SAGY(Sansad Adarsh Grama Yojana) – CWSS to Kottukal and adjoining villages – Preparation of DER
66. Augmentation of WSS to Pallickal Panchayath in Varkala Constituency – Laying Water Supply distribution network in Pallickal Panchayath and allied works – DER for hydraulic design
67. 24x7 Water Supply / NRW Reduction

Revenue:

Performance of WASCON shall not be assessed in terms of consultancy fees received by it, but in terms of cost effective designs delivered by it. The consultancy fees billed during the period is given below:

2015-16 - 52.95 lakhs.

CHAPTER VII

COMPUTERISATION AND IT-INITIATIVES (2015-2016)

During the year 2015-16 Kerala Water Authority concentrated on Digital Empowerment, Work Culture Improvement, Digital Inclusion , Green e-Governance rather than new software initiatives through which organization envisaged to get its employees equipped to handle the digitally empowered society and also to improve work culture for better citizen service delivery . The following initiatives are taken to pull off the above endeavor.

More IT Trainings were provided to the employees at Centre For Water Education to digitally empower employees and confirmed their participation for the new endeavor and got prepared for the new work culture.

As a Part of **State Service Delivery Gateway** Project (SSDG) KWA finished integration of Consumer Services through State Government Portal .

Mobile Application Integration work is also completed and tested as part of SSDG Project which is a leap in **M-Governance**.

49 no. of **Electronic Spot Billing machines** were procured, for Thiruvananthapuram division. Imparted training to meter readers on Electronic Spot Billing Machines. Work for state wide implementation of electronic billing also has been initiated.

As Government and the Reserve Bank of India (RBI) have been working on to reduce cash transactions in the economy KWA also moved forward to entertain encourage and promote cashless society. Acceptance of card payments is increased. Introduction for point-of-sales (PoS) machines has been initiated. Apart from Traditional Payment System, KWA has started promotion of NEFT – RTGS &IMPS .Working in tandem with RBI. KWA started Revenue collections through **National Automated Clearance House** (NACH) from this year .

Around 80 % of its Consumer Population (17,00,000 connections) has moved to Digital Environment by rolling out three more divisions & 40 more offices and expected to achieve full coverage by 31-1-2017.

During 2015-16 KWA bagged the following awards for its achievements

1. **CSI Nihilant National Level Award** for e-Governance for e-Abacus Project For Citizen Service Delivery through Electronic Means.
2. **SKOCH Order Of Merit National Award** for e-Governance For Excellence in e-citizen Service Delivery.
3. **CSI-Valiant State Award** for e-Governance under the Category Citizen Service Delivery.

CHAPTER -VIII

FINANCIAL PERFORMANCE

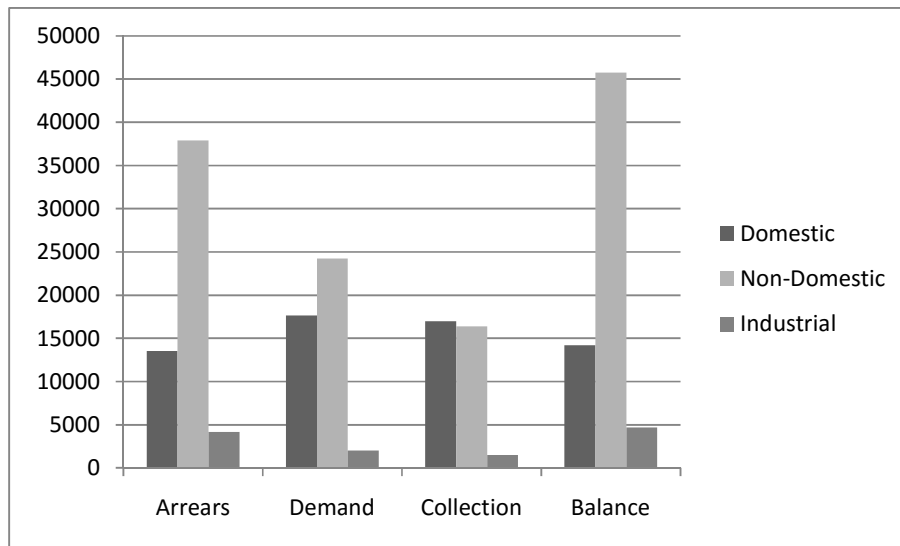
- 5.1 The main source of finance for Kerala Water Authority are revenue from water charges, grants and loans received from Government of Kerala, Government of India and Loans taken from Financial Institutions like Banks. The Government of Kerala provides funds in the budget in the form of loans and grants to undertake drinking water projects and various other works.
- 5.2 The Cash Flow Statement of Kerala Water Authority for the year 2015-16 is given below.

**KERALA WATER AUTHORITY
CASH FLOW STATEMENT**

| | CASH FLOW FOR THE YEAR | | |
|--|-----------------------------------|------------------|-------------------|
| | 01 April 2015 to 31st March 2016. | | |
| Particulars | Capital | Revenue | Total |
| A. Opening Balance as on 01.04.2015 | | | |
| State Bank of Travancore | 3,115.57 | 3,042.91 | 6,158.48 |
| District Treasury | 12,485.41 | 2,752.70 | 15,238.11 |
| Federal Bank, Pattam | 1,675.05 | | 1,675.05 |
| State Bank of India, Althara branch | 8,589.62 | | 8,589.62 |
| Special Treasury Savings Bank (for centrally sponsored) | 0.03 | | 0.03 |
| OD available limit | - | 683.65 | 683.65 |
| TOTAL OPENING BALANCE | 25,865.68 | 6,479.26 | 32,344.94 |
| B. Add : Receipts | | | |
| 1. From Government of Kerala | | | |
| a. Plan - Grant | 37,160.07 | | 37,160.07 |
| b. Plan - Grant - NABARD | 7,359.00 | | 7,359.00 |
| c. Plan - Loan | | | - |
| d. Plan - Loan - JBIC | 8,000.00 | | 8,000.00 |
| e. Non - Plan - Grant | | 26,510.68 | 26,510.68 |
| 2. From Government of India | | | |
| a. For ARWSP | 4,612.25 | 813.93 | 5,426.18 |
| b. For AUWSP / TM / PMGY / Other schemes (support) | 186.28 | 90.53 | 276.81 |
| c. Plan - Grant - Drought 05 | | | - |
| 3. Collection of water charges & Other capital receipts | | | |
| a. Direct- from LSGD | | 9,401.46 | 9,401.46 |
| b. From NOP a/c of Divisions | | 38,502.52 | 38,502.52 |
| 4. For Deposit Works & Other receipts | 16,835.82 | 1,372.47 | 18,208.30 |
| 5 Loans from Institutions | 10,000.00 | | 10,000.00 |
| 6. Establishment expenses recouped for diversion earlier | - | - | - |
| TOTAL RECEIPTS | 84,153.42 | 76,691.59 | 160,845.02 |
| C. Less : Payments | | | |
| 1. For Revenue Expenditure | | | |
| a. For Salary, Guarantee commission & Other estt. expenses | | 76,194.45 | 76,194.45 |
| b. For Power Charges | | 1,673.80 | 1,673.80 |
| c. For O & M | | 11,213.75 | 11,213.75 |
| 2. Repayment of Loan / Interest | 285.79 | 1,995.54 | 2,281.33 |
| 3. Advance to Contractors | 8,980.23 | | 8,980.23 |
| 4. Funds for Capital Works | | | |
| a. State Plan | 31,592.15 | | 31,592.15 |
| b. State Plan - ADB | | | |
| b. State Plan - JBIC | 7,601.07 | | 7,601.07 |
| c. Centrally Sponsored Scheme | 5,700.80 | | 5,700.80 |
| d. Outside State Plan- Thrippunithura WSS | - | | - |
| e. TRP & others | 47.18 | | 47.18 |
| f. Others | 18,460.31 | | 18,460.31 |
| 5. Investment for Pension and PF | | 412.03 | 412.03 |
| 6. Share debit transferred from Revenue to Capital | 2,241.31 | (2,241.31) | - |
| TOTAL PAYMENTS | 74,908.83 | 89,248.26 | 164,157.09 |
| Amount transferred from Capital for payment made to LIC, O & | (12,013.36) | 12,013.36 | - |
| Opening Balance + Receipts- Payments | 23,096.91 | 5,935.95 | 29,032.87 |
| D. Closing Balance as on 31.03.2016 | | | |
| State Bank of Travancore | 4,591.09 | | 4,591.09 |
| District Treasury | 13,036.03 | | 13,036.03 |
| Federal Bank, Pattam | 1,675.05 | | 1,675.05 |
| State Bank of India, Althara branch | 2,429.10 | | 2,429.10 |
| Special Treasury Savings Bank a/c (centrally sponsored) | 0.03 | | 0.03 |
| Federal bank OD available limit (rev) | 1,668.50 | | 1,668.50 |
| SBT OD account available limit (capital) | 5,633.07 | | 5,633.07 |
| TOTAL CLOSING BALANCE | 29,032.87 | - | 29,032.87 |

5.3 consolidated statement showing the demand, collection and balance of water charges from the domestic, non-domestic and industrial consumers for the year 2015-16.

| Category | Arrears as on 31.3.2015 | Demand for 2015-16 | Collection for 2015-16 | Balance outstanding as on 31.3.2016 | Percentage of collection in terms of demand for 2015-16 |
|--------------|-------------------------|--------------------|------------------------|-------------------------------------|---|
| Domestic | 13554.66 | 17669.47 | 17008.61 | 14215.52 | 96.26% |
| Non-Domestic | 37897.23 | 24231.53 | 16381.32 | 45747.44 | 67.60% |
| Industrial | 4152.28 | 2021.9 | 1499.51 | 4674.67 | 74.16% |
| Total | 55604.17 | 43922.9 | 34889.44 | 64637.63 | 79.43% |



5.4 Details of collection from LSGD for 2015-16 (Rs.in lakhs)

| | | | |
|--------------|----------------------|---|--|
| Panchayath | 7869.19 lakhs | <div style="text-align: center;"> LSGD Collection </div> | |
| Municipality | 1132.32 lakhs | | |
| Corporation | 614.67 lakhs | | |
| Total | 9616.18 lakhs | | |

5.5 Total number of connections

| | |
|--------------|--------------|
| Domestic | 1696694 no:s |
| Non-Domestic | 114379 no:s |
| Industrial | 1455 no:s |
| Sewerage | 6032 no:s |

5.6 To increase the demand/collection and reduce the distribution loss KWA has taken the following steps;

1. To ensure 100% billing, the number of reading to be taken by a meter reader in Urban/Rural areas have been specified.
2. KWA has entered into an agreement with 'Kudumbasree' to engage Kudumbasree members for meter reading/ billing in places where sufficient employees of KWA are not available.
3. In order to increase the revenue collection and for clearing the arrears, steps are taken to disconnect the water connection of all major defaulters and revenue recovery proceedings are initiated.
4. For detecting water theft, 'Anti Water theft squads' are engaged in Kochi and Thiruvananthapuram cities.
5. Special squads are formed in Divisions to detect water theft.
6. When water theft is detected, water connection is disconnected and legal proceedings initiated against the consumer involved.
7. 'Leak detection and surveillance unit' is functioning in Thiruvananthapuram city for detection of water leakage.
8. Action is taken to control leakage in distribution lines by engaging KWA approved plumbers and through annual Maintenance Contract.
9. 'Blue Brigade' is also engaged for rectification of leakage in distribution lines immediately.
10. Steps have been taken to buy modern leak detection equipments to all Divisions using the funds provided under JBIC Project.

Chapter IX Establishment

The details related to Establishment Wing for the year 2015 – 2016 is detailed below.

| | |
|--------------------------------------|------------|
| Head Office | 1 |
| Regional Office | 3 |
| JICA Project Chief Engineer's Office | 1 |
| WASCON | 1 |
| Circle Offices | 15 |
| Division Offices | 48 |
| Sub Division Offices | 109 |
| Section Offices | 253 |
| TOTAL | 431 |

I. List of Circle Offices

1. PH Circle, Thiruvananthapuram
2. PPD Regional Office, Thiruvananthapuram
3. PH Circle, Kollam
4. PH Circle, Kottayam
5. PH Circle, Pathanamthitta
6. PH Circle, Kochi
7. PPD Regional Office , Kochi
8. PH Circle, Alappuzha
9. PH Circle, Muvattupuzha
10. PH Circle, Thrissur
11. State Referral Institute, Nettoor, Kochi
12. PH Circle, Palakkad
13. PH Circle, Malappuram
14. PH Circle, Kozhikkodu
15. PH Circle, Kannur
16. PPD Regional Office, Kozhikkodu

II. List of Division Offices

1. PH Division, North, Thiruvananthapuram
2. PH Division, South, Thiruvananthapuram
3. Quality Control Division, Thiruvananthapuram
4. Head Works Division, Aruvikkara
5. WS Division, Neyyattinkara
6. Sewerage Division, Pattoor
7. WS Division, Attingal

8. Project Division, Thiruvananthapuram
9. JNNURM Division, Thiruvananthapuram
10. PH Division, Kollam
11. Project Division, Kollam
12. PH Division, Kottatakkara
13. PH Division, Pathanamthitta
14. Project Division, Adoor
15. PH Division, Kottayam
16. Project Division, Kottayam
17. PH Division, Kaduthuruthi
18. PH Division, Thiruvalla
19. PH Division, Alappuzha
20. Project Division, Alappuzha
21. PH Division, Moovattupuzha
22. PH Division, Thodupuzha
23. Project Division, Kattappana
24. Project Division, Piravom
25. PH Division, Aluva
26. PH Division, Kochi-16
27. Project Division, Perumbavoor
28. WS Division, Kochi-18
29. JNNURM Division, Kochi
30. Quality Control Division, Kochi
31. PH Division, Thrissur
32. Project Division, Nattika
33. PH Division, Irinjalakkuda
34. PH Division, Palakkad
35. PH Division, Shornur
36. Project Division, Palakkad
37. PH Division, Malappuram
38. Project Division, Malappuram
39. PH Division, Edappal
40. PH Division, Kozhikkodu
41. Quality Control Division, Kozhikkodu
42. PH Division, Sulthanbathery
43. Project Division, Kozhikkodu
44. PH Division, Vadakara
45. Project Division, Kannur
46. PH Division, Kannur
47. Project Division, Mattannur
48. PH Division, Kasaragod

III Number of promotions ordered in various cadre for the period from 01.04.2015 to 31.03.2016.

| Sl.No | Designation | Nos |
|-------|--|-----|
| 1 | Executive Engineer to Superintending Engineer | 27 |
| 2 | Head Clerk to Junior Superintendent | 12 |
| 3 | Superintending Engineer to Chief Engineer | 9 |
| 4 | Upper Division Clerk to Head Clerk | 46 |
| 5 | Senior Superintendent/ Revenue Officer to Accounts Officer/ Administrative Officer | 22 |
| 6 | Divisional Accounts Officer Senior Superintendent/Revenue Officer | 29 |
| 7 | Junior Superintendent to Divisional Accounts Officer | 33 |
| 8 | Plumbing Inspector to Senior Plumbing Inspector | 5 |
| 9 | Plumber to Plumbing Inspector | 12 |
| 10 | Meter Reader to Meter Inspector | 04 |
| 11 | Selection Grade Typist to Fair Copy Superintendent | 04 |
| 12 | Assistant Executive Engineer to Executive Engineer | 34 |
| 13 | Assistant Engineer to Assistant Executive Engineer | 82 |
| 14 | Surveyor Grade-I to Head Surveyor | 03 |
| 15 | Surveyor Grade-II to Surveyor Grade I | 11 |
| 16 | Draftsman Grade-I to Assistant Engineer | 105 |
| 17 | Overseer Grade-III to Draftsman Grade-II | 79 |
| 18 | Draftsman grade II to Draftsman grade I | 191 |
| 19 | Operator to Head Operator | 55 |
| 20 | Head Operator to Mechanical Superintendent | 55 |
| 21 | LD Typist to UD Typist | 12 |
| 22 | UD Typist to Selection Grade Typist | 15 |
| 23 | Last Grade to Meter Reader (By transfer) | 83 |
| 24 | Senior Grade Driver to Vehicle Inspector | 1 |

Appointment by Kerala Public Service Commission in various cadre in during the period from 01-4-2015 to 31-3-2016

| Sl.No. | Designation | Nos. |
|--------|------------------------------|------|
| 1 | Meter Reader | 83 |
| 2 | Driver Grade-II/Driver (LDV) | 14 |
| 3 | Driver Grade-II/Driver (HDV) | 5 |
| 4 | Plumber | 01 |
| 5 | Typist | 53 |
| 6 | Overseer Grade-III | 49 |
| 7 | Unskilled Worker | 30 |
| 8 | Worker | 23 |
| 9 | Operator by transfer | 8 |
| 10 | Electrician | 5 |
| 11 | Surveyor Grade II | 32 |
| 12 | Draftsman Grade II | 166 |
| 13 | Lower Division Clerk | 8 |

Staff strength of Kerala Water Authority during the period 2015-16

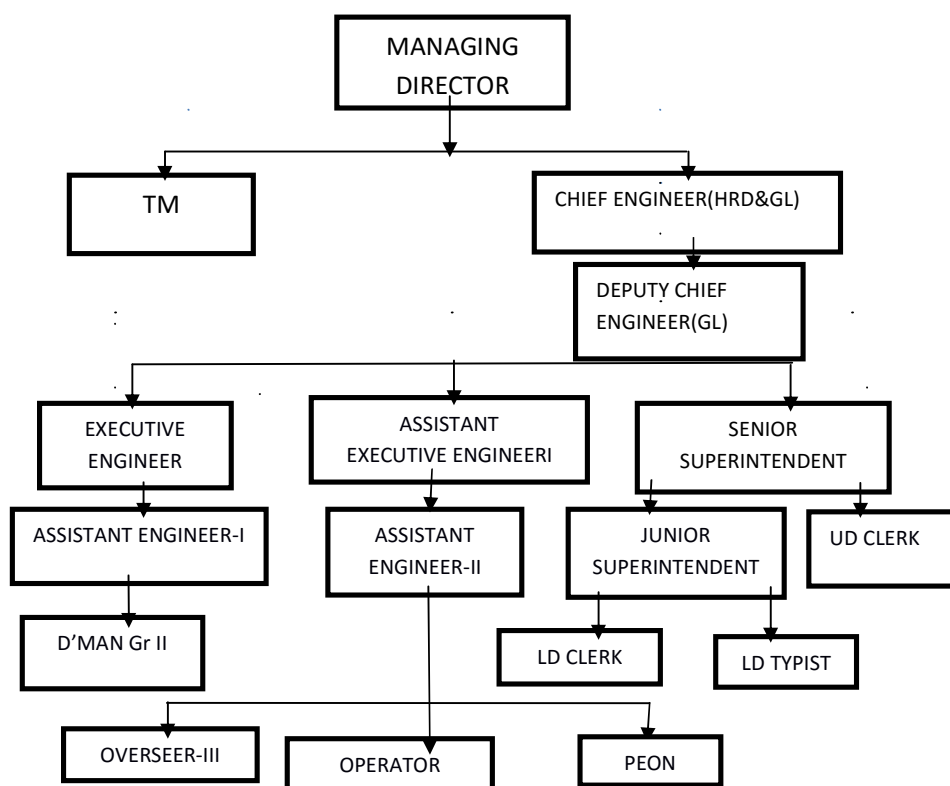
| | | |
|---|--|------|
| 1 | Total employee strength of Kerala Water Authority in various cadres 01.04.2015 to 31.03.2016 | 8936 |
| 2 | No. of employees working in contract basis | 01 |
| 3 | No. of employees working on deputation | 10 |
| 4 | Posts created/ Abolished during the year 2014-15 | Nil |
| 5 | Disciplinary proceedings against employees | 104 |

Chapter-X

TRAINING ACTIVITIES

The functioning of Training Centre of Kerala Water Authority commenced on September 1991. Then the Centre was administrated by a Deputy Chief Engineer, an Executive Engineer, two Assistant Executive Engineers, three Assistant Engineers, one Senior Superintendent, one junior Superintendent, one D,Man Gr.II, a U.D. Typist, an LD Typist, an L.D.Clerk, and one peon. As per direction of Government of India and Government of Kerala, a Human Resources Development Cell was formed during January 1997, with Chief Engineer(HRD) as its head

1. ORGANISATIONAL CHART OF TRAINING CENTRE (2015-2016)



2. Review of Training Activities during 2015-2016

- a. Details of InHouse trainings, Workshops, seminars, external Trainings and MTech programs conducted during 2015-2016 are shown in Annexure 1 i.e., from Tables 1 to 7

A total of 1993 officials were trained in the in house training programmes during 2015-16 as per Table 1 & 2. Also, 4 workshops/Seminars were conducted during the year (Table 3). During the year, 19 persons were given training through the CPHEEO sponsored refresher courses at various states (Details attached in table 4). 37 Officers were sent for attending the trainings conducted by external agencies outside the state as detailed in Table 5. We have also sent 100 officers for attending programs conducted by other agencies within the state as detailed in Table 6.

b. Financial Performance

The plan fund available for Training, Quality Control, Research and Development is Rs.150 lakhs as per budget provision 2015-2016. The expenditure incurred up to March 2016 for conducting in house training programmes and outside programmes is Rs. 39,99,764/-. This is excluding the TA and DA paid for outside trainings and TA/DA of in house training from January 2016 which were disbursed from the respective offices to which the participants belong. This would come to approximately Rs. 25 lakhs, which can be booked under the Training head 3461. Thus the total expenditure for the year comes to Rs. 65 lakhs for conducting in house and outside training programmes.

Reimbursement claim for M. Tech tuition fees and Exam fees during the year 2015-16 was Rs.3,80,060/-.In addition to this, during the last year, we have generated an income of Rs.13,91,132/- from external agencies both private and Government, as rent for Training halls and hostel rooms.

Table 1: Details of inhouse trainings conducted as per calendar 2015 -16

| Sl No. | Title of Course | No. of Batches Proposed | No of Batches conducted | No. of Participants Proposed | No of Participants attended |
|--------|---|-------------------------|-------------------------|------------------------------|-----------------------------|
| 1 | Handling of Chlorine and use of breathing apparatus | 4 | 6 | 100 | 150 |
| 2 | Induction level training to fitters | 1 | 1 | 35 | 25 |
| 3 | Service delivery and customer relation ship | 1 | 1 | 35 | 25 |
| 4 | Pump operation and Maintenance& Energy conservation & Savings | 2 | 3 | 70 | 121 |
| 5 | Water Supply Act &Regulation | 4 | 1 | 140 | 36 |

| | | | | | |
|----|--|---|---|-----|-----|
| 6 | Water Treatment Plant Operation | 2 | 1 | 70 | 38 |
| 7 | Total Station | 1 | 1 | 10 | 10 |
| 8 | Awarenes to Water Quality Monitoring, control and use of water quality testing kits. | 2 | 1 | 70 | 39 |
| 9 | Preparation of Project reports | 1 | 1 | 35 | 35 |
| 10 | Repair and Maintenance of Pumps & Motors | 1 | 1 | 35 | 36 |
| 11 | Refresh course to fitters | 1 | 1 | 35 | 32 |
| 12 | e-tender and tender process | 2 | 9 | 70 | 246 |
| 13 | Induction level to meter readers | 1 | 2 | 35 | 80 |
| 14 | Induction level training to LDCs | 1 | 1 | 35 | 43 |
| 15 | Training on Pension Calculation(Region wise) | 3 | 1 | 105 | 32 |
| 16 | Training course on KVAT (Region Wise) | 2 | 1 | 70 | 37 |
| 17 | Training on right to information act | 1 | 1 | 35 | 23 |
| 18 | Refresher course to Drivers | 1 | 1 | 35 | 25 |
| 19 | Training on TA & Preparation of TA bills(Region wise) | 2 | 1 | 70 | 32 |
| 20 | Training on Bill Audit | 2 | 1 | 70 | 27 |
| 21 | Retirement Planning | 1 | 1 | 35 | 32 |
| 22 | Training on Vigilance Awareness | 1 | 1 | 35 | 34 |
| 23 | Training course on MS office | 2 | 1 | 35 | 24 |
| 24 | Induction level training to Overseers | 1 | 1 | 35 | 40 |
| 25 | Induction level training to AEs | 1 | 1 | 35 | 29 |
| 26 | Training on Autocad 2D Level | 2 | 2 | 70 | 55 |
| 27 | Training on decision making and effective leadership | 2 | 1 | 50 | 36 |
| 28 | Training course on SCADA & Automation system | 1 | 3 | 35 | 97 |

| | | | | | |
|----|---|-----------|-----------|-------------|-------------|
| 29 | Training course on Yoga & Meditation (Part-time-2hrs) | 1 | 1 | 15 | 17 |
| 30 | Training course on communication skill | 1 | 1 | 25 | 29 |
| 31 | Works and fixed Accounting | 1 | 1 | 35 | 35 |
| 32 | Training on Tally | 1 | 1 | 35 | 38 |
| 33 | Computer Awareness & Software Application-UBUNTU | 1 | 1 | 35 | 35 |
| 34 | CPHEEO sponsored Total Quality Management | 2 | 2 | 60 | 43 |
| 35 | Training course on stress management | 1 | 1 | 25 | 29 |
| | TOTAL | 54 | 56 | 1720 | 1665 |

Table 2 : Trainings outside Calendar 2015- 16.

| Sl No. | Name of Training | No of Batches conducted | Venue | No of Participants |
|--------|--|-------------------------|-------|--------------------|
| 1 | Preparation of O&M Data | 2 | CWEd | 80 |
| 2 | Estimation with DSR | 6 | CWEd | 226 |
| 3 | Training on usage of ground penetrating radar. | 1 | CWEd | 22 |
| | Total | 9 | | 328 |

Table 3 : Details of Workshops/Seminars

| Sl No. | Name of Workshop | No. of batches | Venue | Duration | No of Participants |
|--------|--|----------------|----------------|----------|--------------------|
| 1 | Seminar on modern equipment of Total Station | 1 | CWEd | 1day | 22 |
| 2 | Workshop on preparation of KWA SOR | 2 | CWEd | 1day | 86 |
| 3 | Two days workshop on various matters | 1 | CWED | 2days | 49 |
| 4 | Workshop on Non-conventional sewer system for Urban Kerala | 1 | TajVivanta,Tvm | 1day | 36 |
| | TOTAL | 4 | | | 193 |

Table 4: Details of CPHEEO Refresher course.

| Sl No. | Name of Course | Conducted by | No of officers sponsored |
|--------|---|--------------------------|--------------------------|
| 1 | Water Quality Management | T.W.A.D Board, Chennai | 1 |
| 2 | Water Treatment Plant Design | VNIT, Nagpur | 1 |
| 3 | Scientific Source Finding | GJTI, Gandhinagar, Delhi | 1 |
| 4 | Filter Operation | CMWSSBoard, Chennai. | 1 |
| 5 | Structural Design of Water Treatment Plants & Other Related Structures | VNIT, Nagpur | 2 |
| 6 | Computer aided design of pipe lines and pipe line net work for WS & Sewerage system | VNIT, Nagpur | 1 |
| 7 | Rain Water Harvesting | IPHE, Kolkatta | 6 |
| 8 | Computer aided design of pipe lines and pipe line net work for WS & Sewer net work | AIILSGNew Delhi | 6 |
| | Total | | 19 |

Table 5: Outside state trainings by various external agencies

| Sl No. | Name of Course | Conducted by | No of engineers sponsored |
|---------------|--|---|----------------------------------|
| 1 | Innovations in concrete Technology | HMG Group, Mumbai | 2 |
| 2 | Green Buildings- Design & Constructions | NCB,Hyderabad | 4 |
| 3 | Under Ground Sewerage System-Design,Operation,& Mace. | Engineering Staff College of India, Hyderabad | 3 |
| 4 | No Dig India show-2015- International conference&Exhibition on trench less technology for building smart cities. | India habits centre, New Delhi | 3 |
| 5 | Design&Operation/ Mace. Of Ion Exchange of reverse osmosis/ultra filtration water treatment plant. | Awareness Solutions, Chennai | 4 |
| 6 | National summit on sustainable water & sanitation | RGRHCL, Bangaluru | 10 |
| 7 | Best practices in drafting contract-2016 | ICW Group,Mumbai | 3 |
| 8 | Field trg.program to Hogenakkl WS &Fluosis mitigation project | TWARD BOARD, Chennai | 5 |
| 9 | International seminar on chlorine for disinfection of drinking water &Sewege . | AMAI,NewDelhi | 2 |
| 10 | National Level Conference and Exhibition on State of the ART Survey Instruments | Bangalore | 1 |
| | | | 37 |

Table 6 : Inside state trainings by external agencies

| Sl No. | Name of Course | Conducted by | No of engineers sponsored |
|---------------|--|--|----------------------------------|
| 1 | Inter National colloquium on information security in e-governance | Computer Society of India,TVPM | 4 |
| 2 | National colloquium on "Public Service Accountability & Public Resource Management | Corporate relations Pvt.Ltd, | 5 |
| 3 | Role of taxation, tax administration and GST | KINFRA,Tvm | 5 |
| 4 | German solutions to Indian Challenges | SCMS,Kochi | 2 |
| 5 | Legal insights on Women safety in workplace | National Institute of personal Management, Tvm | 2 |
| 6 | One day workshop on Water Security in Kerala - Challenges & options | CGWBoard, Tvm | 4 |
| 7 | Timeless leadership | Govt: Eng. College,Barttonhill | 3 |
| 8 | Issue and challenges of drinking Water sector in Kerala | Kerala State Planning Board,Trivandrum | 5 |
| 9 | One day Work shop on Moving towards 24X7 water supply | IWA,Trivandrum | 40 |
| 10 | ETP-STP design, Operation and Mace water reuse-recycling-zero liquid discharge | NIVRON, Kochi | 2 |
| 11 | Information Security Awareness Programme | CERT-K(IT MISSION),Trivandrum | 4 |
| 12 | First Aid Training | Indian Red cross Society, Trivandrum | 13 |
| 13 | Consumer Out Reach Programme | Telecom Regulatory Authority of India,Trivandrum | 5 |
| 14 | One day cyber /information security sensitisation workshop | NCIIPC,Trivandrum | 2 |
| 15 | National Pension Scheme | CRA-NSDL,Trivandrum | 2 |
| 16 | Financial seminar on changing Tax Regime | Corporate Relations PVT. LTd, Trivandrum | 2 |
| | Total | | 100 |

Table 7: M.Tech Program

| Sl No. | Name of course | No. of seats proposed | No. of participants attended |
|--------|--|-----------------------|------------------------------|
| 1 | M.TechGovt. Colleges (College of Engineering, Trivandrum & Govt. Engineering College Thrissur, Bartenhill,Trivandrum) | 7 | 7 |
| 2 | CPHEEO sponsored | 0 | 0 |

CHAPTER XI

National Pension System Cell

NPS (National Pension System) is a defined contribution based Pension Scheme launched by Government of India with the following objectives

- To provide old age income
- Reasonable market based returns over long run
- Extending old age security coverage to all citizens

It is based on a unique Permanent Retirement Account Number (PRAN) which is allotted to each Subscriber upon joining NPS.

The Government of India in exercise of their executive powers adopted 'National Pension System' (NPS) based on defined contributions in respect of all new entrants to Central Government services, excepting the Armed Forces, with effect from 1st January 2004. Most of the State Governments have since notified a similar pension system for their new entrants. NPS accumulates savings into subscribers PRA while he is working and use the accumulations at retirement to procure a pension for the rest of his life.

The Pension Fund Regulatory & Development Authority Act was passed on 19th September, 2013 and the same was notified on 1st February, 2014. PFRDA is regulating NPS, subscribed by employees of Govt. of India, State Governments and by employees of private institutions/organizations & unorganized sectors.

Government of Kerala vide G.O.(P) 20/ 2013/Fin dated 07-01-2013 decided in principle that National Pension system shall be introduced with effect from 01.04.2013 which shall be applicable to all appointments made thereafter.

Vide Office Order No. KWA/JB/E20/O&M/7307/2006 dated 18/04/2015 NPS Cell was constituted in Head office of KWA for the implementation of NPS. In response to the application submitted to the Finance Wing, Government of Kerala for operationalization of NPS in KWA, the NSDL e-Governance Infrastructure Ltd vide

Letter No: CT/SS/VH/MT/201531655 dated 7-5-2015 informed that the registration of KWA in the CRA system of NPS is completed. The deduction of NPS subscriptions was effected from the salary of June 2015 and the recovery of subscription for the backlog period were started from salary of August 2015 onwards. The centralised mode of payment is executed in KWA for NPS. All account rendering units of KWA forward the details of deduction of NPS subscriptions done in their offices through the NPS Recovery Schedule (PA 30) to NPS Cell of Head Office for payment. Based on this KWA also contribute matching share of contribution. For the year 2015-16, KWA remitted Rs. 423,18,198 /- for NPS purpose which includes Rs. 253,90,044 /- as regular subscription and Rs. 168,29,154 /- as backlog arrears. . For the year 2015-16, 792 subscribers were registered for NPS from Kerala Water Authority. A Grievance Redressal policy on NPS has been formulated for KWA and approved by the Board of KWA, as per which Sri. Sajith Kumar S. S, Deputy Accounts Manager (State Nodal Officer, NPS Cell) has been appointed as Grievance Redressal Officer and Sri V.S. Pradeep, Finance Manager & Chief Accounts Officer was appointed as Chief Grievance Redressal Officer.

Chapter XII

IMPLEMENTATION OF RIGHT TO INFORMATION ACT-2005

Right to Information act is the Act which gives the right to all people to know the public information, passed the great Indian Parliament on 2005. This act is one of the mile stones in the history of India. This rule was implemented all over India on the same year.

The Kerala Water Authority initiative to implement the rule on the same year also. In this regard the Kerala Water Authority published sufficient orders and circulars for perfect and smooth functioning of Right to Information Act. As per this orders seven Nos of officers have been deputed as Public Information Officers in Jala Bhavan, the head quarters of Kerala Water Authority. The Deputy Chief Engineers in all Regional Offices, PA to Superintending Engineer in Circle Offices, Technical Assistant to Executive Engineer in Division offices and Assistant Executive Engineer in Sub Division offices respectively are also deputed as Public Information Officers. In absence of Public Information Officers, the Assistant Public Information Officers will be the responsible person. The Administrative Officer of Regional Offices, the Administrative Assistant of Circle Offices, the Divisional Accountant of Divisional Offices and all Assistant Engineers under the purview of Sub Divisional Offices are deputed as Assistant Public Information Officers.

The complaints raised by the applicants against the information's given those not satisfactory or not in stipulated period will be heard and redresses. Hence the Appellate Authority's are needed and nominated the Chief Engineer (HRD & GL) in Jala Bhavan, Chief Engineers in all Regions and Chief Engineer, JICA as Appellate Officers.

SUO MOTO DISCLOSURE UNDER SECTION 4(1)(b)
REPORTING YEAR: 2015-16

| Sl.No. | Department | No. of Public Authorities | No. of Public Authorities which published the 17 Manuals under Section 4 (1)(b) | No. of Public Authorities which updated the 17 Manuals during the year | No. of Public Authorities which displayed the 17 Manuals Online |
|--------|------------------------|---------------------------|---|--|---|
| (1) | (2) | (3) | (4) | (5) | (6) |
| 1 | Kerala Water Authority | 1 | 1 | Nil | Nil |

DESIGNATION OF PUBLIC INFORMATION OFFICERS/APPELLATE AUTHORITIES
REPORTING YEAR:2015-16

| Sl.No. | Department | No. of Public Authorities | No. of Public Information Officers Designated | No. of Assistant Public Information Officers Designated | No. of Appellate Authorities Designated |
|--------|------------------------|---------------------------|---|---|---|
| (1) | (2) | (3) | (4) | (5) | (6) |
| 1 | Kerala Water Authority | 1 | 139 | 235 | 6 |

DISPOSAL OF INFORMATION REQUESTS BY PUBLIC INFORMATION OFFICERS
REPORTING YEAR 2015-16

| Name of the Department | No. of Requests pending at the end of Last Year | No. of Requests Received during the Year | Total No. of Requests | No. of Requests Disposed | No. of Requests Rejected | No. of Requests deemed to be Refused under Section 7 (2) Received during the Year | % of Cases Access to information Denied |
|------------------------|---|--|-----------------------|--------------------------|--------------------------|---|---|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) |
| Kerala Water Authority | Nil | 4896 | 4896 | 4855 | 17 | Nil | Nil |

INFORMATION REQUESTS REJECTED BY PUBLIC INFORMATION OFFICERS

REPORTING YEAR: 2015-16

| Name of the Department | No. of Requests Rejected | No. of Requests Rejected under Section 8 | No. of Requests Rejected under Section 9 | No. of Requests Rejected under Section 11 | No. of Requests Rejected under Section 24 | No. of Requests Rejected under Sections (Application Fee not remitted) |
|------------------------|--------------------------|--|--|---|---|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| Kerala Water Authority | 125 | 2 | Nil | Nil | Nil | 121 |

DISPOSAL OF FIRST APPEALS BY DESIGNATED APPELLATE AUTHORITIES

REPORTING YEAR:2015-16

| Name of the Department | No. of First Appeals pending with Appellate Authorities on 01.04.2012 | No. of First Appeals preferred during the year | No. of First Appeals with Appellate Authorities (2+3) | No. of First Appeals Disposed | No. of First Appeals Rejected | % of First Appeals Rejected | No. of First Appeals pending for more than 45 days |
|------------------------|---|--|---|-------------------------------|-------------------------------|-----------------------------|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) |
| Kerala Water Authority | Nil | 106 | 106 | 106 | Nil | Nil | Nil |

PENALTIES IMPOSED & COLLECTED

REPORTING YEAR: 2015-16

| Name of the Department | Penalties imposed in previous year pending for collection | Details of Penalties imposed by information Commission under Section 20(1) | Total | Details of Penalties Collected |
|------------------------|---|--|-------|---|
| (1) | (2) | (3) | (4) | (5) |
| Kerala Water Authority | 1 | 1 | 2 | 1. Rs.5000/- vide chalan No.163 dtd 7/11/2016 of District Treasury Alappuzha. 2. Rs.5000/- |

**DISCIPLINARY ACTION TAKEN AGAINST OFFICERS IN RESPECT OF ADMINISTRATION
OF RTI ACT
REPORTING YEAR: 2015-16**

| Name of the Department | Details of Disciplinary Action Recommended by information Commission under Section 20(2) | Details of Disciplinary Action Taken based on Recommendation of Information Commission | Other Disciplinary Actions Taken (other than those Recommended by Information Commission) |
|------------------------|--|--|---|
| Kerala Water Authority | Nil | Nil | Nil |

**SUMMARY COSTS, FEES & CHARGES COLLECTED BY PUBLIC AUTHORITIES
REPORTING YEAR: 2015-16**

| Name of the Department | Cost Collected Section 4 (4) | Fee Collected Section 6(1) | Fee Collected Section 7(1) | Fee Collected Section 7(5) | Other charges collected (Specify) | Total Collection |
|------------------------|------------------------------|----------------------------|----------------------------|----------------------------|-----------------------------------|------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) |
| Kerala Water Authority | 1456.00 | 12265.00 | 9367.00 | Nil | 121.00 | 23209.00 |

CHAPTER - XIII

Implementation of Right to Service Act 2012

The Kerala State Right to Service Act, 2012 came into force on 1st November 2012 as per G.O.(P)No.55/2012/P&ARD. Kerala Water Authority implemented the Right to Service Act 2012 on 08.04.2013 onwards. The Act provides effective, time bound redressal of grievance of citizens, delivery of services to the public and making government servants liable in case of default. Through the intention of bill, the Government servants are made answerable in terms of their functions, duties commitments and obligations towards the people.

The bill provides two tier appellate system to redress grievances. The bill underlines the duty of the designated officer who on receipt of an application for service will provide it or reject the application within the time limit, counted from the day the application is received. In case of rejection, the officer should justify it in writing.

Section 3 of the Kerala State Right to Service Act, 2012(18 of 2012) empowers, very departments of the Government, Heads of Departments, Local Self Government Institutions and Statutory Bodies to notify in the Gazette, the services, that will be rendered by each of them along with details of stipulated time limit, Designated officers, First Appellate Authority and the second Appellate Authority. The Government have decided to notify the services to be rendered by the Kerala Water Authority and the officers in respect of such services as stipulated in the said section.

In connection with the implementation of Right to Service Act in Kerala Water Authority, the Managing Director issued a notification vide No. KWA/JB/E1/9387/2012 Dt: 08/04/2013 in which the designated officers as First Appellate Authority, Second Appellate Authority, and the stipulated time limit in respect of such services were notified

The details of services rendered by the Authority is as follows.

| Sl. No. | Service | | Stipulated time limit | Designated Officer | 1 st Appellate Authority | 2 nd Appellate Authority |
|---------|--|------------|-----------------------|------------------------------|--|-------------------------------------|
| 1 | 2 | | 3 | 4 | 5 | 6 |
| 1. | Providing Water Connection | Urban Area | 15 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| | | Rural Area | 30 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 2. | Sewerage Connection | | 60 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 3. | Shifting of Domestic Connection | | 15 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 4. | Disconnection of domestic/non domestic connection (on request of consumer) | | 15 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 5. | Reconnection of domestic/non domestic connection | | 15 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 6. | Change of ownership/changing of category of connection | | 15 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 7. | Meter reading/ complaint redressal | | 30 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 8. | Sewerage connection change of ownership | | 15 days | Assistant Executive Engineer | Executive Engineer | Superintending Engineer |
| 9. | Water sample of private wells quality test (physical and chemical) | | 10 days | Assistant Executive Engineer | Executive Engineer/ Quality Control Division | Chief Engineer |

CHAPTER XIV

COMPLAINT REDRESSAL CENTRE

As part of enhancing customer services, a Complaint Redressal Centre with a toll free number 1800 425 5313 was started functioning in the Head Office, Thiruvananthapuram from 22/3/12 onwards. The complaints/calls regarding water supply and drainage from anywhere in Kerala will be attended in this centre. The details of the complaint will be transmitted to the respective Divisions over telephone. A nodal officer was made responsible in each division to attend the complaints and for follow up action of the complaints which are forwarded from the Complaint Redressal Centre. The Technical Assistants of the concerned Divisions are nominated as the nodal officers for attending the complaints. All complaints forwarded from this centre should be entered in a register and action taken are being recorded. The Technical Assistants reports the action taken regarding the complaints which are forwarded to them to the Complaint Redressal Centre in a time bound manner.

The phone nos. to which the complaints are forwarded are listed below:

| | | |
|--|--------------|-------------|
| 1. P.H Division, North, Thiruvananthapuram - | 0471 2322798 | 85476 38175 |
| 2. P.H Division, South, Thiruvananthapuram - | 0471 2321379 | 85476 38290 |
| 3. Head Works Division, Aruvikkara - | 0472 2888239 | 94000 67878 |
| 4. W.S Division, Neyyattinkara - | 04712223447 | 85476 38093 |
| 5. Sewerage Division, Pattoor - | 04712303170 | 85476 38212 |
| 6. W.S Division, Attingal - | 04702620574 | 85476 38355 |
| 7. P.H Division, Kollam - | 0474 2748857 | 85476 38530 |
| 8. P.H Division, Pathanamthitta - | 0468 2222687 | 85476 38344 |
| 9. P.H Division, Alappuzha - | 0477 2242372 | 85476 38221 |
| 10. P.H Division, Tiruvalla - | 0469 2701267 | 85476 38241 |
| 11. P.H Division, Kottayam - | 0481 2563711 | 85476 38556 |
| 12. P.H Division, Kochi - | 0484 2360816 | 85476 38133 |
| 13. W.S Division, Kochi - | 0484 2394155 | 85476 38145 |
| 14. P.H Division, Aluva - | 0484 2626948 | 85476 38156 |
| 15. P.H Division, Muvattupuzha - | 0485 2832350 | 85476 38436 |
| 16. P.H Division, Thodupuzha - | 04862 222812 | 85476 38427 |
| 17. P.H Division, Thrissur - | 0487 2333070 | 85476 38362 |
| 18. P.H Division, Irinjalakuda - | 0480 2826608 | 85476 38374 |
| 19. P.H Division, Palakkad - | 0491 2545027 | 85476 38307 |
| 20. P.H Division, Shornur - | 0466 2223264 | 85476 38315 |
| 21. P.H Division, Kozhikode - | 0495 2370095 | 85476 38211 |
| 22. P.H Division, Vadakara - | 0496 2512474 | 85476 38060 |
| 23. P.H Division, Malappuram - | 0483 2734891 | 85476 38171 |
| 24. P.H Division, Edappal - | 0494 2680215 | 85476 38410 |

| | | | |
|-----------------------------------|---|--------------|-------------|
| 25. P.H Division, Sulthan Bathery | - | 04936 220422 | 85476 38495 |
| 26. P.H Division, Kannur | - | 0497 2706837 | 85476 38273 |
| 27. P.H Division,Kasaragod | - | 04994 256411 | 85476 38250 |

ABBREVIATIONS

| | | |
|-----|---------|---|
| 1. | ADB | Asian Development Bank |
| 2. | ARP | Accelerated Rural Project. |
| 3. | ARWSS | Accelerated Rural Water Supply Scheme. |
| 4. | CPHEEO | Centre for Public Health Engineering & Environmental Organization |
| 5. | CWSS | Comprehensive Water Supply Scheme. |
| 6. | DER | Detailed Engineering Report. |
| 7. | DRW | Drought Relief Work. |
| 8. | DBA | Data Base Administrator. |
| 9. | EABACUS | Enhanced Advanced Billing, Accounting & Collection Utility System |
| 10. | HUDCO | Housing & Urban Development Corporation. |
| 11. | IMIS | Integrated Management Information System. |
| 12. | IPD | Investigation, Planning and Design. |
| 13. | JICA | Japan International Co-operation Agency |
| 14. | JBIC | Japan Bank for International Cooperation |
| 15. | NABARD | National Bank for Agriculture and Rural Development |
| 16. | NRDWP | National Rural Drinking Water Programme |
| 17. | LCS | Low Cost Sanitation. |
| 18. | LIC | Life Insurance Corporation |
| 19. | LSGD | Local Self Government Department |
| 20. | O&M | Operations and Maintenance |
| 21. | OD | Overdraft |
| 22. | ORWS | Other Rural Water Supply. |
| 23. | PHD | Public Health Division |
| 24. | PMU | Project Management Unit. |
| 25. | PPD | Project Planning and Development |
| 26. | PS&GL | Personal & General. |
| 27. | PER | Preliminary Engineering Report. |
| 28. | RCC | Reinforced Cement Concrete |
| 29. | SAAP | State Annual Action Plan |
| 30. | SCP | Special Component Plan. |
| 31. | S&P | Store and Purchase |
| 32. | TAC | Training Advisory Committee |
| 33. | TCC | Total Cash Compensation |
| 34. | TSP | Tribal Sub Plan |
| 35. | UWSS | Urban Water Supply Scheme |
| 36. | WB | World Bank. |
| 37. | WBP | World Bank Project. |
| 38. | WGDP | Western Ghat Development Programme. |
| 39. | WS | Water Supply. |
| 40. | WSS | Water Supply Schemes. |
| 41. | WTP | Water Treatment Plant |