

New water connection

Procedures



PROCEEDINGS OF THE MANAGING DIRECTOR

Present : Sri. Asok Kumar Singh IAS

Kerala Water Authority

Jalabhavan, Thiruvananthapuram

Sub : Granting of Domestic House connections - Simplification of procedures - implementing Authority decision - Orders issued

KWA/HO/RMC/R1/1088/2013

Dated : 16/07/2013

ORDER

Read : Resolution No. 9427 dated 30/04/2013 of the Authority

The Authority in its 360th meeting held on 30/04/2013 has observed that even though many new schemes are commissioned every year, the number of water connections is not increasing comparatively and therefore directed to achieve good target of new water connection in the existing as well as the newly commissioned schemes. The Authority also observed that the reason for low increase in the number of water connections is due to the delay in giving new connections to aspiring persons which in turn is due to the complex procedures adopted at present. With a view to overcome this, the Authority suggested to develop a simplified procedure to enable the applicant to get connection without delay. As a part of this, the Authority decided to delegate the power of the Assistant Executive Engineers, to receive application, process the application, establish feasibility and issue sanction for domestic house connections, to the Assistant Engineers having jurisdiction over the area. Further, the Authority resolved to extend option to the applicant to execute the work connected with granting of connections either directly through the Authority or through a licensed plumber duly authorized by the Authority.

In connection with implementing the decisions of the Authority, revised procedures for granting domestic connections are issued as Annexure A to these proceedings. The revised procedures shall come into force with effect from 1/08/2013. Meanwhile, the Executive Engineers are directed to make all necessary arrangements for the smooth changeover to the new system.

Sd/-

Managing Director

To

All Executive Engineers (Maintenance Divisions), Copy of the proceedings with Annexure may be forwarded to all AEE's / AE's and receipt acknowledged.

Copy to:-

PA to MD / PA to TM / PA to AM / CA to CE (HRD & General) / Regional Chief Engineers / All Superintending Engineers / Senior AO / CLO / Internal Auditors / Dy AM / Stock File.

Data Base Administrator for incorporating necessary modifications in connection related software programs.

Forwarded by Order

Annexure A

REVISED PROCEDURES FOR GRANTING DOMESTIC HOUSE CONNECTIONS

A. Issue of Application and collection of Application Fee

- Application form for domestic house connections shall henceforth be issued by the Assistant Engineer under whose jurisdiction the main from which the connection is sought/comes.
- Application forms shall be issued direct to the applicant or through a licensed plumber authorized by the applicant.
- Application form shall be issued without insisting the production of any kind of document.
- Application shall be given online also, wherever such facility is available.
- Application fee shall be accepted by the Assistant Engineer. In case of online application, the application fee shall be collected along with other fees due for connection.

B. Filling of Application (day 1)

- Application for domestic water supply connection shall be received by the Assistant Engineer concerned, either directly from the applicant or through a licensed plumber, under due acknowledgement.
- Application shall express the option to :-
 - i. Execute the work directly through the Authority or
 - ii. Execute the work through a licensed plumber duly authorized by the Authority.
- Application for domestic connections shall be accompanied with:-
 - i. Original document in proof of ownership / residential certificate issued by the Local body.
 - ii. In the absence of above, EPIC or Aadhar or NPR or ration card shall be produced.
 - iii. Copy of authorized identity proof
 - iv. Two stamped envelopes
 - v. Dimensional sketch of proposed connection, in case, work to be carried out through a authorized plumber of KWA.
 - vi. Estimate of the cost of work, in case, work to be carried out through an authorized plumber of KWA. (See section 43(6)).

C. Processing of Application and feasibility procedures (day 2 to day 4)

- Upon receipt of the application, the Assistant Engineer shall verify / cause to verify the completeness of the application within three days. Where such

applications are not found in order or for reasons cannot be entertained prima facie or if found not feasible, the fact shall be intimated to applicant in writing within three days on receipt of the application.

- As far as possible, the feasibility of providing connection to each area shall be predetermined. Unfeasible areas should be identified and notified by display in the notice board.
- Connections to notified / infeasible area shall be granted, subject to an undertaking obtained from the applicant that the Authority will not be liable for any short supply of water and that the applicant consent to pay the minimum charges fixed for maintaining the connection (under Section 31(1) of the Act). The undertaking shall form a part of the original agreement executed for supply of water.

D. Verification of site and preparation of estimate (day 1 to day 7)

- Where the application is in order, the Assistant Engineer shall arrange inspection of the premise, assess the length of required connecting pipe, check inside installations etc. and then cast a rough estimate including connection fee/other fee and intimate the same to the applicant through provisional approval notice. In case of work to be executed through licensed plumbers provisional approval notice excluding connection charges shall be issued to the applicant after approval of the estimate submitted by the plumbers at the time of filling application.
- The estimate shall include all expenses in connection with laying of the connection pipe such as cost of earthwork, pipes and specials, other incidental cost, if any, and also shall include centage charges as applicable.
- The applicant shall be required to remit the estimated amount / connection fee and other charges, as the case may be, to the concerned Assistant Engineer and executes an agreement before the Assistant Engineer.
- On remittance of the required cost, fee, and other charges and after executing the agreement, the Assistant Engineer shall authorize the connection/issue the final work order, as the case may be.
- All other existing intermediary procedures shall be dispensed with, henceforth.

E. Procedure for works connected with granting of connections (day 8 to 10)

- In the case of work directly executed by KWA, Assistant Engineer shall arrange the connection work through department staff/contractor or through empanelled licensed plumbers.
- In case of work directly done through licensed plumbers, the connection

shall be provided on obtaining a completion certificate.

➤ Connections shall be provided only in the presence of a designated department officer. The designated officer shall certify his presence in writing and record it in the connection file.

➤ For arranging work through licensed plumbers, an empanelled list of plumbers shall be maintained and works allotted on rotation.

F. Procedures for Accounting of connection

➤ In computerized environment, the consumer number will be automatically generated on payment of the connection fee. However, bill generation will be enabled only on entering the physical date of connection. The Assistant Engineer shall ensure that the date of physical connection is entered in the CPL immediately after providing the connection. Procedure stipulated in Accounts Manual shall be followed strictly.

➤ In manual environment, the details of connection provided shall be forwarded with copy of authorization/final work order to the revenue section for opening a new ledger folio to the consumer.

G. Procedure for adjustment of deposit made for water connection

➤ Assistant Engineer shall work out / cause to work out the actual cost of giving the connection soon after the connection is provided.

➤ The amount so worked if found short of the deposit, shall be collected from the consumer along with the future water bills. In case the amount is found in excess, the same shall be refunded to the consumer through the Assistant Executive Engineer.

➤ The procedure stipulated in the Accounts manual shall be followed for collection or refund of short or excess deposit.

H. Procedure for remittance of connection charges/deposits etc.

➤ All amount collected at the Assistant Engineers office shall be remitted directly to the sub division office or shall be remitted to the account in favour of the Assistant Executive Engineer through the nearest branch of the State Bank of Travancore.

➤ Direct remittance shall be in accordance with the procedures stipulated in the Accounts Manual and shall be accompanied with necessary supporting documents as to the means of collection in the case of remittance made through bank, the supporting documents shall be forwarded to the Assistant Executive Engineer within three days for accounting of revenue.

I. Payment to licensed plumbers

- The Assistant Engineer shall compute the actual cost of connection soon after granting it and prepared a memo of charges and forward the same to the Assistant Executive Engineer.
- The Assistant Executive Engineer shall allot necessary funds as temporary advance to the Assistant Engineer for making payment to the licensed plumbers.
- Temporary advance account of Assistant Engineers should be settled before the close of each month.
- Recoupment of temporary advance shall be made only after the settlement of outstanding advances, if any.

J. Provisions for giving domestic connections to flat type buildings

- The Assistant Engineer shall grant water supply connections to flat type buildings on the same terms and conditions as above, except the following.
 - i. Production of valid construction permit is sufficient for granting water connections.
 - ii. General conditions regarding installment payment shall not apply to such connections.
- Water connection shall be granted only from the mains having diameter specified in the Act.
- Existing procedure for laying C-SME shall be strictly followed.
- The storage capacity of sumps or reservoirs or others shall be verified and if collection is found to affect the normal supply in the area, the quantity of supply per day shall be limited through the agreement with suitable penal condition including disconnection at short notice.

K. Administrative Arrangements

- The Executive Engineer concerned shall make necessary administrative arrangements such as providing infrastructure deployment of staff etc. for the smooth implementation of the new system.
- The Data Base Administrator shall make necessary software modification to suit incorporation of the new system.

L. Internal Control

- RA1, RA5, RA9, RA12 and RA6 (in case of work executed through licensed plumbers) forms prescribed in revenue accounting manual are mandatory.
- Internal control measures prescribed in revenue accounting manual shall be followed, wherever applicable.

M. General Conditions

➤ The estimated amount (deposit) for providing water connection shall be allowed to remit the installments, which shall not exceed a maximum of five. In case, installments are allowed the same may be recorded in the CPL of the consumer, and shall be collected along with the future water bills due.

➤ Water meters for providing water connections can be secured from Government Undertakings like United Electricals, Kollam and shall be made available to Consumers if demanded / shall be used for connections executed by KWA.

Sd/-
Managing Director