

PROCEEDINGS OF THE MANAGING DIRECTOR KERALA WATER AUTHORITY

(Present: Dr. B.Ashok, IAS)

Sub: Kerala Water Authority - Revenue Monitoring Cell - Online Payment Incentives to Consumers - Sanctioned- Orders issued -Reg.

=====

KERALA WATER AUTHORITY

No. KWA/HO/RMC/R1/1145/2019

Dated. 27/01/2020

=====

Ref: (1) Resolution No.10928 of the 411th meeting of Kerala Water Authority held on 03/01/2020.

(2) Proceedings No.13035 / DBA / 2017 / KWA Dated. 05/08/19 of the Managing Director, Kerala Water Authority.

(3) Proceedings No.13035 / DBA / 2017 / KWA Dated. 27/06/19 of the Managing Director, Kerala Water Authority.

ORDER

Kerala Water Authority is collecting water charges through its 147 collection centres across the State. Out of the total amount collected, around 90% is collected through cash remittance. Balance 10% of collection is being received through friends; Akshaya Kendras, Post office, Federal Bank etc. 90% of the consumers are resorting to payment in cash at the cash counters even though other modes are implemented in Kerala Water Authority. Considering the present financial position and the need to move towards digital payments in Kerala Water Authority, it is highly essential to reduce the cash collection cost and associated risks. Accordingly ,Kerala Water Authority has implemented payment gateway vide proceedings cited as 2nd above and implemented POS machines vide reference cited as 3rd above for digitalising revenue collection at all the revenue collection centres.

A proposal was discussed by the Kerala Water Authority in its 411th meeting held on 03/01/2020 for allowing an incentive to those consumers who are making their water bill payment through online modes of payments i.e., Rupees 1.00 for every hundred rupees was proposed as cash incentives to those consumers who are remitting their water charges through online modes. The Authority discussed the matter in detail and resolved to allow an incentive for consumers who make regular payment through digital modes (without any arrears as on the date of billing) at the rate of 1% of the bill amount limiting the incentive to a maximum of Rs.100/- per transaction. Authority also resolved that payments of all Industrial connections and outstanding amount greater than Rs.2000/- of other connections shall be accepted through online

mode only. The Board also directed to implement this for the bills, served starting 1st March 2020.

In the above circumstances, sanction is hereby accorded to allow an incentive to all the consumers of Kerala Water Authority who are making regular payments through digital modes (without any arrears as on the date of billing) of their water bills served on or after 1st March 2020, subject to the following conditions.

- a) Incentives are allowed only to consumers who are making payments of bills served from 01/03/2020 (without any arrears as on the date of billing). Payment of arrears will not fetch any incentive through digital modes. However, payments of arrears through digital modes are highly appreciated.
- b) A minimum incentive of Rs.1.00/- will be allowed to payments of all bills below Rs.100 and the maximum incentive amount is limited to Rs.100/-per transactions or for a bill.
- c) For incentives allowed, the fraction of a rupee below 0.50 will be ignored and the fraction of a rupee above 0.50 will be rounded to the nearest rupees.
- d) Multiple payments for a single bill are not eligible for incentives. Incentive is limited to a single transaction or a single bill whichever is lower.
- e) Payments from all Industrial connections shall be accepted through online mode alone from 01/03/2020 including arrears.
- f) For Domestic, Non domestic and Special connections all the payments greater than Rs.2000/-shall be accepted through online mode only from 01/03/2020 including arrears.

Sd/-

MANAGING DIRECTOR

To

All Chief Engineers/All Superintending Engineers/All Executive Engineers/The Assistant Executive Engineers

Copy to:-

PA to MD / PA to TM / CA to CE (HRD&GL) / CE (Project & Operations) / CA to FM&CAO / Secretary for ensuring timely rollout of BBPS and Payment Gateways in the Web portal/ DBA for publishing in the official Website and updating in e-Abacus and in the DCB format / PIO for providing wide publicity / Accounts Officer (Accounts) for issuing necessary directions for the proper accounting in the monthly accounts / Stock file.

Issued by Order


Senior Superintendent.