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KERALA WATER AUTHORITY

Jalabhavan
Thiruvananthapuram – 695033
Kerala - India

PROCEEDINGS OF THE MANAGING DIRECTOR

PRESENT : Dr. Dinesan Cheruvat I A S

Sub: Kerala Water Authority - State Business Reform Action Plan, 2024 - Reform Recommendations - Publishing of water quality information, Planned outages and change in water tariff, in public domain as part of implementing State Business Reform Action Plan, 2024-orders-issued.

No. KWA-JB/3487/2024-LDC VI(IT)

Dated:22-05-2024

Read: State Business Reform Action Plan, 2024

ORDER

Department of Promotion of Industry and Internal Trade, Ministry of Commerce and Industry, Government of India as part of State Business Reform Action Plan, 2024 recommended a series of reforms targeted at increasing transparency and improving efficiency and effectiveness of the regulating framework and services for business in India.

As part of business centre reforms, it is recommended to mandate Water Supply Authority to design and publish an online dashboard in public domain to provide information on quality of water being supplied to consumers, area wise having parameters of water pressure and Water quality - TDS (Total Dissolve Solids) and update on real time basis and further it is also recommended to mandate water supply authority to notify customers of planned outages (maintenance and repairs) for next one month in advance, Information of water tariffs should be displayed in website (in Rs per KL) and notify customers of change in tariff ahead of billing cycle(for commercial and industrial users). For obtaining water connection, an online dashboard clearly publishing the data on number of applications received , granted, time taken and fee incurred to grant approvals/certificates has to be updated on real time basis in the KWA website.

In this regard, Kerala Water Authority as part of implementing the State Business Reform Action Plan, 2024 is pleased to mandate that, the following details shall be published in online dashboard in public domain to provide the following information:

- a. (i) Clearly publish the data on number of applications received and granted, time taken, and fee incurred to grant approvals/ certificate.
(ii) Highlight that the dashboard is updated preferably on real time. Date and time of information updation may also be mentioned.
- b. Water Pressure.
- c. Water quality - TDS (Total Dissolve Solids).
- d. Notify customers of planned outages (maintenance and repair) for one month in advance.
- e. Notify customers of change in tariff ahead of billing cycle (for commercial and industrial users).

MANAGING DIRECTOR KWA

To 1. The Chief Engineer (P &O)/ FM & CAO
2. The Director (SRI)

Copy to: EE (Operations), AO (RMC), DBA, AEE(IT).