

ADMINISTRATIVE REPORT

2024-25



**KERALA
WATER
AUTHORITY**

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Preface

This administrative report for the financial year 2023-24 is prepared and submitted in accordance with Section 56(1) of the Kerala Water Supply and Sewerage Act, 1986. This act requires the Kerala Water Authority to submit an annual report to the Government detailing its activities and any plans for the upcoming financial year.

The Government shall then ensure that this report is presented before the State Legislature. As per the Act, the Authority is also required to provide the Government with statistics, returns and other specifics regarding its proposed or current schemes and activities.

Kerala Water Authority – Profile

The Kerala Water Authority (KWA) was established by the Government of Kerala through the Kerala Water Supply and Waste Water Ordinance of 1984, which converted the existing Public Health Engineering Department into an autonomous body. The ordinance was replaced by the Kerala Water Supply and Sewerage Act of 1986 (Act 14 of 1986), which came into effect on March 1, 1984. The Act aims to create an autonomous authority responsible for the development and regulation of water supply, wastewater collection and disposal in the state. It vested the assets and responsibilities of the former Public Health Engineering Department, Local Bodies and the Kerala State Rural Development Board related to water supply and sewerage schemes under the provisions of Sections 16 and 18 of the Act.

Vision

To provide high-quality water and wastewater services in an environmentally sustainable manner.

Mission

To transform into a consumer-friendly organization offering services directly to customers.

Strategy

To achieve this by maintaining transparency, ensuring financial self-sufficiency, valuing and developing employees and continuously improving work practices.

Key Functions of the Authority

1. Preparation, execution, promotion, maintenance and financing of water supply and wastewater disposal schemes.
2. Planning the state's water supply and sewerage needs.
3. Developing state plans for water supply and wastewater collection and disposal, as directed by the Government.
4. Establishing standards for water supply and wastewater services.
5. Conducting applied research to improve the efficiency of the Authority's functions.
6. Ensuring the provision of clean water and efficient wastewater services to the people of the state.

Chapter 2

Constitution

As per **Act 14 of 1986, (The Kerala Water Supply and Sewerage Act), Section 4**, the Kerala Water Authority (KWA) consists of the following members:

1. **Chairman** – Appointed by the Government.
2. **Managing Director** – Appointed by the Government.
3. Secretary to Government, Water Resources Department, Government of Kerala.
4. Secretary to Government, Finance Department, Government of Kerala.
5. Secretary to Government, Local Administration Department, Government of Kerala.
6. Secretary to Government, Rural Development Department, Government of Kerala.
7. Two members representing the Local Bodies in the state, appointed by Government.
8. Two members appointed by the Government, one of whom shall be a member belonging to the Schedule Caste / Schedule Tribe.
9. A **Technical Member**, appointed by the Government.
10. An **Accounts Member**, appointed by the Government.
11. **Executive Director, KRWSA** (Kerala Rural Water Supply and Sanitation Agency).

Members of the Authority

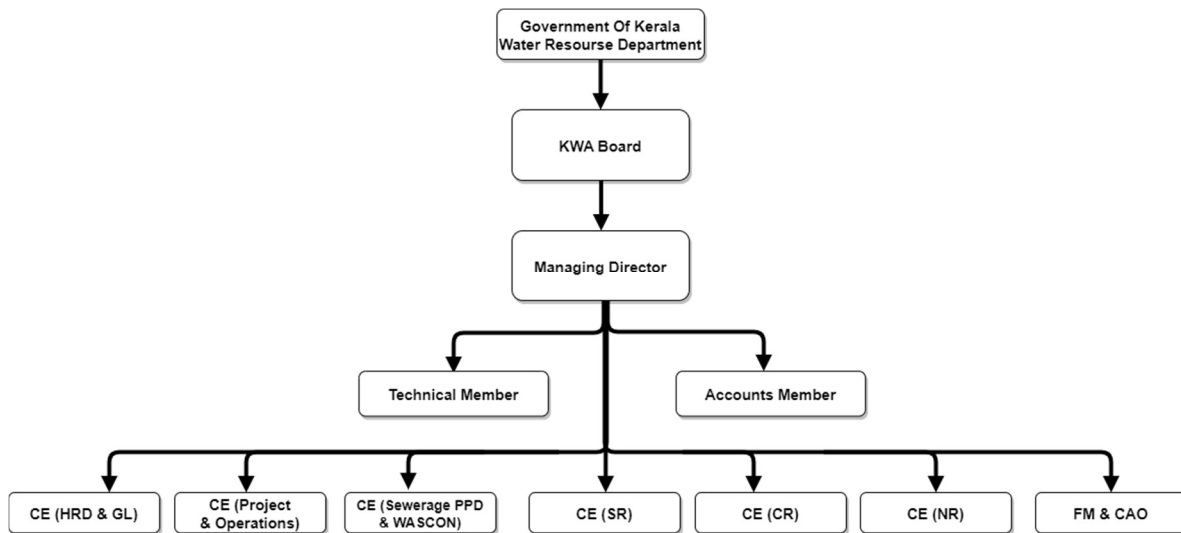
The following is the list of members holding the respective positions on the Authority during the period **01.04.2024 – 31.03.2025**:

Sl No.	Designation	Incumbent(s)	Period (01.04.2024 – 31.03.2025)
1	Chairman KWA & Secretary, Water Resources Department	Sri. Ashok Kumar Singh IAS	01.04.2024 - 13.10.2024
		Sri. Bishwanath Sinha IAS	14.10.2024 - Continuing
2	Managing Director, Kerala Water Authority	Smt. Bhandari Swagat Ranveerchand IAS	01.04.2024 - 05.06.2024
		Sri. Premkumar IAS	21.06.2024 - 18.07.2024
		Sri. Jeevan Babu K IAS	23.09.2024 - Continuing
3	Executive Director, KRWSA & Joint Managing Director, Kerala Water Authority	Dr. Dinesan Cheruvat IAS	01.04.2024 - 01.06.2024
		Dr. Binu Francis IAS	14.06.2024 – Continuing
4	Secretary to Government (Finance Expenditure), (Ex-Officio)	Smt. Tixy S Nelson, Joint Secretary (Finance)	01.04.2024 - Continuing
5	Principal Secretary to Government, Local Self Government, (Ex-Officio)	Smt. Sarada Muraleedharan IAS, Additional Chief Secretary	01.04.2024 - Continuing
6	Non-Official Members	Sri. Shaji Pampoori	01.04.2024 - Continuing
		Adv. Jose Joseph	01.04.2024 - Continuing
		Sri. Ushalyam Sivarajan	01.04.2024 - Continuing
		Sri. R. Subhash	01.04.2024 - Continuing
7	Technical Member, Kerala Water Authority	Sri. Sethukumar S	01.04.2024 - 30.09.2024
		Smt. Bindu T B	07.10.2024 – Continuing
8	Accounts Member, Kerala Water Authority (i/c)	Dr. Dinesan Cheruvat IAS	01.04.2024 - 01.06.2024
		Dr. Binu Francis IAS	14.06.2024 – Continuing

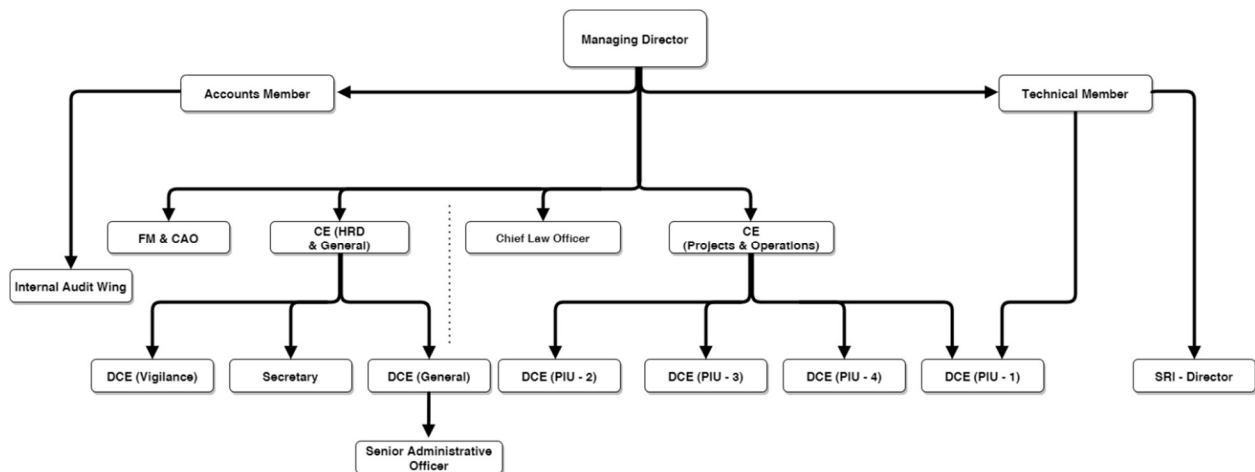
Chapter 3

Organizational Structure

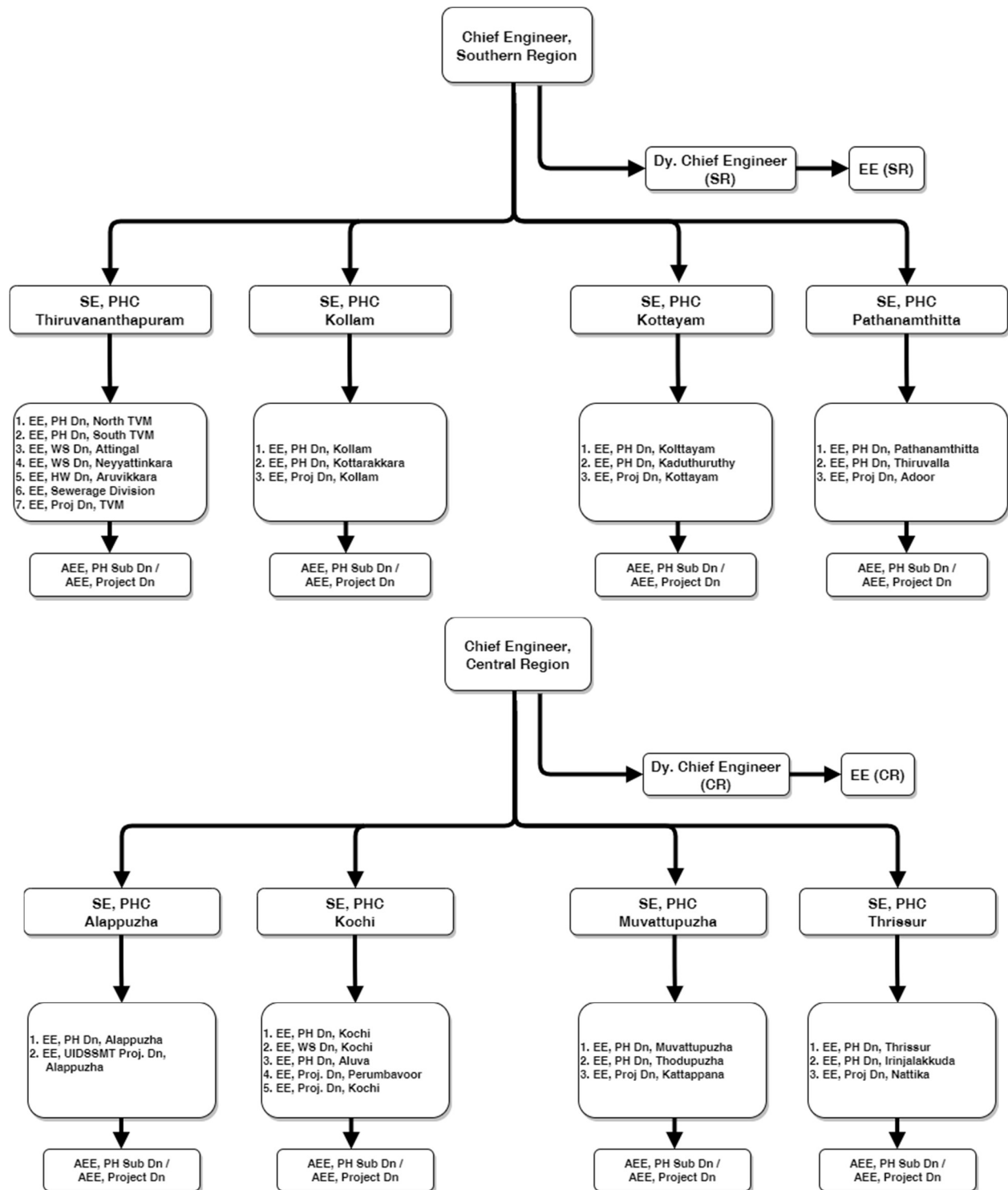
Basic Structure

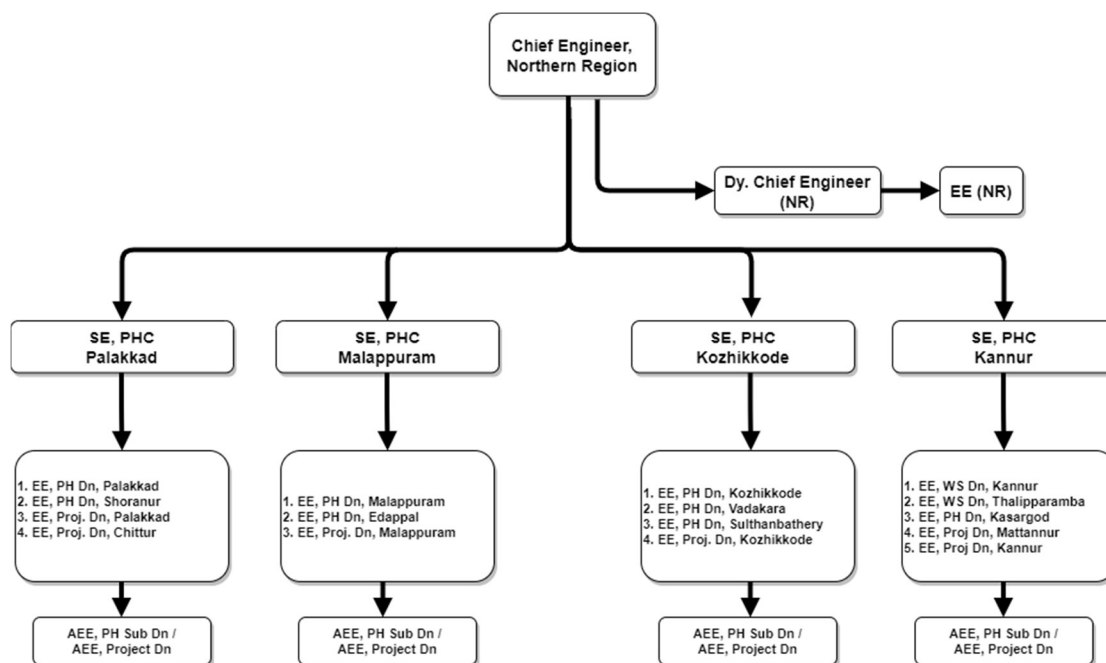


Head Office



Regional Offices





Organizational Structure

The Kerala Water Authority (KWA) is based at Jalabhavan, Vellayambalam, Thiruvananthapuram. It operates through 4 Chief Engineer offices, 17 Circle offices, 53 Division offices, 108 Sub-Division offices, 234 Section offices, 14 PPD Camp Offices, 14 District Labs across Kerala, covering revenue, projects, sewerage and quality control. Key functional units include:

- Operation & Maintenance
- Projects
- Project Planning and Development
- Quality Control
- Consultancy (PPD, Sewerage & WASCON)

KWA has a comprehensive water quality control system, with a State Referral Institute in Kochi and has 14 district labs across the state.

The headquarters monitors the operations of ongoing schemes, including O&M, revenue collection and non-revenue water loss. Through continuous review, many schemes were completed, expanding coverage and benefiting more people. The goal is to improve customer satisfaction through better service delivery.

KWA aims to enhance efficiency through technological advancements and a "Smart Work" approach.

Major Units at Head Office, Jalabhavan – Thiruvananthapuram

Kerala Water Authority's Head Office, located at Thiruvananthapuram, serves as the central administrative hub. The following major wings and units operate from here, each contributing to the overall functioning of the organization:

Administrative Wing

The Administrative Wing, led by the Senior Administrative Officer, handles all human resource-related

functions. This includes maintaining staff records, processing promotions, managing appointments and ensuring that sanctioned strength is maintained in compliance with existing service rules.

Purchase Wing

This wing manages the centralised procurement of key chemicals required for water treatment, such as alum, lime and bleaching powder. It also handles the empanelment of manufacturers of essential infrastructure components like pipes, pumps, motors, transformers and meters and oversees tendering procedures.

Training Centre (Centre for Water Education)

The Training Centre, headed by an Executive Engineer and located in Thiruvananthapuram, conducts in-house training programmes, refresher courses and workshops for KWA staff. It also facilitates the deputation of employees for higher studies and external training programmes. The centre plays a vital role in continuous skill development across the organization and is responsible for training various categories of KWA employees to enhance their technical and managerial capabilities.

Vigilance Wing

This unit functions under the supervision of a Deputy Chief Engineer and is tasked with investigating complaints against officers as well as monitoring the quality and progress of executed works. Findings from the vigilance wing are reviewed by a committee for further action.

Internal Audit Wing

The Internal Audit Wing conducts audits of accounts and administrative records at KWA. It handles follow-up actions on audit remarks made by the Accountant General and various legislative committees. This wing reports directly to the Accounts Member, ensuring financial accountability and procedural compliance.

Finance Wing

The Finance Wing functions under the control of the Finance Manager & Chief Accounts Officer. This officer is responsible for the overall financial management of the Authority and provides advice to the Managing Director and the Authority on financial matters. The wing also guides other officers in handling financial operations across KWA.

Project Implementation Unit (PIU)

KWA is currently implementing several major water supply projects under schemes such as NABARD, AMRUT, KIIFB, RKI, ADB and JJM, supported by various external agencies and the Government. To ensure efficient and timely execution, a PIU is functioning at the Head Office, along with district-level PIUs in all districts. At the Head Office, the Planning, Works and Monitoring Sections—each headed by a Deputy Chief Engineer—handle key project implementation activities such as planning, contract award and monitoring. Involving the same team of officers from planning to completion enhances efficiency and consistency.

Operations Unit

This unit is responsible for overseeing all non-construction activities necessary for running water supply and sewerage schemes efficiently. Operation involves routine functions and procedures to keep the system running smoothly, while maintenance includes both planned and reactive technical interventions to sustain system performance. Technicians and engineers in this unit play a crucial role in system control and upkeep to ensure service reliability and sustainability.

Organizational Structure and Key Units of Kerala Water Authority across the district.

Kerala Water Authority (KWA) operates through a well-defined organizational structure comprising various offices and functional units spread across the state. The operational and administrative responsibilities are distributed across different levels to ensure efficiency in service delivery.

Chief Engineer Offices

KWA functions under four Chief Engineer offices:

- Chief Engineer (Southern Region)
- Chief Engineer (Central Region)
- Chief Engineer (Northern Region)
- Chief Engineer (Sewerage PPD & WASCON)

The Sewerage PPD & WASCON division is responsible for consultancy and execution of water and sanitation infrastructure projects for Local Self Governments (LSGs).

Circle Office

There are 17 Circle Offices in KWA, including dedicated circles for Sewerage and Quality. These are headed by Superintending Engineers and act as intermediate supervisory offices.

Division Offices

Kerala Water Authority has a total of **53 Division Offices**, each headed by an Executive Engineer. These offices are responsible for executing and supervising water supply schemes, project works, quality control and maintenance activities. They also manage estimation, contracting, billing and liaise with other departments and elected representatives.

Public Health (PH) Divisions form the core operational units, handling water distribution, system maintenance, leakage repairs and providing new connections. With 25 such divisions, they ensure the effective day-to-day functioning of water supply infrastructure.

Project Divisions, numbering 18, focus on capital works under various schemes. Their responsibilities include planning, tendering, execution and commissioning of water supply and sewerage projects. After successful trial runs, completed projects are handed over to the respective O&M divisions.

Water Supply Project (WSP) Divisions, of which there are 6, carry out select functions of both PH and Project Divisions. They implement specific water supply projects while also managing related operational tasks, ensuring seamless integration between project execution and ongoing service.

Quality Control Divisions, located in Thiruvananthapuram, Kochi and Kozhikode, are tasked with monitoring water quality in treatment plants and distribution systems. They verify chemical and physical standards, assist with laboratory accreditation and facilitate testing of private water samples.

Head Works Division, based at Aruvikkara in Thiruvananthapuram District, coordinates the entire water supply sourced from Peppara Dam for the district. It manages three major Water Treatment Plants and ensures uninterrupted and efficient supply across the region.

Sub-Division Offices

Headed by Assistant Executive Engineers, Sub-Division Offices supervise the Section Offices under their jurisdiction. They are responsible for revenue collection, water connection management, scheme operation and maintenance, quality control coordination and customer service facilitation.

Section Offices

Section Offices are the primary field-level units, managed by Assistant Engineers. They carry out key functions such as meter reading, billing, complaint redressal, new water connections and general O&M tasks. These offices serve as the grassroots-level interface with consumers.

Achievements / Highlights for 2024-25

The financial year 2024-25 was a period of substantial growth and modernization for the Kerala Water Authority (KWA). The organization achieved significant milestones in infrastructure development, digital governance, and national recognition. The following highlights summarize the key achievements across various wings:

1. Infrastructure and Project Milestones

- **Major Project Commissioning:** Successfully commissioned the first phase of the Comprehensive Rural Water Supply Scheme for Athiyannoor - Kottukal Panchayats in October 2024, a project valued at ₹25.49 Crore.
- **Capital Works Progress:** Out of 383 Administrative Sanctions (AS) issued during the year, 159 works were successfully completed, with another 105 projects currently in the execution stage.
- **Asset Renovation:** Completed the maintenance and renovation of 31 critical civil structures, including office buildings, guest houses, and pump houses, to safeguard authority assets and improve service delivery.
- **Bottling Plant Operations:** Maintained the operation of the 7200 LPH Packaged Drinking Water Plant at Aruvikkara, with an expenditure of ₹24.92 lakhs incurred during the fiscal year for project-related settlements.

2. Digital Transformation and IT Initiatives

- **Full e-Office Adoption:** Achieved 100% implementation of the e-Office system across all KWA offices, replacing legacy paper-based systems and resulting in an annual saving of ₹18 lakh in maintenance costs.
- **PRAVAHAK Launch:** Deployed "PRAVAHAK," a centralized software platform for real-time monitoring of projects funded under JJM, KIIFB, and NABARD, ensuring greater transparency in physical and financial tracking.
- **Consumer Service Digitization:** Processed over 2.27 lakh applications through digital platforms and implemented an online BPL verification system that successfully authenticated approximately 10 lakh applications via the Civil Supplies API.
- **Operational Automation:** Deployed over 1,000 palm-held machines for meter readers and implemented a Biometric Punching System across all offices, integrated with GSPARK for efficient personnel management.

3. Quality Standards and Certifications

- **NABL Accreditation:** Secured NABL Accreditation (IS 17025:2017) for the State Referral Institute and all 14 District Labs, ensuring water quality testing meets international benchmarks.
- **Green Protocol Compliance:** Multiple regional and district offices achieved 'A' or 'A+' Grade certifications from the Haritha Keralam and Suchitwa Missions for excellence in waste management and environmental standards.

4. National and State Recognition

- **National Accolades:** Won the "Best Exhibition Stall Award" in the State category at the 8th India Water Week 2024 held in New Delhi.
- **Energy Excellence:** The KWA Energy Management Team received a Certificate of Appreciation in the Kerala State Energy Conservation Awards 2024.

- **Thematic Recognition:** The Thaliparamba Division secured 1st place for its theme stall at the 'Ente Keralam' Exhibition.
- **Humanitarian & Defense Support:** Received special commendations from the Indian Army and the Devaswom Board for ensuring uninterrupted, high-quality water supply during the Agnipath recruitment rally and the Sabarimala pilgrimage season.

5. Administrative and Financial Efficiency

- **Board Governance:** Demonstrated high administrative efficiency by completing action on 72 out of 85 decisions (nearly 85%) taken during Authority Board meetings within the financial year.
- **Employee Welfare:** Successfully implemented the Pension Revision 2024 and managed the seamless disbursement of benefits to over 9,800 retirees through the Pension Disbursement Cell.
- **Revenue Mobilization:** Conducted successful Revenue Recovery Adalats across all regions, facilitating the settlement of long-standing arrears and improving the Authority's financial liquidity.

6. Capacity Building

- **Skill Development:** The Centre for Water Education (CWE) trained 2,278 participants in various technical and digital skills, including e-Abacus and WTP design.
- **Technical Leadership:** Facilitated the deployment of 7 senior officers for M.Tech programs under central and state schemes to build future technical leadership for the Authority.

Awards, Outreach Initiatives, and Public Interface

Introduction

During the financial year 2024-25, the Kerala Water Authority (KWA) demonstrated exceptional commitment not only to its core mandate of water supply and sanitation but also to administrative excellence, public engagement, and technological innovation. The Authority secured significant recognition at both national and state levels, successfully implemented key public interface programs, and actively showcased its capabilities. This chapter provides a comprehensive account of KWA's achievements in securing accolades, executing public outreach activities, and fostering social responsibility throughout the reporting period.

1. Accolades, Quality Certifications, and Performance Recognition

KWA's commitment to quality and service excellence was recognized across all levels of the organization:

- **National and State Awards:**
 - Best Exhibition Stall Award: KWA's Water Resources Department was honoured with this distinction in the State category at the 8th India Water Week 2024 in New Delhi (September 2024).
 - Thematic Excellence: The Thaliparamba Division (North Region) won 1st Place for its theme stall at the 'Ente Keralam' Exhibition and received a National Promotion Scheme (NPS) Certificate from the Pradhan Mantri National Apprentice Mela.
 - Energy Conservation: The KWA Energy Management Team received a Certificate of Appreciation as part of the Kerala State Energy Conservation Award 2024.
- **Quality and Compliance Certifications:**
 - NABL Accreditation: The State Lab (SRI) and 14 District Labs under the Central Region (Nettur) secured NABL Accreditation as per the IS 17025:2017 standard, affirming compliance with international quality benchmarks.
 - Green Protocol Compliance: Several KWA offices, including all offices in the North Region, and those in Alappuzha, Idukki, Thrissur, Kollam, and the South Region CE Office, received 'A' or 'A+' Grade Certificates from the Haritha Keralam and Suchitwa Missions for adhering to the Green Protocol.
- **Performance-Based Commendations:**
 - The Neyyattinkara E&M Team was honoured with the Best Division Award within the South Region for its operational excellence.
 - An Assistant Executive Engineer from the South Region received a special commendation from the Hon'ble Minister for Water Resources, Kerala, for providing technical assistance to restore the water supply system in Thirunelveli (Tamil Nadu) following severe flooding.
 - Grassroots staff were recognized internally, including a special commendation for Meter Readers in the Central Region (Thaikattussery/Cherthala) for achieving a zero-meter fault record and improving reading efficiency.

2. Public Outreach and Revenue Mobilization Initiatives

The Authority prioritized public engagement and operational stability through structured interaction programmes:

- **Revenue Recovery Adalats:** Successful Revenue Recovery Adalats were conducted across all three administrative regions, facilitating the settlement of numerous applications. This resulted in the recovery of Crores of Rupees in outstanding arrears (e.g., over ₹72 lakhs in Thrissur Circle and over ₹21 lakhs in Kozhikode Division), while simultaneously providing legal waivers to consumers, thus regularizing their connections.
- **National Campaign Participation:**

- Nadi Utsav: The Water and Sanitation Management Centre (WASCON), KWA, coordinated the national programme 'Nadi Utsav' (River Festival) on 27.02.2025 in Kochi, featuring an invited talk on "River Conservation" by Dr. Sunny George, along with public awareness activities like a riverbank walk and a flash mob.
- Jal Utsav: KWA organized a 'Jal Utsav' in collaboration with NITI Aayog in the Kollengode Aspirational Block (Palakkad), providing demonstrations on water treatment, distribution, and conservation for the public and Self Help Groups (SHG).

3. Participation in Exhibitions and Technical Showcasing

KWA actively participated in high-profile exhibitions to showcase its modern infrastructure and technological adoption:

- **India Water Week 2024 (New Delhi):** KWA displayed an innovative miniature working model of an Automated Rural Pumping Station and prominently featured the Bandicoot robot, a technological solution for efficient manhole cleaning .
- **'Ente Keralam' Exhibition:** At the state-level exhibition, KWA set up a dedicated stall that included a prototype model of the 5 MLD Sewage Treatment Plant (STP) operational near the Medical College area, promoting scientific wastewater management.
- **Thematic Outreach:** The South Region displayed an Onam Float with the socially relevant theme: 'Ellavarkkum Kudivellam' (Water for All).
- **Public Awareness:** Educational sessions on water conservation and treatment processes were regularly conducted for visiting students and the public at various Water Treatment Plants across the North Region.

4. Social Responsibility and Institutional Culture

KWA's outreach extended beyond its primary mandate to address social and cultural imperatives:

- **Humanitarian Service:** KWA ensured the distinguished and reliable supply of safe drinking water during the arduous Sabarimala pilgrimage season and provided seamless support for the Army Recruitment Rally (Agnipath Scheme) at Kodumon Stadium.
- **Project Commissioning:** The first phase of the Comprehensive Rural Water Supply Scheme for Athiyanoor - Kottukal Panchayats, valued at ₹25.49 Crore, was successfully commissioned in October 2024.
- **Cultural and Staff Engagement:**
 - The Authority observed Vanam Paristhithi Dinam (World Environment Day) and the Official Language (Malayalam) Week, which included cultural events and an invited talk by Central Sahitya Akademi Award winner Sri. Mobin Mohan.
 - The Kattappana Project Division (Central Region) organized a community-focused Onam celebration with the children of the Amal Jyothi institution.
 - Staff engagement was supported through participation and prize-winning in the Kerala State Civil Service Sports Meet (Cricket) and the establishment of a Library at the Chief Engineer's Office in Kochi.

5. External Agency Assessments and Special Commendations

Operational performance and social contributions were formally acknowledged by key external governmental and defense agencies:

- **Indian Army Commendation:** The *Agnipath Scheme* leadership within the Indian Army provided a Special Mention and Commendation to the Pathanamthitta Division for the reliable and efficient drinking water supply provided during the Army Recruitment Rally.

- Devaswom Board Appreciation: The Hon'ble Devaswom Minister formally presented a Special Mention and a Memento to KWA, recognizing the distinguished services rendered in water supply during the Sabarimala pilgrimage season.
- State Protocol Appreciation: KWA received special citations for maintaining efficient water supply during major state functions, including Independence Day (August 15, 2024) and Republic Day (January 26, 2025).

Projects and Operations

Executive Summary

The Kerala Water Authority (KWA) has continued to make substantial progress in strengthening water supply and sewerage infrastructure across Kerala during the financial year 2024-25. Through various funding mechanisms such as State Plan, Jal Jeevan Mission (JJM), AMRUT, NABARD, KIIFB and RKI, KWA is implementing projects worth over ₹19,700 crore, which are at various stages of execution. These initiatives play a crucial role in enhancing access to safe drinking water and improving wastewater management, in line with state and national goals for sustainable water services.

Key Achievements

- **New Water Connections:** In 2024-25, KWA provided 1,37,550 new rural household tap connections under the Jal Jeevan Mission, increasing the rural household coverage to 38.36 lakh connections (55%).
- **Beneficiaries:** KWA serves a rural population of approximately 157.39 lakh through piped water supply to 38.55 lakh households. Overall achievements include 100% saturation in 69 panchayats, provision of safe drinking water to all rural schools and anganwadis, and training of 5000 Kudumbasree women for water quality monitoring using Field Test Kits.
- **Major Projects Progress:** Significant advancements under KIIFB with completion of additional projects adding 213.5 MLD capacity benefiting 30.15 lakh population; ongoing implementation under AMRUT 1.0 and 2.0; and progress in RKI and other schemes.
- **Operational Efficiency:** The Blue Brigade teams addressed 23,333 pipeline leakages and resolved 6,177 water shortage cases, contributing to non-revenue water (NRW) reduction and improved service delivery.

Project Status Summary

A summary of works under State Plan Schemes during 2024-25 is given in **Annexure-6A**.

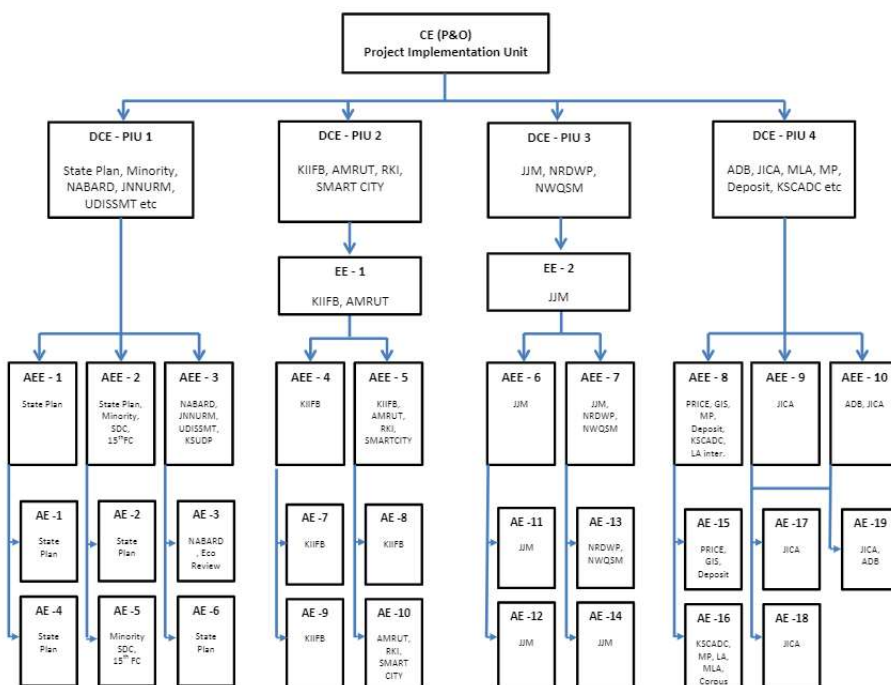
Financial Overview

- **Total Expenditure Incurred:** Significant utilization across schemes, including:
 - Jal Jeevan Mission: ₹2,484.83 crore utilized in 2024-25 (₹1,081.13 crore Central share, ₹1,403.70 crore State share).
 - State Plan Schemes: Allocations totaling ₹85,624 lakh (after plan cut), with expenditures across various heads.
 - AMRUT 1.0: Up-to-date expenditure ₹1,331.22 crore.
 - KIIFB, RKI and others contributing to overall progress.
 - Operations & Maintenance: ₹101.75 crore, primarily for civil works (₹81.78 crore).
- **Budget Allocation:** ₹55,000 lakh State share for JJM, ₹85,624 lakh overall for State Plan schemes (adjusted post plan cut), and allocations for AMRUT, KIIFB and other heads.

These efforts underscore KWA's dedication to upgrading water supply infrastructure, promoting equitable access, and incorporating modern technologies for sustainable operations. The ongoing projects will further improve service delivery and advance Kerala's goal of universal access to safe drinking water.

Project Implementation Unit

The organizational structure of a PIU is as follows:



Kerala Water Authority is presently carrying out water supply projects under various heads, NABARD, AMRUT, KIIFB, RKI, ADB, JJM etc. with the aid of various external agencies as well as the Government. Project Implementation Unit (PIU) at Head Office and District level PIU in all districts were formed to ensure speedy completion of the projects. At Head Office Planning, Works, Monitoring sections, each headed by Deputy Chief Engineers are undertaking the main activities in project implementation viz. planning, award of contract, monitoring etc. It will be more effective and time saving if same set of officers are involved from the planning stage till completion of project.

6.1 Capital Works

Kerala Water Authority is presently implementing projects under various funding heads. Significant progress has been achieved in both the rural and urban water supply sectors through the commissioning of various Water Supply Schemes supported by Central and State Government grants and schemes such as JJM, NABARD, State Plan, KIIFB, AMRUT, RKI etc. Projects amounting to more than Rs. 19,700 crores are currently at various stages of implementation across the State.

The details of the projects being executed under various schemes are furnished below.

No new projects have been recommended under NABARD from Tranche XXIX onwards.

The head-wise budget allocation under State Plan Schemes for 2024-25 is given in **Annexure-6B**.

Vide G.O.(Rt)No.871/2024/WRD Dated: 17.11.2024, orders were issued to restrict the overall plan expenditure of Water Resources Department to 50% for Plan Schemes for the year 2024-25. Consequently, an amount of Rs. 15,391 Lakh was reduced from the originally allocated amount of Rs. 85,624 Lakhs.

A summary of projects being executed / works undertaken in the various above heads are given below.

6.1.1 State Plan Schemes Under the State Plan an amount of Rs. 85,624 lakhs were provided as budget outlay during 2024-25 under various heads. For Jal Jeevan Mission (Centrally sponsored Schemes) the total outlay included State's 50% share.

6.1.1.1 Survey and investigation The primary objective of the Kerala Water Authority is to ensure safe drinking water supply to all parts of the State. To achieve this, detailed surveys are being conducted for the preparation of a comprehensive shelf of projects. During the financial year 2024-25, an amount of Rs. 110 lakh was allocated under this head of account for the preparation of Detailed Project Reports and pilot surveys. As of 31.08.2025, 2 works have been completed, with a total expenditure of Rs. 24.86 lakh incurred.

6.1.1.2 NABARD Assisted Rural Water Supply Schemes Rural Infrastructure Development Fund

With loan assistance from NABARD, the Kerala Water Authority implements Water Supply Schemes in the rural areas of the State. Vide G.O.(Rt) No. 4835/2023/Fin dated 23.06.2023, the Government has informed that, from Tranche XXIX onwards, no new KWA projects will be recommended under NABARD funding. During the financial year 2024-25, a total budget allocation of Rs. 7,000 lakh was provided under this head. In the same period, four schemes were completed, benefiting a population of approximately 3.1 lakh. The 4 schemes are CWSS to Agali & Adjoining Panchayats, CWSS to Vithura and Tholicode Villages - Phase II, WSS to Poovar Panchayat, WSS to Kulakkada Panchayat. Expenditure incurred during 2024-25 was Rs. 4922.96 lakhs.

6.1.1.3 Manufacturing units for bottled water

In view of the increasing demand for packaged drinking water, the Kerala Water Authority decided to establish bottling plants utilizing surface water sources. The initiative aims to reduce the over-exploitation of groundwater resources and ensure the availability of quality bottled drinking water at an affordable price to the public. As a pilot project, KWA undertook the establishment of a 7200 LPH Packaged Drinking Water Plant at Aruvikkara in Thiruvananthapuram District. The bottling plant was handed over to the Kerala Irrigation Infrastructure Development Corporation (KIIDC) as per G.O. (Ms) No. 17/2020/WRD dated 28.02.2020, following the execution of an agreement between the Managing Director, KWA, and the Managing Director, KIIDC, on 05.05.2020. The plant is presently operated and maintained by KIIDC. An amount of Rs. 64 lakhs has been allocated under this head of account during the financial year 2024-25 for settling the pending bills related to the project and the expenditure incurred during 2024-25 was Rs. 24.92 lakhs.

6.1.1.4 Renovation of Existing Civil Structures owned by KWA

The primary objective of this head of account is to renovate civil structures that have deteriorated due to aging. Annual maintenance of various civil structures such as office buildings, treatment plants, intake wells, water tanks, pump houses, staff quarters and toilets has not been carried out for several years across the State owing to insufficient funds. To safeguard the assets created and to enhance the quality-of-service delivery, it has been proposed to undertake the maintenance and renovation of these structures in a phased manner. Construction of compound walls around Water Treatment Plants (WTPs), KWA offices, and vacant plots is also being carried out under this head to clearly demarcate KWA-owned properties and to prevent encroachment and the ingress of anti-social elements. During the financial year 2024-25, a total budget allocation of Rs. 300 lakhs was provided under this head. 31 works including maintenance of office buildings, guest houses, tanks, and pump houses located in various districts were completed. In the current financial year (up to 31.08.2025), 6 additional works amounting to Rs. 141.16 lakhs have also been completed. Expenditure incurred during the financial year 2024-25 was Rs. 148.79 lakhs.

6.1.1.5 Innovative technologies and modern management practices

The primary objective of this head of account is to enhance service delivery and improve the quality of operations through the adoption of new technologies and modern management practices. Certain issues that cannot be resolved through conventional methods can be effectively addressed by implementing innovative and technology-driven solutions. Under this initiative, measures such as the installation of automated networks, flow meters, and smart meters are being undertaken to facilitate the reduction of Non-Revenue Water (NRW). The project also envisages the procurement of bulk meters for all major schemes and their integration with the SCADA system. In addition, this head covers the procurement of leak detection equipment, automation of pump houses, adoption of dual media systems for augmentation of Water Treatment Plants (WTPs), and to improve energy efficiency. These interventions collectively aim to enhance the operational efficiency of water supply schemes, reduce wastage of treated water, and increase revenue realization. During the financial year 2024-25, a total budget allocation of Rs. 100 lakhs was provided under this head. 9 works were completed during 2024-25 and 2 additional works have been completed in the current financial year 2025-26 (as on 31.08.2025). Expenditure incurred for the financial year 2024-25 was Rs. 48.97 lakhs.

6.1.1.6 Human resource development, research & development and quality control

To ensure timely execution of large-scale projects and effective management of advanced systems, engineers and other staff need to be continually updated and equipped with modern project management practices and tools. The Kerala Water Authority envisions transforming into a customer-friendly, quality-conscious, and sustainable water utility, and several change management initiatives are currently underway to achieve this goal. Continuous training and skill development are essential to prepare KWA's workforce to meet emerging challenges and adapt to evolving technologies and management practices. Accordingly, comprehensive training programs are being conducted to strengthen the technical and managerial competencies of personnel across all levels of the organization. During the financial year 2024-25, a total budget allocation of Rs. 100 lakh was provided under this head, and 1,987 officials were trained. In the financial year 2025-26, up to 31.08.2025, training has been imparted to 488 officials. Expenditure incurred for the financial year 2024-25 was Rs. 16.28 lakhs.

6.1.1.7 Sewerage schemes of Kerala Water Authority

Kerala Water Authority has the mandate for the collection and disposal of wastewater. At present, sewerage systems are operational mainly in Thiruvananthapuram and, in Kochi Corporation to a limited extent. Due to financial constraints, the expansion of sewerage projects to new areas has been limited. Currently, the major activities undertaken under this head include the enhancement of undersized sewer lines to the required capacity, repair of damaged manholes to prevent sewage overflow, and the provision of sewerage facilities through minor extensions in areas lacking any other disposal systems. Strengthening and upgrading the existing sewerage infrastructure is crucial to prevent environmental degradation and to improve sanitation standards. Several challenges continue to affect project implementation in this sector, including limited funds, public opposition to sewage treatment plants and pumping stations, delays in land acquisition, and difficulties in obtaining road cutting permissions. To address these challenges, it is envisaged to implement small-scale decentralized sewerage projects by clustering 2 to 3 wards together and establishing compact treatment plants of varying capacities (up to 20 MLD). These plants will employ modern technologies and promote the reuse of treated effluent, in line with the norms specified by the National Green Tribunal (NGT). Maintenance and upgradation of existing plants and sewerage networks remain a key priority, as the absence of adequate sewerage systems poses significant risks to the water environment. It is imperative that sewage collection and treatment, particularly in major urban centres, be strengthened urgently in view of the increasing environmental concerns. For smaller schemes, availability of suitable land and enhanced public awareness facilitated by local bodies are essential for effective implementation of sewerage and septage management projects. During the financial year 2024-25, a total budget allocation of Rs. 3,500 lakhs was provided under this head. 20 works were completed in 2024-25 and 19 works were completed in the current financial year 2025-26 (as on 31.08.2025). These works included replacement of old sewer lines, extension of sewerage networks, rehabilitation of damaged

manholes, and construction of new manholes. The expenditure incurred during 2024-25 was Rs. 1571.20 lakhs.

6.1.1.8 Rehabilitation / Improvement works of urban water supply scheme

The primary objective of this scheme is to achieve 100% water supply coverage in urban areas. The focus is on implementing new schemes in uncovered Urban Local Bodies (ULBs), laying distribution networks in schemes where the production components have already been completed and replacing old and damaged pipelines to improve system reliability and reduce water loss. During the financial year 2024-25, a total budget allocation of Rs. 3,400 lakhs was provided under this head. 16 works were completed during 2024-25, and 8 additional works were completed in the current financial year 2025-26 (as on 31.08.2025) and the total expenditure incurred during 2024-25 was Rs. 1694.04 lakhs.

6.1.1.9 Rural Water Supply Schemes

This head aims at improving the water supply to the rural households where many do not have access to safe drinking water through piped water supply. More emphasis has been given to improve the water supply coverage in rural areas with the launch of Jal Jeevan Mission which aims to provide piped water supply to all rural households. New rural schemes/ completion of ongoing rural schemes, revamping of existing schemes are proposed under this head. An amount of Rs.1000 lakh was provided during 2024-25. During 2024-25, 16 works and 3 works in the financial year 2025-26 (as on 31.08.2025) were completed. The total expenditure incurred during 2024-25 was Rs. 494.22 lakhs.

6.1.1.10 Water Supply Scheme to Specified institutions/ locations

This scheme is intended to ensure uninterrupted water supply to specified institutions and priority locations such as Medical Colleges, District and Taluk Hospitals, rural schools, and other educational institutions. It also covers Government establishments including Civil Station complexes, prisons, and correctional homes. In addition, the scheme aims to improve existing water supply systems and ensure adequate availability of safe drinking water at major pilgrimage centers such as Sabarimala and other locations with high public demand. During the financial year 2024-25, a total budget allocation of Rs. 500 lakhs was provided under this head. 3 works were completed during 2024-25, and 1 additional work was completed in the current financial year 2025-26 (as on 31.08.2025). The total expenditure incurred during 2024-25 was Rs. 153.66 lakhs.

6.1.1.11 Optimization of Production and Transmission

The primary objective of the works undertaken under this head is to optimize the performance and output of existing water supply schemes. The initiative aims to ensure uninterrupted water supply, minimize water loss caused by leakage and promote energy conservation through system upgrades and efficiency improvements. The major activities executed under this head include

- Renovation and capacity enhancement of old Water Treatment Plants (WTPs)
- Reduction of distributional losses and improvement of system performance
- Replacement of old and damaged pipelines, including pumping mains and transmission mains
- Prevention of water loss due to leakages in various system components
- Implementation of energy conservation measures
- Rehabilitation of obsolete pumps, motors, and electrical installations
- Extension of pipelines from existing Water Supply Schemes to water-stressed areas

During the financial year 2024-25, an amount of Rs. 4,500 lakhs was provided under this head. 52 works were completed during 2024-25, and 14 additional works were completed in the current financial year 2025-26 (as on 31.08.2025). These works included the renovation of old WTPs, replacement of pipelines in

existing WSS, extension of distribution lines, and replacement of obsolete pumps and motors. The completion of these works has resulted in improved operational efficiency and enhanced output of the existing water supply schemes. The total expenditure incurred during the financial year 2024-25 was Rs. 2079.84 lakhs.

6.1.1.12 Modernization of Aruvikkara pumping station

The Modernization of Aruvikkara project is a key initiative aimed at meeting the increasing water demand of Thiruvananthapuram city. The modernization works primarily focus on the replacement of old and damaged pumps, motors, and civil, electrical & mechanical installations in the Water Treatment Plants (WTPs), Pump Houses, and Substations located at the 86 MLD campus, Chithirakkunnu, Aruvikkara. For the financial year 2024-25, a budget allocation of Rs. 100 lakhs has been provided under this head, primarily for settling pending bills related to the project. Additionally, an amount of Rs. 105.79 lakhs has been provided as complementary extra budgetary resources. The expenditure incurred during the financial year 2024-25 was Rs. 205.79 lakhs.

6.1.1.13 Drinking Water – Drought Mitigation

Natural calamities such as droughts, floods, and cyclones have become recurring phenomena in the State, placing significant stress on water supply infrastructure each year. In addition to natural disasters, emergency situations of calamitous proportions such as major pipe bursts, damage to water supply installations and the need to provide water to relief camps also require immediate attention under this head. Given the critical nature of water supply infrastructure and its vulnerability to large-scale damage, a dedicated head of account has been established to meet emergency expenses. Key activities include pipeline extensions to drought-affected areas, augmentation of pumping capacity during drought periods, and other measures to ensure uninterrupted water supply during contingencies. KWA currently faces a shortage of tanker lorries, which limits its capacity to supply water during emergencies. The need for procuring additional tanker lorries has been highlighted, especially after the recent floods in Kerala, where non-availability of tankers hindered emergency response. During the financial year 2024-25, a total budget allocation of Rs. 750 lakhs was provided under this head. Administrative sanction has been accorded for 121 works, of which 55 works have been completed. The expenditure incurred during the financial year 2024-25 was Rs. 374.99 lakhs.

6.1.1.14 Source improvement and water conservation

The primary objective of the works under this head is to ensure adequate water availability during summer and drought periods, enhance storage capacity at water sources, and improve the overall efficiency of water supply schemes to mitigate seasonal variations in water levels. During the reporting period, several works were undertaken to strengthen water sources and increase storage capacity, including the construction of check dams and regulators. Improvement works at tube wells, open wells, infiltration galleries and leading channels have also been carried out. Additionally, protection works for reservoirs, side protection of weirs and check dams, and repairs to existing structures have been implemented. These interventions significantly help in reducing water stress during summer months. For the financial year 2024-25, an amount of Rs. 200 lakhs was provided under this head. 1 work was completed in 2024-25, and 3 additional works have been completed in the current financial year 2025-26 (as on 31.08.2025). The expenditure incurred during 2024-25 was Rs. 92.97 lakhs.

6.1.1.15 Energy efficiency improvement, Optimization of electromechanical items, Safety audit and ensuring safety in operation of WTPs and Pump houses

Under this head, energy conservation measures and the rehabilitation of obsolete pumps, motors, and other electrical installations are undertaken to enhance power efficiency. Annual power consumption and associated costs can be reduced by installing static capacitors, replacing old and inefficient electrical and mechanical machinery, and converting deemed connections to High Tension (HT) connections. Pump

houses and Water Treatment Plants (WTPs) are critical infrastructure for ensuring human and environmental health, providing society with clean and safe water. Over time, environmental and occupational safety concerns have become increasingly important. Operational defects, structural instability, chemical exposure, and work fatigue present risks to both personnel and the general public. Recent incidents highlight the necessity of prioritizing occupational safety and health in the water sector. To align with ISO certification standards and improve workplace safety, modern practices including proper attire and use of Personal Protective Equipment (PPE) are being implemented. Timely attention to electrical equipment with protective gear reduces downtime and improves operational efficiency. Additionally, CCTV cameras are proposed for installation in WTPs and pump houses to enhance monitoring and safety. During the financial year 2024-25, a total budget allocation of Rs. 500 lakhs was provided under this head. 16 works were completed during 2024-25 and 3 works have been completed in the current financial year 2025-26 (as on 31.08.2025). The expenditure incurred during the financial year 2024-25 was Rs. 174.62 lakhs.

6.1.1.16 Works for the prevention of river pollution and creating awareness for the compliance of NGT direction

In response to various orders of the National Green Tribunal (NGT) related to the pollution of river stretches and coastal regions, the State is mandated to take priority measures to prevent environmental degradation within specified timelines. One of the key directions requires 100% treatment of sewage, at least through in-situ remediation, and the establishment of Sewage Treatment Plants (STPs) at feasible locations. While full coverage through sewerage networks and STPs is planned to be implemented in a phased manner, decentralized STPs and Faecal Sludge Treatment Plants (FSTPs) are proposed as the first phase. NGT also mandates the reuse of treated water, necessitating tertiary treatment and recycling facilities. To comply with these directives, the Kerala Water Authority has established a dedicated vertical wing for sewerage works across the State. Preliminary works have already commenced, including surveys, investigations, and preparation of Detailed Engineering Reports (DERs). Protection of river source areas through proper fencing is also envisaged. As part of the initiative, awareness programs will be conducted through public gatherings, posters, and print and visual media campaigns to highlight the importance of maintaining river water quality. Up to 10% of the allocated funds may be utilized for adaptive research in sewage and water quality management. During the financial year 2024-25, an amount of Rs. 250 lakhs was provided under this head and 2 works were completed during the year. The expenditure incurred during the financial year 2024-25 was Rs. 122.26 lakhs.

6.1.1.17 Infrastructure development and surveillance activities under Quality Control Wing of KWA

The Quality Control Wing of the Kerala Water Authority is responsible for the surveillance and monitoring of water quality across various water supply schemes. Water samples are collected at stipulated frequencies and analysed through a three-tier inspection system extending up to the level of Executive Engineers. In addition to samples from KWA schemes, water from river sources, wells and private sources is also tested in the laboratories under the Quality Control Wing. Quality certification of chemicals used in water treatment is also conducted. KWA has a well-established laboratory network for water quality monitoring, comprising the State Lab, 14 district laboratories, and 71 sub-district laboratories for testing private water sources. The State Lab - State Referral Institute for Water Quality (SRI), Nettoor, Ernakulam, set up in 2009, serves as the apex body for monitoring and surveillance activities. The State Lab obtained NABL accreditation in 2017 and is equipped for heavy metal analysis using Atomic Absorption Spectrophotometer (AAS) and pesticides analysis using Gas Chromatography, in addition to physical, chemical and bacteriological testing conducted at district labs. For the financial year 2024-25, an amount of Rs. 250 lakhs has been provided under this head and Administrative Sanction has been accorded for 2 works. The expenditure incurred during the financial year 2024-25 was Rs. 104.97 lakhs.

6.1.2 Jal Jeevan Mission (JJM)

Jal Jeevan Mission (JJM) project is envisioned to provide drinking water connection to all households in rural areas of the State. The scheme is being jointly implemented by the Central and State Governments. This project will benefit the rural poor, especially the families in the SC / ST colonies, the families living in

the hilly areas where clean drinking water is not yet available, and the women and girls who have to travel long distances daily for drinking water. Out of the existing 69.92 lakh rural households in Kerala, 17.5 lakh households were provided with water supply connection till 01/04/2020.

Major Achievements so far a. Approximately 20.86 lakh FHTCs provided cumulatively, with coverage reaching 38.36 lakh connections (55%) as on 01/04/2025. b. All rural Schools and Anganwadis are provided with safe drinking water. c. 100% saturation attained in 69 panchayats. d. 84 labs got NABL accreditation under Water Quality Monitoring and Surveillance. e. 5000 Kudumbasree women trained to monitor the quality of water sources using FTK (Field Test Kits).

Total funds utilized under JJM in 2024-25 amounted to ₹2,484.83 crore. During the year 2024-25 State had provided 137550 rural household connections under JJM.

6.1.3 KIIFB

Government of Kerala had accorded In-principle Sanction for 77 drinking water projects of KWA and KIIFB had accorded Sanction and Approval for funding for these 77 projects for an amount of Rs.5406.948 crores. This includes 66 water supply projects amounting to Rs.4976.715 crores and replacement of transmission mains in 11 circles (Thiruvananthapuram, Kollam, Pathanamthitta, Kottayam, Muvattupuzha, Kochi, Thrissur, Palakkad, Malappuram, Kozhikkode and Kannur) amounting to Rs. 430.233 crores.

Out of this, 26 water supply projects amounting to Rs. 915.98 crores and 5 replacement projects amounting to Rs. 160.39 crores have been completed upto March 2025.

On completion of these projects an additional 213.5 MLD water is produced catering to a population of 30.15 lakhs.

6.1.4 AMRUT 1.0 (Atal Mission for Rejuvenation and Urban Transformation)

Under AMRUT 1.0, works to the tune of Rs. 1376.62 crores (206 works) in Water Supply sector and Rs. 246.18 crores (131 works) in Sewerage sector have been sanctioned, out of which 180 Water Supply projects and 110 Sewerage projects amounting to Rs.1137.14 crore have been completed. Balance works are in progress. 75 MLD WTP at Aruvikkara, 5 MLD Sewage Treatment Plant at Trivandrum Medical college, 20 MLD WTP at Peechi, 45 MLD WTP at Malampuzha in Palakkad, 5 MLD STP at Elamkulam in Kochi, etc are the major works completed under AMRUT 1.0. 100 MLD WTP at Vasoorchira and 12 MLD Sewerage Treatment Plant at Kureepuzha in Kollam district are nearing completion. All works are proposed to be completed in December 2025. The up to date expenditure comes to Rs.1331.22 crore.

6.1.5 AMRUT 2.0

Govt of India have launched AMRUT 2.0 for providing Universal piped water supply with household water tap connections. AMRUT 2.0 target is to provide universal coverage of Water Supply in all 4800 statutory towns and 100% Sewerage/Septage management in 500 AMRUT cities. In Kerala, 93 ULBs are to be provided with universal coverage of water supply and 9 AMRUT cities sewerage/septage management with total out lay of around Rs 3500.00 Crores. Out of which Rs. 2449.56 Crore (1713.4 cr +736.16 Cr floating fund from sewerage sector) is earmarked for Water supply sector, Rs.902.16 Cr is envisaged for sewerage/septage management and the balance amount assigned for rejuvenation of Water bodies and Developing Green spaces and Park projects. Administrative sanction has been accorded to the Kerala Water Authority for 217 drinking water supply projects worth Rs. 2125.379 crore and 37 sewerage projects worth Rs. 754.097 crore, under SWAP 1, 2 & 3. These works are sub divided in to 435 packages. Out of these, 95 packages have been completed, 168 packages are ongoing and remaining packages are currently at the technical sanction, tendering, contract awarding and other stages. The project period of AMRUT 2.0 is from 2021 -22 to 2025 -26.

6.1.6 RKI (Rebuild Kerala Initiative)

Government have accorded Administrative Sanction for total 17 works amounting to Rs.303.75 crores under RKI to KWA. These include construction of new reservoirs, distribution system, new water connections and rehabilitation of existing distribution system, new Intake well and Water Treatment plant under Water Supply sector. Preparation of DPR for rehabilitation of existing system and providing Sewerage/Septage management system for TVPM Corporation, Energy optimization and replacing the inefficient pumping system, Topographical Survey in 28 Selected ULBs and 7 new ULBs for DER Preparation, Automation of Rural Pump houses, Networking in Kochi - Elamkulam STP etc., are also included under RKI works. Out of the above, 9 works have been completed which include, WSS to TV Puram Panchayath, WSS to Erumeli Panchayth in Kottayam District, WSS to Cheranalloor panchaytah in Kochi, construction of dilution tank for septage treatment at Chakkamkandam and Study on Energy optimization and replacing the inefficient pumping system and DER preparation works were completed. Remaining 8 works are in good progress with an expenditure of Rs 137.60 crore.

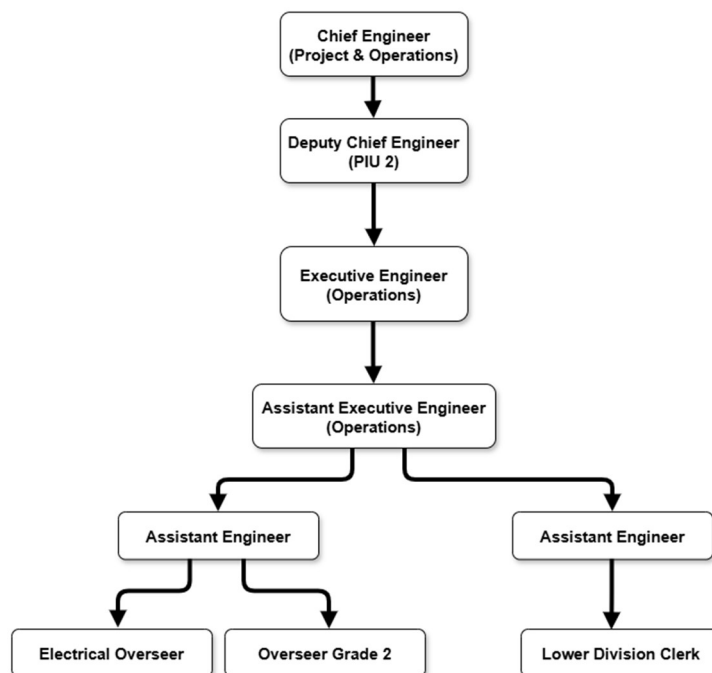
6.1.7 JICA Assisted Kerala Water Supply Project

JICA Assisted Kerala Water Supply Project envisages the implementation of five water supply schemes in Thiruvananthapuram, Meenad, Cherthala, Kozhikode and Pattuvam for a total estimated cost of Rs.1787.45 crores. As per G.O. (RT) No. 751/2003/WRD dated 19.06.2003, Government of Kerala approved the proposal for awarding the Consultancy contract for the implementation of the JBIC aided Kerala Water Supply Project to the TEC Consortium. The Consultants have commenced the Consultancy service from 1st September 2003. The project cost has been subsequently revised to Rs. 2987.40 crores vide G.O. (RT) No. 1175/09/WRD dated 20.10.2009. By commissioning the above 5 schemes under JICA, the production has been enhanced by 516 mld. It benefits a population of about 41 lakhs in the scheme areas in the 5 districts viz- Thiruvananthapuram, Kollam, Alappuzha, Kozhikode and Kannur in 2036.

The details of the schemes are given in **Annexure-6C**.

All the five projects have been commissioned and water supply is effected to the beneficiaries. The distribution networks envisaged for Trivandrum, Cherthala and Pattuvam have been completely laid. The rehabilitation works of two WTPs at Thiruvananthapuram also completed. For Kozhikode scheme and Meenad Schemes, all components except part of distribution system have been completed and schemes partially commissioned. The distribution works of Kozhikode Scheme were closed as on 31.03.2020 and distribution works in Meenad Scheme was closed as on 23.04.2021, as per decision of KWA Board held on 03.01.2020. The balance distribution lines in Kozhikode and Meenad Schemes are being arranged through Jal Jeevan Mission. Institutional Strengthening activities mainly comprise construction of Central Control Unit building, installation of bulk flow meters, ERP activities, Asset Management etc. The construction of 10 storied Central Control Unit building has been completed. The installation of bulk flow meters and Asset Mapping works were also closed. The ERP work is being arranged through IT Wing of KWA as per Board Resolution No.10509 dated 07.04.2017. As the JICA loan has expired as on 27.07.2015 and the Consultancy contract was closed with effect from 31.03.2016, budget provision had to be allocated under State Government funding for the balance amount required for completing the project in all respects. During 2024-25, an amount of Rs. 300 lakhs has been allocated as budget provision to clear the pending bills and the expenditure incurred was Rs. 73.86 lakhs.

Operations Unit



Operation and maintenance refers to all of the activities needed to run a water supply and Sewerage scheme, except for the construction of new facilities. The overall aim of operation and maintenance is to ensure efficiency, effectiveness and sustainability of water supply and Sewerage Schemes. The two activities of “operation” and “maintenance” are very different in nature. Operation refers to the routine activities and procedures that are implemented to ensure that the water supply system is working efficiently. The activities that contribute to the operation of a water utility are undertaken by technicians and engineers who have responsibility for controlling the functions of the system. Maintenance, on the other hand, are to do with the technical activities, planned or reactive, which are needed to keep the system working.

Operation and maintenance has been neglected in the past, or been discussed and introduced only after a project was completed. Realizing the fact that this neglect or delay in applying proper operation and maintenance has affected the quality of service offered of the services to a great extent, Operations Unit has been formed in HO to monitor the O&M of water supply and sewerage services and to formulate appropriate policies and operating guidelines as and when required. The importance of O&M has gained considerable visibility ever since the formation of Operations Unit. Some of the main activities carried out by Operations Unit are as follows.

- Monitoring of Operations and Maintenance expenditure
- Tracking utilization and wages of employees through Software
- Non-Revenue Water Management activities
- Monitoring of complaint Redressal system (1916, tolfree, Aqualoom etc.)
- Suggest remedial measures to be taken in case of emergency, quality issues etc
- Innovative and Pilot projects related to technological improvements in O&M of water supply and sewerage systems.

Operations & Maintenance Expenditure – FY 2024–25

The **Operations and Maintenance (O&M) Portal** of Kerala Water Authority (KWA) is a centralized digital platform designed to capture O&M-related costs accurately and transparently. It plays a critical role in facilitating the processing and payment of claims submitted by various divisions, based on verified and approved work bills.

During the financial year **2024–25**, a total expenditure of **₹101.75 crore** was recorded through the O&M Portal. The distribution of expenditure across various categories is as follows:

- **Civil Work:** ₹81.78 crore (80.38% of total expenditure under O&M)
- **Electrical Work:** ₹13.95 crore (13.71%)
- **Others:** ₹3.66 crore
- **Mechanical Work:** ₹2.01 crore
- **Chemical Supply:** ₹0.35 crore
- **Fabrication Work:** ₹0.007 crore

The data indicates that **civil works remain the most resource-intensive component** of KWA's O&M activities, followed by electrical and mechanical works. The portal has proven to be an effective tool for financial monitoring, ensuring accountability and streamlining payments for operational needs across the state.

MARCH Software for HR Engagement – FY 2024–25

Kerala Water Authority utilizes the **MARCH software** to streamline staff engagement through the **HR (Hand Receipt) system** across various operational activities. The platform supports efficient management and deployment of manpower by standardizing engagement under **39 approved staff categories**.

During the financial year **2024–25**, a total expenditure of **₹119.04 Crores** was incurred under this system, with a **monthly average spending of ₹9.92 Crores**.

Blue Brigade Operations – FY 2024–25

As part of efforts to reduce water loss and ensure efficient service delivery, **Blue Brigades** teams has been formed under 29 division offices. These specialized teams are equipped to respond rapidly to pipeline leaks and carry out critical valve control operations. The initiative addresses challenges such as pressure-induced pipe bursts, delayed contractor response and the need for precise water supply regulation.

Each Blue Brigade unit consists of a maintenance vehicle, skilled personnel (fitter, plumber and worker), essential tools, pipes, valves and other repair materials. Based on the needs of the service area, operations are conducted in one, two, or three shifts per day.

Performance Highlights – FY 2024–25:

- **Leakages Attended:** 23,333 instances of pipeline leakage were repaired, significantly reducing water loss and contributing to Non-Revenue Water (NRW) control.
- **Water Shortage Cases Resolved:** 6,177 cases were managed, ensuring timely water restoration to affected areas.
- **Irregularities Identified:** 84 cases of theft, unauthorized connections and other irregularities were reported and acted upon.
- **Valve Control Operations:** 25,584 valve operations were carried out, helping to regulate and balance water distribution effectively.

The data underscores the critical role played by the Blue Brigades in strengthening the operational responsiveness of KWA. Their timely interventions have had a measurable impact on reducing system losses and ensuring uninterrupted drinking water supply.

Electricity Consumption and KSEBL Connections – FY 2024–25

Electricity is a vital component of Kerala Water Authority's (KWA) operations, powering water treatment plants, pumping stations and sewerage systems across the state. As one of the **largest institutional consumer** of electricity from **Kerala State Electricity Board Limited (KSEBL)**, KWA manages a vast network of **332 High Tension (HT)** and **2,135 Low Tension (LT)** electricity connections.

These connections (2,467 Nos.) support the functioning of both **urban and rural water supply schemes**, offices, guest houses etc.

Average Monthly Electricity Consumption & Charges:

- **HT Connections**
 - Total Consumption: **4.18 crore kWh**
 - Energy Charges: **₹32.31 crore**
- **LT Connections**
 - Total Consumption: **1.02 crore kWh**
 - Energy Charges: **₹9 crore**

KWA's total **electricity consumption** during FY 2024–25 based on average monthly consumption stood at **62.40 crore kWh**, with an overall energy expense of **₹495.72 crore**. Given the significant cost implications, energy management continues to be a **critical focus area** for improving operational efficiency and ensuring affordable water services across Kerala.

Solar Energy Utilization – FY 2024–25

As part of its commitment to sustainable and energy-efficient operations, the KWA has continued its efforts to integrate renewable energy into its infrastructure. During the financial year **2024–25**, KWA, in collaboration with **ANERT**, successfully implemented solar power projects with a **total installed capacity of 350 kW** under the **Smart City, Thiruvananthapuram initiative**. This initiative supports KWA's broader goal of reducing dependence on conventional energy sources, lowering operational costs. Also, KWA plans to further scale up such initiatives in the coming years.

Major Installations under FY 2024–25:

Sl. No.	Location	Solar Capacity (kW)
1	WS Section Pattoor	15
2	Sewerage Division Pattoor	5
3	PH Division (North) Office	10
4	KWA CESR Building	20
5	Central Sub Division	15
6	KWA Vandithadam Office	5
7	Guest House No. 1	25
8	Guest House No. 2	25
9	STP Muttathara	100
10	OHSR Nettayam	40
11	Filter House (Jalabhavan Campus)	50
12	WW Section Pongumoodu	40
Total		350 kW

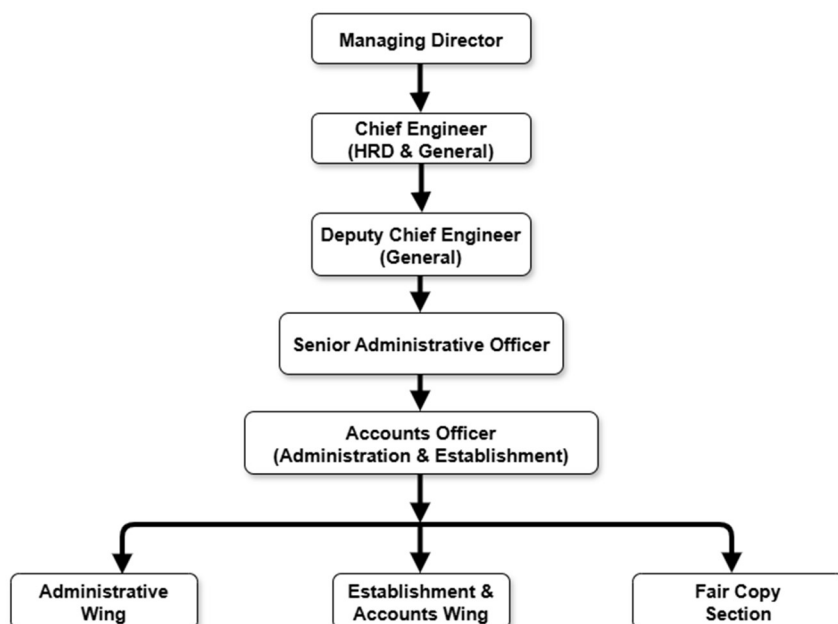
Automation of Pump Houses under Rebuild Kerala Initiative – FY 2024–25

As part of infrastructure modernization under the Rebuild Kerala Initiative (RKI), the Kerala Water Authority (KWA) undertook significant automation works in various pump houses during the financial year 2024–25. Revised AS of total expenditure of ₹1.68 crore was given for the implementation of advanced automation and monitoring systems aimed at improving operational efficiency and service reliability during 2024-25

Key components of the initiative included:

- **CCTV Surveillance:** Revised AS given for Rs.16.72 Lakhs for Installing 46 Units
- **Dosing Systems:** Revised AS given for Rs. 25.83 Lakhs for Installing 119 Units
- **Starter Replacements:** Revised AS given for Rs.6.58 Lakhs for Installing 3 Units

Administrative Wing



The Administrative Wing at the Head Office primarily manages Human Resource functions. The database, which includes information on all categories of employees and officers (both Ministerial and Technical), is maintained to reflect the latest updates. It covers aspects such as appointments, sanctioned positions, and promotion pathways in accordance with the applicable special rules.

The key functions of the Administrative Wing are as follows:

1. **Formulation and Amendment:** Development and revision of Acts, Rules, Regulations, Duties and Responsibilities, and Delegation of Powers for employees.
2. **Organizational Structure:** Implement changes to the organizational structure as needed for efficient management. This includes the creation of new offices and the abolition or merger of existing offices as per the resolutions of the KWA Board.
3. **Vacancy Reporting:** Reporting vacancies for entry-level posts to the Kerala PSC and identifying positions eligible for in-service promotions in line with the applicable rules.
4. **Appointment Orders:** Issuing appointment orders based on PSC advice and transfers in accordance with the rules.
5. **Appointment Regularization:** Regularizing appointments after obtaining Police Verification and PSC Certificate Verification, as per the prevailing Government Orders.
6. **Probation Extensions and Completions:** Extending probation periods in deserving cases and issuing completion orders for probation in designated posts.
7. **Seniority and Promotions:** Preparing seniority lists, managing promotions in higher grades and non-cadre promotions, in accordance with existing rules and Government Orders.
8. **Promotion Procedures:** Promotions within each cadre are carried out in three ways:
 - **Seniority-based promotions:** To superior posts within the line of promotion cadres, based on seniority and eligibility.
 - **Merit-based promotions:** For officer cadre posts, based on the merit and ability as assessed by the Departmental Promotion Committee after reviewing Confidential Reports.

- **Ratio Promotion:** A system under Kerala Service Rules where promotion to a higher grade is granted based on a fixed ratio between lower and higher scales within the same cadre strength.
- 9. **Transfers and Postings:** Managing employee transfers and postings with transparency, adhering strictly to general transfer norms issued by the Government and ensuring alignment with public interest.
- 10. **Government Communication:** Handling all policy matters affecting the institution in communication with the Government.
- 11. **Board Agenda Preparation:** Preparing and submitting agendas related to administration and establishment matters for the KWA Board concerning both the firm and its employees.
- 12. **Grievance Redressal and Portals:** Monitoring and rectifying complaints received through various government platforms including the **CMO Portal**, **"CM with Me"** (Straight Line), and other departmental grievance tracking systems.
- 13. **Statutory Compliance and RTI:** Managing the processing of applications and appeals under the **Right to Information (RTI) Act**, ensuring statutory timelines are met and maintaining transparency in establishment matters.
- 14. **Legal and Dispute Matters:** Managing cases related to the High Court, Human Rights Commission, SC/ST Commission, and industrial disputes.
- 15. **Service and Wage Management:** Overseeing the service conditions and wage structures of employees and officers in accordance with Rules and Government Orders.

Organizational Structure of the Administrative Wing

The Administrative Wing at the Head Office, functioning under the **Accounts Officer (Administration & Establishment)**, is organized into four specialized sections:

1. **Administrative Section:** Manages all cadre-related administrative matters, including service conditions, promotions, and policy implementation for all categories of employees within the Kerala Water Authority.
2. **Establishment Section:** Handles all establishment-related matters specifically for the employees and officers stationed at the Head Office.
3. **Accounts Section:** Responsible for the management of all accounting procedures at the Head Office, including the processing of **Medical Reimbursement** claims and the disbursement of **Travelling Allowance (TA)** to employees.
4. **Fair Copy Section:** Acts as the primary hub for all official correspondence. This section manages the inward and outward processing of both physical documents and digital communications received via **e-Office, Email, and the Central Receipt Unit (CRU)**.

Staffing Structure

The staffing pattern is designed to ensure systematic workflow across the wings:

- **Administrative Wing:** Consists of one Junior Superintendent, eleven Clerks, and one Office Attendant.
- **Establishment and Accounts Wing:** Consists of one Junior Superintendent, six Clerks, and one Office Attendant.
- **Fair Copy Section:** Consists of two Fair Copy Superintendents and three Typists.
- **Inward & Dispatch (CRU) Section:** Consists of two Clerks and three Office Attendants to manage the high volume of physical and digital correspondence.

Employee Strength and Composition (as on 31.03.2025)

As on 31.03.2025, the total employee strength of Kerala Water Authority stood at **7,758**, consisting predominantly of regular/permanent employees.

Category-wise Employment Details

Sl. No.	Particulars	Mode of Appointment				Total Employment
		Regular/Permanent	Deputation	Contract	Daily Wages/Casual/Others	
1	Board Level Employees (MD, etc.)	2	0	0		2
2	Below Board Level Employees:					
(i)	Managerial/Executives	379				379
(ii)	Supervisory (Unionized)					0
(iii)	Supervisory (Non-Unionized)	871				871
(iv)	Staff/Ministerial	2154	1		16	2171
(v)	Workers (Skilled)	3755			10	3765
(vi)	Workers (Unskilled)	567			3	570
	Total	7728	1	0	29	7758

Representation of Social and Special Categories

Sl. No.	Particulars	Mode of Appointment				Total Employment
		Regular/Permanent	Deputation	Contract	Daily Wages/Casual/Others	
1	No. of Women Employees	2332	1		15	2348
2	No. of SC Employees	745	0		8	753
3	No. of ST Employees	166	0	0	0	166
4	No. of OBC Employees	4367	0	0	19	4386
5	No. of Persons with Disability (PWD)	294	0	0	1	295
6	No. of Ex-servicemen Employed	17	0	0	0	17
7	No. of Persons employed under Sports Quota	0	0	0	0	0

Note: Figures are not mutually exclusive.

Personnel movement during 2024–25

Sl. No.	Particulars	Managerial/Executives	Supervisory	Staff/Ministerial	Workers	Total
1	Number of Employees Newly Joined during the year 2024-25	0	105	26	732	863
2	Number of Employees Retired during the year 2024-25	1	42	45	22	110
3	Attrition of Employees during the year 2024-25 (excluding retired employees)	0	0	0	0	0

Details of Offices of Kerala Water Authority

As on **31.03.2025**, Kerala Water Authority maintains a well-structured and widespread network of offices across the state to ensure efficient delivery of services, project implementation, and operational management.

The office hierarchy of the Authority is as follows:

Head Office	1
Regional Offices	4
Circle Offices	17
Division Offices	53
Sub Division Offices	108
Section Offices	234
PPD Camp Offices	14
Quality Control District Labs	14

These offices form the administrative backbone of Kerala Water Authority, facilitating both centralized and decentralized functions across various regions and operational levels.

A detailed list of all the above offices, including their names and locations, is appended as **Annexure-7**.

Promotions ordered during 2024–25

During the financial year from **01.04.2024 to 31.03.2025**, a total of **404** promotions were ordered across various cadres within the Kerala Water Authority. These promotions were effected to fill existing vacancies, ensure career progression, and maintain the operational efficiency of the organization by placing eligible personnel in higher responsibilities.

The designation-wise details of the promotions ordered are as follows:

Sl. No	Designation (From – To)	Number of Promotions
1	Chief Engineer to Technical Member	1
2	Superintending Engineer to Chief Engineer	3
3	Executive Engineer to Superintending Engineer	3
4	Assistant Executive Engineer to Executive Engineer	9
5	Assistant Engineer to Assistant Executive Engineer	15
6	Draughtsman Grade I to Assistant Engineer	16
7	Draughtsman Grade II to Draughtsman Grade I	8
8	Overseer Grade III to Draughtsman Grade II	93
9	Senior Superintendent/ Revenue Officer to Accounts Officer	9
10	Divisional Accounts Officer to Senior Superintendent/ Revenue Officer	10
11	Junior Superintendent to Senior Superintendent	2
12	Head Clerk to Junior Superintendent	27
13	Upper Division Clerk to Head Clerk	30
14	Lower Division Clerk to Upper Division Clerk	45

15	Upper Division Typist to Upper Division Clerk	1
16	Lower Division Typist to Upper Division Typist	17
17	Upper Division Typist to Senior Grade Typist	8
18	Senior Grade Typist to Selection Grade Typist	7
19	Selection Grade Typist to Fair Copy Superintendent	2
20	Last Grade Servants to Lower Division Clerk	7
21	Last Grade Servants to Lower Division Typist	5
22	Last Grade Servants to Operator	15
23	Operator to Head Operator	18
24	Head Operator to Mechanical Superintendent	2
25	Meter Inspectors to Senior Meter Inspectors	3
26	Meter Reader to Meter Inspectors	12
27	Surveyor Grade I to Head Surveyor	1
28	Surveyor Grade II to Surveyor Grade I	1
29	Selection Grade Driver to Vehicle Inspector	1
30	Senior Grade Driver to Selection Grade Driver	2
31	Driver Grade II to Driver Grade I	9
32	Vehicle Inspector to Chief Vehicle Inspector	1
33	Driver Grade I to Senior Grade Driver	7
34	Last Grade Servants to Meter Reader	14
	TOTAL	404

Vacancies Reported to KPSC during 2024–25

During the financial year from **01.04.2024 to 31.03.2025**, Kerala Water Authority identified and reported a total of **610** vacancies to the Kerala Public Service Commission. Timely reporting of these vacancies ensures a steady intake of qualified personnel to meet the Authority's growing operational requirements.

The designation-wise breakdown of vacancies reported is as follows:

Sl. No	Designation	Number of Vacancies
1	Meter Reader	24
2	Assistant Engineer	41
3	Draftsman Grade I	49
4	Draftsman Grade II	36
5	Operator	35
6	Overseer Grade III	121
7	Lower Division Clerk	31
8	Lower Division Typist	10
9	Surveyor Grade II	10
10	Driver HDV	2
11	Driver LMV	11

12	Office Attendant	85
13	Worker	75
14	Electrician	7
15	Plumber	1
16	Fitter	1
17	Lascar	31
18	Watchman	40
	TOTAL	610

Appointments through Compassionate Employment Scheme during 2024–25

During the period from **01.04.2024 to 31.03.2025**, a total of **15** appointments were made in Kerala Water Authority under the Compassionate Employment Scheme. In accordance with Government guidelines, these appointments were provided to the eligible dependents of employees who died in harness, serving as a critical means of financial support and rehabilitation for the bereaved families.

The designation-wise details of these appointments are as follows:

Sl. No	Designation	Number of Appointments
1	Draftsman Grade I	4
2	Office Attendant	7
3	Lower Division Clerk	4
	TOTAL	15

Digital and Administrative Reforms

General Transfer (GT) Module through G SPARK

The General Transfer (GT) module, an online system for processing annual internal transfers and postings through the G SPARK portal, has been operational in Kerala Water Authority since 2020. By strictly adhering to cadre-wise rank lists and prescribed norms, the Administrative Wing significantly reduced employee grievances and ensured transparency and fairness in transfer procedures during 2024–25.

Departmental Promotion Committee (DPC) Performance

Timely processing of Departmental Promotion Committee (DPC) notes, statements, and connected records was ensured during the year 2024–25, contributing to smooth promotion exercises and improved administrative efficiency.

Implementation of GAINPF System

The Government Aided Institution's Provident Fund System (GAINPF), a workflow-based Provident Fund monitoring system, is presently in the final stage of implementation in Kerala Water Authority. The system is expected to enhance efficiency, transparency, and monitoring of Provident Fund operations through structured digital workflows.

Details in the website of KWA

The following information is available on the KWA website via the link <https://kwa.kerala.gov.in/en/administration/>:

- Various organograms related to the Authority.
- Employee database.
- Details of general transfers for employees (2023-24).
- Seniority lists and selected lists of various categories of employees.
- Information on the implementation of e-Office.
- Duties and responsibilities of various sections Head Office.
- A list of hospitals related to the medical insurance of employees and pensioners.

Sanctioned Strength

The total sanctioned strength for all posts across various categories, as of 10.05.2024, in various offices (including sections, sub-divisions, divisions, circles, regions and the head office), is published under Order number KWA-JB/4015/2024/E1 issued by the Managing Director of KWA, dated 10.05.2024.

Knowledge Administration: Conversion of Posts

In alignment with the goal of modernizing the Authority's workforce to meet advanced technical requirements, the Kerala Water Authority has continued the initiative of "Knowledge Administration." This process involves restructuring existing cadres to align with the current operational needs of the organization, particularly following the large-scale implementation of **Jal Jeevan Mission (JJM)** projects.

1. Status of the Restructuring Proposal

The comprehensive proposal for the conversion and creation of posts—originally submitted to the Government vide Letter No: **23582/E2(A)/2022/KWA** dated **13.12.2022**—remained under the active consideration of the Government during the **2024–25** financial year.

The proposal aims to replace outdated or redundant roles with specialized technical and administrative positions. Key focus areas include:

- **JJM Operational Support:** A plan to ensure the deployment of at least one **Overseer** in each of the 941 Panchayats to manage and monitor the rural water supply networks established under JJM.
- **Water Quality Assurance:** To maintain the state's rigorous water quality standards, the proposal includes the creation of specialized posts such as **Sanitary Chemists** and **Microbiologists** for the expanded network of NABL-accredited laboratories.
- **IT & Digital Infrastructure:** To support the Authority's digital transformation (including e-Office, smart billing apps, and GIS asset mapping), new technical posts for **Software Programmers**, **Assistant Information Technologists**, and **GIS Analysts** have been proposed.

2. Consultative Process

Throughout the **2024–25** period, the Authority conducted several rounds of discussions with:

- Concerned department officials to refine technical requirements.

- Representatives of authorized **Trade Unions** to ensure that the conversion process protects the interests of existing employees while facilitating organizational growth.

As of **31.03.2025**, the Authority is continuing its liaison with the **Water Resources Department** and the **Finance Department** to secure final approvals for the phased implementation of these conversions.

Administrative Restructuring and Shifting of Posts (FY 2024-25)

During the financial year 2024-25, the Kerala Water Authority (KWA) implemented several strategic administrative changes. These measures focused on strengthening the Sewerage Vertical and ensuring the timely completion of Jal Jeevan Mission (JJM) and AMRUT 2.0 projects through the redistribution of technical staff.

1. Strengthening the Sewerage Vertical (PPDIUs)

In October 2024, the KWA sanctioned the strengthening of Sewerage Circle offices to manage projects under AMRUT 2.0, SBM 2, and various deposit works from Local Self-Government Institutions (LSGIs). As part of this reorganization, existing Sewerage Circles were re-designated as **Project Planning Design and Implementation Units (PPDIUs)**.

The following posts were shifted to support these units:

- **Sewerage Circle, Kozhikode:** One post of Draftsman Grade I (with incumbent Smt. Ragi M V), one vacant post of Draftsman Grade II, and one vacant post of Overseer Grade III.
- **Sewerage Circle, Kochi:** Five posts were shifted, including one vacant Assistant Executive Engineer, one vacant Assistant Engineer, one vacant Draftsman Grade I, one Draftsman Grade II (with incumbent Smt. Muhsine Moideen), and one vacant Overseer Grade III.
- **Sewerage Circle, Thiruvananthapuram:** One vacant Assistant Engineer and one post of Overseer Grade III (with incumbent Smt. Sreevrinda P S).

To enhance digital workflow, the Accounts Officer (AO) attached to the regional Chief Engineers' offices was designated to serve the PPDIUs through e-Office and PRICE systems.

2. Deployments for JJM and AMRUT Projects

To address project requirements in July 2024, the Managing Director issued orders to shift technical posts to divisions with high workloads:

- **Project Division, Perumbavoor:** One post of Assistant Executive Engineer (with incumbent) and one vacant Assistant Engineer were shifted from PH Division, Aluva.
- **Overseer Grade III Deployments:**
 - Two posts from Quality Control Sub Division, Thiruvalla (with incumbents Smt. Merin Reji and Smt. MV Karthika) were shifted to PH Section Changanacherry and PH Section Nedumpuram.
 - One post from WS Division, Attingal and one post from PH Sub Division, Painavu (with incumbent Sri Akshay S R) were shifted to PH Section, Devikulam.
 - Vacant posts were also shifted to WW Section No: II Karuvelippady and WS Section, Kalamassery.

3. Administrative Adjustments

In March 2025, a modification was made to the previous October 2024 order for administrative convenience. The shifting of a Draftsman Grade II post to the QC Sub Division, Thiruvananthapuram, was cancelled. In

its place, one post of **Draftsman Grade I** (with incumbent Smt. Anjana S Nair) was shifted from the Office of the Chief Engineer, Southern Region, to the **QC Sub Division, Thiruvananthapuram**.

Summary of Shifting Activity (FY 2024-25)

Category	Total Posts Shifted
Assistant Executive Engineer	2
Assistant Engineer	3
Draftsman Grade I	3
Draftsman Grade II	2
Overseer Grade III	8

Medical Facility to Employees of Kerala Water Authority

A. Introduction

The Kerala Water Authority (KWA) has been extending comprehensive medical facilities to its employees to ensure their health and welfare. The medical benefits initially began under the Kerala Water and Waste Water Authority Employees (Reimbursement of Medical Expenditure) Rules, 1985, and have since evolved into a structured Group Health Insurance Scheme covering both employees since 2014 and pensioners since 2016 onwards.

B. Medical Reimbursement Rules (Pre-Insurance Period)

As per SRO No.334/86, Notification No.50329/F2/84/LAD dated 27th December 1985, the Kerala Water and Waste Water Authority Employees (Reimbursement of Medical Expenditure) Rules, 1985 were published. Under these rules:

- Employees were eligible for reimbursement of medical expenditure up to one month's salary per calendar year for OP treatment.
- For hospitalization or prolonged treatment, reimbursement could be granted as a special sanction up to ₹10,000, subject to approval. Any amount beyond this limit required separate Government sanction.

Further, as per G.O.(P) No.58/2012/Fin dated 19.01.2012 (9th Pay Revision), it was recommended that the existing medical reimbursement system be continued until a Health Insurance Scheme for employees was implemented. The sanction limit for special medical reimbursement by the Managing Director was also enhanced from ₹10,000 to ₹50,000.

C. Introduction of Group Health Insurance Scheme for Employees

Following the above recommendations, the Authority Board in its 369th meeting held on 21.02.2014 (Resolution No. 9783) approved the introduction of a Group Health Insurance Policy for employees of KWA.

Key features of the scheme:

- The insurance scheme (for in-patient) was implemented by deducting 50% of the eligible OP claim (Basic Pay + DA), while the remaining 50% continued as OP reimbursement.
- The policy was introduced in 2014 and has been renewed annually thereafter.

- It provides family floater coverage for the employee, spouse, children, and parents (or in-laws in their absence).
- The initial sum insured was ₹2,00,000 per family per year, later enhanced to ₹3,00,000 following requests from employee organizations.
- The scheme offers cashless treatment across most major hospitals in Kerala and pan India. In non-empanelled hospitals, reimbursement claims can be submitted directly to the insurance company.
- A Third Party Administrator (TPA) is also appointed by the insurance company for managing claims.

The policy is renewed annually through a tendering process among major Public and Private Sector Insurance Companies. Additionally, a **Buffer Fund of ₹1 crore** is earmarked each year by the insurance company to support cases involving critical illnesses that exceed the insured limit.

D. Group Health Insurance Scheme for Employees – Performance Summary

Year	Insurance Company	Annual Premium (₹ incl. tax)	Employees Covered	Claims Paid	Amount of Premium (without tax)	Claim Sanctioned (₹)	Claim Ratio
2017–18	United India	14,739	6,890	3,568	9,99,24,715	11,51,37,120	115%
2018–19	United India	19,180	7,000	3,600	11,56,96,289	13,35,51,808	115%
2019–20	United India	22,753.89	7,100	3,857	13,62,17,755	14,28,11,200	105%
2020–21	United India	24,166.67	6,706	2,729	14,00,85,682	12,93,97,348	92%
2021–22	United India	21,416.10	6,750	3,136	12,30,06,938	16,40,42,890	133%
2022–23	United India	24,545	7,000	3,886	14,54,72,508	18,16,20,454	125%
2023–24	United India	34,148	6,800	4,176	20,26,04,830	21,32,45,051	105%
2024–25	United India	37,083.38	7,300	4,578	22,96,58,982	23,51,20,021	102%

Introduction of Group Health Insurance Scheme for Pensioners

As per G.O.(P) No.9/2016/Fin dated 20.01.2016 (10th Pay Revision), the Pay Revision Committee recommended introducing a Medical Insurance Scheme for Pensioners and Family Pensioners.

Key developments:

- Pensioner organizations in KWA requested inclusion in a similar insurance scheme as serving employees.
- Since there is no medical reimbursement provision for pensioners, it was decided that the premium would be recovered from their monthly pension.
- Government vide G.O.(Rt) No.169/2016/WRD dated 20.02.2016 accorded approval to implement the scheme, permitting KWA to release six months' premium in advance.
- The scheme covers the pensioner, spouse, and physically challenged dependents, with an annual sum insured of ₹2,00,000.

Group Health Insurance Scheme for Pensioners – Performance Summary

Year	Insurance Company	Monthly Premium (₹)	Annual Premium (incl. tax)	Pensioners Covered	Claims Paid	Amount of Premium (without tax)	Claim Sanctioned (₹)	Claim Ratio
2016–17	United India	496	5,952	3,000	576	1,25,05,445	2,63,53,568	111%
2017–18	United India	850	10,200	3,000	872	2,29,74,602	3,27,21,356	142%
2018–19	Oriental Ins.	1,339	16,059	2,605	944	3,54,52,641	3,66,53,400	103%
2019–20	Oriental Ins.	1,349	16,192	2,607	1049	3,72,81,316	3,91,97,611	105%
2020–21	Oriental Ins.	1,335	16,020	2,771	741	3,71,82,011	2,96,32,967	80%*
2021–22	Oriental Ins.	1,281	15,373	2,700	1005	3,76,63,496	4,95,65,932	132%
2022–23	Oriental Ins.	1,570	18,845	3,000	1144	4,83,65,145	5,84,31,421	121%
2023–24	Oriental Ins.	1,997	23,964	3,120	1,178	6,17,98,770	5,03,73,363	82%**
2024–25	Oriental Ins.	2,022.03	24,264	3,200	1,321	6,27,73,725	64,56,37,220	103%

*80% Claim Ratio in 2020-21 reflects COVID Lockdown period and 20% co-payment.

**82% Claim Ratio in 2023-24 reflects 15% co-payment.

Conclusion

The Administrative Wing of Kerala Water Authority continued to play a pivotal role during 2024–25 by ensuring effective human resource management, transparent service delivery, timely promotions, digital transformation, and enhanced employee welfare. The initiatives undertaken during the year have strengthened administrative efficiency, accountability, and institutional governance.

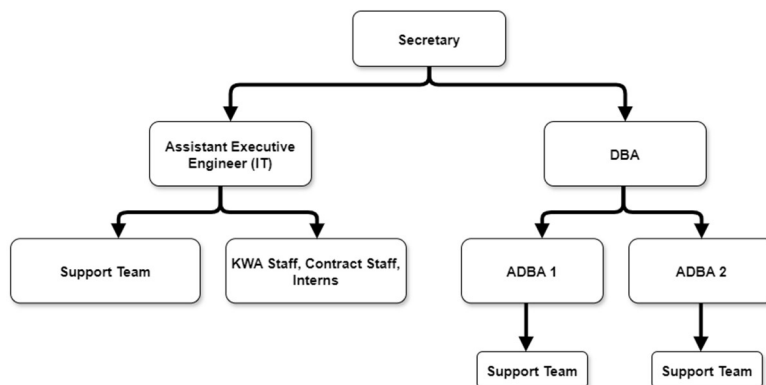
Computerization and IT Initiatives

Information Technology Wing

Kerala Water Authority's Information Technology (IT) Wing continued to play a pivotal role during 2024–25 in advancing e-Governance, automation, and digital transformation across the organisation. Functioning under the administrative control of the Chief Engineer (HRD & General) and reporting directly to the Secretary, the IT Wing is entrusted with planning, development, implementation, and maintenance of all IT-enabled systems of KWA.

The Wing is responsible for website management, software and mobile application development, IT infrastructure upkeep, system integration, network administration, cybersecurity, and digital service delivery. Through these initiatives, KWA steadily progresses towards its objective of becoming a consumer-friendly organisation that delivers services at the doorstep with enhanced transparency, efficiency, and accountability.

An organogram depicting the functional structure and reporting hierarchy of the IT Wing is provided separately.



Major IT Initiatives during 2024–25

1. PRAVAHAK – Project Analysis and Evaluation in a Holistic Approach for KWA

PRAVAHAK is a centralised software platform developed for real-time monitoring and evaluation of projects implemented under various funding schemes such as JJM, NABARD, KIIFB, RKI and others. The platform enables consolidated tracking of physical and financial progress, milestones, and completion status through interactive dashboards.

A dedicated JJM Dashboard provides real-time visualisation of physical and financial progress, work-package-wise monitoring, and Functional Household Tap Connection (FHTC) coverage. The system supports component-wise progress tracking and performance comparison across divisions, thereby strengthening project management and timely reporting.

2. e-Abacus – Enhancements

Significant functional and infrastructure upgrades were carried out in e-Abacus, KWA's central billing system:

- Integration with the K-Meter mobile application for live meter data upload and seamless billing (pilot implementation at Palayam and Pattoor).
- Migration of billing logic from bi-monthly to date-to-date billing, improving billing accuracy.
- Server capacity enhancement to support approximately 3 lakh additional connections, increasing the total number of live connections to **43,58,021**.

3. Palm-Held Machines for Field Operations

To strengthen field-level service delivery, **1,060 palm-held machines** were procured for meter reading, spot billing, and instant payment collection. Billing applications developed by K-DISC were installed on these devices. In the first phase, **1,000 devices** were distributed to 12 Division Offices, accompanied by user training and operational rollout.

4. LSGD Deposit Work Tracking System

A full-stack, web-based application was developed to manage and monitor deposit works executed for the Local Self Government Department (LSGD). The system features role-based access control, centralised fund tracking, and real-time reporting, resulting in enhanced transparency, reduced manual errors, and faster approval and audit processes.

5. AQUALOOM – Complaint Management System

The AQUALOOM grievance redressal system was upgraded with escalation mechanisms, role-based access, and location-based issue mapping. During 2024–25, **4,42,359 complaints** were registered, of which **4,39,026 were resolved**, reflecting significant improvement in accountability and responsiveness.

6. Website Revamp

The official KWA website underwent major functional and security enhancements:

- Implementation of new firewall rules and strengthened login security monitoring.
- Introduction of new pages and templates for the Purchase Wing, LSGD arrears, tenders, and consumer service information.
- Dashboard redesign integrating e-Tapp data and JJM fund-release details.
- Establishment of a separate testing environment for safe plugin and theme updates.

These initiatives substantially improved security, accessibility, and transparency for both the public and employees.

7. New Billing Software

Development of a new enterprise-level billing solution was initiated and entrusted to **M/s Inventive Solutions** under a 9-month contract. Internal Technical and Monitoring Committees were constituted to oversee development milestones and ensure timely and quality delivery.

Monitoring and Project Management Tools

1. PASK – Project Monitoring Tool

PASK continued to function as a comprehensive project monitoring dashboard, tracking schedule, cost, and performance parameters, thereby supporting data-driven decision-making and effective project execution.

2. GIS Mapping and Integration

The GIS Cell achieved approximately **90% tracking** of pipelines laid under JJM, with spatial data displayed on the GIS portal.

- An Android application developed in collaboration with CUSAT enables real-time asset mapping.
- GIS modules were integrated with PRAVAHAK to provide thematic and component-wise visualisation.
- The GIS Cell also functions as the Nodal GIS Office for NJJM, updating pipeline data in the PM Gati Shakti portal.

3. e-Tapp

The e-Tapp platform was expanded through K-SWIFT integration to include ownership change, sewerage connection, and category change services. Processing time for applications was reduced by nearly **50%**, enhancing transparency and consumer convenience.

Applications processed during 2024–25:

- Total received: 2,27,921
- Completed: 1,28,967
- Pending (Consumer): 40,279
- Pending (KWA): 8,725
- Pending (Other Departments): 7,824
- Rejected: 42,126

4. BPL Application System

An online BPL verification system was implemented with real-time authentication through the Civil Supplies API.

- Nearly **10 lakh applications** were received.
- The system successfully passed security audit and certification.
- Audit report and certification were forwarded to NIC and the Civil Supplies Department.

5. Material Management System (MMS)

The Material Management System digitises procurement, distribution, and stock management processes. The system enhances accountability, prevents misuse, and expedites approvals. Development is presently in its final stages.

Administrative and Staff Management Systems

- **e-Office:** Fully implemented across all KWA offices during 2024–25, replacing the legacy DDFS system. Appointment of a State-level Nodal Officer facilitated smooth implementation. This transition resulted in an annual saving of approximately **₹18 lakh** towards DDFS AMC charges.
- **VPN Registration Portal:** Introduced to enable secure remote access for employees.

- **Pension Revision Application:** Pension Revision module completed and under live testing; arrears statement module under development.
- **ASKME:** An internal management platform designed to improve workflow automation and communication among technical staff.

Training and Capacity Building

- Online training programmes for Biometric Punching System Nodal Officers.
- Induction and refresher training on e-Abacus for Divisional Accounts Officers and ministerial staff.
- Hands-on training for meter readers on Palm-Held Machines.
- Online training for VPN registration and JalGeo Data Mobile Application for asset geotagging.

Digital Infrastructure and IT Assets

- Distribution of 30 medium-end laptops to Division and Sub-Division offices.
- Implementation of Biometric Punching System across all offices, integrated with GSPARK.
- AMC awarded to KELTRON for the Biometric System and to other vendors for desktops, peripherals, and toner refilling.
- Revamping of 50 desktop systems and network upgrades at the CCU building.
- Establishment of KFON connectivity across offices.
- Installation of high-end display systems, including large-format panels at Head Office, Secretariat, and Board Room, to enhance project monitoring.
- Server room upgradation with load balancer installation and strengthening of 1916 Call Centre connectivity through MPLS.

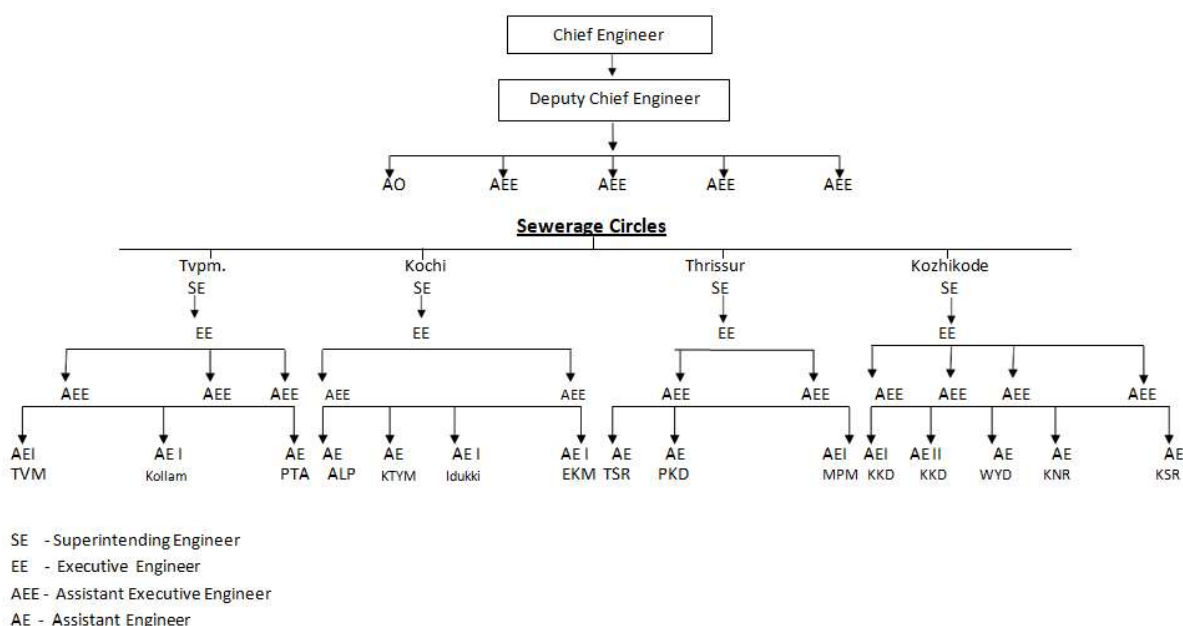
Network and Security Measures

- Implementation of enhanced firewall and server security mechanisms.
- Migration of call centre architecture to MPLS connectivity through OFC.
- Conduct of system audits and migration of applications to the State Data Centre to ensure higher uptime, data security, and resilience.

Conclusion

During 2024–25, the Information Technology Wing of Kerala Water Authority made significant strides in strengthening digital governance by integrating consumer services, project monitoring, and internal administration through unified and secure digital platforms. Through systematic development, robust monitoring, enhanced infrastructure, and continuous capacity building, KWA has laid a strong foundation for sustainable e-Governance, aligning closely with its mission of efficiency, transparency, and improved consumer satisfaction.

Sewerage, Project Planning Division (PPD) & WASCON



A. General/Organizational Information

The Sewerage Wing of Kerala Water Authority was established vide Order No. KWA/JB/E2(A)/1279/2020 dated 03.02.2020, initially with a Sewerage Circle at Kochi to coordinate and execute sewerage works and maintenance across the state. Subsequently, a full-fledged Sewerage Vertical was created under the Chief Engineer's Office at Thiruvananthapuram, with four Circle Offices at Thiruvananthapuram, Kochi, Thrissur, and Kozhikode, along with Sewerage Camp Offices in 14 districts.

As per G.O.(Rt) No. 11/2024/WRD, a new PH Circle in Idukki was formed, and the Sewerage Circle Thrissur was merged with Kochi. The administrative jurisdictions were reorganised as follows:

- **Thiruvananthapuram Circle:** Thiruvananthapuram, Kollam, Pathanamthitta, and Kottayam districts
- **Kochi Circle:** Alappuzha, Idukki, Ernakulam, Thrissur, and Palakkad districts
- **Kozhikode Circle:** Malappuram, Kozhikode, Kannur, Wayanad, and Kasargod districts

The Sewerage Vertical is headed by the Chief Engineer (PPD & WASCON) and is responsible for the implementation of sewerage projects statewide.

Financial Performance for FY 2024-25 (01.04.2024 to 31.03.2025) is detailed in **Annexure-9A**. Total expenditure: ₹159,250,913 Total revenue generated (including consultancy charges, fees, etc.): ₹1,231,830

New Original Works originated under the Sewerage Wing during 2024-25:

1. DPR for 3.49 Cr FSTP at Munnar Grama Panchayath
2. DPR for 100 KLD STP and sewerage network for District Jail, Alappuzha
3. DPR for 100 KLD STP at Vattakkayal (₹4.07 Cr) for DTPC
4. DPR for 50 KLD FSTP for Kottayam Municipality and adjoining five Grama Panchayaths

5. DPR for 1.4 MLD STP, sewerage network, and allied components at Pathanamthitta Municipality

B. WASCON Activities

WASCON, the consultancy wing of Kerala Water Authority, was established vide G.O.(Rt.)45/2008/WRD dated 08.01.2008 to provide engineering consultancy services for internal and external projects, primarily focusing on design and project report preparation for water supply schemes, including treatment plants and service reservoirs. In 2016, the Project Preparation and Development Unit (PPD) was formed by reorganising WASCON to emphasise preparation of well-planned and well-designed project reports.

The unit is headed by a Chief Engineer with three regional offices at Thiruvananthapuram, Kochi, and Kozhikode, each managed by a Superintending Engineer and supported by an Executive Engineer. District-level camp offices, overseen by Assistant Engineers, conduct surveys and submit engineering reports for approval. Since 2020, the Chief Engineer (PPD & WASCON) also heads the Sewerage Vertical.

WASCON does not originate new works but scrutinises, verifies, and approves designs for JJM, KIIFB, NABARD, and State Plan projects submitted by KWA contractors.

A total of 197 designs were vetted during 2024-25. The complete list is provided in **Annexure-9B**.

C. Sewerage & Project Planning Division (PPD)

Sewerage Vertical and Progress

Kerala Water Authority is mandated under the Kerala Water Supply and Sewerage Act, 1986, to handle wastewater collection and disposal. To address gaps in sewerage infrastructure and comply with National Green Tribunal directives (OA No. 673/2018), KWA has prepared district-based Preliminary Engineering Reports (PERs) for statewide sewerage and septage management.

The plan adopts a dual approach: networked sewerage systems with STPs in high-density areas and on-site sanitation with faecal sludge treatment in low-density areas. Design horizon: 30 years (base year 2023); assumed water supply: 100 lpcd (Panchayat) and 150 lpcd (urban); sewage return ratio: 80%.

Key proposals:

- 534 STPs (total capacity 2,827 MLD)
- 135 septage treatment plants (total capacity 15,000 KLD)
- 2,439 collection wells, 59,800 km sewer network, and manholes
- Total estimated cost: ₹80,385 Cr (₹26,048 Cr for urban local bodies)

Thiruvananthapuram Corporation is excluded as separate DPR preparation is underway. Funding expected from RKI, SBM 2.0, AMRUT, State Plan, UIDF, JICA, and World Bank. Additionally, 50 DPRs for ULBs/Corporations were prepared and submitted under various schemes. Administrative sanction received for several projects under AMRUT, UIDF, State Plan, NRCD, KIIFB, deposit works, and RKI.

1. Schemes in Operation/Under Execution during 2024-25

Operational STPs and Capacities (as on 31.03.2025):

- Thiruvananthapuram: 107 MLD at Muttathara (coverage: 75 sq km, 43 wards partly/fully covered, 62,250 connections); 5 MLD at Medical College Campus
- Kochi: 5 MLD at Elamkulam

- Thrissur: 3 MLD at Chakkumkandam, Guruvayur

Sewage Treated during 2024-25 (average):

- Muttathara (107 MLD): 72.6 MLD
- Medical College (5 MLD): 3.2 MLD
- Elamkulam (5 MLD): 4.2 MLD
- Chakkumkandam (3 MLD): 0.70 MLD

Beneficiaries and Connections added during 2024-25:

- Muttathara: 2,555 beneficiaries; 656 connections
- Elamkulam: 1,245 connections (18 added)
- Chakkumkandam: ~33,850 beneficiaries (including floating population); 21 connections

New Sewer Lines Laid during 2024-25:

- Muttathara system: 22.332 km (16.86 km by Project Division + 5.472 km by Sewerage Division Pattoor)

STPs Under Construction:

- Kollam (Kureepuzha): 12 MLD (90% complete; expected completion 31.05.2025)
- Elamkulam: Additional 5 MLD + network (AMRUT 2.0)
- Sarovaram: 27 MLD + network (AMRUT 2.0)
- Viyyur Central Jail: 50 KLD
- Pazhayannur Municipality: 45 KLD

No schemes were fully completed during 2024-25.

Expenditure on sewerage works during 2024-25:

- Thiruvananthapuram (AMRUT 1 & 2 + Sewerage Division Pattoor): ₹50.94 Cr
- Chakkumkandam (O&M + State Plan): ₹73.14 lakh
- Elamkulam: ₹6.34 lakh

2. DPRs Prepared and Submitted during 2024-25

Thiruvananthapuram Circle: DPRs for sewerage systems in Thiruvananthapuram Corporation clusters (tendered but to be retendered), tertiary treatment at Muttathara STP, Kollam Corporation network, Pathanamthitta Municipality (1.4 MLD STP), Kottayam Municipality FSTP, etc.

Kochi Circle: Master plan and DPRs for Kochi Corporation (105 MLD combined STPs at Muttar and Elamkulam with 478 km network), 17 km network under RKI, additional works under AMRUT 2.0, STPs/FSTPs in Pattambi, Thrissur, Alappuzha (Vattakkayal, District Jail), Munnar, Kattappana, etc.

Kozhikode Circle: DPRs for Kozhikode Corporation (27 MLD STP at Sarovaram – tendered), Koyilandy (30 KLD), Kannur Corporation (5 MLD), Mattannur, Ponnani (140 KLD), Uppala area (240 KLD), etc.

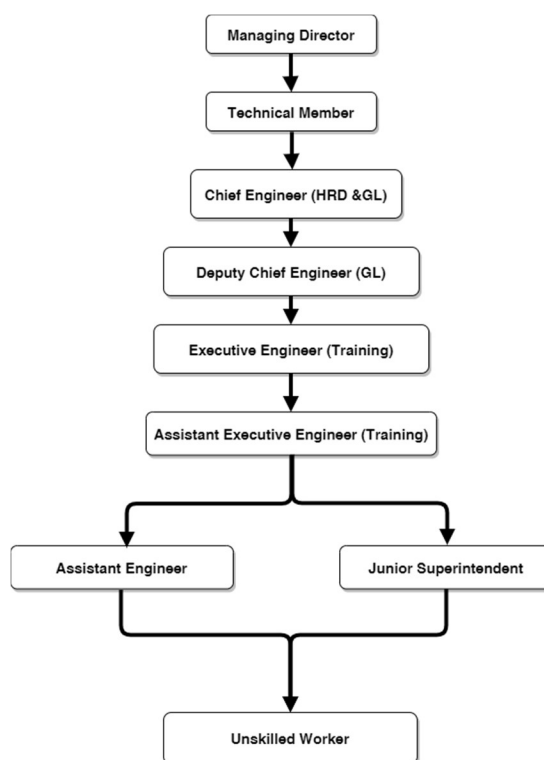
3. Future Planned Projects (2025-26 onwards)

- Extension/rehabilitation of Muttathara STP and network in uncovered zones (Attukal, Kaladi, Ambalathara, etc.)
- Upgradation of Guruvayur STP to 5 MLD with new network zones
- Addition of co-treatment facility at Elamkulam
- Retendering of AMRUT 2.0 and RKI projects facing bidder issues

4. Survey Works Conducted during 2024-25

Detailed survey works by PPD Camp Offices are provided in [Annexure-9C](#).

Capacity Building Activities in Center for Water Education (CWEd)



Role and Mandate

The **Centre for Water Education (CWEd)**, located in Thiruvananthapuram and headed by an **Executive Engineer**, serves as the **nodal training institute** of the Kerala Water Authority (KWA). Its primary mission is to systematically enhance the organization's capacity through structured in-house training programmes, refresher courses, and workshops tailored for employees across all levels.

Beyond in-house initiatives, the Centre coordinates the deputation of staff for **higher studies (M.Tech)** and manages external training programmes, ensuring continuous professional growth. CWEd is strategically focused on both **technical expertise** and **managerial development**.

Organisational Setup

The Organogram of the **Centre for Water Education (CWEd)** is attached and provides the structural hierarchy of the Wing. The Centre operates under the supervision of the Executive Engineer (Training). The core staff composition as of 31.03.2025 was:

Designation	Name of Staff
Assistant Executive Engineer	Smt. Ammukutty.A
Assistant Engineer	Smt. Jayanthi Krishnan
UD Clerk (H/G)	Smt. Nisha.R
Office Attendant	Sri. Sreeraj N (Worker - On working arrangement)

Financial Summary (2024–2025)

The Centre successfully managed its resources, generating significant revenue while achieving a high utilization of the allocated plan fund.

Financial Metric	Amount (₹)
Total Plan Fund Available (Budget Provision)	100.00 Lakhs
Total Expenditure Incurred (from Plan Fund)	84,95,958/-
Total Revenue Generated (Rent, Fees, etc.)	18.00 Lakhs

Capacity Building Programmes (2024–2025)

The Centre conducted a total of **108 programmes** during the period, training a combined total of **2,278 participants**.

Summary of Training Activities

Type of Programme	Number of Programmes	Number of Participants
In-House Training (Classroom)	51	1,617
External/Outside Training	36	151
Online/Digital Learning	4	391
JJM-KRC Trainings	17	119
Total	108	2,278

The detailed lists of all training programmes, consolidated from the source tables and annexures, are provided in the **Annexures-10A to 10D** at the end of this chapter.

Higher Studies & Deputation

CWEd played a pivotal role in facilitating advanced education for KWA technical staff, deputing a total of **7 officers** for the M.Tech programme for the **2024-26 batch**.

Name and Designation	Institution	Year	Scheme/Subject
Sri. Harikesh S, AEE	IIT Bombay	2024-26	Environmental Engineering (CPHEEO)
Sri. Visakh M J, AEE	IIT Bombay	2024-26	Environmental Engineering (CPHEEO)
Smt. Reeja J, AEE	College of Engineering, Trivandrum	2024-26	Environmental Engineering

Sri. Arun M, AEE	Govt College of Engineering, Thrissur	2024-26	Environmental Engineering
Smt. Rohith S V, AEE	College of Engineering, Trivandrum	2024-26	Environmental Engineering
Smt. Sonia P, AEE	TKM College of Engineering	2024-26	Structural Engineering & Construction Management
Sri. Aneesh Kumar J, AEE	College of Engineering, Tvpm	2024-26	Hydraulics Engineering

Key Achievements and Initiatives

1. **NABL Accreditation:** The Centre is actively pursuing **NABL (National Accreditation Board for Testing and Calibration Laboratories) accreditation** for its internal laboratory facilities, a significant step toward ensuring the highest quality standards in water testing and research.
2. **Revenue Generation:** The Centre achieved a commendable revenue generation of **₹18.00 Lakhs** through commercial activities such as renting facilities and providing paid training and consultancy services.
3. **Plumbing License Examination (PLE):** The CWEd successfully conducted the Plumbing License Examination, a vital function for regulating and ensuring the quality of plumbing professionals serving the public.

Conclusion

The Centre for Water Education successfully delivered on its mandate for 2024-2025, marked by a **high volume of quality training (2,278 participants)** and a strategic focus on digital skills (E-Office, e-Abacus) and technical proficiency (WTP Design, Upgradation Trainings). The deployment of **7 officers for M.Tech** under central and state schemes is a strategic investment in the Authority's future technical leadership. By simultaneously prioritizing operational training, higher studies, and quality initiatives like the ongoing **NABL accreditation process**, CWEd remains an indispensable asset, fortifying the human capital and technical competence of the Kerala Water Authority.

Quality Control Wing

1. Executive Summary

The Quality Control (QC) Wing successfully performed comprehensive water quality surveillance across the State from April 1, 2024, to March 31, 2025. The total network, consisting of the State Referral Institute (SRI), 14 District Labs (DLs), and 71 Sub-District Labs (SDLs), handled approximately **825,000 samples** through laboratory and field tests.

Key Performance Indicators (2024-25)

Metric	Quantity
Total KWA Lab Samples Tested (P&C + Bacteriological)	4,73,389
Total KWA Treated Water Field Tests	2,06,040
Total Rural Samples Monitored (JJM)	87,144
Total Private/Institutional Samples Tested	59,327
Percentage of SDLs NABL Recognized	100% (All 71)

Key Highlights and Findings

- **Public Health:** The Wing successfully detected and advised on remedial measures following a **Jaundice outbreak** in Kalamassery (Ernakulum District) in December 2024, where **Total Coliform** and *E. coli* were found in well water.
- **Scope Expansion:** The chemical testing scope was significantly expanded to **48 parameters in the SRI** (Nettoor) and up to **25 parameters in District Labs**.
- **Operational Constraints:** Operations were severely constrained by a critical shortage of **permanent technical staff** and significant **delays (over two months)** in the payment of wages for contractual staff, leading to low morale and productivity.

2. Organizational Structure and Surveillance

2.1. QC Wing Mandate and Laboratory Network

The Quality Control Wing of Kerala Water Authority (KWA) is responsible for the surveillance and monitoring of drinking water supplied through various water supply schemes. In addition, it actively conducts water quality monitoring and surveillance of other water supply sources, such as open wells, bore wells, etc., in rural habitations under the **Jal Jeevan Mission (JJM)**.

List of Divisional and Sub-Divisional Laboratories under Quality Control Wing

The Quality Control Wing functions through a **three-tier laboratory structure**, consisting of the State Referral Institute, 14 District Labs, and 71 Sub-District Laboratories spread across the state under three Quality Control Divisions (Thiruvananthapuram, Kochi, and Kozhikkode) and their Sub-Divisions.

- State Referral Institute (SRI): 1 (Nettoor, Kochi) - The apex laboratory.
- District Labs (QCDL): 14 (one in each district)

- Sub-District Labs (QCSDL): 71
- The detailed Division-wise and Sub-Division-wise distribution of District Labs and Sub-District Labs is provided in **Annexure-11A**.

2.2. Staffing Pattern Overview

Each District Lab is headed by a permanent **Sanitary Chemist**, who oversees the activities of the Sub-District Labs within the district.

The Wing faces a sustained crisis due to the severe deficiency in **permanent technical staff**. The high reliance on personnel hired on a **contract basis** is highly challenging, as the **one-year contract period is repeatedly cited as insufficient** for the in-depth training required for complex NABL procedures (method validation, uncertainty estimation, etc.). This issue is compounded by significant **wage delays (over two months)** for contractual staff, severely impacting morale and productivity.

2.3. Surveillance and Monitoring Frequency

Water quality monitoring in KWA is conducted following a structured protocol based on the size of the population served by each scheme. A three-tier system, with a clear protocol, is in place for conducting water sample analysis at the AE/AEE/EE levels. The categorization ensures comprehensive and risk-based monitoring across the distribution network by various engineering levels (AE/AEE/EE).

Scheme Category	Benefitted Population	Surveillance / Monitoring conducted by AE	Surveillance / Monitoring conducted by AEE	Surveillance / Monitoring conducted by EE
Category A	Population above 1 lakh	Monthly	Once in 2 months	Once in 3 months
Category B	Population above 50,000 to 1 lakh	Once in 2 months	Once in 4 months	Once in 6 months
Category C	Population above 20,000 to 49,000	Once in 3 months	Once in 6 months	At random and when required
Category D	Population above 5,000 to 19,000	Once in 6 months	Yearly	At random and when required
Category E	Population less than 5,000	Yearly	At random/as and when required in case of problem	At random/as and when required in case of problem

3. Quality Assurance and NABL Status

3.1. NABL Accreditation Status

NABL accreditation (ISO/IEC 17025:2017) is maintained for the key laboratory tiers, with the validity period set for four years.

Lab Type	Accreditation Status (ISO/IEC 17025:2017)	Remarks/Progress
State Referral Institute (SRI)	Accredited for Chemical & Microbiology	The accredited chemical scope was expanded to 48 parameters .
District Labs (DLs)	12 DLs Accredited for Chemical and Microbiology.	-

	2 DLs (Kottayam, Kasargod) Accredited for Chemical parameters only .	Kottayam DL: Scope expansion including microbiology application to be placed on 30.10.2025.
Sub-District Labs (SDLs)	All 71 SDLs are NABL Recognised (NABL 139).	100% universal recognition achieved.

3.2. Scope of Testing in District Labs (DLs)

The core scope for all District Labs previously covered 17 physico-chemical and 2 bacteriological parameters. This scope has been significantly expanded, and DLs now test up to **25 physico-chemical parameters** and key bacteriological parameters.

Type of Parameter	Typical Scope of Testing (Ranges from 17 to 25+ parameters)
Base Physico-Chemical Parameters	Colour, Odour, Turbidity, pH, Electrical Conductivity, Acidity, Alkalinity, Sulphate, Total Dissolved Solids (TDS), Total Hardness, Calcium, Magnesium, Chloride, Fluoride, Iron, Nitrate, and Residual Chlorine (RCI).
Expanded Physico-Chemical Parameters	Dissolved Oxygen (DO), Biological Oxygen Demand (BOD), Oil & Grease, Ammonia, Taste, etc.
Bacteriological	Total Coliform & <i>E. coli</i> (Fecal Coliform)
Chemical Quality Control	In addition to water samples, chemicals used for water treatment, such as Alum, Lime and Bleaching Powder , are also tested in the labs to ensure quality compliance.

3.3. Advanced Testing Facilities at State Referral Institute (SRI), Nettoor

The SRI serves as the apex laboratory for water quality testing, with its scope expanded to **48 parameters**.

- Advanced Testing: It is equipped with advanced facilities for metal and pesticide analysis, in addition to routine testing.
- Metal analysis (including toxic elements) is conducted using Atomic Absorption Spectroscopy (AAS).
- Pesticide analysis is performed using Gas Chromatography (GC).
- Monitoring Frequency: Raw water samples from the intake points of various schemes are tested for heavy metals and pesticides both during the pre-monsoon and post-monsoon seasons.

Heavy Metals and Pesticides Tested at SRI	Toxic Substances	Other Metals
Pesticides	1. Lead	1. Manganese
1. Aldrin/Dieldrin	2. Total Chromium	2. Copper
2. Alpha HCH	3. Nickel	3. Aluminium
3. Beta HCH	4. Molybdenum	4. Zinc
4. Delta HCH	5. Cadmium	5. Iron
5. DDT	6. Silver	6. Selenium
6. Endosulfan	-	-
7. Gamma HCH	-	-

3.4. NABL Internal Audit and Compliance

Corrective actions were taken based on internal audits to maintain NABL compliance.

- For the detailed audit log, including Non-Conformities (NCs) and Follow-up Actions, refer to **Annexure-11B**.

4. Operational Performance and Financials

4.1. KWA Water Samples Tested (Summary)

The total number of KWA samples tested by the QC Wing during the period was **679,429** (Lab & Field).

Parameter	Total 2024–25
Physical & Chemical Tests (Lab)	1,84,626
Bacteriological Tests (Lab)	2,88,763
Total Lab Tests	4,73,389
Treated Water Samples (Field Test)	2,06,040
Total Failed Treated Samples	62,471

- For the detailed month-wise breakdown, refer to **Annexure-11C, Part I**.

4.2. Rural Water Quality Monitoring (JJM)

Under the Jal Jeevan Mission (JJM), the 14 District Labs and 71 Sub-District Labs actively conduct quality analysis and sanitary inspections of rural water sources (open wells, bore wells, etc.).

Status	Total Samples Tested (2024–25)	Total Results Uploaded to WQMIS (2024–25)
Grand Total	87,144	87,144

- **Compliance:** The Wing achieved **100% compliance** for monitored rural water sources, with results promptly **uploaded to the Water Quality Monitoring Information System (WQMIS)** portal managed by the Government of India.

4.3. Revenue and Private/Institutional Samples

A total of **59,327** samples from private parties and institutions were tested, generating substantial independent revenue for the KWA.

Division	Total Private Samples Tested (2024–25)
Thiruvananthapuram	16,009

Kollam	6,838
Pathanamthitta	2,909
Alappuzha	5,178
Kottayam	5,456
Idukki	1,703
Ernakulam	2,143
Thrissur	4,614
Palakkad	2,604
Malappuram	2,803
Kozhikkode	2,102
Wayanad	1,570
Kannur	4,324
Kasargod	1,114
Grand Total	59,327

- Revenue details are provided in Annexure-11C, Part II.

4.4. Specialized Testing and Expenditure

The SRI and DLs performed specialized testing for quality control of treatment chemicals and high-risk parameters.

Test Type	Location	Total Samples Tested (2024–25)
Alum Testing	District Labs	214
Lime Testing	District Labs	199
Bleaching Powder Testing	District Labs	103
Heavy Metal Analysis	SRI, Nettoor	250
Pesticide Analysis	SRI, Nettoor	29

- For detailed expenditure figures, refer to Annexure-11C, Part II.

4.5. Equipment Procurement Status

Procurement for high-end instruments to enhance the SRI's accredited scope is in progress:

Equipment	Status (as of October 2025)
GCMS-MS	Re-tender opened; Technical evaluation is under process .

Ion Chromatograph	Equipment demonstration for technical evaluation scheduled for 28-29/10/2025.
ICPMS & Microwave Digester	Specification vetted by CIFT .
SRI New Building	<i>Progress on the new SRI building is not available in the provided data.</i>

5. Public Health, Challenges, and Achievements

5.1. Disease Outbreaks and Water Quality Issues Detected

Major Incident: Jaundice Outbreak (December 2024)

In December 2024, a Jaundice outbreak in Kalamassery Municipality, Ernakulum, was traced to contamination in **well water** (Total Coliform & *E. coli* detected). KWA tap water was largely compliant. Immediate recommendations for **well chlorination** were communicated to Municipality officials and concerned Superintending Engineers.

General Water Quality Issues Detected

The most common parameters exceeding acceptable limits across the districts were: **Turbidity, Colour, Total Coliform, Residual Chlorine (low), and Iron**. Results were immediately **Communicated to concerned Superintending Engineers (PH Division)** for necessary remedial actions in the water supply network.

5.2. Key Challenges and Operational Constraints

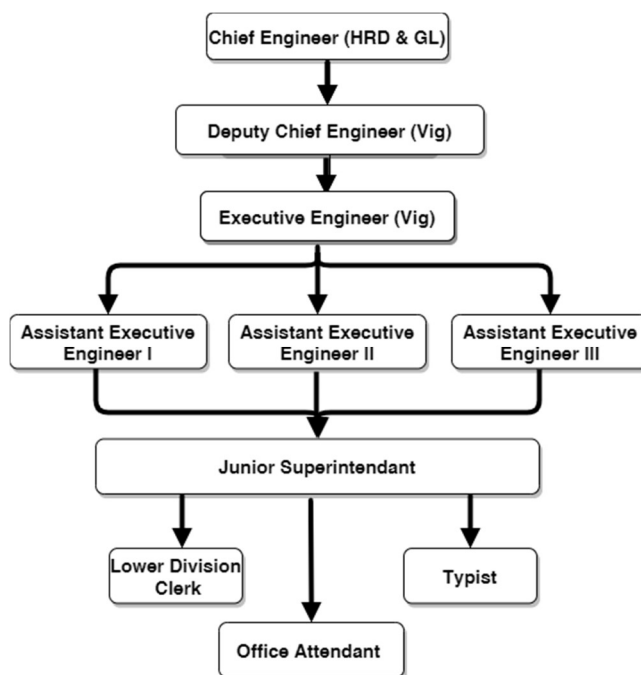
The QC Wing's operations and maintenance of the NABL system faced the following critical constraints:

1. **Staffing and Morale Crisis:** Severe deficiency of **permanent technical staff** and significant **wage delays (over two months)** for contractual staff severely impacts morale. The **one-year contract is insufficient** for the in-depth technical training required for NABL compliance.
2. **Financial Constraints:** Timely funding for the purchase of **Certified Reference Materials (CRMs)** and standards is a challenge, affecting method validation.
3. **IT Limitations:** The absence of a **Laboratory Information Management System (LIMS)** necessitates intensive manual documentation, increasing error risk and reducing productivity.
4. **Administrative Barriers:** The **non-separation of accounts** of the SRI and the QCD Kochi complex hinders transparent financial verification. The **non-availability of a cash payment facility** for private testing is eroding the customer base.

5.3. Additional Achievements and Scope Expansion

- **Universal NABL Recognition:** All 71 Sub-District Labs (SDLs) are now **NABL Recognised**.
- **Expanded Testing Scope:** Successfully enhanced the testing scope for chemical parameters to **48 nos. in the SRI** and up to **25 parameters in District Labs**.
- **Infrastructure Procurement:** Procured **64 Visible Spectrophotometers** for various labs across the Quality Control Wing under the Jal Jeevan Mission (JJM) initiative.
- **Revenue Generation:** Continued to fetch a **fairly good revenue** for the KWA from the testing of private and institutional samples.

Vigilance Section



The Organogram of the Vigilance Section is attached provides the structural hierarchy of the Wing.

Role and Mandate

The Vigilance Wing, operating from the Head Office, is crucial for maintaining integrity, transparency, and administrative accountability within the Kerala Water Authority (KWA). The Wing is mandated to conduct thorough enquiries into serious cases, including technical malpractices, financial misappropriations, and cases referred by external agencies such as the Police and Vigilance and Anti-Corruption Bureau (VACB).

The Vigilance Wing for the period 2024-2025 was led by **Smt. Sheeja. A.R, Deputy Chief Engineer (Vigilance)**.

Functioning and Disciplinary Process

Enquiry reports are prepared by the Vigilance Section and submitted through the Deputy Chief Engineer (Vigilance) to the Vigilance Committee (VC). Necessary administrative and disciplinary actions are initiated upon receiving the Managing Director's approval of the VC's recommendations.

The Vigilance Committee conducted 11 meetings during the period, resulting in 59 actions being taken based on its reports.

Statistical Summary of Vigilance Activity (2024–2025)

The financial year 2024–2025 saw significantly enhanced activity in managing misconduct and complaints:

Metric	2024–2025 Figure
New Vigilance Files Created	482
Files Disposed of	268
Enquiries Conducted	29
Disciplinary Proceedings Initiated/Ordered	72
Cases Referred by Police/VACB	4
Files Pending (as of 31.03.2025)	1,231

Disciplinary Actions Imposed

A total of **52 punishments** were imposed, reflecting a decisive approach to enforcing rectitude within the Authority.

Category of Punishment	Number Imposed
Dismissal	9
Suspension	10
Warnings	15
Other Departmental Actions	43

To enhance operational effectiveness, all Vigilance Wing staff attended a dedicated training program on 'Vigilance enquiries and report preparation' on 20.01.2025. Proactive measures included the timely resolution of various complex complaints and the regular conduct of field inspections.

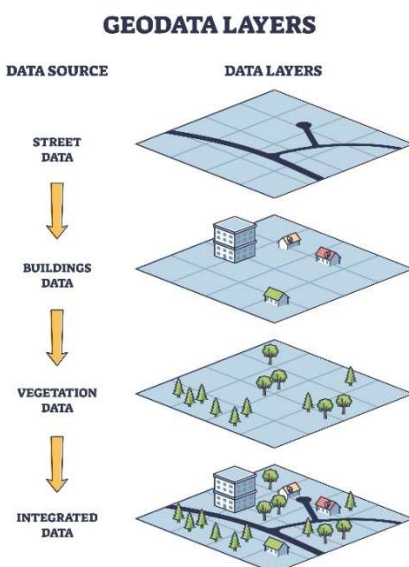
The decisive initiation of 72 disciplinary proceedings and the finalization of actions including 9 dismissals confirm the Vigilance Wing's critical role and its unwavering commitment to upholding the highest standards of probity and transparency within the Kerala Water Authority.

Integrated Asset Mapping and Infrastructure Inventory

To strengthen asset governance, enhance decision-making, and improve the efficiency of its vast network, the Kerala Water Authority (KWA) continued its integrated, digital mapping initiative throughout the financial year 2024–25. This project focuses on consolidating data related to land, vehicles, treatment facilities, pipelines, and pump houses, forming a foundational digital record for efficient lifecycle management and strategic planning.

The focus during the year shifted towards deep GIS integration and in-house capability development:

- **GIS Platform Development:** A dedicated webpage called **GeoWaternet** was developed to host all mapped data, offering both public viewing options and officer logins for data modification.
- **Digital Tools:** A dedicated mobile application named **JalGeoData** was developed in collaboration with CUSAT to facilitate the geotagging and visualization of KWA assets.
- **Land Management:** A new GIS-based land information portal, **KWA-Land Information System**, was developed to spatially locate land assets and allow for data modification and report generation.



- **Project Monitoring:** The in-house application **PREVAHAK** now includes a GIS module for real-time, location-based monitoring of projects, such as tracking the length of pipelines laid.
- **JJM Mapping:** Under the Jal Jeevan Mission (JJM), KWA utilized in-house developed techniques to map and monitor the extensive distribution network, with about **58,000 km** of pipeline data collected and mapped as of March 31, 2025.

Land and Building Assets

A draft Land Register, published on the official website based on consolidated inputs from all KWA divisions, serves as the primary record for land assets.

- **Total Land Held by KWA:** As of March 31, 2025, KWA held a total of **1660.10 acres** of land across the state.

- **New Acquisitions:** Land was acquired or purchased during the year in the districts of Wayanad, Ernakulam, and Idukki for purposes like the construction of Over Head Service Reservoirs (OHSR).
- **Digital Registry:** The digital registry now includes **978** land parcels and **573** buildings.
- **Compliance Action:** Directions were issued to Estate Officers to urgently ensure that the Transfer of Registry (mutation) is completed and proper entries are made in Revenue Records for all acquired lands.

The key details captured in the Land Register support crucial functions, including preventing unauthorized encroachments, facilitating legal compliance, and enabling accurate asset valuation.

Vehicle Assets

As of March 2025, the management of the KWA vehicle fleet focused on rationalization and compliance with Central Government regulations.

Detail	Description
Vehicles Purchased (FY 2024–25)	None
Reason for No Purchase	Government restrictions post-2020 Covid breakdown
Vehicles over 15 years old	121 vehicles identified for phasing out
Disposal Method	Scrapping/Auctioning (as per compliance mandates)

These steps align with the ongoing policy to phase out vehicles over 15 years old, maximizing fleet efficiency while adhering to regulatory mandates.

Water Treatment Infrastructure

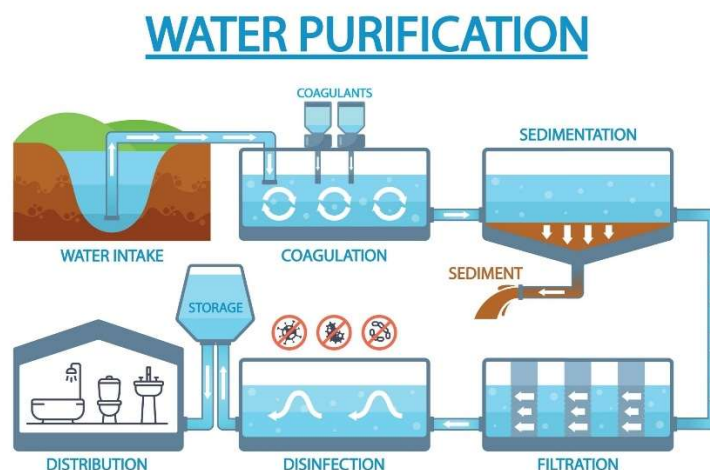
KWA manages an expanded infrastructure base comprising both Water Treatment Plant (WTP)-based and Non-WTP-based schemes.

Water Treatment Capacity and Utilization (MLD)

Scheme Data	TOTAL
Total Number of Schemes	1049
WTP Schemes	261
Non-WTP Schemes	788
Water Treatment Plants (WTPs)	261
Installed Capacity of WTPs (MLD)	3926.4
Utilized Capacity of WTPs (MLD)	3337.9
Installed Capacity of Non-WTPs (MLD)	649
Total Installed Capacity (MLD)	4575.4
Total Utilized Capacity (MLD)	3986.9

Operational Status

Performance review shows that **126 WTPs** are presently under-utilized, while **9 WTPs** are operating above their designed capacity. This data highlights the need for targeted interventions to optimize performance, realign schemes, and plan future capacity additions.



Pipeline Infrastructure

The total length of the pipeline network under KWA's jurisdiction expanded during the year due to new projects, now totaling over 113,000 km.

- **Total Pipeline Length:** The network length stands at **113,843 km**.
- **New Pipelines Laid:** A total of **16,721 km** of new pipelines were laid during the period under various augmentation and renovation schemes.
- **Digital Registry:** The digital registry for pipelines covers **113,843 km**.

Pipeline Lengths by Material Type

Pipe Material	Length (in km)
PVC (Poly Vinyl Chloride)	84,727.41
AC (Asbestos Cement)	9,294.25
DI (Ductile Iron)	7,849.67
HDPE (High-Density Polyethylene)	4,826.70
GI (Galvanized Iron)	3,293.05
Cast Iron	1,949.21
Other Pipes	1,571.59
MS (Mild Steel)	223.63
PREMO / PSC	107.49
Total Pipeline Length	1,13,843

Leaks and Remedial Measures

The Authority continued to track network integrity to manage Non-Revenue Water (NRW).

Detail	Count (FY 2024–25)
Total Leaks Reported	98,160

The reduction in reported leaks (from 101,337 in FY 2023–24 to 98,160 in FY 2024–25) is attributed to the replacement of old infrastructure and enhanced pressure management practices, forming the basis for ongoing maintenance budgeting and upgrade proposals.

Pump Houses and Pumps

The pump network, vital for water distribution efficiency, saw an increase in managed assets and a focus on scheduled maintenance.

Pump Infrastructure

Asset	Count
Pump Houses	1785
Pumps	3803

- **Preventive and Corrective Maintenance:** Preventive maintenance for **1009 Pumps** under various schemes has been carried out as per schedule, including lubrication, alignment checks, and motor insulation tests.
- **Replacement/Rehabilitation:** A total of **231** pumps were replaced or rehabilitated during the year using plan/non-plan funds.

The digital registry for this infrastructure now includes **925** pump houses and **2,645** tanks (reservoirs).

Street Tap Infrastructure

Street taps continue to be crucial for public water access in various local body jurisdictions. A policy-driven rationalization exercise continued during the year, resulting in a net reduction of public taps in areas where household coverage increased.

Total Number of Functional Street Taps (as on 31.03.2025)

Local Body Type	Total No. of Street Taps
Grama Panchayats	91,850
Municipalities	20,550
Municipal Corporations	14,500
Total	1,26,900

Change in Number of Street Taps during FY 2024–25

Local Body Type	No. of Street Taps Removed
Grama Panchayats	-12,500
Municipalities	-2,500
Municipal Corporations	-500
Total	-15,500

The asset mapping exercise has significantly advanced the groundwork for a robust, digitized, and accountable infrastructure base. Going forward, the integration with GIS platforms, continuous training of field staff, and urgent securing of mutation entries for land assets will remain key focus areas.

Chapter 14

Financial Performance

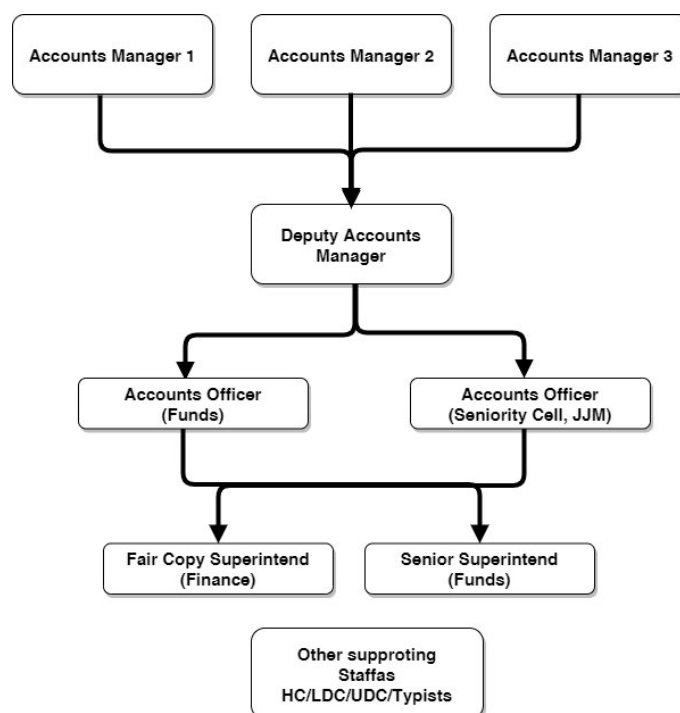
The Finance wing of Kerala Water Authority is working under the control of Finance Manager & Chief Accounts Officer. Finance Manager & Chief Accounts Officer is responsible for the overall financial management of the Authority who give proper advice to the Managing Director and to the Authority on all financial matters referred to him and to give proper guidance to the officers dealing with financial matters or accounts as the case may be.

Funds Section

Funds section consists of three Accounts Managers, one Deputy Accounts Manager, two Accounts Officer, one Senior Superintendent and Section Clerks.

1. Organisational Structure and Activities

The Funds Section plays a central role in the financial management of the Kerala Water Authority (KWA). The section's structure consists of **three Accounts Managers, one Deputy Accounts Manager, two Accounts Officers, one Senior Superintendent, and Section Clerks.**



The primary activities carried out by the Funds Section are:

- Getting timely fund releases from the Government of Kerala (GoK) and the Government of India (GoI).
- Monitoring all funds related to Deposit works and various other funding agencies.
- Centralised release of capital work bills under major schemes such as:
 - Jal Jeevan Mission Schemes (JJM)
 - State Plan Schemes
 - NABARD Schemes
 - Rebuild Kerala Initiative Schemes (RKI)

- Preparation of the state-wise seniority list of capital bills.
- Issue of State-wise Bank Guarantee for scheme implementation.
- Processing of Revenue Payments such as Salary, Pension, HR, O&M, and other Establishment Matters.
- Centralised processing of E-tapp payments.

2. Overview of KWA Financial Operations

The Kerala Water Authority (KWA) is an autonomous body responsible for piped drinking water supply and wastewater collection. KWA's primary income source is revenue from water sales, supplemented by non-plan grants from GoK and other minor income streams. Implementation of water supply schemes is done with financial assistance from GoK through various State Plan schemes and GoI through Centrally Sponsored Schemes.

3. Budget Estimate, Release, and Expenditure (2024-25)

The total budget provision from the Government of Kerala for 2024-25 was **₹1233.52 Crore** (₹856.24 Crore under State Plan schemes and ₹377.28 Crore under Non-Plan schemes). Against this, GoK released a total of **₹1739.12 Crore** to KWA, resulting in higher-than-budgeted releases, primarily under the JJM (State Share) head.

A. GoK Budget Allocation, Release, and Expenditure (₹ in Crore)

Head	Budget Allocation	Fund Released	Expenditure
NON-PLAN (Salary & Non Salary)	357.28	150.47	150.47
LAC ADS (NP)	20	5.86	8.88
STATE PLAN	161.24	75.22	75.23
ADB	75	0	0
NABARD	70	55.64	49.22
JJM/NRDWP (State Share)	550	1451.94	1240.57
TOTAL	1233.52	1739.12	1524.37

B. Centrally Sponsored Schemes (GoI) (₹ in Crore)

As per the tripartite agreement, the Government of India released ₹974.68 Crore directly to KWA against a budget provision of ₹1949.36 Crore for Centrally Sponsored Schemes. KWA incurred an expenditure of ₹1240.58 Crore for the implementation of these schemes, utilising the available fund including the opening balance and KWA's own fund.

Head	Budget Allocation	Fund Released	Expenditure
JJM/NRDWP (Central Share)	1949.36	974.68	1240.58

C. Pending Bills under Capital Works

The total value of pending bills under capital works as on 31.03.2025 stood at **₹3081.00 Crore**, with the largest share belonging to the Jal Jeevan Mission (State Share).

Scheme	Pending Bills (₹ in Crore)
State Plan	137.96
NABARD	22.64
RKI	14.5
JJM (State Share)	2251.6
LAC-ADS	-
TOTAL	3081

4. Revenue Cash Flow Statement (April 2024 to March 2025)

The Revenue Cash Flow Statement provides a detailed view of KWA's working capital position during the year 2024-25.

Receipts	(₹ in Crore)	Payments	(₹ in Crore)
Opening balance as on 01.04.2024	6.03	Net salary, Onam advance, festival allowance	409.68
Water charges collection & other collection (Nop A/c)	1,216.36	Pension	337.6
Water charges collection through treasury	719.17	DCRG, commutation, and other benefits	69.76
Non plan grant from GoK	150.48	GPF & NPS	120.87
Interest income	37.2	GPF investment	4
Other income	9.88	HR wages	119.06
Centage charges -KIIFB/ deposit works	17.95	Terminal Surrender	22.91
Other income -water charges connection fee	19.36	Power Charges	104.04
Recoupment from state plan/KIIFB	4.02	Medical insurance premium & reimbursement	34.82
Transfer from deposit account for Onam advance	6	Operation & Maintenance (O & M)	139
Total Receipts (A)	2,186.45	Earned leave surrender	5.33
		Establishment expenses	31.3
		Temporarily utilised for state plan/NABARD work	1.64
		LIC- loan repayment including interest	6.21
		Transfer to deposit account for recoupment of Onam advance	6
		Recoupment of earlier diversion to deposit	10.54

		Amount resumed by GoK	719.17
		Total Payments (B)	2,141.93
Closing Balance (A - B)	44.52		

Note: The closing balance as on 31.03.2025 is earmarked for critical payments in April 2025, including HR wages for March 2025, Medical Insurance Premium, and employee/pensioner benefits.

5. Pending Commitments (Revenue/Statutory)

The committed liabilities of KWA as of 31 March 2025 stand at a substantial **₹1397.41 Crore**.

SL No.	Particulars	(₹ in Crore)
1	Earned Leave Surrender	NIL
2	Medical Reimbursement	4.3
3	GPF NRA and TA	53.55
4	GPF Closure	24.27
5	Other Arrear	7.03
6	Pay revision arrear	4.08
7	Terminal surrender	32.41
8	DCRG	32.9
9	Commutation to Pensioners	189.34
10	Building Tax	2.56
11	KSEB Power charges	96.54
12	Railway Way Leave Charges	4.94
13	LIC loan	11.29
14	Guarantee Commission Outstanding	28.03
15	GPF to be set apart	488.17
16	Recoupment of Deposit Diversion to be done	282.85
17	O&M	135.15
	TOTAL	1,397.41

6. Cost and Deficit Analysis

Despite efforts to improve operational efficiency, KWA continues to operate at a deficit, necessitating continued reliance on non-plan grants.

- **Cost of Production (Provisional 2024–25): ₹24.56 per KL**
- **Average Revenue (Provisional 2024–25): ₹19.90 per KL**
- **Deficit per KL: ₹4.66**

The deficit challenges KWA's ability to clear statutory liabilities and operational expenses such as power charges, O&M payments, and pay revision arrears.

Cost of Production of Water for Last 10 Years

Financial Year	Cost of Production Per Kilo Litre (in ₹)
2015-16	24.87
2016-17	24.38
2017-18	25.75
2018-19	26.3
2019-20	26.81
2020-21	25.45
2021-22	26.11
2022-23*	22.49
2023-24*	24.88
2024-25*	24.56
<i>* Based on provisional accounts.</i>	

7. Sustainability Concerns and Future Outlook

KWA's financial sustainability is continuously challenged by the mismatch between rising recurring expenditures and a relatively stagnant revenue model. Expansion efforts under initiatives like the Jal Jeevan Mission (JJM) are expected to significantly increase the Operation & Maintenance (O&M) responsibilities and associated costs, which already account for approximately **6% of total revenue expenditure**.

The urgency for **long-term financial planning and tariff restructuring** is underscored by the high committed liabilities. The future tasks for the Funds Section will therefore focus on:

- Streamlining fund utilization and enhancing expenditure monitoring, especially for large schemes like JJM.
- Working with the Government for a sustainable plan to clear committed liabilities of **₹1397.41 Crore**.
- Supporting management efforts for tariff rationalization to bridge the revenue deficit.

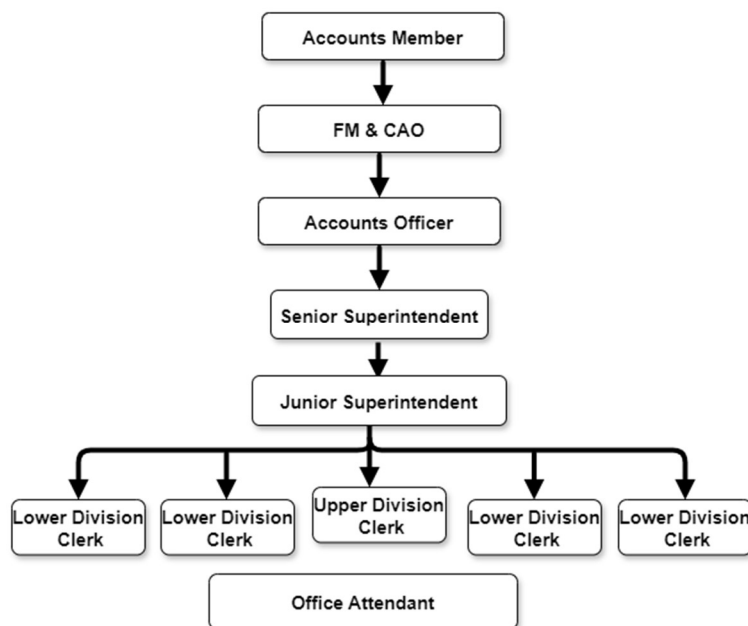
Revenue Monitoring Cell

The Revenue Monitoring Cell is constituted to monitor all the revenue related activities in KWA.

Main Objectives are as following:

1. Accessing the quantum of water consumed, billed and the revenue generated there upon.
2. Fixing revenue targets to all Revenue Divisions and monitoring its regular progress.
3. Monitoring all complaints and petitions related to revenue and settlement of the same.
4. Monitoring and collection of revenue pertaining to street taps under local bodies.
5. Liaison with all the Revenue Divisions and issuing guidelines.

6. Preparing monthly consolidated collection statements, connection statements and Demand Collection Balance (DCB) statements.
7. Issuing centralized Water Bill to all Government Departments.
8. Preparation and updating of around 30 progress reports, Division wise Revenue Profile based on Comprehensive index ranking and publishing same in the KWA website.



Major activities during the year 2024 - 25:

Regular revenue review meetings were conducted by the Managing Director, Joint Managing Director, Finance Manager and Chief Accounts Officer on a monthly basis, based on various evaluation criteria. Divisions were ranked according to their performance. Division-wise rankings, based on a comprehensive index, were also published regularly on the KWA website. The index takes into account the performance of divisions in major parameters such as revenue collection, faulty meter replacement, meter reading posting, JJM connection routing in billing software, etc.

In order to increase revenue collection and clear arrears, steps were taken to contact and notify all consumers with outstanding dues. This was followed up with the disconnection of water connections of major defaulters and the initiation of revenue recovery proceedings through the Revenue Department. All subdivisions of the Kerala Water Authority have been registered under the new Revenue Recovery Portal of the Government of Kerala and have initiated recovery proceedings against defaulters. Revenue Recovery Adalaths were conducted to resolve long-pending complaints and grievances of consumers.

Steps taken to increase Collection:

1. **PSU and Government Arrears Drive:** Urgent and intensive arrears clearance operations were carried out, coordinating staff down to the section office level to recover outstanding dues from public sector undertakings, government offices, and large-arrear consumers.
2. **Disconnection and Recovery:** Connections of consumers who had not paid their arrears for six months were disconnected, and revenue recovery measures are being initiated against them. Special notices have been issued to consumers with outstanding dues, and steps were taken to collect these arrears.
3. **Government Liaison:** Consolidated water charge bills are being issued to all government institutions every two months. Notifications to pay outstanding dues were sent via letter and in person from all Water Authority offices to the relevant departments. Furthermore, the Secretary of the Water Resources

Department sent letters to all departmental secretaries regarding the payment of arrears from government institutions.

4. **LSGD Street Tap Arrear Settlement:** Geo-tagging of **1,27,725** public taps was completed. A grant of **₹719.16 crore** was sanctioned by the Government towards street tap arrears, as detailed in the financial decisions section.

Revenue and Tariff Structure

KWA follows a uniform increasing block tariff system, where the rate of water increases with the volume consumed. As per the current tariff structure:

- Domestic connections: ₹14.41 per KL (up to 5,000 liters)
- Non-domestic connections: ₹26.54 per KL (up to 10,000 liters)
- Industrial connections: ₹54.10 per KL
- Bulk supply: ₹16.62 per KL

Note on Tariff revision:

The last comprehensive tariff revision order was on 03.02.2023 vide G O (MS) No. 11/2023/WRD. Before that a complete tariff revision was in 2014 (vide G O (MS) No. 88/2014/WRD dated 25.09.2014 and G O (MS) No. 92/2014/WRD dated 30.09.2014) w.e.f.01.10.2014. However, During the financial year 2020-21 and 2021-22, GoK has issued orders for an annual increase of 5% for all categories by fixing the last revised rate of 2014 as floor rate as a part of implementing reforms in this sector. **No new comprehensive tariff revision was implemented during FY 2024-25.**

Out of a total **46.38 lakh** consumers (including street taps), **43.48 lakh (93.74%)** fall under the domestic category. Non-domestic, industrial and special category consumers account for **1.99 lakh** connections. Additionally, **0.91 lakh** street taps are maintained by the Authority.

KWA also provides 15,000 liters of drinking water per month free of cost to approximately **8.69 lakh BPL families**, costing the state **₹94.28 crore** in 2024 alone.

Water Connections Overview (As on 31.03.2025)

Over the past five years, the number of water connections has steadily increased, reaching **45.47 lakh** by the end of the financial year 2024–25. This reflects the consistent expansion of service coverage by Kerala Water Authority.

As on March 31, 2025, the water connections have been categorized into four major groups for better planning and management:

Category	Total No. Of Water Connection as on 31.03.2025
Domestic	43,47,630
Non Domestic	1,87,227
Special	10,229
Industrial	2,129
Total	45,47,215

The Domestic category forms the bulk of the connections, followed by Non-Domestic. Special and Industrial connections constitute a minor share. This classification supports efficient water distribution, billing and infrastructure planning.

Revenue Performance (including Street taps)

Year	Total Demand (Incl. Fine)	Revenue Collected	Collection Efficiency
2023–24	₹1694.34 crore	₹1165.77 crore	~68.80%
2024–25	₹1721.06 crore	₹1908.51 crore	~110.89%

There was an **1.57% increase** in demand (excluding fines) during 2024–25 compared with the year 2023–24. The collection efficiency exceeds 100% because of arrear collected from LSGD, specifically due to the large grant component. An amount of **₹719.16 crore** was allocated as a grant from the LSGD department.

Billed Quantity and Current Collection (Non-LSGD):

- Billed quantity of water (Non-LSGD) in the FY 2024-25: **47,29,52,726 KL**
- Amount of water charge without fine collected (Non-LSGD) in the FY 2024-25: **₹675.68 crore**

Major Financial Decisions/Initiatives during 2024–25

During the financial year 2024-25, Kerala Water Authority undertook several important financial decisions and initiatives to improve revenue performance, enhance operational efficiency and address critical financial challenges. The key highlights are as follows:

1. **Settlement of LSGI Arrears/Electricity Dues by Government:** The Government of Kerala released an amount of **₹719.16 crore** to KWA as arrears of water charges for public taps from the grant of the Fourteenth Finance Commission (vide **GO(Rt)No.3217/2025/Fin dated 27/03/2025**). This was undertaken to net off outstanding dues of LSGIs to KWA against the ₹2068 crore liability taken over by the Government on behalf of KWA towards KSEBL.
2. **Revenue Recovery Drives:** Revenue Recovery Adalaths were conducted across the state to settle long-pending arrears. KWA sub-divisions are actively registered under the Revenue Recovery Portal to streamline proceedings.
3. **Digital Initiatives (Geo-tagging):** Geo-tagging of public taps was completed using the software developed by IKM, providing a definitive base of **1,27,725** public taps for future management and arrear assessment.
4. **Disconnection Drives:** KWA initiated large-scale disconnection drives targeting major defaulters (long pending arrear and connections with faulty meters) to improve revenue.
5. **Faulty Meter Replacement Initiatives:** KWA took focused action to replace faulty meters, with record replacement numbers during peak months.
6. **Revenue Monitoring Enhancements:** Division-wise revenue performance rankings were published monthly, with continuous monitoring by the Revenue Monitoring Cell (RMC).
7. **Arrear Collection Drive:** **₹371.51 crore** was collected towards pending arrears across various consumer categories, reflecting aggressive arrear management.

Demand, Collection and Balance (DCB)

A consolidated statement showing the Demand, Collection, and Closing Balance of water charges from Domestic, Non-Domestic, Industrial, special and other consumer categories for the financial year 2024–25 with split up details of collection is given below:

(Amount in Crore)

Category	Opening Balance (1)	Demand including Fine (2)	Total (3=1+2)	Change in Demand (4)	Arrear Collection (5)	Demand Collection (6)	Total Collection (7=5+6)	Closing Balance (8=3+4-7)
Industrial	3.4	26.14	29.54	-0.41	5.14	20.98	26.11	3.01
Domestic	240.07	827	1067.07	-19.98	263.42	422.59	686.02	361.08
Non Domestic	170.36	320.41	490.77	2.47	96.18	217.57	313.75	179.49
Special	4.62	7.37	11.99	-0.21	2.54	4.62	7.17	4.61
Bulk Supply and others	88.99	96.61	185.6	0.42	4.24	52.15	56.39	129.63
Total	507.44	1277.52	1784.96	-17.71	371.51	717.92	1089.43	677.82

During the financial year 2024–25, a total of ₹1089.43 crore (excluding LSGD) was collected as water charges and arrears. While this reflects a positive collection effort, especially the ₹371.51 crore collected towards pending arrears (Column 5), the overall outstanding arrears (excluding LSGD) increased significantly from ₹507.44 crore at the beginning of the year to ₹677.82 crore by the end of the year. This rise is primarily driven by the Domestic category, where the closing balance saw an increase of over ₹120 crore, underscoring the need for targeted recovery drives in this segment.

Category-wise Arrears of Water Charges as on 31.03.2025

The outstanding arrears of water charges across various consumer categories as on 31st March 2025 are detailed below:

(Amount in Crore)

Category	Arrears (Rs. in Crore)
Domestic	361.08
Non Domestic	179.49
Industrial	3.01
Special	4.61
Bulk Supply and others	129.63
TOTAL	677.82

The **Domestic segment** now accounts for the largest share of outstanding arrears, representing approximately **53.28%** of the total non-LSGD closing balance (₹677.82 crore). The **Bulk Supply and Others** category also represents a substantial area for focused recovery, holding nearly **19.13%** of the total arrears.

Revenue Collection from Local Self Government Institutions – FY 2024–25.

The total water charge revenue collected from street taps of Local Self Government Institutions (LSGIs) during the financial year 2024-25 amounted to **₹819.10 crore**.

The exceptional collection figure in this segment is attributed to the Government Order sanctioning **₹719.16 crore** as a grant for clearing the street tap arrear of Municipality and Corporation bodies. This intervention significantly stabilized the LSGI debt portfolio.

A category-wise break-up of the total LSGI collection is provided below:

(Amount in Crore)

Local Bodies	Street tap Collection (in Crores)
Panchayath	75.32
Municipality	455.88
Corporation	287.9
TOTAL	819.1

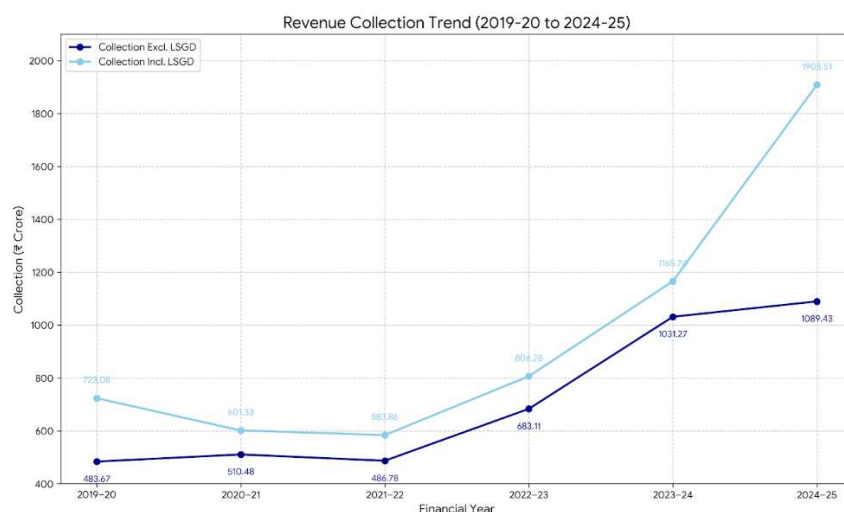
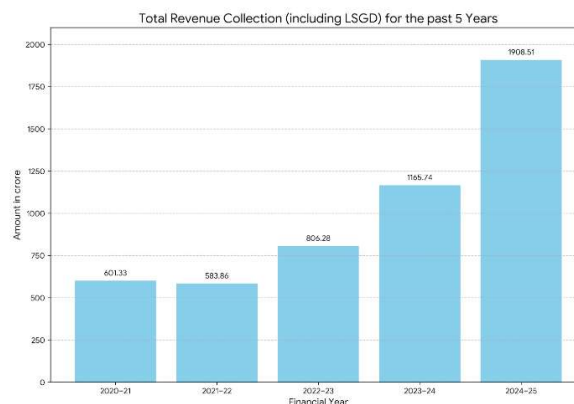
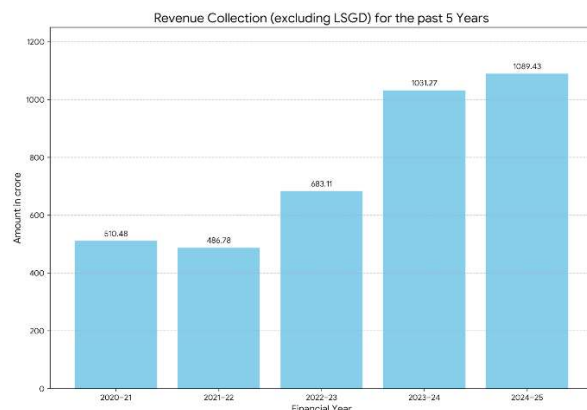
Revenue Collection Performance – Past Five Financial Years.

The following table presents the annual revenue collection (in ₹ Crore) of Kerala Water Authority over the past five financial years, both excluding and including collections from Local Self Government Departments (LSGDs):

(Amount in Crore)

Financial Year	Collection (Excl. LSGD)	Collection (Incl. LSGD)
2020–21	510.48	601.33
2021–22	486.78	583.86
2022–23	683.11	806.28
2023–24	1031.27	1165.74
2024–25	1089.43	1908.51

The total revenue collection for 2024–25, including the government grant, reached a record high of **₹1908.51 crore**, representing an increase of over **63.7%** compared to the previous year's collection of ₹1165.74 crore. This performance highlights the transformative impact of the special government intervention on LSGD arrears, despite the modest increase in core collection (Excl. LSGD) from ₹1031.27 crore to ₹1089.43 crore.



Street Taps – Status as on 31.03.2025

Total Number of Functional Street Taps by Local Body Type

Local Body Type	Total No. of Street Taps
Grama Panchayats	54,914
Municipalities	21,787
Municipal Corporations	13,876
Total	90,577

Change in Number of Street Taps during FY 2024–25

Local Body Type	No. of Street Taps Removed
Grama Panchayats	-31,421
Municipalities	-2,763
Municipal Corporations	-1,189
Total	-35,373

Remarks:

There has been a considerable decline in the total number of public street taps during the financial year 2024–25, with **35,373 taps removed**. This reduction is primarily attributed to the following factors:

- Increased household water service coverage under centrally and state-sponsored schemes such as Jal Jeevan Mission.
- Declining dependence on public taps due to improved individual water connections.
- Proactive steps by Local Self Government Institutions (LSGIs) to disconnect defunct and underutilized street taps.

This trend indicates a positive shift towards universal household water connectivity.

Meter reading posting for the last 12 months:**Monthly Meter Reading Posted**

Month	Reading Posted
April	20,12,432
May	20,70,231
June	20,70,360
July	21,05,728
August	20,99,952
September	21,27,604
October	21,48,622
November	21,39,733
December	21,62,211
January	21,75,316
February	20,94,019
March	21,14,384

Monthly Reading Performance Status:

Month	Total Live Connections	Reading Posted
December	43,17,050	21,62,211
January	43,27,069	21,75,316
February	41,96,954	20,94,019
March	42,04,976	21,14,384

Details of Faulty Meter Status for FY 2024-25

Recognizing the direct correlation between metering accuracy and revenue realization, KWA executed a highly focused and successful faulty meter replacement drive throughout the financial year 2024-25. The monthly replacement figures demonstrate a strong effort in meter maintenance:

Month	Faulty Meter Replaced
April	7,185
May	7,522
June	7,348
July	7,945
August	7,432
September	6,646
October	8,656
November	9,369
December	9,011
January	12,075
February	9,420
March	10,727

The highest number of replacements in a single month was recorded in **January 2025 (12,075 replacements)**. This sustained effort in replacing faulty meters is a critical measure to reduce Non-Revenue Water (NRW) and ensure all consumption is accurately captured in the Demand Collection Balance (DCB).

Annual Report on New Water Connections by Kerala Water Authority – FY 2024–25

The total number of new connections added during the financial year 2024-25 is **3,84,574**. The new water connection details for the year is added below:

Division-wise New Water Connection Details for the Financial Year 2024–25

Details on the number of new water connections provided by Kerala Water Authority (KWA) during the financial year 2024-25, including various types of connections (domestic, non-domestic, industrial, and special) across different divisions, are recorded. The total number of new connections added during this period is **3,84,574**. The detailed division-wise new water connection data for the year is appended as **Annexure-14A**.

Activities of Blue Brigade, Anti-theft squad etc. during the year 2024-25.

Blue Brigade is currently in operation to address pipe fractures very quickly for the implementation of the Leak Detection and Survey lance Squad, Anti Water Theft Squad and Blue Brigade. Subordinate Offices have been instructed to implement the extension of the Blue Brigade system.

The Anti-theft squad in each division office are to be made more effective from present level to identify the water theft and the loss of revenue due to unknown leaks and to find out any theft or unauthorized activities. The unit is notably effective in the Central region Kochi.

Financial Overview for the Year 2024–25

Opening and Closing Balances

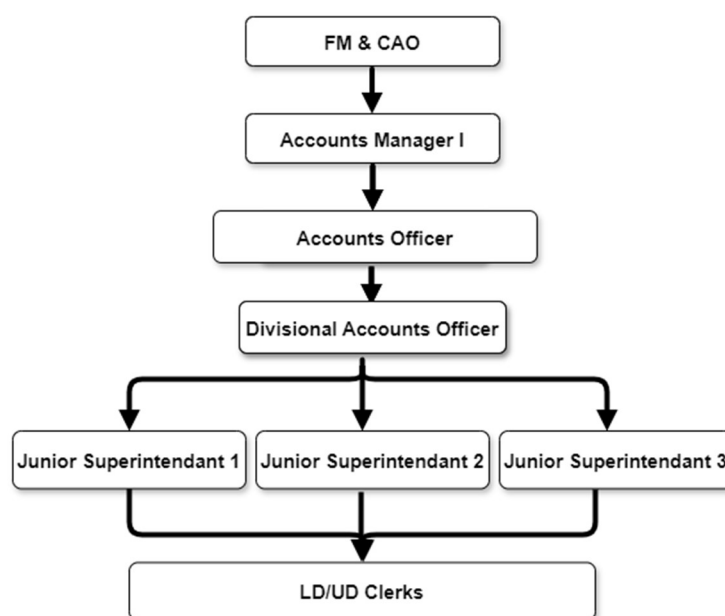
(In Crores)

Category	Opening Balance (01.04.2024)	Closing Balance (31.03.2025)
Domestic	240.07	361.08
Non-Domestic	170.36	179.49
Industrial	3.4	3.01
Special	4.62	4.61
Others (including Bulk)	88.99	129.63
TOTAL	507.44	677.82

Arrears Collection

During the year 2024–25, a total of **₹371.51 crore** was collected as part of pending arrears recovery across various consumer categories (excluding the special government grant). This collection contributed significantly towards revenue improvement and reflects effective efforts in arrears management.

Accounts Section



1. Overview and Accounting Principles

The Accounts Section of the Kerala Water Authority (KWA) functions strategically under the **Finance Wing** of the Authority.

KWA is committed to transparent and compliant financial reporting, preparing its annual accounts based on the **Generally Accepted Accounting Principles (GAAP)** followed in India. This is done strictly in accordance with the accounting policies and procedures specified in the **KWA Accounts Manual**.

2. Functions of the Accounts Section (2024–25)

The Accounts Section performed a comprehensive set of functions during the financial year, covering daily transaction scrutiny, statutory reporting, and audit coordination:

- **Transaction Monitoring and Verification:** The section was responsible for monitoring and verification of monthly Tally backups received from **71 Accounting and Reporting Units (ARUs)**, encompassing **177 offices** that maintain cashbooks.
- **Financial Review:** This included the review of various loan transactions, including **advances to contractors** (treated as a loan facility), cross-checking of demand with the **Demand Collection Balance (DCB)**, and coordination of other essential inter-office activities.
- **Trial Balance Scrutiny:** Verification and scrutinization of the Trial Balances prepared by each ARU, along with necessary supporting vouchers (including entries in forms such as RA25, FA11, FA7, FA19, MA11, MA15, etc.). This ensures that all expenses, incomes, assets, and liabilities are booked under the correct heads of accounts as per the Accounts Manual.
- **Bank Reconciliation:** Scrutiny and reconciliation of bank statements with the Cash Management Register (CMR) for approximately **600 bank accounts** across Kerala.
- **Interim Reporting:** Preparation of **Monthly Income and Expenditure Statements** by compiling Tally data collected from all 71 ARUs.
- **Annual Consolidation:** Consolidation of all individual trial balances with the Head Office trial balance, culminating in the preparation of **Provisional Accounts** at the end of the financial year.
- **Audit and Compliance:** Forwarding of the finalized accounts to the **Accountant General (AG)** for audit, and providing full assistance to the **Comptroller & Auditor General (C&AG)** team during the audit process.
- **Reporting and Finalization:** Preparation of the **Reply and Revised accounts** based on the draft State Audit Report (SAR), followed by the preparation of **final accounts** incorporating audit suggestions.
- **Legislative Submission:** Formal submission of the Annual Accounts to the **Legislative Assembly** after the receipt of the final SAR.

3. Note on the Provisional Accounts for the Financial Year 2024–25

The Provisional Accounts for the financial year **2024–25**, prepared as of **31st March 2025**, represent a consolidated summary of KWA's financial position and operational results. These accounts are based on trial balances submitted by the various account-rendering units and remain **subject to verification, adjustment, and statutory audit**.

The summary of the Balance Sheet and Income and Expenditure Account is attached as **Annexure-14B** (Provisional Accounts 2024–25).

Provisional Balance Sheet Highlights (as at 31.03.2025)

Metric	Amount (₹ in crore)	Key Details
Total Source of Funds	35,864.93 (358,649,285,393)	Comprising Contributions & Grants (₹21,984.28 Cr) and Unsecured Loans (₹13,512.81 Cr).
Total Application of Funds	35,864.93 (358,649,285,393)	Matched by Fixed Assets, Investments, and Loans.
Fixed Assets (Net Block)	6,548.25 (65,482,475,962)	Gross Block (₹9,607.17 Cr) less Depreciation (₹3,058.93 Cr).
Capital Work-in-Progress (CWIP)	20,765.55 (207,655,549,853)	Represents significant ongoing capital investment.

Total Assets & CWIP	27,313.80 (273,138,025,815)	This figure accounts for over 76% of the total application of funds.
Cumulative Loss	7,156.77 (71,567,654,529)	The accumulated excess of expenditure over income at the end of the year.

Provisional Income & Expenditure Highlights (for the year 2024–25)

Metric	Amount (₹ in crore)	Key Details
Total Income	2,060.66 (20,606,588,607)	Includes Operating Income from Consumers (₹1,616.37 Cr) and Grants & Subventions from Government of Kerala (₹150.48 Cr).
Total Expenditure	2,378.30 (23,782,951,038)	After Transfer to Capital Work-in-Progress (₹16.36 Cr).
Payment to Employees	1,114.14 (11,141,422,395)	The largest single expense head, covering salaries, pension, and benefits.
Power Charges	499.16 (4,991,637,018)	Constitutes the majority of Operating & Maintenance Expenses (Total ₹716.32 Cr).
Interest on Loans	295.67 (2,956,711,000)	Primarily interest on Government of Kerala Loans (₹263.74 Cr).
Net Loss for the Year	31.76 (3,176,362,431)	Provisional Excess of Expenditure over Income for the year.

Chapter 15

Beyond Service: KWA's Pension & NPS Framework

This chapter provides a detailed report on the scope, operations, and performance of the three distinct, yet interconnected, wings responsible for employee benefits at the Kerala Water Authority (KWA) during the financial year **2024–25**.

The activities covered encompass the entire lifecycle of service benefits, from pay slip management to final authorization and timely disbursement:

- **Pension and Payslip Wing:** This wing performed the critical functions of centralized **pay slip issuance** for all Gazetted Officers and the final **audit and authorization** of terminal benefits (Pension, DCRG, and CVP). Key progress included the testing of the new **G-PRISM e-Pension software**.
- **Pension Disbursement Cell (PDC):** Functioning as the central financial hub, the PDC successfully executed the complex, comprehensive **Pension Revision (2024)** for all eligible retirees. It managed the disbursement of over **₹363 Crore** in total pensionary benefits and saw significant growth in digital verification, with over **9,100 pensioners** utilizing the Jeevan Pramaan system.
- **National Pension System (NPS) Cell:** This unit ensured robust compliance with the defined contribution scheme, registering a record **760 new subscribers** and successfully remitting a total of **₹34.25 Crore** in contributions, reflecting continued growth in KWA's future financial commitments.

Through these combined efforts, the wings ensured the efficient management and transparent delivery of essential financial security and welfare services to KWA's vast workforce and pensioner community.

Pension and Payslip Wing, Kerala Water Authority.

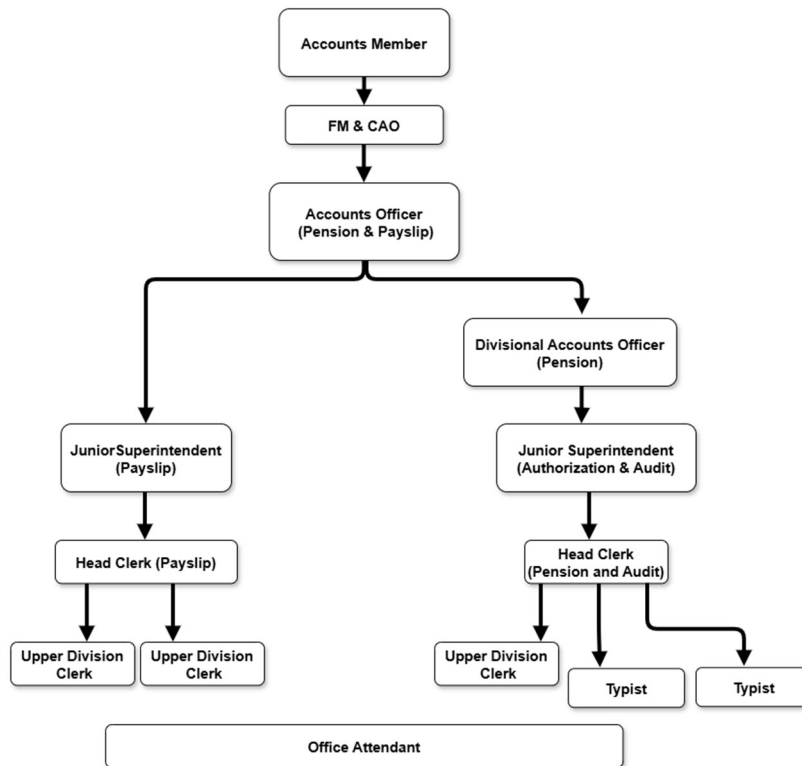
1. Introduction and Historical Context

The Pension and Payslip Wing of the Kerala Water Authority (KWA) manages critical service and terminal benefits for its employees. Prior to April 1, 1984, the responsibilities concerning pension and pay slip matters were handled by the Accountant General of Kerala under the erstwhile Public Health Engineering Department.

Following the formal establishment of the Kerala Water Authority (KWA), these duties and responsibilities were transferred to KWA, which created a dedicated wing managed directly by the Accounts Member, Finance Manager, and Chief Accounts Officer (FM & CAO). The primary mandate of this wing is the management of service matters for all Gazetted Officers of KWA, alongside conducting the final audit and authorization of pensionary claims for retiring KWA employees.

2. Organizational Structure

The functioning of the Pension and Payslip Wing is structured to ensure operational efficiency and clear delineation of duties. The wing is headed by the Accounts Officer (Pension & Payslip), who manages the two primary sections: Pay Slip and Pension. The structure further delegates responsibilities down through the Divisional Accounts Officer (Pension) and Junior Superintendents, supported by Head Clerks, Upper Division Clerks, and Typists.



3. Pay-slip Section

The Pay-slip Section is tasked with the comprehensive verification of service books for all Gazetted Officers. This verification process includes scrutiny of all associated documents, such as Relieving Orders, Transfer Orders, Promotion Orders, and other relevant records, essential for the periodic issuance of pay slips.

The scope of pay slip issuance encompasses crucial service matters, including increments, promotions, transfers, leave, higher grade ratio, non-cadre promotions, deputations, surrender of earned leave, terminal earned leave surrender, and pay revision fixations. Furthermore, this section is responsible for preparing pension proposals for Gazetted Officers who are retiring or have already retired.

3.1 Performance Highlights (2024-2025)

Total Number of Pay Slips Issued During the Year: 1,248

4. Pension Section

The Pension Section holds the core responsibility for conducting the final audit of service books along with the pension proposals submitted by the Pension Sanctioning Authority, in accordance with the relevant rules.

The section prepares an audit report, which is then formally forwarded to the Pension Sanctioning Authority with necessary directions and advice for further processing. Following the resolution of any audit queries or discrepancies, the authorization for payment of the Pension, Death-Cum-Retirement Gratuity (DCRG), and Commuted Value of Pension (CVP) is issued. The section also provides crucial advisory support to the Pension Sanctioning Authority on policy decisions related to pension and service matters, executed in consultation with the Administrative Wing and Internal Audit Wing.

4.1 Digital Transformation

The development of the e-Pension software, **G-PRISM**, designed specifically for the Kerala Water Authority, has been completed by the IT Software Division of the Finance Department, Government of Kerala. Rigorous testing of the software is currently underway.

4.2 Performance Highlights (2024-2025)

KPI	Figure (2024-2025)
Total number of pension proposals received	336
Total number of pension reports issued (Audit Reports)	315
Total number of proposals audited and returned for rectifying defects	21

5. Pension Authorization

This function represents the final stage of the pension process, wherein the financial authorizations for payment are formally issued based on the audited reports.

5.1 Authorization Metrics (2024-2025)

Authorization Type	Total Number of Authorization Reports Issued
Pension Authorization Reports	315
DCRG (Death-Cum-Retirement Gratuity) Authorization Reports	475
CVP (Commuted Value of Pension) Authorization Reports	574
Total number of Pension Payment Orders issued	209

Pension Disbursement Cell, Kerala Water Authority

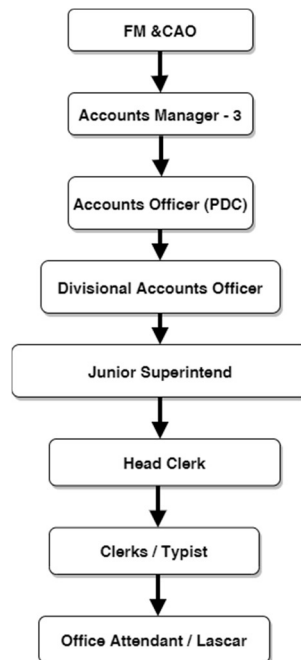
1. Genesis & Operational Mandate

The Pension Disbursement Cell (PDC) of the Kerala Water Authority (KWA) functions as the central financial hub dedicated to the management of retirement benefits. The transition to direct banking channels, initiated in **December 1992**, marked a strategic shift designed to eliminate the need for pensioners to physically visit Accounts Rendering Units.

Over the years, the system has evolved from manual cheque issuance to a centralized, web-based multi-user software system developed by the National Informatics Centre (NIC). This digitization has ensured seamless financial inclusion and timely credit of benefits to retirees.

2. Organizational Structure

The Pension Disbursement Cell operates under the overall supervision of the Finance Manager & Chief Accounts Officer (FM & CAO) and Accounts Manager III. The unit is functionally headed by an Accounts Officer, supported by a Junior Superintendent, Head Clerk, and administrative staff who collectively manage the disbursement operations for over 9,800 retirees.



3. Key Strategic Initiative: Pension Revision 2024

The fiscal year 2024-25 was characterized by the comprehensive revision of pensionary benefits in accordance with **G.O.(P) No. 5759/2024/Fin dated 26.07.2024**.

Challenges & Remedial Measures:

To address the complexity of revising benefits for a vast number of retirees, KWA adopted a technology-driven approach:

- **Formation of Revision Cell:** A dedicated Pension Revision Cell was constituted under the leadership of two Accounts Officers to coordinate the process.
- **Technological Integration:** A specialized software tool was developed with IT support to handle complex calculation logic and ensure strict compliance with Government orders.
- **Execution:** Through effective inter-departmental coordination and the dedicated effort of the PDC staff, the revision for all eligible retired employees was successfully completed by **December 2024**.

4. Pensioner Welfare & Digital Services

The Cell continues to leverage technology to improve the "Ease of Living" for pensioners.

A. Digital Life Certificate (Jeevan Pramaan)

The adoption of digital verification has seen exponential growth, reducing the need for physical presence.

- **Current Status:** More than **9,100 pensioners** submitted their life certificates digitally through Jeevan Pramaan for the year 2025.
- **Note:** Physical forms remain available for those unable to access digital tools.

B. Group Health Insurance Scheme

The Cell manages a cashless medical insurance facility for opted pensioners.

- **Premium Structure:** The premium is remitted upfront by KWA and recovered in installments.
- **2024-25 Details:** 3,010 pensioners opted for the scheme. The deduction was **Rs. 2,023** per month for a coverage sum of **Rs. 2,00,000**.

C. SMS Integration

To ensure transparency, the Master Data has been updated with pensioner mobile numbers. An automated SMS system alerts pensioners regarding the crediting of monthly pension, including details such as Pensioner Code, PPO Number, and Net Amount.

D. Identity Management

The in-house ID card printing facility has streamlined operations. The current Turnaround Time (TAT) for issuing ID cards to new pensioners is one month from the commencement of pension.

5. Disbursement Summary (FY 2024–25)

This section details the fiscal outflow and beneficiary demographics managed by the Cell for the financial year ending March 31, 2025.

A. Pensioner Demographics (as on 31.03.2025)

The Pension Disbursement Cell currently services a total database of **9,873** pensioners.

Category	Count
Service Pensioners	6,973 Nos.
Family Pensioners	2,842 Nos.
Other Pensioners (Ex-gratia, etc.)	58 Nos.
TOTAL BENEFICIARIES	9,873 Nos.

B. Financial Disbursement Overview

During the financial year 2024–25, the Authority disbursed a total of **Rs. 363.12 Crore** towards various pensionary benefits. The detailed month-wise disbursement of Service Pension, Family Pension, DCRG and Commutation is given as [Annexure-15](#).

Component	Amount
Service Pension	Rs. 267.42 Cr
Family Pension	Rs. 61.26 Cr
DCRG (Gratuity)	Rs. 15.76 Cr

Commutation	Rs. 15.40 Cr
Ex-gratia / Part-time Pension	Rs. 2.40 Cr
Festival Allowance	Rs. 86.57 Lakh
TOTAL DISBURSEMENT	Rs. 363.12 Cr

6. Financial Liabilities & Commitments

A. Liabilities Accrued in FY 2024–25

At the close of the financial year, the following amounts specifically related to FY 2024–25 remained due:

- **DCRG Due:** Rs. 14.24 Cr
- **Commutation Due:** Rs. 27.89 Cr
- **Total Current Year Due:** Rs. 42.13 Cr

B. Cumulative Pending Commitments (As on 31.03.2025)

The total accumulated liability (including past arrears) stands as follows:

- **Pending DCRG:** Rs. 52.26 Cr
- **Pending Commutation:** Rs. 209.34 Cr

National Pension System (NPS)

1. Policy Framework and Institutional Setup

The National Pension System (NPS), a defined contribution retirement savings scheme introduced by the Government of India, was adopted by the Government of Kerala for all appointments made on or after **01.04.2013** vide G.O.(P) No.20/2013/Fin dated 07.01.2013. Consistent with the State policy, the Kerala Water Authority (KWA) implemented the NPS for eligible employees with effect from the same date.

To ensure streamlined implementation, the NPS Cell was legally constituted at the KWA Head Office vide Order No. KWA/JB/E20/O&M/7307/2006 dated 18.04.2015. The operational management is centralized: the recovery of subscriptions is monitored via the NPS Recovery Schedule (PA 30) from all account rendering units, ensuring timely remittance to the Trustee Bank.

2. Fiscal Year 2024–25: Performance Overview

During the financial year 2024–25, the Authority demonstrated robust compliance in enrollment and financial remittance.

- **Enrollment Surge:** A total of **760 new employees** were registered under NPS during the year. This represents the highest annual intake since the inception of the scheme in KWA, surpassing the previous record of 674 in 2023–24.
- **Total Subscriber Base:** As of March 31, 2025, the total number of KWA employees covered under NPS stands at **4,105**.
- **Financial Commitment:** The Authority remitted a total of **₹34.25 Crore** towards NPS contributions. This includes **₹33.26 Crore** as regular subscriptions and **₹0.99 Crore** as arrears.

3. Enrollment Dynamics (2017–2025)

The Authority has witnessed a consistent upward trajectory in subscriber strength. The workforce covered under NPS has grown from 1,433 in 2017–18 to **4,105 in 2024–25**. The sharp rise in new enrollments over the last two fiscal years (668 in FY23 and 760 in FY25) correlates with increased recruitment activities and the expedited processing of PRAN (Permanent Retirement Account Number) registrations by the NPS Cell.

4. Financial Compliance and Contribution Trends

The financial data for 2024–25 indicates a healthy stabilization of the process. While the **Regular Subscription** amount increased significantly to ₹33.26 Crore (up from ₹26.24 Crore in the previous year), the **Arrears** component decreased to ₹0.99 Crore. This reduction in arrears reflects improved efficiency in current month data processing and the successful clearance of past backlogs (deferred salary/pay revision arrears) in previous years.

Table 1: Comparative Analysis of NPS Implementation (2017–2025)

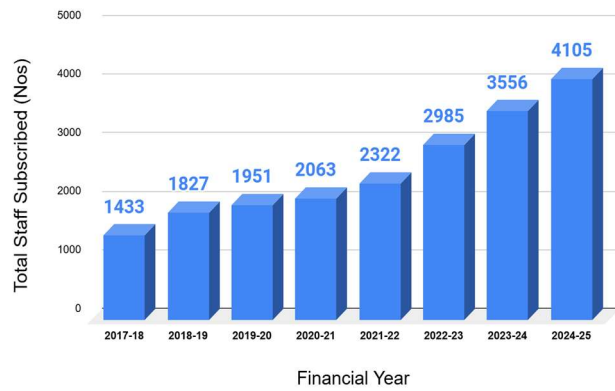
Financial Year	Total Staff Subscribed (Cumulative)	New Staff Added (Yearly)	Subscription Remitted (₹ Cr)	Arrears Remitted (₹ Cr)	Total Amount Paid (₹ Cr)
2017-18	1,433	281	7.07	0.13	7.2
2018-19	1,827	417	9.98	0.67	10.65
2019-20	1,951	168	12.24	0.64	12.88
2020-21	2,063	208	12.63	0.62	13.25
2021-22	2,322	193	16.76	2.82*	19.58
2022-23	2,985	668	20.35	1.73	22.08
2023-24	3,556	674	26.24	1.39	27.64
2024-25	4,105	760	33.26	0.99	34.25

**Arrears in FY 2021–22 included deferred salary arrears due to Covid-19, Pay Revision, and DA Arrears.*

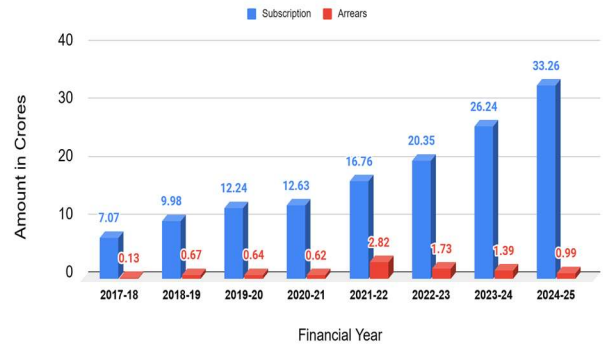
5. Graphical Representation of Growth

- **Workforce Growth:** The total subscriber base crossed the 4,000 mark for the first time in 2024–25.
- **Financial Outflow:** Total remittance increased by approx. 24% compared to the previous fiscal year (₹27.64 Cr to ₹34.25 Cr), highlighting the growing financial footprint of the NPS component in KWA's annual budget.

NPS Subscription

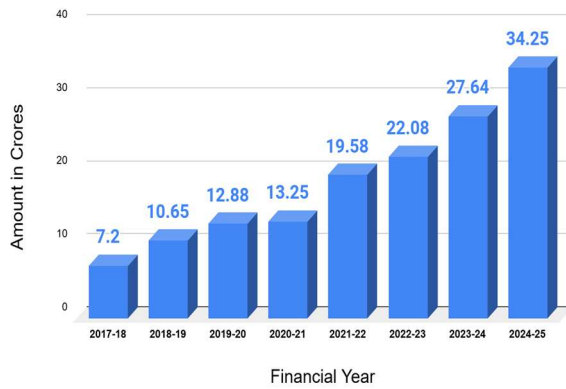


Subscription Paid – Regular and Arrears

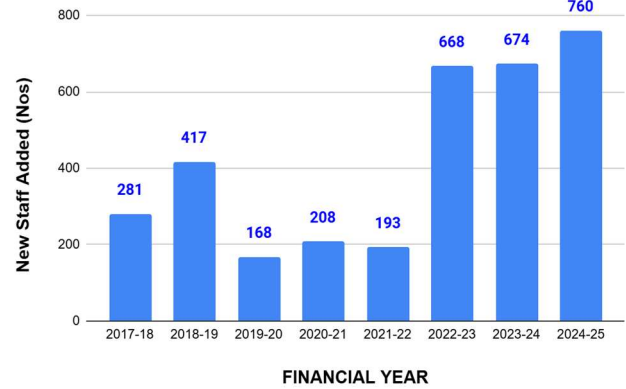


*Arrears of FY 2021-2022 include deferred salary arrears due to COVID, Pay Revision and DA Arrears.

Total Subscription Paid



FY Wise NPS new Subscribers



Audit

1. Introduction and Mandate

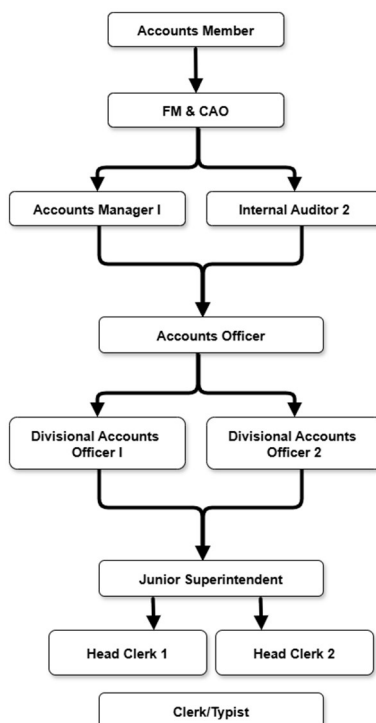
The Internal Audit Wing of the Kerala Water Authority (KWA) serves as the backbone of the organization's internal control mechanism, ensuring financial discipline, propriety, and operational efficiency. The wing functions strictly in adherence to the guidelines issued by the Finance Department, Government of Kerala, specifically **Circular No. 32/2005/Fin dated 10/06/2005**.

The primary mandate of the Internal Audit Wing is to conduct regular audits of KWA offices, verify financial accuracy, identify procedural irregularities, and ensure that the internal control mechanisms operate promptly and effectively. The wing is responsible for reporting financial or procedural deviations immediately to the respective Head of Office for rectification.

2. Organizational Structure

The Internal Audit Wing functions under the supervisory control of the Accounts Member. The wing is headed by two Internal Auditors who oversee the operations of two dedicated audit teams, supported by an Accounts Officer, Divisional Accounts Officers, and administrative staff.

The organizational hierarchy and reporting structure of the Internal Audit Wing are illustrated in the organogram below:



3. Accountant General (AG) Audit Activities

The Accountant General (AG), Kerala, conducts statutory regular audits to ensure compliance with relevant statutes. During the financial year 2024–25, the AG conducted **45 regular audits**.

The summary of Local Audit Report (LAR) paras is as follows:

Particulars	Count
Pending Paras as on 01.04.2024	1,136
New Paras added during 2024–25	382
Paras dropped during 2024–25	149
Balance Paras as on 31.03.2025	1,369

4. Internal Audit Activities (2024–25)

Despite severe staffing limitations, the Internal Audit Wing maintained its schedule of inspections and verifications.

A. Regular Audits

Two audit teams conducted regular audits across various Audit Reporting Units (ARUs).

- **Number of Regular Audits Conducted:** 8
- **Reports Issued:** 8 Reports (containing **111 Paras**)
- **Replies Received:** 2 Reports
- **Objections Dropped:** Nil

B. Divisions Audited

The following 8 offices/divisions were subjected to internal audit during the year:

1. State Referral Institute / Quality Control Division, Kochi
2. Head Office, Thiruvananthapuram (Administrative Wing & Funds Section)
3. P.H. Circle, Muvattupuzha
4. P.H. Division, Edappal
5. P.H. Division, Vadakara
6. P.H. Division, South Thiruvananthapuram
7. P.H. Division, Kollam
8. Project Division, Palakkad

All queries raised were forwarded to the concerned ARUs for rectification and reply.

C. Service Book Pre-Audit

In compliance with direction No. 6510/E1/2020/KWA dated 06/01/2022, the Internal Audit Wing completed the pre-audit of Service Books for 18 employees during the reporting period.

D. Legislative & Committee Compliance

The wing actively coordinated responses to the Accountant General's inspection reports and furnished replies to Draft Paras for the Government. Additionally, the wing managed data collection and responses for legislative committees including the Public Accounts Committee (PAC), Committee on Public Undertakings (COPU), and the Subject Committee. Review meetings were conducted for all ARUs to facilitate the reduction of pending Local Audit Report paras.

5. Stock Verification & Material Management

Stock verification is overseen by two specialized sub-divisions headed by Assistant Executive Engineers (AEE). The total jurisdiction covers **47 divisions** (30 Maintenance and 17 Project Divisions).

A. Performance Summary

Name of Sub Division	Jurisdiction	Verification Conducted (2024–25)	Status/Remarks
Stock Verification Sub Division I (Thiruvananthapuram)	27 Divisions	NIL	Post of AEE vacant for a prolonged period.
Stock Verification Sub Division II (Kozhikode)	20 Divisions	8	Reports submitted for rectification.

B. Financial Impact & Material Management Software (MMS)

KWA has introduced a new Material Management Software (MMS) to improve the accuracy of inventory tracking (serviceable vs. unserviceable).

- **Revenue Generation:** Through intense efforts by the Internal Audit Wing, unserviceable/obsolete materials were identified and auctioned, generating a total revenue of **₹3.33 Crores** which has been remitted to the KWA account.
- **Cost Savings:** The disposal of these items has eliminated unnecessary storage charges and stacking expenses.
- **Loss Assessment:** The total material loss identified during the 2024–25 stock verifications is currently being ascertained.

6. Operational Challenges and Constraints

The performance of the Internal Audit Wing during 2024–25 was constrained by significant personnel shortages:

1. **Audit Coverage:** There are **71 ARUs** requiring audit. A standard regular audit requires 12–14 days for a Water Supply Division and 10 days for a Project Division. With only 249 working days and a depleted staff strength, the wing could only complete 8 regular audits.
2. **Multiple Responsibilities:** The limited staff is also burdened with Special Audits (conducted upon reports of theft/misappropriation), holding Audit Adalats/ACMs, and preparing voluminous replies for Legislative Committees.
3. **Stock Verification Stoppage:** The Stock Verification Sub Division I (Thiruvananthapuram) could not conduct any verifications due to the absence of an Assistant Executive Engineer (AEE).

7. Conclusion

The Internal Audit Wing continues to strive for financial integrity and procedural compliance within Kerala Water Authority. While the implementation of the Material Management Software and the successful auctioning of obsolete materials mark significant achievements this year, the filling of vacant posts remains critical for expanding audit coverage and clearing pending paras in the upcoming financial year.

Implementation of Right to Information Act 2005 (2024-25)

Right to Information (RTI) Act Overview

The **Right to Information Act, 2005**, passed by the Indian Parliament, grants citizens the fundamental right to access public information. The Act was implemented nationwide the same year. The Kerala Water Authority (KWA) continues its commitment to transparency by promptly initiating and maintaining the implementation of the Act through the issuance of orders and the appointment of necessary officers.

KWA's RTI Implementation (2024-25)

During the reporting period 2024-25, the Kerala Water Authority revised and updated the designation of officers to ensure robust compliance with the RTI Act.

Designated Authorities (Form II)

KWA significantly expanded the number of designated officers across the organization to manage the high volume of requests.

- **No. of Public Authorities:** 275
- **No. of Public Information Officers (PIOs) Designated:** 412
- **No. of Assistant Public Information Officers (APIOs) Designated:** 316
- **No. of Appellate Authorities Designated:** 43

Designation of SPIOs and Appellate Authorities by Office

The KWA maintains a clear hierarchy for addressing RTI requests across its offices. Appellate Authorities are appointed to address complaints regarding unsatisfactory or delayed information.

Office	SPIO – Technical Matters	SPIO – Administrative Matters	Appeal Authority
Regional Chief Engineer's Office	Executive Engineer	Administrative Officer	Deputy Chief Engineer
Chief Engineer's Office (Sewerage, PPD and Wascon)	Assistant Executive Engineer	Administrative Officer	Deputy Chief Engineer
Circle Office	PA/TA to Superintending Engineer	Administrative/Revenue Officer	Superintending Engineer
Division Office	TA/Assistant Executive Engineer	Revenue/Divisional Accounts Officer	Executive Engineer
Sub Division Office	Assistant Executive Engineer	–	Executive Engineer
Section Office/QC Labs	Assistant Engineer	–	Executive Engineer
State Referral Institute	Assistant Executive Engineer	–	Director, SRI

Quality Control Division Office	Assistant Executive Engineer / Assistant Engineer	–	Executive Engineer
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The table which has been added as **Annexure-17** provides details of the designated **State Public Information Officers (SPIOs)** and **First Appellate Authorities** for various subjects within the Head Office of the Water Authority, as per the RTI Act, 2005.

Principal Information Officer Activities

The KWA Principal Information Officer's unit continued to oversee and coordinate RTI matters while also managing the Authority's information dissemination efforts, including press releases, media relations, website updates (News & Events), and managing the official social media presence.

RTI Case Statistics (2024-25)

Suo Moto Disclosure under Section 4(1)(b) (Form I)

The KWA maintained full compliance with the requirements for proactive disclosure:

Department	No. of Public Authorities	No. of Public Authorities which published the 17 Manuals	No. of Public Authorities which updated the 17 Manuals during the year	No. of Public Authorities Which displayed the 17 Manuals Online
Kerala Water Authority	1	1	1	1

Disposal of Information Requests (Form III)

The number of RTI requests handled by KWA significantly increased during the 2024-25 period:

Description	Number of Requests
Requests pending at the end of last year	246
Requests Received during the Year	4,186
Total No. of Requests	4,432
No. of Requests Disposed	3,508
Requests Rejected	17
Requests Pending at Year End (Calculated)	924
% of Cases Access to Information Denied	0%

Information Requests Rejected by PIOs (Form IV)

Rejection Category	Number of Requests Rejected (2024-25)
Total Number of Requests Rejected	45

Rejected under Section 8 (Exemption from disclosure)	13
Rejected under Section 9 (Infringement of copyright)	9
Rejected under Section 11 (Third-party information)	9
Rejected for fees not remitted as per rule	14
Rejected under Section 24	0

Disposal of First Appeals (Form V)

Description	Number of Appeals (2024-25)
First Appeals pending with Appellate Authorities on 01.04.2025 (Start of Period)	5
First Appeals preferred during the year	90
Total First Appeals	95
First Appeals Disposed	89
First Appeals Rejected	1
% of First Appeals Rejected	1.05%
First Appeals pending for more than 45 days	0

Penalties Imposed and Collected (Form VI)

Description	Amount (₹)	Details
Total Penalties Imposed by Information Commission under Section 20(1)	10,000	For late reply, imposed on Smt. Sheeja AEE (Rtd), Thalassery. ²⁹
Penalties Collected	10,000	—

Disciplinary Action (Form VII)

No disciplinary actions were taken against KWA officers under Section 20(2) of the RTI Act during the reporting year.

Details of Disciplinary Action	Recommended by IC under Sec 20(2)	Taken based on IC Recommendation	Other Actions Taken
Kerala Water Authority	0	0	0

RTI Training and Awareness (2024-25)

Training Programmes Conducted

KWA took proactive steps to enhance RTI awareness among its staff:

- **Training Conducted:** An **Online training on RTI Awareness**
- **Date:** July 26, 2024
- **Association:** Institute of Management in Government (**IMG**)
- **Faculty:** Sri. Lalith Babu, RTI Expert
- **Number of Employees Trained (Participants):** 125 (From KWA offices across Kerala)

Measures Taken for RTI Act Awareness

The training conducted on July 26, 2024, served as the primary measure for RTI Act awareness during the year, reaching a total of 125 employees across Kerala.

Summary of Costs, Fees & Charges Collected (Form VIII)

The total revenue collected from RTI requests during the year 2024-25 amounted to **₹37,724**.

Collection Head	Amount Collected (₹)
Cost Collected: Section 4(4)	6,763
Fees Collected: Section 6(1)	14,169
Fees Collected: Section 7(5)	13,431
Other Charges Collected: (specify)	2,575
Total Collection	37,724

Consumer Grievance Redressal Mechanism

Kerala Water Authority (KWA) has established a multi-tiered and technology-enabled consumer grievance redressal framework to ensure timely, transparent and efficient handling of complaints. This chapter outlines the major platforms and mechanisms through which consumer issues are addressed—ranging from high-level oversight through the Chief Minister’s Public Grievance Portal, statutory service guarantees under the Right to Service Act, the integrated AQUALOOM complaint management system, to the 24x7 Centralized Consumer Support Centre (1916). Together, these systems reflect KWA’s commitment to responsive public service, accountability and continuous improvement in customer engagement.

Chief Minister’s Portal Complaints

The Chief Minister’s Public Grievance Redressal Portal (CM Portal) serves as a high-level platform for citizens to directly raise grievances related to public services, including those pertaining to the Kerala Water Authority (KWA). Complaints submitted through the portal are monitored by the Chief Minister’s Office (CMO) and routed to the concerned departments for prompt resolution.

Complaints related to water supply, drainage, billing and service delays received via the CM Portal are automatically assigned to the respective KWA offices through the integrated CM Dashboard system. KWA has appointed dedicated officers at the divisional level to regularly monitor, respond and update the status of these complaints within the prescribed timelines. The Managing Director and senior officials periodically review the disposal status to ensure timely redressal and accountability.

During the financial year 2024–25, KWA received a total of 1,628 grievances through the CM Portal, of which 663 complaints were to be resolved in the office of the Managing Director and 965 complaints were to be resolved in the sub-offices. A total of 1,627 complaints were processed within the reporting period. This includes 1,518 cases requiring report-based responses and 109 cases requiring further action, leaving only 1 pending complaint at the end of the year.

CM Portal Complaint Summary – FY 2024–25

Metric	Details
Total Grievances Received	1,628
Assigned to MD Office	663
Assigned to Sub-Offices	965
Total Processed Grievances	1,627
Processed (Report-based Responses)	1,518
Processed (Action Required)	109
Total Pending Grievances	1

Right to Service Act, 2012.

The **Kerala State Right to Service Act, 2012**, effective from **November 1, 2012**, ensures timely service delivery and holds officials accountable for delays. Kerala Water Authority (KWA) adopted the Act on **April 8, 2013**, through G.O. (P) No. 55/2012/P&ARD.

The Act mandates that designated officers provide services or explain rejections in writing within a fixed timeframe. It also sets up a two-tier grievance redress system to handle appeals.

As per **Section 3** of the Act, all government bodies must publish the list of services they offer, along with time limits and details of designated officers and appellate authorities. KWA published this information through Notification No. **KWA/JB/E1/9387/2012**, ensuring transparency and accountability in service delivery.

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

Sl. No.	Service		Stipulated time limit	Designated Officer	1 st Appellate Authority	2 nd Appellate Authority
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

1916 - Centralised Consumer Support and Grievance Management (FY 2024-25)

To ensure efficient, continuous, and accessible communication with consumers, the Kerala Water Authority (KWA) operates a 24x7 Centralised Complaint Redressal Unit at its Head Office, Jalabhavan, Thiruvananthapuram. This unit serves as the first point of contact for the public to report issues related to water supply, drainage, billing, service requests, and other grievances.

Consumers can reach the unit via the toll-free number **1916**, landlines, email, or the dedicated WhatsApp/Mobile number **+919495998258**. All complaints received are promptly registered and tracked through the **AQUALOOM** portal, enabling end-to-end monitoring, accountability, and timely resolution. Once a complaint is received, it is forwarded to the respective Section Office for necessary action. All actions taken are recorded and updated in the system within a stipulated timeframe, ensuring a structured and responsive grievance redressal process.

AQUALOOM Complaint Statistics (FY 2024-25)

During the financial year 2024-25, a total of **399,969 complaints** were registered through the AQUALOOM portal under seven categories.

- **Resolution Rate:** KWA demonstrated a strong commitment to effective grievance redressal, resolving **398,367** complaints, resulting in a high resolution rate of **99.6%**.
- **Pending/On Hold Status:** Only **731 complaints** remained pending, with **871** currently on hold due to various factors beyond KWA's direct control.

Complaint Category Breakdown:

Category	Registered Complaints	Percentage of Total	Resolution %
Water Leak	2,14,621	53.66%	99.82%
Water Shortage	1,18,522	29.63%	99.38%
Others	41,220	10.31%	99.19%
Electromechanical	12,561	3.14%	99.77%
Sewerage	10,864	2.72%	99.97%
Revenue	1,184	0.30%	98.48%
New Connection	997	0.25%	92.88%

The category-wise breakdown shows that **Water Leak complaints accounted for the highest number of registrations (53.66%), followed by Water Shortage (29.63%)**. The New Connection category, while small in volume (0.25%), had the lowest resolution rate (92.88%), typically due to external factors such as dependency on consumer documentation and mandatory site inspections which can extend processing time.

Grievance Escalation Feature

A key enhancement introduced during this period is a **new grievance escalation feature**. This mechanism allows consumers to escalate complaints to higher administrative levels:

- If a complainant is not satisfied with the response from the Section Office, they can now directly escalate the issue to the concerned **Superintending Engineer**.
- If the resolution is still unsatisfactory at that stage, the complaint can be further escalated to the **Chief Engineer**.

This enhanced mechanism aims to ensure more effective complaint resolution and improved customer satisfaction.

1916 Call Center Performance (FY 2024-25)

The 1916 Call Center handled a total of **7,88,648 calls** during FY 2024-25, averaging around **2,161 calls per day**. This highlights the essential role played by the call center in responding to customer queries and grievances.

- **Missed Calls and Call-Backs:** Out of the total calls received, **1,74,505** were initially missed. However, KWA successfully returned **1,56,168** of these through call-back efforts.
- **Abandoned Calls:** Only **18,337** calls (approximately 2.33%) were marked as abandoned. This figure was slightly higher than the all-time average of 1% but was primarily attributed to temporary connectivity issues with the service provider, which have since been resolved.

The high volume of calls and low rate of abandoned calls reflect the operational efficiency and resource management of the center. The 1916 facility plays a critical role in improving consumer satisfaction and strengthening KWA's commitment to transparency and prompt public service.

The division-wise contact details to which the complaints are forwarded are appended as [Annexure-18](#).

Authority and Board Proceedings

The Kerala Water Authority (KWA) Board is the apex decision-making body, responsible for policy formulation and overseeing the Authority's operations. This section details the activity and action taken on decisions made by the Board during the financial year 2024–2025.

Functioning and Decision Execution

During the reporting period from April 1, 2024, to March 31, 2025, the Authority Board held four formal meetings. These meetings resulted in the issuance of **85 formal decisions** requiring administrative or operational action.

The table below summarizes the output of the Board meetings and the status of action taken on those decisions as of April 1, 2025.

SI No.	Authority Meeting	Date of Meeting	No. of Decisions	Action Completed	Action In Progress
1	436	25.05.2024	18	18	0
2	437	12.08.2024	21	21	0
3	438	21.01.2025	32	30	2
4	439	28.03.2025	14	3	11
TOTAL			85	72	13

Status of Decision Implementation (2024–2025)

The Authority demonstrated high efficiency in the execution of Board directives. Out of the 85 decisions taken during the financial year, action was completed on **72 decisions**.

The last meeting of the financial year (439th meeting on 28/03/2025) generated 14 decisions, of which action on 11 was recorded as in progress at the close of the reporting period. Overall, only 13 decisions remained under implementation across all meetings as of April 1, 2025. The timely completion of 72 decisions underscores the Authority's commitment to prompt administrative responsiveness to its governing body.

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1. Annexure-6A: Abstract of Work Details under State Plan Schemes – 2024-25

Year	AS Issued		Completed		Ongoing		Tendering Stage		Dropped	
	No. of Works	Amount (In Cr.)	No. of Works	Amount (In Cr.)	No. of Works	Amount (In Cr.)	No. of Works	Amount (In Cr.)	No. of Works	Amount (In Cr.)
2024-25	383	118.82	159	19.56	105	47.24	93	40.53	26	11.49

2. Annexure-6B: Budget Allocation under State Plan Schemes – 2024-25

Sl. No.	Scheme	Budget Allocation (Rs. in Lakhs)
1	Survey and Investigation	110
2	NABARD - Rural Infrastructure Development Fund - Rural Water Supply Schemes and Rural Sewerage Network Schemes	7000
3	Manufacturing units for bottled water	64
4	Construction/ Renovation of Civil Structures by KWA	300
5	Innovative technologies and modern management practices	100
6	Human Resource Development, Research & Development	100
7	Sewerage schemes of Kerala Water Authority	3500
8	Rehabilitation/ improvement works of Urban Water Supply Schemes - UWSS	3400
9	Rural Water Supply Schemes	1000
10	Water supply scheme to specified institutions/ locations	500
11	Optimisation of production and transmission	4500
12	Kerala Water Supply Project, JICA (one time sustenance support under the state plan)	300
13	Drinking water - Drought mitigation and Emergency works	750
14	Modernisation of Aruvikkara pumping station	100
15	E-Governance, GIS and Information Management	100
16	Source improvement & Water conservation	200
17	Jal Jeevan Mission (NRDWP) - 50% State share	55000
18	ADB assisted Kerala Urban Water Supply Improvement Project – KUWSIP (EAP)	7500
19	Works for the prevention of river pollution and creating awareness for the compliance of NGT direction	250

20	Energy Efficiency Improvement, Optimisation of Electromechanical Items, Safety Audit and Ensuring Safety in Operation of WTPs and Pump Houses	500
21	Infrastructure development and surveillance activities under Quality Control Wing of KWA	250
22	Enterprise Resource Planning (ERP)	100
	Total	85624

3. Annexure-6C: Details of JICA Assisted Kerala Water Supply Project Schemes

Scheme	Water Treatment Plant capacity (MLD)	Envisaged total population benefitted on completion (in lakhs)	Benefitted area
Thiruvananthapuram	74	10.7	Thiruvananthapuram Corporation
Meenad	71	5.26	Paravoor Municipality and 13 Panchayath
Cherthala	107	6.53	Cherthala Municipality and 18 Panchayath
Kozhikkode	174	13.03	Kozhikkode city and 13 Panchayaths
Pattuvam	90	5.3	Thaliparamba Municipality and 11 Panchayaths
TOTAL	516	40.82	

4. Annexure 7: Details of Offices of Kerala Water Authority

Details of Regional Offices

SI No	Name of Regional offices
1	O/o the Chief Engineer, Southern Region, Thiruvananthapuram.
2	O/o the Chief Engineer, Central Region Kochi.
3	O/o the Chief Engineer, Northern Region Kozhikode.
4	PPD & WASCON Thiruvananthapuram.

Details of Circle Offices

SI No	Name of Circle offices
1	Public Health Circle, Thiruvananthapuram.
2	Public Health Circle, Kollam.
3	Public Health Circle, Pathanamthitta Thiruvalla.
4	Public Health Circle, Kottayam.
5	Public Health Circle, Alappuzha.
6	Public Health Circle, Kochi-11.
7	Public Health Circle, Muvattupuzha.
8	Public Health Circle, Idukki.
9	Public Health Circle, Thrissur.
10	Public Health Circle, Kozhikode.
11	Public Health Circle, Malappuram.
12	Public Health Circle, Palakkad.
13	Public Health Circle, Kannur.
14	PPD Regional Office, Thiruvananthapuram.
15	PPD Regional Office & Sewerage Circle, Kochi.
16	PPD Regional Office, Kozhikode.
17	State Referral Institute, Nettoor, Kochi.

Details of Division Offices

SI No	Name of Division offices
1	Public Health Division South, Thiruvananthapuram.
2	Project Division, Thiruvananthapuram.
3	Public Health Division North, Thiruvananthapuram.
4	Sewerage Division, Pattoor.
5	Head Works Division, Aruvikkara.
6	Water Supply Division, Neyyatinkara.
7	Water Supply Division, Attingal.
8	Public Health Division, Kollam.
9	Project Division, Kollam.

10	Public Health Division, Kottarakkara.
11	Public Health Division, Thiruvalla.
12	Public Health Division, Pathanamthitta.
13	Project Division, Adoor.
14	Public Health Division, Kottayam.
15	Project Division, Kottayam.
16	Public Health Division, Kaduthuruthy.
17	Project Division, Meenachal Malankara.
18	Public Health Division, Alappuzha.
19	Public Health Division, Kayamkulam.
20	Project Division, Alappuzha.
21	KIIFB Project Division, Alappuzha.
22	Public Health Division, Kochi- 16.
23	Water Supply Division, Kochi - 18.
24	Public Health Division, Aluva.
25	Project Division, Kochi.
26	Public Health Division, Muvattupuzha.
27	Project Division, Perumbavoor.
28	Project Division, Kattapana.
29	Public Health Division, Thodupuzha.
30	Public Health Division, Painavu.
31	Project Division, Nattika.
32	Public Health Division, Thrissur.
33	Public Health Division, Irinjalakkuda.
34	Public Health Division, Kozhikode.
35	Project Division, Kozhikode.
36	Public Health Division, Vatakara.
37	Public Health Division, Malappuram.
38	Public Health Division, Edappal.
39	Project Division, Malappuram.
40	Public Health Division, Palakkad.
41	Water Supply Project Division, Palakkad.
42	Project Division, Chittur.
43	Public Health Division, Shoranur.
44	Public Health Division, Sulthan Bathery.
45	Water Supply Division, Kannur.
46	Water Supply Division, Taliparamba.
47	Project Division, Mattannur.
48	Project Division, Kannur.
49	Public Health Division, Kasargod.
50	Project Division, Kanhangad.

51	Quality Control Division, Kochi.
52	Quality Control Division, Thiruvananthapuram.
53	Quality Control Division, Kozhikode.

Details of Sub Division Offices

SL No	Name of the Sub Division Offices
1	Head Quarters Sub Division, Thiruvananthapuram.
2	Water Works East Sub Division, PTP Nagar.
3	Water Works South Sub Division, Kuriathy.
4	Water Works Central Sub Division, Thiruvananthapuram.
5	Water Works North Sub Division, Kowdiar.
6	Water Works West Sub Division, Pongummoodu.
7	Sewerage South Sub Division, Kuriathy.
8	Sewerage Sub Division (North) Pattoor, Thiruvananthapuram.
9	Water Supply Sub Division, Aruvikkara.
10	Water Supply Sub Division, Nedumangad.
11	Water Supply Sub Division, Neyyattinkara.
12	Water Supply Sub Division, Kanjiramkulam.
13	Water Supply Sub Division, Attingal.
14	Water Supply Sub Division, Varkala.
15	Water Supply Sub Division, Kollam.
16	Public Health Sub Division, Kollam.
17	Public Health Sub Division, Chavara.
18	Water Supply Sub Division, Sasthamcotta.
19	Public Health Sub Division, Kottarakkara.
20	Public Health Sub Division, Kadakkal.
21	Water Supply Sub Division, Punalur.
22	Public Health Sub Division, Valakom.
23	Public Health Sub Division, Edathua.
24	Public Health Sub Division, Changanacherry.
25	Public Health Sub Division, Thiruvalla.
26	Public Health Sub Division, Mallappally.
27	Public Health Sub Division, Pathanamthitta.
28	Public Health Sub Division, Ranni.
29	Public Health Sub Division, Kottayam.
30	Water Supply Project Sub Division, Pala.
31	Public Health Sub Division, Ponkunnam.
32	Public Health Sub Division, Kaduthuruthy.
33	Water Supply Project Sub Division, Vaikom.
34	Public Health Sub Division, Alappuzha.
35	Public Health Sub Division, Cherthala.

36	Head Works Sub Division, Thycatussery.
37	Water Supply Project Sub Division, Haripad.
38	Water Supply Project Sub Division, Mavelikkara.
39	Water Works Sub Division, Kochi 16 Pallimukku.
40	Water Works Sub Division, Kochi 17 Kaloor.
41	Water Works Sub Division, Kochi-05 Karuvelippady.
42	Sewerage Sub Division, Kochi-16.
43	Water Works Sub Division, Kochi 20 Vyttila.
44	Water Supply Sub Division, Tripunithura.
45	Water Supply Sub Division, Choondy Puthencruz.
46	Water Supply Sub Division, North Paravoor.
47	Water Supply Sub Division, Kalamassery.
48	Public Health Sub Division, Aluva.
49	Public Health Sub Division, Vadakkekara.
50	Public Health Sub Division, Perumbavoor.
51	Public Health Sub Division, Angamaly.
52	Public Health Head Works Sub Division, Aluva.
53	Public Health Sub Division, Muvattupuzha.
54	Public Health Sub Division, Piravom.
55	Public Health Sub Division, Kothamangalam.
56	Project Sub Division, Piravom.
57	Public Health Sub Division, Thodupuzha.
58	Public Health Sub Division, Adimaly.
59	Public Health Sub Division, Painavu.
60	Public Health Sub Division, Peermade.
61	Water Works Sub Division, Thrissur.
62	Public Health Sub Division, Guruvayur.
63	Public Health Sub Division, Wadakkanchery.
64	Water Supply Project Sub Division, Chalakudy.
65	Public Health Sub Division, Mala.
66	Public Health Sub Division, Irinjalakkuda.
67	Public Health Sub Division, Nattika.
68	Quality Control Sub Division, Thrissur.
69	Quality Control Sub Division, Thiruvananthapuram.
70	Quality Control Sub Division, Thiruvalla.
71	Quality Control Sub Division, Kannur.
72	Stock Verification Sub Division, Kozhikode.
73	Rural Water Supply Sub Division, Kozhikode.
74	Head Works Sub Division, Kozhikode.
75	Distribution Sub Division No I, West Hill.
76	Distribution Sub Division No II, Sarovaram.

77	Head Works Sub Division, Peruvannamuzhi Sarovaram.
78	Project Sub Division, Urban Kozhikode.
79	Project Sub Division, Rural Kozhikode.
80	KSUDP Sewerage Sub Division, Kozhikode.
81	Public Health Sub Division, Perambra.
82	Water Supply Project Sub Division, Vatakara.
83	Public Health Sub Division, Koyilandy.
84	Public Health Sub Division, Malappuram.
85	Public Health Sub Division, Manjeri.
86	Public Health Sub Division, Parappanangadi.
87	Public Health Sub Division, Perinthalmanna.
88	Public Health Sub Division, Tirur.
89	Public Health Sub Division, Ponnani.
90	Public Health Sub Division, Palakkad.
91	Public Health Sub Division, Chittur.
92	Public Health Sub Division, Alathur.
93	Public Health Sub Division, Shoranur.
94	Public Health Sub Division, Ottapalam.
95	Public Health Sub Division, Sulthan Bathery.
96	Public Health Sub Division, Kalpetta.
97	Water Supply Sub Division, Kannur.
98	Water Supply Sub Division, Thalassery.
99	Water Supply Sub Division, Mattannur.
100	Water Supply Sub Division, Perlassery.
101	Water Supply Sub Division, Taliparamba.
102	Water Supply Sub Division, Payyannur.
103	Head Works Sub Division, Irikkur.
104	Project Sub Division, Kuthuparamba.
105	UIDSSMT Water Supply Project Sub Division, Payyannur.
106	Project Sub Division, Uppala.
107	Water Supply Project Sub Division, Kasaragod.
108	Public Health Sub Division, Kanhangad.

Details of Section Offices

SL No	Name of the Section
1	Head Quarters Section, Thiruvananthapuram.
2	Store Section, Thiruvananthapuram.
3	Filter House Section, Thiruvananthapuram.
4	Water Works Section, Thirumala.

5	Water Works Section, Karamana.
6	Water Works Section, Thiruvallom Vandithadam.
7	Water Works Section, Kuriyathy.
8	Water Works Section, Palayam.
9	Water Works Section, Pattoor.
10	Water Works Revenue Section, Kowdiar.
11	Water Works Section, Peroorkkada.
12	Water Works Section, Pongummodu.
13	Water Works Maintenance Section, Kazhakuttom.
14	Sewerage Section I, Kuriathy.
15	Sewerage Section II, Kuriathy.
16	Sewerage Mechanical Section, Kuriathy.
17	Sewerage Treatment Plant, Muttathara.
18	Sewerage Section Sasathamangalam, Thiruvananthapuram.
19	Public Health Section Medical College, Thiruvananthapuram.
20	Sewerage Project Section, Plamoodu.
21	General Section, Aruvikkara.
22	Water Supply Electrical Section, Aruvikkara.
23	Water Supply Section No III, Aruvikkara.
24	Water Supply Section No IV, Aruvikkara.
25	Water Supply Section No V, Aruvikkara.
26	Special Surveillance Unit, Peroorkada.
27	Water Supply Section, Nedumangad.
28	Water Supply Section, Aryanad.
29	Water Supply Section, Palode.
30	Water Supply Section, Kallara.
31	Water Supply Section, Neyyattinkara.
32	Water Supply Section, Parassala.
33	Water Supply Section, Kattakada.
34	Water Supply Section, Kanjiramkulam.
35	Water Supply Section, Aralummodu.
36	Water Supply Section I, Attingal.
37	Water Supply Section II, Attingal.
38	Water Supply Section No I, Varkala.
39	Water Supply Section No II, Varkala.
40	Water Supply Section No I, Kollam.
41	Water Supply Section No II, Kollam.
42	Water Supply Section No III, Kollam.
43	Public Health Section, Kollam.
44	Public Health Section, Kottiyam.
45	Public Health Section, Chathanthoor.

46	Public Health Section, Chavara.
47	Public Health Section, Ochira.
48	Water Supply Section No I, Sasthamcotta.
49	Head Works Section, Sasthamcottah.
50	Public Health Section, Kundara.
51	Public Health Section, Kottarakkara.
52	Public Health Section, Kadakkal.
53	Public Health Section, Madathara.
54	Water Supply Section, Punalur.
55	Water Supply Section, Pathanapuram.
56	Public Health Section, Valakom.
57	Head Works Section, Panamkuttimala.
58	Public Health Section, Edathua.
59	Public Health Section, Kidangara.
60	Public Health Section, Changanacherry.
61	Public Health Section, Nedumkunnam.
62	Public Health Section, Thiruvalla.
63	Public Health Section, Nedumpuram.
64	Public Health Section, Mallappally.
65	Public Health Section, Pullad.
66	Public Health Section, Pathanamthitta.
67	Water Supply Section, Chiranickal Adoor.
68	Public Health Section, Konni.
69	Public Health Section, Ranni.
70	Public Health Section, Vadasserikkara.
71	Water Works Section No I, Kottayam.
72	Water Works Section No II, Thiruvanchoor.
73	Public Health Medical College Section, Gandhinagar.
74	Public Health Section, Kottayam.
75	Public Health Section, Pala.
76	Public Health Section, Erattupetta.
77	Public Health Section, Ponkunnam.
78	Public Health Section, Mundakkayam.
79	Public Health Section, Kaduthuruthy.
80	Public Health Section, Kidangoor.
81	Public Health Section, Uzhavoor.
82	Public Health Section, Peruva.
83	Public Health Section, Vaikom.
84	Public Health Section T V Puram, Vaikom.
85	Public Health Section, Alappuzha.
86	Water Supply Project Section, Alappuzha.

87	Public Health Section, Cherthala.
88	Public Health Section, Thuravoor.
89	Head Works Section, Thycattussery.
90	Public Health Section, Thykkattussery.
91	Public Health Section, Haripad.
92	Public Health Section, Kayamkulam.
93	Public Health Section No II, Mavelikkara.
94	Public Health Section No I, Chengannur.
95	Water Works Section 1, Kochi 16.
96	Water Works Section 2, Kochi 16.
97	Water Works Section 3, Kochi 16.
98	Water Works Section 1 Kochi-17, Kaloor.
99	Water Works Section 2 Kochi-17, Kaloor.
100	Water Works Section 1 Kochi-05, Karuvelippady.
101	Water Works Section 2 Kochi-05, Karuvelippady.
102	Water Works Section 3 Kochi-05, Karuvelippady.
103	Central Store Section Nettoor, Kochi-16.
104	Drainage Section Elamkulam, Kochi-20.
105	Water Works Section 1 Vytilla, Kochi-20.
106	Water Works Section 2 Vytilla, Kochi-20.
107	Head Work Section, Vytilla.
108	Water Supply Section I, Trippunnithura.
109	Water Supply Section II, Trippunnithura.
110	Water Supply Section, Choondy Puthencruz.
111	Industrial Water Supply Maintenance Section, Choondy Puthencruz.
112	Water Supply Section, Muppathadam.
113	Water Supply Section North, Paravoor.
114	Water Supply Section, Njarakkal.
115	Water Supply Section, Kalamassery.
116	Water Supply Section, Thrikkakkara.
117	Public Health Section No II, Aluva.
118	Pipe Line Section No 1, Aluva.
119	Public Health Section, Vadakkekara.
120	Public Health Section, Kariyad.
121	Public Health Section, Perumbavoor.
122	Public Health Section, Kuruppampady.
123	Public Health Section, Kunnathunadu.
124	Public Health Section, Angamaly.
125	Head Works Section, Chowara.
126	Public Health Head Works Section, Aluva.
127	Public Health Section, Muvattupuzha.

128	Public Health Section, Vazhakulam.
129	Public Health Section, Koothattukulam.
130	Public Health Section, Piravom.
131	Public Health Section, Mulamthuruthy.
132	Public Health Section, Elenji.
133	Public Health Section No I, Kothamangalam.
134	Public Health Section No II, Kothamangalam.
135	Public Health Section No I, Thodupuzha.
136	Public Health Section No II, Thodupuzha.
137	Public Health Section, Adimaly.
138	Public Health Section, Devikulam.
139	Public Health Section, Painavu.
140	Public Health Section, Nedumkandom.
141	Public Health Section, Peermade.
142	Public Health Section, Kumily.
143	Water Works Section No I, Thrissur.
144	Water Works Section No II, Thrissur.
145	Public Health Section, Peechi.
146	Public Health Section, Guruvayur.
147	Public Health Section, Kunnankulam.
148	Public Health Section, Thrithala.
149	Water Supply Project Section, Wadakkanchery.
150	Public Health Section, Chelakkara.
151	Public Health Section No II, Chalakudy.
152	Water Supply Project Section No I, Chalakudy.
153	Public Health Section, Ollur.
154	Public Health Section, Mala.
155	Public Health Section, Kodungallur.
156	Public Health Section, Irinjalakkuda.
157	Public Health Section, Cherpu.
158	Public Health Section, Mathilakam.
159	Public Health Section, Vatanappally.
160	Rural Water Supply Section, Koduvally.
161	Rural Water Supply Section, Malaparamba Kozhikode.
162	Rural Water Supply Section, Beypore.
163	Augmentation And Medical College Section, Malaparamba.
164	Head Works Section, Mavoor.
165	Distribution Section I/I, West Hill.
166	Distribution Section II/I, West Hill.
167	Distribution Section III/I, West Hill.
168	Distribution Section I/II, Sarovaram.

169	Distribution Section II/II, Kozhikode District.
170	Distribution Section IV/II Sarovaram, Kozhikode.
171	Public Health Section, Perambra.
172	Water Supply Project Section, Vatakara.
173	Public Health Section, Purameri.
174	Public Health Section No I, Koyilandy.
175	Public Health Section No II, Koyilandy.
176	Public Health Section No I, Malappuram.
177	Public Health Section No II, Malappuram.
178	Public Health Section, Kondotty.
179	Public Health Section, Manjeri.
180	Public Health Section, Areekode.
181	Public Health Section, Nilambur.
182	Public Health Section, Tirurangadi.
183	Public Health Section, Parapanangadi.
184	Public Health Section, Perinthalmanna.
185	Public Health Section, Mankada.
186	Public Health Section, Wandoor.
187	Public Health Section, Tirur.
188	Public Health Section, Kottakkal.
189	Public Health Section, Ponnani.
190	Public Health Section, Edappal.
191	Water Supply Augmentation Section, Palakkad.
192	Palakkad Water Supply Scheme Section, Malampuzha.
193	Public Health Section, Chittur.
194	Public Health Section, Nenmara.
195	Public Health Section, Kozhinjampara.
196	Public Health Section, Alathur.
197	Public Health Section, Kuzhalmannam.
198	Public Health Section, Shoranur.
199	Public Health Section, Pattambi.
200	Public Health Section, Ottapalam.
201	Public Health Section, Cherpulassery.
202	Public Health Section, Mannarkkad.
203	Public Health Section, Sulthan Bathery.
204	Public Health Section, Mananthawady.
205	Public Health Section I, Kalpetta.
206	Public Health Section II, Kalpetta.
207	Water Supply Section No III, Kannur.
208	Water Supply Section No II, Kannur.
209	Head Works Section, Chavasseryparamba.

210	Water Supply Section, Thalassery.
211	Water Supply Section, Kuthuparamba.
212	Water Supply Section, Keezhallur.
213	Water Supply Section, Mattannur.
214	Water Supply Section, Kolachery.
215	Water Supply Section, Chavasseryparamba.
216	Water Supply Section I, Perlassery.
217	Water Supply Section II, Perlassery.
218	Water Supply Section, Taliparamba.
219	Water Supply Section, Kalliasery.
220	Water Supply Section, Payyannur.
221	Water Supply Section, Pilathara.
222	Water Supply Section, Irikkur.
223	Head Works Section, Irikkur.
224	Electrical Section, Irikkur.
225	Project Section I, Kuthuparamba.
226	Project Section II, Kuthuparamba.
227	Project Section I, Payyannur.
228	Project Section, Manjeswaram.
229	Project Section, Uppala.
230	Water Supply Project Section, Kasaragod.
231	Water Supply Project Section, Bovikanam.
232	Public Health Section, Kumbala.
233	Public Health Section, Kanhangad.
234	Public Health Section, Cheruvathur.

Details of PPD Camp Offices

SL No	Name of Camp offices
1	PPD Camp Office, Thiruvananthapuram.
2	PPD Camp Office, Kollam.
3	PPD Camp Office, Pathanamthitta.
4	PPD Camp Office, Kottayam.
5	PPD Camp Office, Alapuzha.
6	PPD Camp Office, Kochi.
7	PPD Camp Office, Thrissur.
8	PPD Camp Office, Idukki.
9	PPD Camp Office, Palakkad.
10	PPD Camp Office, Kozhikode.
11	PPD Camp Office, Wayanad.
12	PPD Camp Office, Malappuram.

13	PPD Camp Office, Kannur.
14	PPD Camp Office, Kasaragod.

Details of Quality Control District Labs.

SL No	Name of the District Lab
1	Quality Control District Lab, Thiruvananthapuram.
2	Quality Control District Lab, Kollam.
3	Quality Control District Lab, Alappuzha.
4	Quality Control District Lab, Pathanamthitta.
5	Quality Control District Lab, Kottayam.
6	Quality Control District Lab, Aluva, Ernakulam.
7	Quality Control Dist Lab, Idukki.
8	Quality Control District Lab, Thrissur.
9	Quality Control District Lab, Palakkad.
10	Quality Control District Lab, Kozhikode.
11	Quality Control District Lab, Malappuram.
12	Quality Control District Lab, Kalpetta, Wayanad.
13	Quality Control District Lab, Kannur.
14	Quality Control District Lab, Kasargod.

5. Annexure 9A: Income & Expenditure of Sewerage, PPD & WASCON

Particulars	Debit (₹)	Credit (₹)
3163 (Vehicle Insurance)	18,185	
3193 (Investigation and Planning Exp)	50,794	
3199 (Other operating expenses)	2,087	
3231 (Petrol / Diesel Exp)	45,078	
3232 (Repairs & Maintenance of Vehicles)	34,038	
3311 (Basic Salary)	12,84,55,887	
3312 (Dearness Allowance)	26,03,078	
3315 (City Compensatory Allowance)	681	
3316 (HRA)	1,02,03,234	
3317 (Surrender Leave Salary)	91,39,570	
3318 (Bonus)	2,76,000	
3319 (Subsistence and Other Allowance)	5,92,663	
3331 (Medical Re-Imbursement)	14,93,400	
3359 (Other Casual Wages)	3,37,726	
3361 (Stipend Trainees)	39,08,240	
3422 (Vehicle tax)	785	
3423 (Filing Fee)	37,998	
3431 (Postage and MO Charges)	36,278	
3433 (Telephone)	68,090	
3441 (Printing Charges)	6,287	
3442 (Stationery Expenses)	65,856	
3453 (Advertisement for works)	2,26,034	
3461 (Training Expenses)	44,204	
3491 (Electrical Charges)	24,600	
3499 (Miscellaneous Office Expenses)	4,72,540	
3514 (Officers Inland Travel Exp)	1,05,917	
3515 (Staffs Inland Travel Exp)	28,114	
3532 (Hire Charges)	9,71,868	
3641 (Bank Charges-Operating Accounts)	1,681	
Total Debit	15,92,50,913	
7131 (Interest on SB A/c)		73,388
7211 (Penalties and Fines Recovered)		19
7212 (Rent Recovered)		47,920
7216 (Water Charges Recovered)		1,728
7299 (Other Income)		1,69,879
Consultancy Charges received		9,38,896
Total Credit		12,31,830

6. Annexure 9B: List of Designs Vetted by WASCON

SI No(s)	Name of Work (Summary)	Component(s)
1–2	WSS to Trikaripur and adjoining Panchayaths (Nidumba & Cheruvathur)	OHSR (2 nos.)
3	Peerumedu Sump cum Pump House	Sump & PH
4	WSS to Mylapra, Malayalapuzha & Vadasserikkara Panchayaths – 9.0 MLD WTP at Maniyar	Chemical House
5–6	CWSS to Vazhappally & Paippad – 22 MLD WTP at Morkulangara	Lamella Clarifier; Chemical House
7	KIIFB Kizhakkannamala WS Project, Thiruvananthapuram District	Transformer room
8	JJM-CWSS to Nedumkunnam, Kangazha & Karukachal Panchayaths – 8 LL OHSR at Veeramala	OHSR
9, 18–19, 75–78	WSS to Trikaripur and adjoining Panchayaths – 35 MLD WTP	HFD (2); Sump & PH; Flash Mixer; Aerator; Filter House; Chemical House
10	WSS to Kuzhalmannam, Thenkurissi & Kannadi Panchayaths (capacity enhancement 9.5 to 13.5 MLD)	HFD
11	WSS to Chelakkara, Mullurkkara & Panjal Panchayaths – 15 MLD WTP at Mecherikunnu	HFD
12, 32–33, 49, 68–71	WSS to Trippangottur Panchayath WTP (Kunnothuparamba, Mangattidam, Chokli & New Mahe Panchayaths)	Pipeline Bridge (3); Approach bridge; Intake Well; Filter House; Chemical House; Aerator; Flash mixer
13	Pulimath, Nagaroor & Karavaram Panchayaths – 15.3 LL OHSR	Pipeline Bridge
14	JJM – Vazhoor Panchayath, Kottayam – 2 LL OHSR at Manimala	OHSR
15, 45	Augmentation of RWSS to Parathodu and Jalanidhi schemes	GLSR; OHSR
16, 24, 52	JJM-2022-24 CWSS to Pallikkal, Madavoor & Navaikulam Panchayaths Phase II – 15.0 MLD WTP at Marancode	Clariflocculator; Sump & PH; Filter House
17, 22, 29	CWSS to Kunnathoor, Poruvazhy etc. – 44 MLD WTP at Ambuvila	HFD; Filter House; Lamella Clarifier
20	JJM Karoor Package 5 – Valavoor area – 6 LL OHSR	OHSR
21	JJM Kottukal Grama Panchayath – 6 LL OHSR & 2.5 LL Sump PH	OHSR & Sump
23	WSS to Trippangottur Panchayath WTP (Kunnothuparamba etc.)	Intake Well

25	CWSS to Pulimath, Nagaroor & Karavaram	Transformer room
26, 55–56, 58–61, 72–74, 79	JJM – WSS to Kidangoor, Kadaplamattom & Marangattupally – 10 MLD Plant at Kidangoor	HFD; Sump & PH; OHSR; Chlorine Room; Transformer Room; Recycling Tank; Chemical House; Flocculator & Clarifier; Aerator & Flash Mixer; Filter House
27	JJM CWSS to Agali Panchayath – 6 LL GLSR at Tachamala	GLSR
28	WSS to Ajanur, Pallikkara, Uduma, Pullur Periya Panchayaths & Kolathur village	OHSR
30	JJM KKD Eramala Edakandikunnu – 8 LL & 7 LL GLSR	GLSR
31	JJM-CWSS to Vazhappally & Paippad – 22 MLD WTP at Morkulangara	Chlorine Room
34–40	4 MLD WTP Lakkidi, Peroor Panchayath, Palakkad	HFD; Sump & PH; Clariflocculator; Filter House; Aerator; Flash mixer; Recycling tank
41	JJM KKD Eramala Valiyamal Villiyappalli Panchayath	OHSR
42	JJM-RWSS to Vechoochira – 2 LL Break Pressure Tank at Anamadam	BPT
43	CWSS to Pulimath, Nagaroor & Karavaram – Pipeline bridge	Pipeline Bridge
44	JJM-Phase 2 RWSS to Parathodu – 5.75 LL OHSR at Chirabahagam	OHSR
46	JJM Pallickathodu Panchayath, Kottayam – 5 LL OHSR at Mathrumala	OHSR
47	JJM Kozhikode Vatakara-Maniyoor Panchayath – 15 LL OHSR	OHSR
48	CWSS to 13 Panchayaths – Malankara Sahyadri tank	OHSR
50	JJM-CWSS to Panavoor, Pullampara, Vembayam & Kallara Panchayath – 12 MLD WTP	HFD
51	JJM WSS to Vazhathoppu Panchayath – 1.00 LL OHSR at Vasuppara	OHSR
53	JJM Pavithreshwaram Panchayath Phase II – 2.25 LL OHSR at Maranad	OHSR
54	JJM Kannur Mayil Panchayath – WSS to Kolachery – 14 LL GLSR at Padikkunnu	GLSR
57	Trippangottur Panchayath – 14 LL GLSR	GLSR
62–65	WSS to Aranmula – 8.5 MLD WTP at Kottakkakom	Aerator; Flashmixer; Clear Water Sump & PH; Chlorine Room

66	JJM Kasaragod Bedaduka Panchayath – WSS to Ajanur etc.	Intake Well cum PH
67	Design of 30 MLD WTP at Neerettupuram	Revised HFD
80–84, 100, 105–106, 132, 138, 140–142, 150–153, 163–167, 175–178, 191	Various packages under JJM CWSS to 13 Panchayaths based on Malankara Reservoir (multiple locations & components)	OHSR/GLSR/BPT/Sump/PH/SCADA (multiple); Clariflocculator & Flash mixer; Filter house; Aerator; Flash Mixer; Chemical House; Electrical substation; Pipe carrying bridge
85	AMRUT 2.0 Kayamkulam	15 LL OHSR
86, 127	JJM Ulikkal Panchayath – 7 LL OHSR at Kolithattu (original & revised)	OHSR
87, 114	JJM Keerampara Pt. Package I – 3.5 MLD WTP at Palamattom	HFD & layout; Filter house
88	JJM WSS to Vandazhy & Kizhakkenchery	Floating pumping station
89	JJM WSS to Aloor & Kodakara (Part 1), Thrissur	12 LL OHSR at Porunnankunnu
90–92, 165	JJM Malankara Reservoir Package IV – Ramapuram Panchayath (various tanks)	5 LL, 3 LL & 0.5 LL OHSR cum PH at Kondad, Kizhathiri & Nellapara
93–96	JJM Malankara Reservoir Package III – Kadanadu Panchayath	2 LL OHSR; 2.5 LL Boosting PH; 0.7 LL BPT; 2.0 LL GLSR
97, 122–123, 155–159, 183–184	JJM CWSS to Alakkode and adjoining Panchayaths	Clarifier/Flocculator/Aerator/CWR/PH; Intake well cum PH (12 m dia); Substation & approach bridge; OHSR; Filter house; Recycling tank & sludge well; Chemical house; Transformer building; Electrical substation & retaining wall; Booster Sump & PH
98, 107	JJM Phase I RWSS to Elanji Panchayath – 9 LL OHSR at Nelloorupara (revised & original)	OHSR
99	JJM CWSS to Haripadu and adjoining Panchayaths	6 LL OHSR at Karuvatta
101	JJM Kannur – New Mahe Panchayath WSS (multiple areas) – 5.25 LL OHSR at Pattathikunnu	OHSR
102, 132, 163	JJM Malankara Reservoir Package X – Poonjar Thekkekara – 25 LL Sump & PH at Vettiparambu (original & revised)	Sump & PH
103–104, 103 (repeat)	JJM Keerampara – 3.50 MLD Treatment Plant at Palamattam	CWR/PH/Aerator/FM; Clariflocculator
108	CWSS to Mundakayam & Koruthode Panchayaths – 9 MLD WTP	HFD & layout
109	JJM WSS to Mattathur etc., Thrissur – 20 LL GLSR at Pathukulangara	GLSR

110–111	JJM WSS to Muthalamada Panchayath	Chlorine room; RCC bridge
112	JJM WSS to Avanur Pt. – 7 LL OHSR	OHSR
113	JJM 2022-23 WSS to Pananchery etc., Thrissur – 1.00 LL BPT GLSR at Palakunnu	BPT GLSR
115, 161	JJM Phase II WSS to Chathamangalam & adjoining (Kodanchery-Thevaramala) – 15 LL OHSR	OHSR
116, 146–147, 180, 188, 196	KIIFB CWSS to Karode, Kulathoor & Chenkal Phase I (16 MLD Plant at Ponvila)	Layout & HFD; Clariflocculator; 30 LL OHSR; Intake well; Aerator; CWR & PH
117	JJM 2023-24 Parassala – 5 LL OHSR at Kodavilakam	OHSR
118	JJM RWSS to Adichipuzha – 3 LL GLSR at Kakkamala	GLSR
119	JJM Kannur Keezhallur GP Zone II – 1.2 LL OHSR at Velliyamparamba	OHSR
120	KIIFB CWSS to Pulimath, Nagaroor & Karavaram – 15.3 LL tank at Paramukku	Tank
121	JJM TVM CWSS to Vamanapuram etc. Phase I Package I (15 MLD WTP)	Transformer room & allied works
124	JJM Kasaragod Kuttikol GP Phase II – 2 LL OH tank at Meeyanganam	OH tank
125	AMRUT 2.0 Punalur – Boosting PH with OH tank Kalayanadu	0.6 LL OH tank
126	JJM 2021-22 WSS to Vakathanam Package 2 – 13 LL OHSR at Perukunnu	OHSR
128	AMRUT 2.0 Augmentation WSS Alappuzha Municipality	Extension of PH
129	AMRUT 2.0 Augmentation WSS Kollam Corporation	15.67 LL OHSR
130–131	JJM 2022-23 CWSS Mundakayam & Koruthode Package 3	1 LL GLSR & 2 LL OHSR at Vattakavu top
133, 170	JJM Phase 2 Augmentation RWSS Parathodu – 3 LL GLSR at Palapra top	GLSR
134	JJM Kasaragod WSS Ajanur etc. Package 3 – 20 LL OHSR at Cherumba	OHSR
135–136	JJM CWSS to Pudunagaram – 4.50 MLD WTP	HFD & layout; Aerator
137	JJM RWSS Ranni-Pazhavangadi-Vadasserikara – 4 LL GL sump at Thattekadu	GL sump
139	JJM 2020-21 CWSS Nedumkunnam etc. Phase 3 Package 4 Kangazha – 5 LL OHSR at Komalakunnu	OHSR
143	Plan plus ULB Agglomeration Neyyattinkara – 16 MLD WTP	HFD & layout

144	JJM Phase II Valakom Package III – 4 LL OH Tank at Pottumugal (revised)	OH Tank
145	JJM RWSS to Vechoochira – 9 LL OHSR at Kunnam	OHSR
148	JJM CWSS Ranni Pazhavangadi Vadasserikara – 0.6 LL GLSR at Kombanoli	GLSR
149	AMRUT 2.0 CWSS Harippad Municipality – 7 LL OHSR at Thrippakudam	OHSR
154	JJM Kannur Keezhallur GP Zone III – 3.00 LL OHSR at Cherukunhikkara	OHSR
160	JJM 2020-24 CWSS Nedumkunnam etc. – 14 LL OHSR at Manakkarakunnu (revised)	OHSR
162, 189–190	KIIFB 2017-18 Ettumanoor Drinking Water Project Package 1 – 22 MLD WTP	HFD & Layout; 20 LL OHSR cum 16 LL GLSR; Filter house
168	RKI WSS Neduvathur & Kottarakara Phase 1 – 16 MLD WTP at Ugrankunnu	HFD & Layout
169	JJM Phase 2 Augmentation RWSS Parathodu – 6 MLD WTP at Kooramthuku	HFD
171–172	JJM 2020-24 CWSS Nedumkunnam etc. – 12 MLD WTP at Mulayamveli	CWR & PH; Transformer room
173–174	JJM CWSS to Koduvayur Panchayath	3 LL OHSR at Kakkayur; 7 LL OHSR at Ethanur
179	Plan plus Neyyattinkara – 16 MLD WTP Sump & PH	Clear water Sump & PH
181–182	JJM Kasaragod Kodom Belur Phase II (Part III)	1 LL OHSR at Ennappara & Kalichampara
185	Urban Agglomeration Karaklam Panchayath	Online PH at KEPCO
186	JJM WSS Peravoor & adjoining Zone IV Aralam & Ayyankunnu – 11 LL OHSR at Valiyaparamba	OHSR
187	KIIFB Mudakkal Grama Panchayath Augmentation – 6 MLD WTP	HFD & layout
192	JJM Phase IV Kidangoor etc. Marangattupally – 6.25 LL OHSR	OHSR
193	JJM Nedumkandam etc. Idukki – Floating Pump house	Floating pump house & walkways
194	JJM Ayarkunnam Package 1 – 8.00 LL OHSR at Elappani	OHSR
195	JJM Nadathara Phase III – 1.5 MLD WTP at Mulayam Package II	HFD & layout
197	KIIFB CWSS Karode etc. Phase 1 Part 2 – 17 LL OHSR at Chenkal	OHSR

7. Annexure 9C: Consolidated Survey Works conducted

PPD Camp Office Ernakulam

1. Watersupply scheme to Pallipuram Panchayath – 3.5 km Pumping main survey
2. Watersupply scheme to Vengoor and Asamannoor Panchayath – 4 km Levelling survey
3. STP at Govt. Guest house Aluva – 2.3 Hectare Site Survey
4. STP at District Jail Kakkanad – 0.5673 Hectare Site Survey
5. Design of Scooba well At Firestation Mattanchery – 0.6890 Hectare Site survey
6. Medical College Kalamassery-sewage network at Kalamassery Medical College – 6.2981 Hectare Marking All manholes positions in Medical college campus
7. Proposed OHSR at kallumari-Pazhur pumphouse at Kallumari – 5.69 km & 0.0405 Hectare Pumping Main survey & site survey
8. STP at KSRTC Bus station Aluva – 1.6078 Hectare Site survey
9. Govt. Taluk Hospital Kodugallur – 0.8299 Hectare Site survey
10. Poothrikka and adjoining Panchayaths -Pannikuzhy tank site – 0.1507 Hectare Site survey
11. Watersupply scheme to Paravoor – 0.8 Hectare Site survey
12. WSS to Kuttampuzha Panchayaths-Mamalakandam proposed Tank site – 4.6 km Raw water & clear water pumping main
13. Thirumarady-Oliyappuram Tank site – 0.0060 Hectare Tank site survey
14. Watersupply scheme at Kavalangad Panchayath – 15 km Pumping main
15. Watersupply scheme at Udayamperoor – 17 km Pumping main
16. Sewerage scheme under AMRUT Project, Kochi Corporation – 40 km Social survey
17. GIS mapping of proposed sewerage network under IURWTS Project in Kochi using QGIS software – 478 km GIS Mapping
18. Sewerage system in Kochi Corporation office, Kochi – 1 km Pumping main survey

PPD Camp Office Thrissur

19. Survey work in Pazhayannoor PHC – 0.4046 Hectare Site survey
20. WSS to Mulayam Panchayath – 7.06 km Site survey
21. WTP in Annamanada Panchayath – 0.148 Hectare Contour survey
22. Sewerage Project work in Guruvayur – 0.034 Hectare Contour survey
23. WSS to Viyoor to Sandhyaramam – 5.216 km Site survey
24. Sewerage Project work well no 2 to Chakumkandam STP (Canal Survey) – 2 km Site survey

PPD Camp Office Alappuzha & Idukki

25. Sewerage scheme in Alappuzha Municipality under AMRUT 2.0 Project – 11 km Social survey
26. STP in Alappuzha District Jail – 0.4 Hectare Site Survey
27. STP in Vattakkayal for Tourism Department – 0.9 Hectare Contour survey
28. STP in Munnar Town Idukki District – 50 km Social survey

PPD Camp Office Palakkad

29. Survey work in Nenmaara - Vellapparakkunnu – 0.12 Hectare Contour Survey
30. Survey work in Nenmaara - Vellapparakkunnu – 5.25 km Pumping main Survey
31. Survey work in Vaniyamkulam – 0.07 Hectare Contour Survey
32. Survey work at Kunnamkattupathi- Meenkara – 8.2 km Pumping main Survey
33. Survey work in Malampuzha 45 MLD Plant – 0.25 Hectare Level checking
34. Survey work in Malampuzha 12.5 MLD Plant – 0.25 Hectare Level checking
35. Survey work in Pudussery (Railway crossing) – 0.1 km Site Survey

36. Survey work in Pattambi- Sankaramangalam STP – 0.26 Hectare Contour Survey
37. Sewerage work in Pattambi- Sankaramangalam Geo Tracking – 18.5 km Geo Tracking
38. 24X7 WSS Work in Palakkad Chirakkad- AMRUT – 24 km Site Survey
39. 24X7 WSS Work in Palakkad Chittur- AMRUT – 18 km Site Survey
40. Survey work in Pothundi intake well to 26 MLD Plant and 12.5 MLD Plant – 1 Hectare Level checking

PPD Camp Office Malappuram

41. Survey work for JJM- WSS to Kodur, Othukkungal & Ponmala (03-2024) – 1.2 km
42. Contour Survey for KIIFB- Kondotty tank sites (07-2024) – 0.081 Hectare
43. Survey work at Kondotty Municipality for KIIFB aided scheme (Pumping main) (08-2024) – 12.0 km
44. Survey work for new tank site at Pulamanthole GP (09-2024) – 8.0 km
45. Survey work from Cheekode well to WTP (Pumping main) (10-2024) – 2.0 km
46. Contour Survey at Thiroorkad tank site (11-2024) – 20 cent
47. Level shifting at Thiroorkad tank site (11-2024) – 1.0 km
48. Survey work for JJM_ Mampad Distribution network at high level areas (12-2024) – 1.4 km
49. Survey work for JJM_ Mampad Distribution network at high level zone (01-2025) – 1.0 km
50. Survey work at Manjeri Municipality for Amrut 2.0 aided scheme (Pumping main) (01-2025) – 1.81 km
51. Contour Survey for Amrut 2.0 unity college-Manjeri (tank) (01-2025) – 20 cent
52. Contour Survey at Thirunavaya Pump (30-04-2025) – 15 cent

PPD Camp Office Kozhikode

53. Jala Jeevan Mission - Chakkittapara Grama Panchayath – Construction of Booster station (04-04-2024) – 10 cent
54. Jala Jeevan Mission – Eramala & adjoining 7 grama panchayaths in Kozhikode – Azhiyur grama panchayaths zone Kottamalakunnu setting up of levels (03-06-2024)
55. 24X7 Projects – Nellikode and adjacent places, Edakkad and adjacent places under Kozhikode circle (12-06-2024) – 11 km
56. Vanimel Grama Panchayath aduppil colony – water supply – survey work (19-08-2024) – 3.6 km
57. Sewerage system to Kozhikode Corporation – 27 MLD STP land & KWA land (20-12-2024) – 4.25 acre
58. Kovoov OHSR to Velliparamb tank – setting up of levels (03-02-2025) – 750 m
59. Medical College KWA Land (07-02-2025) – 16 cent
60. Malaparamba OHSR – setting up of levels (15-02-2025) – 500 m
61. Thalakkulathur- Stephen kunnu- Water supply- Survey work (13-03-2025) – 1.32 Acres
62. Jala jeevan Mission- Koodaranji Grama Panchayath- setting up of levels (24-03-2025) – 2.85 km

PPD Camp Office Kannur

63. Survey works at Thalassery using Auto Level (Paral, Parsikunnu and Pozhuthinakunnu area) (16-05-2024 to 20-05-2024) – 10 km
64. Cheruvanchery survey work under project subdivision Kuthuparamba (05-07-2024) – 3 km
65. Iritty Municipality Total station survey work for sewerage network (11-07-24 to 29-07-24) – 6 km
66. Land survey-Area survey at Mannittakunnu under WS subdivision Peralassery (31-07-2024) – 1 Acre
67. Iritty Municipality Total station survey work for sewerage network (01-08-24) – 1.5 km
68. Iritty Municipality social survey for sewerage project (05-08-24 to 19-08-24) – 1200 Nos.
69. Iritty Municipality social survey for sewerage project (22-08-24 to 27-08-24) – 400 Nos.
70. Iritty Municipality Total station survey work for sewerage network (29-08-24 to 05-09-24) – 6 km
71. Water supply pipe network, Design work for Paral Parcikkunnu and Pozhuthanakunnu area in Thalassery Municipality (September 2024) – Approx. 60 km
72. Ayyankunnu for survey work using Auto level under Project subdivision Kuthuparamba (10-10-24) – 2.5 km
73. Total station survey in Thalassery Municipality (Co-Op Nursing College at Balam to Kodiyeeri Tsunami colony proposed sump site) (19-11-24 to 26-11-24) – 8 km

74. Geo tracking at Thalassery under WS section Thalassery, for fixing pumping main and gravity main route of Tsunami colony water supply project (02-12-24) – Approx. 16 km
75. Total station survey from Pathiriparamba to Chalakkunnu GLSR site (09-12-24 to 12-12-24) – Approx. 9 km
76. Geotrack survey and design work using old survey drawings for Pallikkunnu tank distribution area at Kannur (28-12-24) – 20 km
77. Thalassery WS Sub division for contour survey at Tsunami sump site (24-01-25) – 9.6 cent
78. WSS to Kanichar, Kelakam Kottiyoor- JJM (at Chappa Mala) (01-03-2025) – 1.5 km

PPD Camp Office Kasargod

79. WSS to Pilikode and adjoining villages (04-2024) – 4 km
80. WSS to Cheruvathur & adjoining panchayath (12-07-2024) – 3 km
81. WSS to Cheruvathur & adjoining panchayath (15-07-2024) – 4 km
82. WSS to Badiadka and adjoining panchayath (22-07-2024) – 5 km
83. WSS to Munnad & adjoining villages (25-07-2024) – 3 km
84. WSS to Munnad & adjoining villages (29-07-2024) – 4 km

8. Annexures 10: Detailed Training Activities

Annexure 10A: In-House Classroom Training Programmes (Consolidates data on In-House Training)

Sl. No.	Subject (Key Focus Area)	Date/Duration (Examples)	Participants
1 to 6	E-Office Refresher	Apr-May 2024	163
7	Training on Bharanabhasaha	18.05.2024	39
8 to 9	Training on Retirement/Retirement	May-24	36
10	Digital Document Filing System (DDFS) Admin training	20.06.2024	10
11 to 12	E-Office Training (Finance Wing)	Jun-24	55
13	Online Training on RTI 2005 (In-House Admin)	28.06.2024	120
14 to 22	E-Abacus Advanced Level Training	Jul-Sep 2024	338
23	Induction Level Training to Overseer	Sep-Oct 2024	32
24	Training for The Design of Water Treatment Plants	14-15.10.2024	34
25	Vigilance Awareness Training Programme	19.10.2024	23
26 to 33	E-Office Training	Oct-Nov 2024	252
34	Upgradation Training For Newly Promoted AEEs	9-18.12.2024	30
35	GST Training	23.12.2024	42
36	KSR Training	28/30.12.2024	43
37	Vigilance Enquiries Training	20.01.2025	23
38	Induction level training to Overseers Batch 2	17-25.02.2025	27
Total	(51 Programmes)		1,617

Annexure 10B: External/Outside Training Programmes (Consolidates data on External Training)

Sl. No.	Subject (Key Focus Area)	Date/Duration (Example)	Participants	Venue/Agency
1	Training programme on O&M of RWSS	03-05.04.2024	2	SPM NIWAS, Kolkata
2	MANAGEMENT DEVELOPMENT PROGRAMME - Second batch	20-30.05.2024	35	External
3	Training on Enhancing Faecal Sludge Management	03-05.06.2024	1	SPM NIWAS, Kolkata
4	38th National Convention of Environmental Engineers	23-24.08.2024	5	Institution of Engineers
5	Sustainable and Resilient Urban Water Infrastructure: Advanced Technologies	29-31.08.2024	1	IIT Bombay Campus
6	8th India Water Week	17-21.09.2024	4	Bharat Mandapam, New Delhi
7	Executive Program on Contracts Management in Construction	06-08.09.2024	2	NICMAR & IIIC
8	Assessing The Source Sustainability And Developing A Climate-Resilient Plan... (GIZ)	17.12.2024	16	Classroom (Final Presentation)
9	AMRUT-One Day Regional Workshop On Drink from Tap	31.01.2025	2	Coimbatore, Tamil Nadu
10	Departmental Delegates at Global Hydrogen & Renewable Energy Summit	12-13.03.2025	3	Grand Hyatt, Kochi
Total	(36 Programmes)		151	

Annexure 10C: Online/Digital Learning Programmes (Consolidates data on Online Training)

Sl. No.	Subject	Date	Participants	Remarks
1	Online Training Regarding Land Matters (all regions)	17-19.08.2024	26	Online
2	Online Training on E-Office (Batch 1)	03.09.2024	100	Online
3	Online Training on E-Office (Batch 2)	04.09.2024	100	Online
4	Digital Platform Training	24.09.2024-27.09.2024	165	External
Total	(4 Programmes)		391	

Annexure 10D: JJM-Key Resource Centre (KRC) Trainings (Consolidates data on JJM-KRC Training)

Sl. No.	Programme Theme (Focus Area)	Participants	Date/Duration
1	Residential Training on Asset Management Practices for RWS Systems (JJM-01)	1	15-18.10.2024
2	Residential Training on O&M and Financing Mechanism for RWS schemes (JJM-04)	8	10-13.12.2024
3	Capacity Building on Water Quality Monitoring & Surveillance (WQM&S)	7	08-09.01.2025
4	WQM&S: Field Testing Kits and Lab Procedures for JJM	7	15-16.01.2025
5	WQM&S: Roles of Village Water and Sanitation Committees (VWSC)	7	22-23.01.2025
6	WQM&S: Source Water Security and Contamination Prevention	8	29-30.01.2025
7	Training on JJM Implementation and FHTC Functionality	8	05-06.02.2025
8	JJM: Community Mobilisation and Grievance Redressal	7	12-13.02.2025
9	JJM: Planning and Approving Village Action Plans (VAPs)	7	19-20.02.2025
10	JJM: Water Security Plan Formulation for GPs	7	26-27.02.2025
11	Training on GPDP Integration and Convergence for Water	8	05-06.03.2025
12	JJM: Grey Water Management Strategies	7	12-13.03.2025
13	JJM: Financial Management and Accounting Procedures	7	19-20.03.2025
14	JJM: Training for Scheme Operators and Technicians	8	21-22.03.2025
15	JJM: Information and Education Communication (IEC) activities	7	24-25.03.2025
16	Training on Digital Tools and IT in Water Management	7	26-27.03.2025
17	JJM: Refresher Course for Key Resource Persons (KRP)	7	28-29.03.2025
Total	(17 Programmes)	119	

9. Annexure 11A: Division-wise and Sub-Division-wise Details of Labs

QC Division	QC Sub-Division	District Labs (QCDL)	Sub-District Labs (QCSDL)
Thiruvananthapuram	Thiruvananthapuram	QCDL, Thiruvananthapuram	Nemom, Nedumangad, Athiyanoor, Chirayinkeezhu, Varkala, 86 MLD WTP lab Aruvikkara, 74 MLD WTP lab, Aruvikkara
	Thiruvalla	QCDL, Kollam / QCDL, Pathanamthitta / QCDL, Alappuzha / QCDL, Kottayam	Mukhathala, Chadayamangalam, Sasthamkottah, Kottakkara, Chavara, WTP lab Meenad, Pulikeezhu, Elanthoor, Parakode, Ranni, Pampa, Kottayam SDL, Thalayolaparambu, Perunna, Kaduthuruthy, Pala, Pallipad, Kayamkulam, Amabalapuzha, S.L Puram, Mavelikkara, WTP lab Thycattussery
Kochi	Kochi	State Referral Institute (SRI), Nettoor / QCDL, Ernakulam / QCDL, Idukki	Angamaly, Piravom, Muvattupuzha, Kothamangalam, Vypin, WTP lab, Nettoor, Thodupuzha, Adimaly, Idukki SDL
	Thrissur	QCDL, Thrissur / QCDL, Palakkad	Thrissur SDL, Irinjalakkuda, Thalikkulam, Pazhayannoor, Mullassery, Palakkad SDL, Pattambi, Chittoor, Mannarkkad, Koduvayoor
Kozhikkode	Kozhikkode	QCDL, Kozhikkode / QCDL, Wayanad	Vatakkara, Kozhikkode SDL, Koyilandi, Narikunni, Kuttiady, WTP Peruvannamuzhy, Mananthavadi, Sultan Bathery
	Kannur	QCDL, Kannur / QCDL, Kasargod	Kannur SDL, Irikkur, Mattannur, Thaliparamba, Payannur, Kasargod SDL, Kanhangad, Neeleswaram
	Malappuram	QCDL, Malappuram	Nilambur, Perinthalmanna, Parappanangadi, Manjeri, Ponnani, Malappuram SDL, Vatakkara SDL

10. Annexure 11B: NABL Internal Audit Log and Follow-up Actions

District Lab	Date of Internal Audit	Details of Non-Conformity (NC) Identified	Follow-up Action Taken
Pathanamthitta	25.11.2024	Latest 24th edition of APHA not available in the lab.	Purchase department issued copy of latest edition of APHA.
Thiruvananthapuram	03.01.2025	Not monitoring/recording environmental conditions.	Purchased and installed Digital Thermo Hygrometer.
Thrissur (Chem.)	24.04.2025	No separate area for Odour testing (Major NC).	A separate room was arranged for odour testing.
Palakkad (Micro.)	24.04.2025	Record for performance testing of media not available.	Record for media performance test is started.
Kollam (Micro.)	08.01.2025	Media preparation records lacked details.	Required details are now included in the container and records.

11. Annexure 11C: Detailed Operational and Financial Data (2024–25)

Part I: Detailed Month-wise KWA Water Samples Tested

Parameter	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Total 2024–25
Physical & Chemical Tests (Lab)	14,811	16,322	13,446	15,822	16,409	15,510	17,294	16,315	18,181	16,862	14,616	9,098	1,84,626
Bacteriological Tests (Lab)	22,896	26,038	21,544	24,345	26,177	23,512	26,526	27,244	29,114	27,072	21,748	17,147	2,88,763
Treated Water Samples (Field Test)	16,298	19,183	16,001	17,997	18,197	16,256	18,585	18,600	20,608	19,572	14,595	10,148	2,06,040
Failed Treated Water Samples	6,112	7,415	5,117	5,671	6,103	4,519	4,732	4,684	5,727	5,357	3,937	3,097	62,471

Part II: Partial Revenue Generated and Expenditure Details (Amounts in Indian Rupees)

QC Division / Lab	Revenue Generated (2024–25)	Expenditure: Consumables	Expenditure: Manpower
QCDL, Thiruvananthapuram	63,59,370	-	-
QCSDL, Attingal	17,44,650	-	-
QCDL, Kollam	25,68,335	-	-
QCDL, Palakkad	11,51,045	15,73,587	14,40,027
QCDL, Kozhikkode	31,64,920	-	-
QCSDL, Ambalappuzha	-	45,418	89,56,677
QCDL, Alappuzha	-	4,99,636	11,31,141
QCSDL, Palakkad	-	74,068	9,45,373

12. Annexure 14A: Balance Sheet and Income and Expenditure Account

KERALA WATER AUTHORITY

PROVISIONAL BALANCE SHEET AS AT 31st MARCH 2025

	Schedule Reference	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SOURCES OF FUNDS</u>			
1 Kerala Water Authority Fund			
a. Contributions & Grants	A	219,842,759,72	194,024,259,72
b. Reserves & Surplus	B	3,565,504,37	3,565,504,37
2 Kerala Water Authority Loan Fund			
a. Secured Loans	C	112,924,74	151,088,50
b. Unsecured Loans & Deposits	D	135,128,096,55	124,182,227,93
Totals		358,649,285,39	321,923,080,53
<u>APPLICATION OF FUNDS</u>			
1 Fixed Assets	E		
Gross Block		96,071,746,15	90,966,289,84
Less: Depreciation Reserve		30,589,270,19	28,409,940,47
Net Block		65,482,475,96	62,556,349,36
Capital Work in Progress		207,655,549,85	178,033,142,01
		273,138,025,81	240,589,491,38
2 Investments	F	356,420,23	356,420,23
3 Net Current Assets			
a. Current Assets	G	21,808,370,93	21,747,995,69
b. Current Liabilities	H	9,990,606,32	10,835,097,54
		11,817,764,608	10,912,898,154
4. Loans & Advances	I	1,769,420,205	1,672,978,668
5 Miscellaneous Expenditure to the extent not Written-off	J		
6 Accumulated Excess of Expenditure over Income	K	71,567,654,52	68,391,292,09
Totals		358,649,285,39	321,923,080,53

CA Shijith V FCA DISA

Finance Manager & Chief Accounts Officer

Place: Thiruvananthapuram

Date: 20.05.2025

KERALA WATER AUTHORITY

PROVISIONAL INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH, 2025

Schedule Reference		CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
INCOME			
1	Operating Income		
a.	Consumers L	16,163,701,449	13,173,917,415
b.	Others M	179,208,670	45,487,750
		16,342,910,119	13,219,405,165
2	Grants & Subventions - Government of Kerala	1,504,758,000	459,330,000
3	Interest Income N	251,743,309	172,862,158
4	Other Non-Operative Income O	2,507,177,179	2,585,160,700
Total Income		20,606,588,607	16,436,758,023
EXPENDITURE			
1	Operating & Maintenance Expenses	7,163,249,583	6,425,659,760
2	Payment & Provision to Employees Q	11,141,422,395	10,662,128,897
3	Office expenses R	352,823,725	201,224,413
4	Travelling & Conveyance Expenses	109,573,364	87,658,690
5	Administrative Expenses S	43,414,253	35,926,532
6	Debtors written off T	-	-
6	Assets and losses written off U	-	-
7	Provision for Doubtful Debts V	-	-
8	Interest on		
a.	Secured Loans	25,320,000	32,915,160
b.	Government of Kerala Loans	2,637,387,000	2,954,199,580
c.	GPF	294,004,000	329,621,860
		2,956,711,000	3,316,736,600
9	Depreciation E	2,179,329,718	1,895,069,320
Total Expenditure		23,946,524,038	22,624,404,212
10	Transferred to Capital Work-In-Progress W	163,573,000	1,137,869,374
		23,782,951,038	21,486,534,838
Excess of Expenditure over Income		3,176,362,431	5,049,776,815
11	Prior Period Adjustments X	-	1,103,815,339
Excess of Expenditure over Income after prior period adjustments		3,176,362,431	6,153,592,154

CA Shijith V FCA DISA

Finance Manager & Chief Accounts Officer

Place: Thiruvananthapuram

Date: 20.05.2025

KERALA WATER AUTHORITY
PROVISIONAL SCHEDULES FORMING PART OF BALANCE SHEET AS AT 31st
MARCH, 2025

	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SCHEDULE - A</u>		
CONTRIBUTIONS & GRANTS		
1 Net value of Assets taken over from erstwhile P.H.E.D	4,345,327,73	4,345,327,73
2 Contribution & Grants from Government of Kerala	127,620,682,29	111,704,382,29
3 Interest free fund from GOK	7,132,251,63	7,132,251,63
Less : Amount released to :		
a. Urban L.C.S Schemes	36,525,75	36,525,75
b. Rural L.C.S Schemes	39,497,20	39,497,20
c. Kerala Urban Development Project	36,000,00	36,000,00
	7,020,228,682	7,020,228,682
4 Contribution & Grants from Government of India	82,742,314,284	72,840,114,284
Less : Amount released to District Collectors and Kerala Rural Water Sanitation Agency	2,336,889,20	2,336,889,20
	80,405,425,07	70,503,225,07
5 Donated capital assets	1,814,53	1,814,53
6 Capital contribution from other sources	449,281,40	449,281,40
	219,842,759,72	194,024,259,72
<u>SCHEDULE - B</u>		
RESERVES & SURPLUS		
Reserve for deposit works	3,565,504,37	3,565,504,37
	3,565,504,37	3,565,504,37
<u>SCHEDULE - C</u>		
SECURED LOANS		
1 Loan from LIC of India	112,924,74	151,088,50
2 Bank Loan		
	112,924,74	151,088,50
<u>SCHEDULE - D</u>		
UNSECURED LOANS & DEPOSITS		
1 Loan from Govt of Kerala	23,326,300,00	23,326,300,00
2 Interest accrued on GOK Loan	37,863,134,00	35,225,747,00
3 Deposit from local bodies	4,475,320,83	611,021,04
4 Security Deposit	6,243,600,53	6,931,001,50
5 Earnest Money Deposit	69,006,50	66,423,92
6 Water & Sewerage Connection Deposits	265,059,67	289,320,75
7 Deposit work-Water Supply & Sewerage	21,285,086,42	21,968,152,12
8 Other deposits	41,600,588,58	35,764,261,58
	135,128,096,55	124,182,227,93

Finance Manager & Chief Accounts Officer

KERALA WATER AUTHORITY
PROVISIONAL SCHEDULES FORMING PART OF BALANCE SHEET (Contd)

	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SCHEDULE - F</u>		
<u>INVESTMENTS</u>		
Investment for Pension / PF	356,420,23	356,420,23
<u>SCHEDULE - G</u>		
<u>CURRENT ASSETS</u>		
1 Inventory :		
a. Stores, Tools & Spares	841,243,95	832,645,86
b. Consumables	302,670,10	275,607,02
	1,143,914,06	1,108,252,88
2 Sundry Debtors :		
a. Consumers		
i. Local bodies dues - water & maintenance charges	5,369,501,73	10,111,549,64
ii. Domestic, Non-domestic & Industrial dues	6,778,157,06	5,074,437,03
b. Others	5,408,90	5,408,90
	12,153,067,69	15,191,395,58
3 Cash & Bank Balances :		
a. Bank & Treasury balances	15,493,511,91	12,351,376,77
b. Cash on hand	5,457,37	84,550,57
	15,498,969,29	12,435,927,34
4 Other Current Assets :		
Inter office & other suspense account balances	(6,987,580,113)	(6,987,580,113)
	21,808,370,93	21,747,995,69

Finance Manager & Chief Accounts Officer

KERALA WATER AUTHORITY
PROVISIONAL SCHEDULES FORMING PART OF BALANCE SHEET (Contd)

	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SCHEDULE - H</u>		
<u>CURRENT LIABILITIES & PROVISIONS</u>		
1 Current Liabilities		
a. Sundry Creditors :		
i. Payment to employees	2,542,243,34	3,138,496,19
ii. For expenses	965,496,37	1,555,038,86
iii. For contractors/suppliers	592,453,49	614,427,08
b. Statutory employees deductions :		
i. General provident fund	5,155,955,56	4,881,742,56
ii. NMR PF	56,085,89	56,085,89
iii. Others	(24,390,180)	(24,390,180)
c. GST Collection	31,353,24	-2,430,86
d. Tax Deducted at Source	-3,866,31	-3,866,31
e. Other Current liabilities	468,699,20	408,661,63
f. Interest Accrued on Loans	89,464,80	94,221,77
	9,873,495,43	10,717,986,65
2 Control Account Balances	117,110,88	117,110,88
	9,990,606,32	10,835,097,54
<u>SCHEDULE - I</u>		
<u>LOANS & ADVANCES</u>		
1 Loans & advances to employees	(3,416,236)	(3,416,236)
2 Advances for expenses	47,490,48	40,021,08
3 Advances to suppliers / contractors	886,665,56	981,584,37
4 Revolving fund to Local Bodies	1,908,80	1,908,80
5 Advances - Others	353,087,38	2,461,49
6 Claims recoverable	24,010,83	204,989,65
7 Contribution Deposit - KSEB	61,559,15	56,277,05
8 Consumer Deposit - KSEB	203,282,20	194,313,52
9 Deposit with PWD	76,254,53	76,261,43
10 Deposit with others	118,577,47	118,577,47
	1,769,420,20	1,672,978,66

Finance Manager & Chief Accounts Officer

KERALA WATER AUTHORITY
PROVISIONAL SCHEDULES FORMING PART OF BALANCE SHEET (Contd)

	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SCHEDULE - J</u>		
<u>MISC EXPENDITURE NOT WRITTEN OFF</u>		
Miscellaneous Expenses to the extent not written off		
<u>SCHEDULE - K</u>		
<u>ACCUMULATED EXCESS OF EXPENDITURE OVER INCOME</u>		
Balance as on the begning of the year Add: Current years excess of expenditure	68,391,292,09	62,237,699,94
over income Less: Current years excess of Income over Expenditure	3,176,362,43	6,153,592,15
	71,567,654,52	68,391,292,09

CA Shijith V FCA DISA

Finance Manager & Chief Accounts Officer

Place: Thiruvananthapuram

Date : 20.05.2025

KERALA WATER AUTHORITY
PROVISIONAL SCHEDULES FORMING PART OF INCOME & EXPENDITURE ACCOUNT
AS AT 31st MARCH, 2025

	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SCHEDULE - L</u>		
OPERATING INCOME - CONSUMERS		
1 Operating income - water supply		
a. Domestic Consumers	7,499,799,39	7,736,202,05
b. Nondomestic Consumers	3,959,838,29	3,281,538,33
c. Industrial Consumers	249,528,85	255,691,91
	11,709,166,549	11,273,432,29
2 Operating income - Sewerage		
a. Domestic Consumers	3,485,338	3,872,95
b. Nondomestic Consumers	2,073,032	393,17
	5,558,37	4,266,12
3 Income from local bodies	4,448,976,53	1,896,219,00
	16,163,701,44	13,173,917,41
<u>SCHEDULE - M</u>		
OPERATING INCOME - OTHERS		
1 Centage charges	159,332,41	39,453,84
2 Storage charges	72,83	68,20
3 Supervision charges	3,632,78	3,231,40
4 Miscellaneous recoveries	16,170,62	2,734,30
	179,208,67	45,487,75
<u>SCHEDULE - N</u>		
INTEREST INCOME		
1 Interest on loans & advances	125,975,725	63,280,410
2 Interest on deposits	125,767,584	109,581,748
	251,743,30	172,862,15
<u>SCHEDULE - O</u>		
OTHER NON-OPERATING INCOME		
1 Income as recoveries	2,262,431,08	2,379,407,11
2 Claims recoverable	33,57	163,42
3 Miscellaneous income	244,712,52	205,590,16
	2,507,177,17	2,585,160,70

Finance Manager & Chief Accounts Officer

KERALA WATER AUTHORITY
PROVISIONAL SCHEDULES FORMING PART OF INCOME & EXPENDITURE
ACCOUNT (Contd...)

	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SCHEDULE - P</u>		
OPERATING & MAINTENANCE EXPENSES		
1 Consumption of Stores, Tools & Spares	547,038,67	59,924,64
2 Consumables	160,360,48	177,240,76
3 Power charges	4,991,637,01	4,498,329,87
4 Insurance	1,220,15	1,249,17
5 Other operating expenses	73,088,00	81,803,33
6 Repairs & Maintenance of water supply	1,279,118,28	1,494,397,98
7 Repair & Maintenance of sewerage	63,838,51	89,698,27
8 Vehicle maintenance	46,948,45	23,015,71
	7,163,249,58	6,425,659,76
<u>SCHEDULE - Q</u>		
PAYMENT AND PROVISION TO EMPLOYEES		
1 Salaries and Allowances	4,954,191,39	4,711,216,38
2 Welfare Expenses and other employee benefits	435,306,80	336,623,45
3 Casual labour wages and other payments	1,381,337,15	1,364,865,75
4 Service Pension and Family Pension	3,976,518,42	3,659,698,42
5 Commuted Value of Pension	262,479,70	399,497,06
6 Gratuity of Employees	131,588,91	190,227,82
	11,141,422,39	10,662,128,89
<u>SCHEDULE - R</u>		
OFFICE EXPENSES		
1 Rent	3,643,613	2,220,255
2 Rates & Taxes	4,844,682	6,255,210
3 Postage, Telegram, Telephone & Telex	23,468,094	22,491,583
4 Printing & Stationery	29,846,024	31,404,605
5 Exhibition & Publicity	33,575,769	6,097,539
6 Training & other expenses	40,866,804	9,461,157
7 Electricity charges	165,511,233	74,457,010
8 Other office expenses	51,067,506	48,837,054
	352,823,72	201,224,41
<u>SCHEDULE - S</u>		
ADMINISTRATIVE EXPENSES		
1 Board meeting expenses	68,64	99,85
2 Professional fees	9,895,70	18,310,53
3 Payment to auditors	18,487,38	6,144,97
4 Bank Charges	5,874,93	6,259,24
5 Other administrative expenses	9,087,58	5,111,91
	43,414,25	35,926,53

Finance Manager & Chief Accounts Officer

KERALA WATER AUTHORITY

PROVISIONAL SCHEDULES FORMING PART OF INCOME & EXPENDITURE ACCOUNT (Contd...)

	CURRENT YEAR (Amount in `)	PREVIOUS YEAR (Amount in `)
<u>SCHEDULE - T</u>		
WRITE OFFs		
Local Bodies dues written off Consumers Written Off - OTS		
<u>SCHEDULE - U</u>		
ASSETS WRITTEN OFF		
<u>SCHEDULE - V</u>		
PROVISION FOR BAD & DOUBTFUL DEBTS		
<u>SCHEDULE - W</u>		
TRANSFER OF REVENUE EXPENSES TO CWIP		
Establishment Charges (Share Debit)		
	163,573,000	1,137,869,374
	163,573,000	1,137,869,37
<u>SCHEDULE - X</u>		
PRIOR PERIOD ADJUSTMENTS		
PPA of Recoveries		
PPA AE of Bank Charges PPA of Other Office expenses PPA of		194,052
Operating expenses PPA Stores consumed		20,698
PPA on sale of assets PPA of Other Income Misc		- 36,736
PPA Dom Consumers written off PPA Industrial Consumers written of		156,860
PPA ND Consumers written off		- 217,104
PPA LSGDs written off PPA Employees benefit PPA OI from D		671,886,37
Consumers		12,414,90
PPA OI from ND Consumers PPA OI from IND Consumers		333,467,22
PPA OI from Local Bodies on Water Supply PPA OI from Local Bodies		84,773,57
as MACE charges		41,68
		-
		- 606,123
		1,103,815,33

CA Shijith V FCA DISA

Finance Manager & Chief Accounts Officer

Place: Thiruvananthapuram Date: 20.05.2025

13. Annexure 14-B: Division-wise New Water Connection Details

Sl. No.	Name of Divisions	Non-Domestic	Industrial	Special	Domestic	Total
1	PH Division, Trivandrum (North)	446	6	644	11,303	12,399
2	PH Division, Trivandrum (South)	361	1	737	7,495	8,594
3	WS Division, Neyyattinkara	296	2	239	13,969	14,506
4	WS Division, Attingal	178		98	8,761	9,037
5	Head works, Aruvikkara	245		203	14,200	14,648
6	PH Division, Kollam	361	2	204	12,675	13,242
7	PH Division, Kottarakara	249	2	41	22,543	22,835
8	PH Division, Tiruvalla	215	3	53	11,186	11,457
9	PH Division, Pathanamthitta	189		61	7,555	7,805
10	PH Division, Kottayam	229	1	52	11,902	12,184
11	PH Division, Kaduthuruthy	106		37	2,310	2,453
12	PH Division, Alappuzha	394	21	48	14,554	15,017
13	PH Division, Kayamkulam	136	2	69	6,484	6,691
14	PH Division, Thodupuzha	120		45	3,839	4,004
15	PH Division, Painav	76		7	1,852	1,935
16	PH Division, Muvattupuzha	267	1	96	3,286	3,650
17	PH Division, Kochi	551	2	1	12,501	13,055
18	WS Division, Kochi	602	6	1	5,360	5,969
19	PH Division, Aluva	337	5	23	5,684	6,049
20	PH Division, Thrissur	166	3	12	21,327	21,508
21	PH Division, Irinjalakuda	291	3	16	21,172	21,482
22	PH Division, Palakkad	516	6	337	31,297	32,156
23	PH Division, Shornur	183	2	73	13,250	13,508
24	PH Division, Malappuram	409	2	99	21,644	22,154
25	PH Division, Edappal	120	2	3	6,428	6,553
26	PH Division, Kozhikode	901	5	242	23,630	24,778
27	PH Division, Vatakara	135	1	10	7,048	7,194
28	PH Division, Sulthan Bathery	200		34	7,944	8,178
29	PH Division, Kannur	441	4	67	33,554	34,066
30	WS Division, Thaliparamba	130	4	28	3,564	3,726
31	PH Division, Kasaragod	75		1	3,665	3,741
	TOTAL	8,925	86	3,581	3,71,982	3,84,574

14. Annexure 15: Month-wise Disbursement schedule from PDC

SI No	Month	Service Pension	Family Pension	Others	Total Pension	DCRG	Commutation	Total Outflow
1	45383	208970439	48769733	4408428	262148600	28889455	1723742	292761797
2	45413	207468355	47906010	1921574	257295939	2687775	14761360	274745074
3	45444	209828748	49948747	1805652	261583147	1779654	30057149	293419950
4	45474	209404716	48293155	1850009	259547880	5799885	1352513	266700278
5	45505	213045186	48118634	1847862	263011682	35738997	6707954	305458633
6	45536	211309659	48656968	10464322	270430949	5162449	4575670	280169068
7	45566	213464150	48574162	1909933	263948245	4845069	1002755	269796069
8	45597	237878645	51604198	1909720	291392563	1731513	480644	293604720
9	45627	250640878	55367164	1951777	307959819	3806710	6788640	318555169
10	45658	241863967	50256467	1663104	293783538	31991483	41449023	367224044
11	45689	251503404	59481016	1505618	312490038	4075421	6158570	322724029
12	45717	218838056	55628626	1456130	275922812	31183246	38974432	346080490
TOTAL	—	2674216203	612604880	32694129	3319515212	157691657	154032452	3631239321

15. Annexure 17: Right to Information (RTI) Officers - Head Office

Sl. No	Subject	SPIO	Phone No. / Mobile No.	First Appeal	Mobile No.
1	Store Purchase & Information Technology	EE (SP)	0471- 2322797 /8547638200	Secretary (SU)	9447768484
2	Board Meetings/Agenda Notes & Land Matters	AEE (SU)	0471- 2322725/8547638248	Secretary (SU)	9447768484
3	Vigilance & Vigilance Enquiry	EE (Vigilance)	8547638044	DCE (VIG)	8547638022
4	State Plan	AEE 1	85476388295	DCE 1- PIU	8547638582
5	SDC, Minority 15 th FC	AEE 2	8547638089	DCE 1- PIU	8547638582
6	NABARD, JNNRUM, UIDSSMT, KSUDP	AEE 3	8281597984	DCE 1- PIU	8547638582
7	Amrut, RKI, Smart City, KIIFB	EE 1	8547638068	DCE 2- PIU	8547638494
8	NRDWP ,NWQSM,JJM	EE 2	8547638082	DCE 3- PIU	8547638016
9	PRICE, GIS, MP, Deposit, KSCADC, LA interpellation etc.	AEE 8	8547638306	DCE 4- PIU	8547638579
10	ADB, JICA balance	AEE 10	8547638229	DCE 4- PIU	8547638579
11	Technical Audit of Projects / NIT Preparation,Water, Jananidhi Projects	AEE (TMU)	8547638240	DCE (PIU -1)	8547638582
12	Operations and maintenance of Schemes,Administrative sanction for State plan	AEE (operations)	8547638084	EE (Operations)	8547638199
13	Legal Matters	Deputy Law Officer	0471- 2334112 / 8547174240	Law Officer	8547638580
14	National Pension System	Accounts Manager III	8281597987	Accounts Manager II	9447769393
15	Database Management	Database Administrator	8547638080	Secretary (SU)	9447768484
16	Establishment matters/ Seniority Lists / Transfer & Posting/Appointments	AO(Establishment & Administration)	8547638092	Senior AO	8547638077
17	Payslip/Authorisation of Pension	AO (Pay slip & Pension)	8547638130	Accounts Manager II	9447769393
18	Accounts / General Provident Fund	AO (Accounts)	8547605712	Accounts Manager II	9447769393
19	Audit	AO (Internal Audit)	8281597959	Accounts Manager II	9447769393
20	Funds	AO (Funds)	8547638014	Accounts Manager II	9447769393
21	Pension Disbursement	AO (Pension Disbursement Cell)	8289940598	Accounts Manager II	9447769393
22	Revenue / Complaints regarding Revenue	AO (RMC)	8547638111	Accounts Manager II	9447769393
23	H.R. Bills	AO (Seniority Cell Funds)	8289940601	Accounts Manager II	9447769393
24	Training	EE to MD	0471- 2322797 / 8547638200	DCE (General)	8547638030
25	Right to Information, Advertisement	Principal Information Officer	8547638114	Secretary (SU)	9447768484
26	APIO	L.D.Clerk	9526596875		

16. Annexure 18: Division-Wise Contact Details for Complaint Redressal Under Centralised Consumer Support – 1916

SI NO	DIVISION	LAND PHONE NO	PHONE NO
1	P.H Division,North, Thiruvananthapuram		8547638175
2	P.H Division, South, Thiruvananthapuram	0471 2321379	8547638290
3	Head Works Division, Aruvikkara		949600676
4	W.S Division, Neyyatinkara		8547638093
5	Sewerage Division, Pattoor	0471 2303170	8547638212
6	W.S Division,Attingal		8547638355
7	P.HDivision, Kollam	0474 2748857	8547638530
8	P.HDivision,Pathanamthitta	0468 2222687	8547638344
9	P.HDivision, Alappuzha	0477 2242372	8547638221
10	P.H Division,Tiruvalla		8547638241
11	P.H Division,Kottayam	0481 2563711	8547638556
12	P.H Division, Kochi	0484 2360816	8547638133
13	W.S Division, Kochi	0484 2394155	8547638145
14	P.H Division,Aluva	0484 2626948	8547638156
15	P.H Division,Muvattupuzha	0485 2832350	8547638436
16	P.H Division,Thodupuzha	0486 2222812	8547638427
17	P.H Division,Thrissur	0487 2333070	8547638362
18	P.H Division,Irinjalakuda	0480 2826608	8547638374
19	P.H Division, Palakkad		8547638307
20	P.H Division,Shornur		8547638315
21	P.H Division,kozhikode	0495 2370584	8547638211
22	P.H Division,Vadakara	0496 2512474	8547638060
23	P.H Division,Malappuram		8547638221
24	P.H Division,Edappal		8547638410
25	P.H Division,Sulthanbathery		8547638495
26	P.H Division, Kannur	0497 2706837	8547638273
27	P.H Division,Kasargode	0499 4256411	8547638250
28	W.S Division,Thaliparambu	0460 2203230	8547638301
29	P.H Division,Kottarakkara	0474 2450787	9400002040
30	P.H Division,Kaduthuruthy	0482 9285052	8547638081