

## PUBLIC HEALTH ENGINEERING DEPARTMENT HARYANA

### CITIZEN CHARTER

#### PUBLIC HEALTH ENGINEERING DEPARTMENT HARYANA PROVIDES SERVICES VIZ.

1) Drinking Water Supply facilities in Rural as well as in Urban areas	
2) Sewerage facilities in Urban areas	
3) Water Supply, Sewerage and Sanitation in Govt. buildings	
<b>I. RURAL AREA</b>	
<b>Private Water Connection</b>	
a) Private water connections to be given in Villages where drinking water facilities are available @ 40 Litres Per Capita Per Day or more	
b) Authority for sanctioning private connections of water	Sub Divisional Engineer
c) Documents required for releasing private connection	An application as per Annexure "A" attached
d) Likely period for sanctioning water connection	12 working days
e) Redressal of complaints at the level of Executive Engineer/ Superintending Engineer	Within 7 days
f) Initial connection fees	Rs. 500/- per connection
g) Monthly charges	Rs. 20/- per connection
<b>II. URBAN AREA</b>	
<b>Private Water Connection</b>	
a) Private water connections are given to the residents of towns and villages falling under the Municipal area, where water supply facilities are available	
b) Authority for sanctioning private connections water	Sub Divisional Engineer
c) Documents required for releasing private connection	An application as per Annexure "A" attached
d) Likely period for sanctioning water connection	12 working days
e) Redressal of complaints at the level of Executive Engineer/ Superintending Engineer	Within 7 days
f) Initial connection fees for water connection Domestic Industrial Commercial Institutional	Rs. 1000/- per connection Rs. 2000/- per connection Rs. 1000/- per connection Rs. 1000/- per connection
<b>MONTHLY CHARGES</b>	
<b>METERED RATE</b>	
Domestic Water Supply	Rs. 1/- per Kilo litre
Industrial/Commercial/Institutional Water Supply	Rs. 4/- per kilo litre
No water connection with ferrule more than 10 millimetre dia shall be allowed	
<b>SEWERAGE CONNECTION</b>	
a) Private sewer connection to be given where sewerage system is partially provided	
b) Authority for sanctioning private sewer connection	Sub Divisional Engineer
c) Documents required for releasing private sewer connection	An application as per Annexure "A" attached
d) Likely period for sanctioning water connection	12 working days
e) Redressal of complaints at the level of Executive Engineer/ Superintending Engineer	Within 15 days

f) Initial connection fees for Sewerage Connection for Indian/European WCs	
i. Domestic	Rs. 500/- per connection
ii. Industrial	Rs. 2000/- per connection
iii. Commercial	Rs. 1000/- per connection
iv. Institutional	Rs. 1000/- per connection
<b>WASTE WATER DISPOSAL CHARGES</b>	
Domestic	25% of water charges
Industrial/Commercial/Institutional	25% of water charges
<b>TOLL FREE COMPLAINT REDRESSAL MECHANISM</b>	
Any person availing the water supply or sewerage facilities from Public Health Engg. Deptt. Haryana can lodge his complaint on toll free telephone No. <b>1800-180-5678</b> regarding deficiency in services relating to Water Supply, Sewerage or inundation of area with storm water. This facility shall be available 24X7 on IVRS wherein any one can register his complaint by getting his voice recorded on telephone by following the instructions on phone after dialing toll free number.	
<b>PROCEDURE FOR REGISTRATION OF CONTRACTOR</b>	
a) Filling of application form	
b) Details of experience of atleast 3 previous years duly attested by a Gazetted Officer	
c) Affidavit regarding immovable property duly attested by Executive Magistrate/Executive Officer	
d) Bank Solvency Certificate	
e) Income Tax clearance certificate	
f) Details of T&P	
<b>PROCEDURE OF INVITING TENDERS AND ALLOTMENT</b>	
After getting DNIT approved from competent authority, tenders are invited through e-tendering and allotment of work is made to lowest firm by the competent authority for works costing more than Rs. 5.00 Lacs	

## Public Health Engineering Department, Haryana

### APPLICATION FOR NEW / ADDITIONAL WATER / SEWER CONNECTION / DISCONNECTION

Consumer No..... Domestic/Non Domestic.....

(To be filled by the office)

<b>1</b>	Name & Address of the Applicant (including name of Father/Husband)	
	Mobile Number/Phone No	
	UID No. (If any)	
	Email Address	
<b>2</b>	Premises where connection is required	
<b>3</b>	Type of Connection	Domestic / Non Domestic (Tick which is applicable)
<b>4</b>	Details of Fees / Charges deposited in Cash/RTGS/ Account No- .....of Executive Engineer, PHED, ..... in (Name of Bank) .....	
<b>a)</b>	Water Connection fee	Rs.....
<b>b)</b>	Sewer Connection fee	Rs.....
<b>c)</b>	Road cut charges	Rs.....
	Total	

(Signature of Applicant)

### **REPORT OF PLUMBER**

<b>1</b>	Name of Plumber	
	Phone Number	
	Mobile Number	
	Email Address	
<b>2</b>	Authorization No.	
<b>3</b>	Size of main water supply line	
<b>4</b>	Size of main sewer	
<b>5</b>	Type of Road Concrete/other	

(Signature of Plumber)

Note:- Road Cut charges are as follows:-

Sr. No.		Water Connection	Sewer Connection
<b>a)</b>	All types of Roads except cement concrete Roads	Rs. 1,000/-	Rs. 2,000/-
<b>b)</b>	Cement Concrete	Rs. 2,000/-	Rs. 3,000/-

1. Computerized acknowledgement will be issued by Sub Divisional Clerk to the applicant on the spot after scrutiny and entry made into the Std MIS Software to be provided by NIC.
2. SDC will pass on the application to the concerned JE on the same date.
3. Check List by SDC.
  - i) **The application should be duly signed.**
  - ii) **Proof of ownership should be attached.**
  - iii) **Receipt for fee for Water/Sewer connection and road cut charges should be enclosed.**
  - iv) **Copy of plumber certificate should be attached.**

Date:

Signature  
(Sub Divisional Clerk)

**Recommendation of the Junior Engineer (within 5 days from the date of receipt)**

Ferrule connection of .....mm size from existing W/S line.....mm /  
Sewerage connection in Manhole /Oblique connection in..... mm sewer line  
recommended.

Signature

(Full Name.....)

(Mobile No.....)

As recommended above.....mm ferrule connection/ Sewer connection sanctioned.

Sub Divisional Engineer  
Public Health Engineering Sub Division

.....

(Mobile No.....)

(Office Tel No.....)

Endst No.

Dated

- 1) A copy of the above is forwarded to Sub Divisional Engineer, Sub Division  
No..... B&R / HUDA / E.O,M.C for information and necessary action.
- 2) A copy of the above is forwarded to Sh..... S/o Sh..... Village/  
town.....Distt.....for information through registered post or by  
hand.

Sub Divisional Engineer  
Public Health Engineering Sub Division

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### **Terms & Conditions:-**

1. Certified that I am owner of the premises / building for which connection is applied.
2. Certified that the information given in the Proforma above is correct. If at any stage, any of above information is found wrong, I will loose the right of continuity of my connection and liable of the punishment as per rules of the department in force at that time.
3. I undertake / agree to act in accordance with the bye laws and regulations made by the department from time to time. I will not fix any hand pump/pumping set direct on the water supply main.
4. I agree that the PHED, without notice will have the power to disconnect the service pipe upto my premises, if it is considered fit, advisable and necessary to do so for any reason whatsoever.
5. I will provide all material and labour and will pay, the required charges and also under take to pay the monthly consumption charges regularly to the department.
6. I have attached "No Objection Certificate" from Municipal Committee / Corporation"-attached.
7. I also agree to act / abide by the following terms & conditions of the Department.
  - a The Water and Sewer Connection fee of Rs. 1000/- and Rs.500/- respectively shall be charged for domestic premises.
  - b The Water and Sewer Connection fee of Rs. 2000/-, Rs. 1000/- and Rs.500/- shall be charged for Industrial, Commercial and Institutional premises respectively.
  - c No connection with ferrule size more than 10 millimeter shall be allowed. Any connection existing with more than 10 millimeter size ferrule shall be reduced as per the provision mentioned above
  - d No-unmetered water supply connection shall be allowed in the commercial, institutional reestablishment in future. All the existing water supply un-metered connections shall be converted into metered ones by the occupants in a period of three months from the date of order otherwise at the rate of bill charged by the Public Health Engineering Department.
  - e If any part of the house is used for purpose other than the domestic then the rates for whole of the water supply shall be charges at the Commercial/Industrial/Institutional rates.
  - f The water & sewerage/waste water user charges shall be paid by the consumers either by depositing the billed amount in cash or by bank draft or by money order within thirty days from the issue of the bill.
  - g Where the water and sewerage user charges amount is not paid within the due date, then one time surcharge/penalty @ 10% shall be levied on current bill only and not on total amount of bill in subsequent bills.
  - h In case of non-payment of complete amount of water and sewerage user charges within six months from the due date of payment of first pending bill, the water/sewerage connection of such consumers may be disconnected.
  - i The department shall supply the water at ground level only.
  - j A water supply or sewer connection shall be charged at commercial, institutional or industrial rates as deemed fit, if any related activity even in residential areas is being undertaken by the occupant. However, levy of commercial, institutional or industrial rates for the water supply or sewer connection shall not confer any right to the occupant to get the advantage of being treated as commercial, institutional or industrial premises by any other Government Agency or Department, in any way.
  - k In case of any dispute of water/sewerage bills, the consumer shall approach the concerned Executive Engineer for dispute redressal by paying 50% of the dispute amount along with, not accompanied by the proof of deposit of 50% amount, shall be rejected. The consumer can file an appeal to the concerned Superintending Engineer, if not satisfied within thirty days of issue of the order of the Executive Engineer provided the consumer paid 50% of the dispute amount. The decision of Superintending Engineer shall be final and binding on the both parties.
  - l Any insanitary connection, if detected, by the department shall be disconnected immediately without giving any notice and shall be only after necessary rectification by consumer and a fee of Rs. 1000/- shall be charged as fine or penalty in such cases.
  - m Electric pumps installed direct on supply line shall not be allowed to any consumer. Where the electric pumps installed direct on supply line is detected a penalty of Rs. 1200/- shall be levied. It shall be directed by Public Health Engineering Department to all consumers through handbills proclamation that direct online pumps shall be confiscated and supply to the defaulting consumer shall be disconnected.

Note:-The fees / charges prescribed can be revised by Govt and same shall be applicable.

Signature of applicant