



जनस्वास्थ्य अभियांत्रिकी विभाग, हरियाणा
PUBLIC HEALTH ENGINEERING DEPARTMENT, HARYANA

Bays No. 13-18, Sector - 4, Panchkula - 134112
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From

The Engineer-in-Chief, Haryana,
Public Health Engineering Department,
Panchkula.

To

All Superintending Engineers,
All Executive Engineers,
Public Health Engineering Department,
Haryana

Memo No. 81226-81297

Dated: 13/09/17

Subject: - Online Processing of Water Charges Bill in Rural Area.

Kindly refer to Haryana Govt. GAZ. (Extra.), Notification bearing no. 19/1/2017-3PH, dated 3rd April, 2017 on subject cited above vide which the rates on tariff of water charges, water connection fee and other rates for villages(other than villages falling under Municipal Areas), have been fixed.

In this regard, following is intimated:-

1. The detail of existing sanctioned Connection/ Consumers are already entered by field offices in BISWAS. The same can be viewed/ checked from the report section of BISWAS module.
2. The bills of water & waste-water charges of urban area are being processed already through BISWAS. Similar online procedure shall also be adopted for processing of bills of rural area.
3. The login IDs & passwords of following type of officials of each Sub-divisions had already been sent by email on 22.05.2014. The Passwords can be re-set from login page of BISWAS:-

Sr. No.	Designation	No. of Login ID's
1	SDC	1
2	JE	5
3	Bill Clerk (BC)	9
4	Receipt Clerk (RC)	9
5	Meter Reader	10
Total = 34 Nos. per Sub-Division		

4. The name and other details of concerned JE / SDC / Bill Clerk / Receipt Clerk & Meter Reader are to be entered / updated online by using the option of "Create Users Profile" in BISWAS from login id of SDE. Similarly, the



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details of SDE and EE are to be updated from the login id of concerned SE.

As indicated above, login ids & passwords have already been provided to each Meter Reader for entry of meter readings of connections. So, mapping of Meter Reader with concerned habitation / village is required to be done immediately by using the option of "mapping of Meter-Reader in master menu" from login id of SDE. Similarly, the mapping of each JE with habitation / village is also required to be done.

5. All the categories of connections / consumers are already entered in BISWAS which are required to be checked immediately, before processing of online bills. In case, any sub-division has entered wrong category of consumers, then it should be corrected by using the option of "Change Connection Category" in master menu from login Id of SDE. The status of metered connections can be changed from the option of "Change from metered to un-metered".
6. In case, any Sub-division has entered the name of consumer in wrong village (habitation) then it can be shifted by using the option of Shifting of Consumer in Master Menu from login of SDE. The remaining existing connections, if any, can also be entered from the option of "Add Existing Consumer" in Consumer menu from login ID of SDE.
7. The data of connections of such habitations/villages also exists in BISWAS which have been handed over to Panchayats. But the billing for these habitations is to be done by Gram Panchayat. Therefore, status (handed over) of these villages are to be checked online.
8. The record in the consumer ledger already available with sub-divisions be compared with data already entered in BISWAS and in case of any discrepancy the same should be corrected immediately.
9. The cash payments in Sub-divisions shall be received by Receipt Clerk from his own login ID. However, online receipt book will be issued to Receipt-Clerk from login Id of concerned EE. The receipt of payment for water charges will be generated online in BISWAS, after deposit of required charges by the consumer in cash. Please refer to the instructions issued



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vide memo no. 110114-184/PHE/B&A)/B-3 Dated 13.12.2016 regarding accounting of Revenue – Receipts in the cash book.

10. All the bills for water charges of rural area will now be processed online through BISWAS. The facility have been provided to the consumers to deposit payment of bills online at (<https://services.phedharyana.gov.in>) or in Common Services Centres (CSCs) now called as Atal Seva Kendra (ASK) . These online payments will automatically be deposited in Govt. treasury through e-Gras (online Govt. Treasury). Consumers will be able to make payment either through Net-Banking, Debit-card and Credit-card. Confirmation for successful receipt of payment will be sent to consumer through SMS if mobile number is entered in BISWAS by concd. office. Facility will also be provided to consumers for viewing the past payments and printing of duplicate bills online.
11. The rates of tariff will be applicable as per the Notification dated 3rd April, 2017 or as amended from time to time. The discrepancy if any noticed at any stage in these rates, shall be brought into the notice of undersigned immediately.
12. The detailed steps for processing of bills are as under:-

Sr. No	Name of Activity	Steps to be followed on website
1.	Mapping of Bill cycle with habitations	<ul style="list-style-type: none"> ➤ Login to BISWAS (from the login ID of concerned SDE) ➤ Administration ➤ SDE ➤ Mapping ➤ Map Bill Cycle to Ward & Village ➤ Screen of Bill cycle mapping will appear ➤ Select relevant Bill cycle (Only mapped habitations will appear on this screen. Check consumers / connections of desired habitation.) ➤ Click on Show Tariff in the grid on this screen for checking the category wise tariff rates.



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After saving the bill cycle & checking the tariff rates(online) , the arrear shall be entered upto initial date of saved bill cycle in the following way:-

2.	Entry of arrears	<ul style="list-style-type: none">➤ Login to BISWAS (from the login ID of concerned Bill Clerk/JE)➤ Consumer➤ Add initial arrear (in bulk)➤ Enter arrear of each consumer➤ Click "Save". (Ensure entry / saving the arrear of all consumers, otherwise you will not be able to process the bills of that habitation).
3	Verify arrears	<ul style="list-style-type: none">➤ Login to BISWAS (from the login ID of concerned Bill Clerk/JE/SDC)➤ Consumer➤ Search and Modify➤ Verify initial arrear (in bulk)
4.	Entry of meter reading for metered connections	<ul style="list-style-type: none">➤ Login to BISWAS (from the login ID of concerned Meter-Reader/Bill Clerk/JE)➤ Bill preparation➤ Meter Reading Entry (Meter reading of all Metered - consumer is to be saved, otherwise it will not be possible to process the bills of that habitation.)
5.	Processing of bills	<ul style="list-style-type: none">➤ Login to BISWAS (from the login ID of concerned Bill Clerk / JE)➤ Bill Preparation➤ Bill Processing➤ Select relevant Habitation (whose bills are to be processed)➤ Click on Process Bill (Ensure distribution of bills as the earliest because Bill Date / Due Date will not be changed after processing of bills).

S.F.)
P. Sangwan



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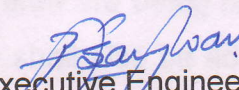


Notes :

1. The above activities are to be done in the sequence.
2. Arrears if any, upto the date of start of bill cycle are to be entered online very carefully, before processing the online bills.
3. Connections / consumers already entered in BISWAS are required to be checked.
4. Full habitation/village / locality shall be processed in bulk. The report of processed habitations for bills can be seen from Report Section of BISWAS named as Bill Processed Habitations.
5. The correctness of the water charges in bills will be checked by concerned SDE before issue. Ensure that bills of correct amounts are distributed to consumer. The error due to wrong entry of any information, software problem etc. will be responsibility of SDE incharge.

In view of above, it is instructed that **"In future the processing of all the bills of rural area shall be done online through BISWAS"** as per the procedure defined above.

These instructions should be brought in to the notice of all concerned and be followed meticulously.



Executive Engineer (Mont.),
For Engineer-in-Chief, Haryana

Endst. No. 81298-81313

Dated: 13/09/17

A copy of the above is forwarded to the following for information and necessary action:-

1. PA to Chief Engineer, (Rural/ Prog./ Project/ Urban/ Mech.) for kind information of officer.
2. All Superintending Engineer / Executive Engineer, PHED, Head- office, Panchkula.
3. All other officers and Branch In-charges in Head- Office.


Executive Engineer (Mont.),
For Engineer-in-Chief, Haryana.