

HARYANA GOVERNMENT

PUBLIC HEALTH ENGINEERING DEPARTMENT

Notification

The 16th March, 2012

HARYANA STATE URBAN WATER POLICY - 2012

No. 14/74/2010-PH-3.—

1. Introduction

- 1.1 The policy reflects the resolve of the State Government to bring about the conservation of water and prevention of wastage and reduction in non revenue water in urban areas of the State. It embodies the optimum use of water which is the Nation's limited resource.
- 1.2 Policy has been formulated, keeping in view the present scenario of high percentage of wastage of water through unmetered water connections provided to the consumers in urban areas which are being billed on flat rate basis.

2. Objective

- 2.1 To provide only the metered connections to the consumers in the domestic, commercial, industrial and Institutional sectors.
- 2.2 To convert existing unmetered water connections into metered connections within a period of one year from the date of notification of the policy.
- 2.3 To achieve the saving of precious drinking water by prevention of wastage through open taps and unmetered connections.
- 2.4 To bill the consumers on the basis of volumetric consumption of water instead of flat rates.

3. Applicability of Policy

- 3.1 It shall be mandatory for all types of consumers namely domestic, commercial, industrial and institutional sectors in the private, semi Government and Government premises.
- 3.2 The policy shall have the force of administrative regulations. The policy shall bind all participant stakeholders, personnel to enforceable performance.
- 3.3 The policy shall be applicable to all service providing authorities namely PHED, Housing Board, HUDA, HSIIDC, Municipal Corporations and Urban Local Bodies (herein after called as authority).

4. Implementation/Control Structure

State Level Empowered Committee. There shall be a State Level Empowered Committee under the chairmanship of Financial Commissioner & Principal Secretary to Government, Public Health Engineering Department shall include representatives of all the service providing authorities. The Committee shall aim to streamline the implementation of the policy and grievances redressal system. The Committee shall have full powers to take decisions in respect of policy contents and changes in the procedure to be adopted. The decision taken by the committee would be implemented by the authorities in the field. The progress of the implementation of the policy will be reviewed periodically.

5. Policy

- 5.1 The Authorities responsible for supplying of drinking water will sanction only the metered connection for any type of consumers for use of drinking water henceforth.
- 5.2 All existing unmetered connections shall be converted into metered connections within a period of one year from the date of notification of the policy.
- 5.3 Any water connection remaining unmetered after the lapse of one year from the date of notification of this policy shall be charged at the penal rates to be fixed by service providing authorities with a provision for disconnection. The Government may revise the penal rates from time to time.
- 5.4 In case the meter is found not functioning, the consumer will get it rectified / replaced within one month at his own cost, otherwise he will be charged @ penal rate mentioned in the para 5.3 above.

- 5.5 The provision of flat rates for unmetered connections will be done away
- 5.6 All consumers having unmetered water connections will have to install the meters of reputed make with ISI mark having good performance at his own cost within a specified period of one year from the date of notification of this policy.
- 5.7 (a) No water connection with ferrule size of more than 10mm dia for domestic consumers shall be allowed.
(b) In case of bulk supply for multi-houses and commercial, industrial, institutional establishments metered connection more than 10mm dia can be allowed depending upon the requirement of water by the consumer.

6. Any insanitary connection, if detected, by the department shall be disconnected immediately without giving any notice and shall be restored only after necessary rectification by consumer with a fine or penalty to be fixed by the authorities.

7. Electric pumps installed direct by supply line shall not allowed to any consumer. Wherever the electric pumps installed direct by 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.

8. Classification of consumer category

- (i) Domestic category—
 - (a) Premises used for residence.
 - (b) Hostels of Education Institutions of the Government, working women's hostels run by the Government.
 - (c) Government recognized destitute homes, orphanage, charitable homes, blind schools, schools for physically handicapped persons, spastic children.
 - (d) Piaos meant for drinking purposes.
 - (e) Place of worship, cremation ground, cemetery.

(ii) Commercial, Industrial, Institutional category
All consumers which are not covered under the category 8(i) above.

9. Grievance redressal—

In case of any dispute of water/sewerage bills, the consumer shall approach the concerned Executive Engineer for dispute redressal by paying specified percentage *i.e.* 50% of the disputed amount alongwith the application. The application, not accompanied by the proof of deposit of 50% amount, shall be rejected. The consumer can file an appeal to the concerned Superintending Engineer within 30 days of issue of the order of dispute redressal by the Executive Engineer provided the consumer has already paid the specified percentage of the disputed amount. The decision of Superintending Engineer shall be final and binding on the both the parties.

10. Outsourcing

The operation and maintenance of distribution system alongwith revenue collection may explore the possibility of outsourcing in a phased manner. The outsourced agency will provide the metered bulk supply for further distribution to the consumers and it will also facilitate the release of new connections by the authority.

11. Jurisdiction of Police Stations

Water Thana and Power Thana have been setup across the State. The domain of these Thanas will also include the enforcement of law for implementation of this policy.

12. Amendment to Policy

The State Government shall be the competent authority for any amendment in this policy on the recommendations of State Level Empowered Committee.

Chandigarh :

P K. GUPTA,

The 16th April, 2012

Financial Commissioner & Principal Secretary to
Government Haryana, Public Health Engineering Department.