

**HARYANA GOVERNMENT**  
**PUBLIC HEALTH ENGINEERING DEPARTMENT**

**Notification**

The 7th June, 2012

**HARYANA STATE RURAL WATER POLICY-2012**

No.14174/2010-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 rural areas of the State. It embodies the optimum use of water which is the Nation's limited resource.
- 1.2 The Hon'ble Punjab and Haryana High Court in CWP No. 5846 of 2010 Ms. Sarpreet Kaur Vs State of Haryana has issued directions to the States of Haryana and Punjab to frame a policy for providing metered connections so as to avoid wastage of water.
- 1.3 Policy has been formulated keeping in view the present scenario of high percentage of wastages of water through unmetered water connections provided to the consumers in rural areas which are being billed on flat rate basis.
- 1.4 The policy may be notified in the Haryana Gazette.

**2. Objective**

- 2.1 Individual household metered connections will be provided to 50% rural population by the end of 12th Five Year Plan.
- 2.2 To achieve the saving of precious drinking water by prevention of wastage through public stand posts, open taps and unmetered connections.
- 2.3 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, Development & Panchayats Department or any other department or Government authority dealing with subject. (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 which shall include representatives of all the service providing authorities. The Committee shall aim at streamlining 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 Individual household metered connections will be provided to 50% rural population by the end of 12th Five Year Plan.

5.2 The provision of flat rates for unmetered connections will be dispensed with accordingly.

5.3 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 to be decided by the authority from time to time.

5.4 All consumers having unmetered water connections will have to install the meters of reputed make with ISI mark having good performance at their own cost.

5.5 No water connection with ferrule size of more than 6mm dia for domestic consumers shall be allowed.

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/Mechanical pumps installed direct on supply line shall not be allowed to any consumer. Wherever such pumps installed direct on supply line are 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) Piasos 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 9(i) above.

## 9. Incentive for Water Conservation

Haryana State has declared incentives to village Panchayats for promoting water conservation.

The eligibility criteria for award (one time untied grant) and amount is as under :—

(i) Eligibility Criteria

(a) The village Panchayats who ensure provision of taps on all the private and public connections; and

(b) A minimum of 75% of the households have sanctioned private water connections in the village.

(ii) The amount of the award shall be as under:-

Population of village as per 2001 census	Amount of reward
Upto 2000	Rs. 20,000/-
More than 2000 upto 3000	Rs. 30,000/
More than 3000 upto 4000	Rs. 40,000/
More than 4000	Rs. 50,000/

#### 10. Role of Village Water and Sanitation Committees (VWSCs)

VWSCs are being constituted and these Committees would be entrusted with the task of encouraging the public to take metered water connections in the rural areas.

The revenue collected through water charge would be given to the Panchayats for development works and for carrying effective maintenance of the schemes.

#### 11. Grievance redressal

In case of any dispute of water bills, the consumer shall approach the concerned Executive Engineer for dispute redressal by paying 50% of the disputed amount alongwith the application. The application, not accompanied by the proof of deposit of 50% amount, shall not be entertained. 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 50% of the specified disputed amount. The decision of Superintending Engineer shall be final and binding on the both the parties.

#### 12. Outsourcing

The operation and maintenance of distribution system along with revenue collection could be done through outsourcing in a phased manner. The outsourced agency will be provided with the metered bulk supply for further distribution to the consumers and he will also facilitate the release of new connections by the authority.

#### 13. Jurisdiction of Police Stations

Water 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.

#### 14. 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.

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