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# Procedure for Obtaining Water and Sewerage Connections in India: Case Study of Five Cities

Indo-USAID Financial Institutions Reform and Expansion Project- (FIRE-D)

NIUA Co-operative Agreement Number 386-A-00-03-00175-00

September 2010

This publication was produced for review by the United States Agency for International  
Development.

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The Manual has been prepared by National Institute of Urban Affairs.

Website: [www.niua.org](http://www.niua.org)



## **Acknowledgements**

The National Institute of Urban Affairs (NIUA), New Delhi undertook the study “**Procedure for Obtaining Water and Sewerage Connections in India: Case Study of Five Cities**” under the Indo-USAID FIRE-D project.

Our sincere thanks to Shri Manish Singh, Commissioner, Bhopal Municipal Corporation, Shri C. B. Singh, Commissioner, Indore Municipal Corporation, Shri Som Nath Jharia, Commissioner, Dewas Municipal Corporation, Shri Gadadhar Parida, Commissioner, Bhubaneswar Municipal Corporation and Shri P.K. Senapati, Executive Officer, Puri Municipality and officials of the concerned departments of each municipality without whose co-operation this study would not be complete. The Nodal Officers and Chief Engineers of the MPUSP and PHE Departments of Madhya Pradesh and Orissa respectively, for giving their valuable time during the process of data collection, deserve special mention.

We would also like to thank Shri P.C. Rath, Advisor, FIRE-D Project in Orissa, Shri Hitesh Vaidya, FIRE Project and Ms. Renu Handa, CMA Madhya Pradesh for helping in various stages of the study.

We acknowledge with thanks the contribution of Ms. Shikha Shukla Chhabra, for being a part this study and in compiling the study report. Finally, we also thank the team members at NIUA, Dr. M. P. Mathur, Professor, Dr. Debjani Ghosh, Senior Research Officer and Dr. Satpal Singh, Research Analyst, who have worked hard in successfully completing the study.

Chetan Vaidya  
Director

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## **Executive Summary**

**Background:** Complex procedures for obtaining water and sewerage connections in urban areas are some of the impediments towards achieving universal access to the services. There are not many analytical studies undertaken to assess the procedures for obtaining new water and sewerage connections and the time taken for accessing the same. Higher weightage has been given to service delivery aspects such as coverage and financial progress rather than on the procedure to obtain connections. It is in this background that NIUA decided to undertake this research in five cities across Madhya Pradesh (Bhopal, Indore and Dewas) and Orissa (Bhubaneswar and Puri).

**Methodology and City Profile:** The research process included secondary desk review of key documents and reports which was useful in identifying pertinent issues and key stakeholders at the city level. This was followed by field visits to the selected cities to hold interviews and consultations with key stakeholders including institutions responsible for water and sanitation service delivery such as Urban Local Bodies (ULBs) and parastatal agencies along with citizens. Of the five selected cities, three are Class 1 cities i.e., they have a population of one million (10 lakhs) namely, Indore, Bhopal and Bhubaneswar. The other two cities, namely, Dewas and Puri fall under Class 2 category cities i.e., they have a population more than 50,000 and less than one million

The coverage of domestic water connections is less than 50 percent in all the selected cities and by and large, in most of these cities, domestic water connections are not metered. Only Bhopal and Bhubaneswar have metered domestic water connections, but the numbers are very few. In the absence of the above, a flat rate water tariff exists. In Madhya Pradesh, this is based on the ferule size of connection. In Orissa it differs among the two cities; Puri has a flat rate while in Bhubaneswar, the tariff is based on the number of taps a household has.

**Procedures:** While the Constitutional (74<sup>th</sup> Amendment) Act has delegated the provision of water and sanitation services to ULBs. In conformity with the same, Indore in Madhya Pradesh has its Municipal Corporation responsible for providing new water connections, while in Bhopal, administrative responsibility for connections rests with the PHED department while operation and maintenance rests with the Municipal Corporation. Some states continue to have multiple agencies involved in water and sanitation service delivery. In some states parastatal agencies are responsible for construction of water supply and sewerage projects and in others they are also responsible for operation and maintenance roles. Presence of multiple agencies in service delivery means that consumers need to approach more than one agency while obtaining new connections. For example, in Orissa under the provisions of the Orissa Water Works (Urban Local Bodies) Rules, 1980 citizens need to get a No Objection Certificate (NOC) from the Municipal Authority and the allotment letter from the Orissa State Housing Board / Bhubaneswar Development Authority as appropriate prior to submitting their application to the PHEO.

Households seeking a new water connection are required to make an application in a prescribed format available at offices of the concerned agencies. In Orissa as per the Rules, a standard performa has been prescribed for the application form. The respective PHEO offices in both Bhubaneswar and Puri have created their own formats based on the format prescribed under the rules mentioned above. In Madhya Pradesh all Municipal Corporations have developed their own formats.

Interaction with citizens in the cities showed that institutions responsible for water and sanitation service delivery can be very intimidating for citizens. In most cases service providers do not make any special arrangements for making citizens aware of the procedures for obtaining new connections. Usually citizens do not have information on where they can get application forms, how to fill the form, the supporting documents that are required to be submitted along with the application and where the application form is to be submitted. Lack of adequate information results in citizens having to make numerous trips to the concerned service provider – to source applications, submit them and visits to ensure that the application is in order and is being processed. Further, in majority of cities there are currently no mechanisms that allow citizens to track the status of their applications post submission.

The connection procedures are usually protracted and take far too long. Streamlining / simplifying the connection procedures needs to be adopted as a strategy to facilitate more households to connect to formal service systems and to ensure universal access. Presumably, such an approach would also result in reduction of Unaccounted for Water, as illegal connections are likely to come down and reduction in Non Revenue Water, through increased recovery of water user charges. Of all the cities covered by the research, Bhubaneswar, Puri and Indore have higher connection charges of approximately Rs. 3,000. The connection charges in Bhopal and Dewas are relatively low at Rs. 1,300 and Rs 2,450 respectively. The higher connection charges for domestic connections allow the concerned agencies to cross subsidize connections for the urban poor households.

Given that a significant proportion of the population in all cities resides in slums and other informal settlements and that the current access to water supply is only in the form of community stand-posts or tankers, it becomes imperative for service providers to institutionalize special procedures and processes that promote and facilitate access to water services for the urban poor. The high connection charges also act as a barrier for poor people to connect to formal water and sewerage systems. Accumulating the required sum for upfront connection costs, which are usually equivalent to a family's one or two months income, is difficult for poor who live from day to day. Simplifying connection procedures and reducing connection costs can go a long way in facilitating urban poor to access formal service systems.

**Initiatives:** Among recent initiatives, Bhubaneswar and Indore have shown substantial improvement in streamlining / simplifying their procedures towards provision of water supply connection at house-hold level especially for the poor households. In Orissa under a scheme called “Piyush” domestic water connections for Below Poverty Line Households are

available at a connection cost of Rs 500 (including scrutiny charges of Rs 440 and Rs 60 as security deposit) as against the normal fee of Rs 3060. There is also a provision to pay the scrutiny fee either in a single instalment or in five equal instalments of Rs 100 respectively. Water tariff of Rs.30/- per tap per month is charged from poor consumer instead of Rs.60/- by each connection with usual increase at the rate of 5% in each year.

Similar initiatives have been taken up in other cities as well, including Hyderabad and Bangalore. The Single Window Cell of the Hyderabad Metro Water Supply and Sewerage Board aims to streamline new connection services by being one point contact for receiving, processing and co-ordinating all new water and sewerage connection applications. The Bangalore Water Supply and Sewerage Board initiated a series of bold policy changes which included replacing requirement for formal tenure documents to be submitted with applications for new connections with a simple obligation to prove occupancy; reduction in connection fees for slums to a rate that covered the cost of the meter only and modifying domestic tariff structure to introduce a lower minimum monthly charge.

**Conclusions:** Complex procedures for obtaining urban water and sewerage connection continue to be a major problem in improving the service levels. Some cities have taken steps to simplify these procedures. Lessons learnt from the initiatives taken up in Indore, Bhubaneswar, Hyderabad, Bangalore, etc. if studied and replicated, would go a long way in improving and streamlining the complexities associated with the procedures to obtain the service connections in urban India.

## **Section 1: Introduction**

### **A. Background**

Safe water and sanitation are basic requirements for a dignified and healthy life. Access to safe water and sanitation is an extension of the fundamental right to life, an entitlement that every Indian citizen must enjoy. Safe water and sanitation become extremely crucial in an urban context due to the high population densities.

#### ***Access to Water Supply***

Despite considerable improvements universal coverage of urban population with water supply service still remains an unmet goal. It is estimated that approximately 17.73 million<sup>1</sup> urban households<sup>2</sup> (27.3%) still do not have access to tap water for domestic use and were dependent on sources such as tube-well / shallow well, hand-pump to extract ground water, surface water sources (such as ponds, lakes, rivers, etc.) and tankers (NSSO, 2004).

In addition only 29.52 million households (43.8%) had access to water source meant for their exclusive use, indicating that more than half of urban households were sharing a water source, either at the level of the building (25.4% or 17.12 million) or community (30.82% or 20.77 million). In other words, every one in three urban households accessed water supply source meant for the community and hence were facing stress with regards to quantity of water available. Further, for 7.26 million urban households (10.78%) water was not available throughout the year due to water shortages in certain periods.



Despite the expansion of infrastructure, majority of the urban poor do not have access to formal water supply systems and continue to rely on alternative sources that are often very costly. With respect to this segment of the urban population there is a clear link between security of tenure and access, the more secure the tenure better is the access, this comes across very clearly from the NSS slum

<sup>1</sup> Source: NSS's 58<sup>th</sup> Round housing statistics, 48.67 million (73.7%) urban households in India had access to tap water for domestic use

<sup>2</sup> The National Urban Housing and Habitat Policy (NUHHP), 2007 has estimated total urban households at 67.4 million in 2007, at the start of the 11<sup>th</sup> Five Year Plan.

survey data (NSS 2003) which reveals that 84% of notified slums had access to tap water whereas only 71% non-notified slums had tap water access. Further, 24% of the non-notified slums depended on tube-wells / well for water supply and only 12% of notified slums depended on this source.

### ***Access to Sanitation***

Access to adequate sanitation in urban areas is limited. It is estimated that 26 percent of urban households do not have any household level sanitation arrangements<sup>3</sup> and approximately 50 million people (i.e., 17 percent) are forced to defecate in the open<sup>4</sup>. Further, substantial proportions of urban households have access only to community and shared toilets (9.96 percent and 23.89 percent respectively).

As in the case of water supply the most disadvantaged with respect to access to sanitation services are the urban poor living in slums and informal settlements<sup>5</sup>. A majority of such settlements either completely lack or have inadequate access to formal systems for sanitation<sup>6</sup>. Notified slums fare better with respect to access to sanitation facilities, while 17% of notified slums did not have latrines more than half of non-notified slums did not have toilets. Nearly all slums lack access to underground sewerage systems for disposal of liquid waste. Thus, even if 83% of notified slums have latrines, these are based on septic tanks for disposal of waste and in most cases the maintenance of septic tanks is not adequate.

Most urban centres currently lack adequate infrastructure for safe collection, conveyance and treatment of waste water. The result is that anywhere between half to four fifths of urban households may be disposing their liquid wastes in an unsafe manner. Even in urban centres that have facilities to collect and treat sewage the treatment capacity is only 27 percent<sup>7</sup>.

Lack of safe water causes health disorders among the poor and also keeps the mortality rates higher. Lack of adequate sanitation results in increased health burdens and environmental costs. It is estimated that every year approximately 3, 95,000 children under 5 years of age die from diarrhoea. The disability adjusted life years (DALY) cost of diarrhoeal disease for children at risk from poor sanitation is estimated to be Rs. 5 billion at 2001 prices<sup>8</sup>.

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<sup>3</sup> Source: Census, 2001.

<sup>4</sup> Source: National Family Health Survey – 3.

<sup>5</sup> Including settlements such as *chawls* and pavement dwellings, etc.

<sup>6</sup> Only 30 percent of notified slums and 15 percent of non-notified slums are connected to underground sewerage systems. Source: Sample Survey Organisation (2003), *Condition of Urban Slums, 2002 - Salient Features*, NSS 58th Round, (July 2002 – December 2002), Report No. 486(58/0.21 /1), Ministry of Statistics and Programme Implementation, GoI.

<sup>7</sup> Source: NIUA, 2003.

<sup>8</sup> Source: NUSP Document, Planning Commission-United Nations International Children Emergency Fund (UNICEF), 2006

## **A. Introduction to the research theme and rationale**

Of the many impediments, towards achieving universal access of water and sanitation services, is the presence of complex procedures for obtaining water and sewerage connections in urban areas.

Institutions responsible for water and sanitation service delivery can be very intimidating for citizens. In most cases service providers do not make any special arrangements for making citizens aware of the procedures for obtaining new water and sewerage connections. Usually citizens do not have information on where they can get application forms, how to fill the form, the supporting documents that are required to be submitted along with the application and where the application form is to be submitted. The lack of adequate information results in citizens having to make numerous trips to the concerned service provider – to source applications, submit them and visits to ensure that the application is in order and is being processed. Further, in majority of cities there are currently no mechanisms that allow citizens to track the status of their applications post submission.

While the Constitutional (74<sup>th</sup> Amendment) Act has delegated the provision of water and sanitation services to Urban Local Bodies (ULBs) some states continue to have multiple agencies involved in water and sanitation service delivery. In some states parastatal agencies are responsible for construction of water supply and sewerage projects and in others they are also responsible for operation and maintenance roles. In Orissa, for example, the Orissa Water Supply and Sewerage Board (OWSSB) and Public Health and Engineering Organization (PHEO) are the two parastatals involved in water and sanitation service delivery along with the ULBs. While the PHEO is responsible for construction and maintenance of city water supply and sanitary sewerage installations owned by Government of Orissa and all external and internal water supply, sanitary and sewerage installations for government buildings (both residential and institutional) in urban areas, the OWSSB is responsible for construction of water supply and sewerage schemes on behalf of PHEO and ULBs at their cost and payment of charges. Presence of multiple agencies in service delivery means that consumers need to approach more than one agency while obtaining new connections. For example, in Orissa under the provisions of the Orissa Water Works (Urban Local Bodies) Rules, 1980 citizens need to get a No Objection Certificate (NOC) from the Municipal Authority and the allotment letter from the Orissa State Housing Board / Bhubaneswar Development Authority as appropriate prior to submitting their application to the PHEO.

Further, the procedure for sanctioning new connections within institutions responsible for providing new water and sanitation connections is protracted. Usually, the application for new water / sewerage connections is received, processed and the feasibility for providing the connection is assessed at the zonal / ward level depending on the size of the city. The final sanctioning authority for connections, however, usually vests with a senior official who is usually positioned at the central office of the concerned institution. The result is that the process takes far too long.

Streamlining / simplifying connection procedures for water and sanitation services needs to be adopted as a strategy to facilitate more households to connect to formal service systems and to ensure universal access. This would ensure widening of the consumer base for the service providers and to get them to start paying for the water that they consume. Presumably, such an approach would also result in reduction of Unaccounted for Water (UFW) as illegal connections are likely to come down and reduction in Non Revenue Water (NRW) through increased recovery of water user charges.

Complex connection procedures are also barrier for the urban poor to connect to formal water and sewerage systems<sup>9</sup>. They also create opportunities for extraction of bribes as the poor find the procedures intimidating and bribe middlemen to make the process smooth and faster. High connection charges also act as a barrier for poor people to connect to formal water and sewerage systems<sup>10</sup>. Accumulating the required sum for upfront connection costs, which are usually equivalent to a family's one or two months income, is difficult for poor who live from day to day. Simplifying connection procedures and reducing connection costs can go a long way in facilitating urban poor to access formal service systems.

There is a lack of adequate and reliable information on the issues mentioned above. There are not many analytical studies undertaken on the procedures for obtaining new water and sewerage connections and the time taken for providing the same. Higher weightage has been given to service delivery aspects such as coverage and financial progress rather than on the procedure to obtain connections. It is in this background that National Institute of Urban Affairs (NIUA) decided to undertake this research.

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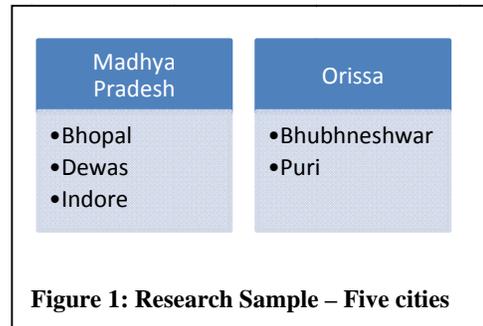
<sup>9</sup> Source: WSP-SA "Guidance Notes on Expanding Water Supply and Sanitation Services for the Urban Poor", 2009.

<sup>10</sup> Ibid.

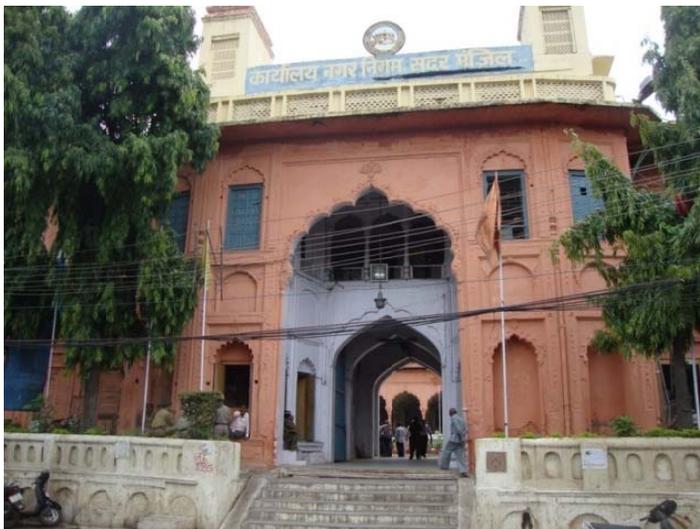
## Section 2: Research Methodology and City Profile

### A. Research sample and methodology

The research covers five cities drawn from the states of Madhya Pradesh and Orissa. The research covered three cities in Madhya Pradesh namely, Bhopal, Dewas and Indore and two cities in Orissa namely, Bhubaneswar and Puri (Refer Figure 1).



The research process included secondary desk review of key documents and reports and was useful in identifying pertinent issues and key stakeholders at the city level. This was followed by field visits to the selected cities to hold interviews and consultations with key stakeholders including institutions responsible for water and sanitation service delivery such as Urban Local Bodies (ULBs) and parastatal agencies along with citizens.



### B. Cities covered by the research – A profile

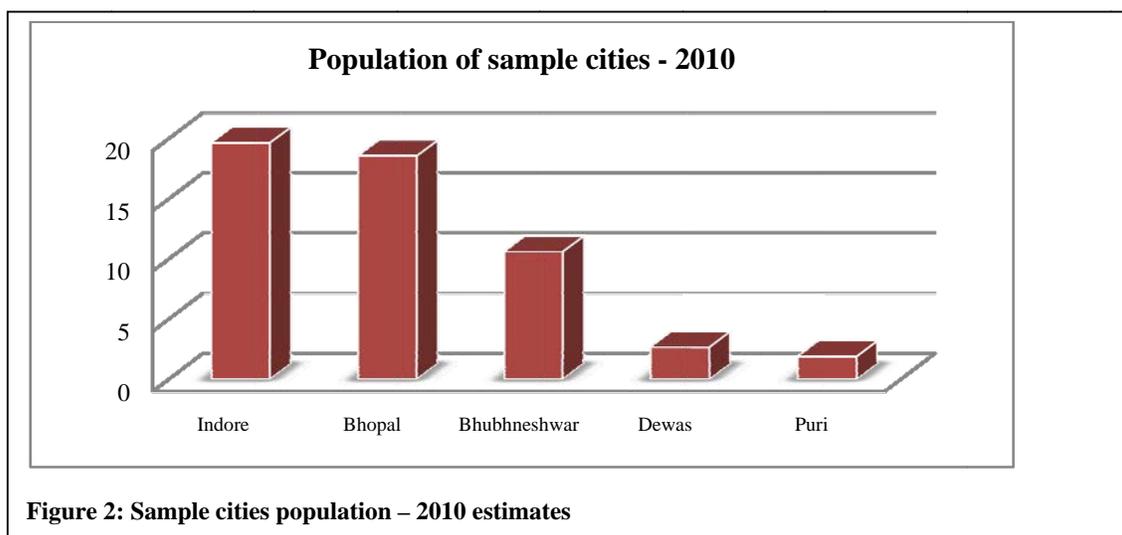
Of the five cities covered by this research, three are Class 1 cities i.e., they have a population of one million (10 lakhs) namely, Indore, Bhopal and Bhubaneswar. The other two cities, namely, Dewas and Puri fall under Class 2 category cities i.e., they have a population more than 50,000 and less than one million.

Indore is the largest city with a population of 19.56 lakhs, it is followed closely by Bhopal which has a population of 18.56 lakhs. Bhubaneswar's current population is estimated to be just over 10 lakhs. In comparison, Dewas and Puri are much smaller cities – while Dewas has a population of 2.65 lakhs, Puri is the smallest city in the sample with a population of less than 2 lakhs.

Table 1 below presents the population and number of households in the sample cities as per current estimates provided by the respective municipal corporations and 2001 Census data.

**Table 1: Population and households in the sample cities 2001 and 2010<sup>11</sup>**

State	Cities	Population (2010)	Households (2010)	Population (2001)	Households (2001)
Madhya Pradesh	Indore	19.65 lakhs	4,15,436	16.39 lakhs	3,46,512
	Bhopal	18.56 lakhs	3,55,000	14.37 lakhs	2,87,000
	Dewas	2.65 lakhs	50,000	2.31 lakhs	35,000
Orissa	Bhubaneswar	10.60 lakhs	2,36,231	6.48 lakhs	1,44,358
	Puri	1.87 lakhs	33,400	1.57 lakhs	28,000



1) Details on water supply infrastructure in the cities

The coverage of domestic water connections is less than 50 percent in all cities. In case of cities from Madhya Pradesh, performance of Dewas is better than the other two cities, approximately 42% of the city's households are covered by water connections. In Indore and Bhopal the water supply coverage is estimated to be 39% and 37%

<sup>11</sup> Source: 2001 Census and data collected from the cities during primary research

respectively. The cities in Orissa, namely, Bhubaneswar and Puri perform poorly with respect to water supply coverage – in Puri approximately 26% of the households are covered by water connections and in Bhubaneswar, the figure is only 24%.

By and large in all cities domestic water connections are not metered. Only Bhopal and Bhubaneswar have metered domestic water connections but the numbers are very few. In Bhopal only 795 (0.61% of the city's households) and in Bhubaneswar only 541 (0.94% of the city's households) have metered water connections. In the absence of metered domestic water connections there is a flat rate water tariff. In Madhya Pradesh the flat rate tariff is based on the size of the connection. In Indore and Bhopal the monthly water tariff is Rs. 180 per month for ½ inch water connection and in Dewas it is Rs. 50 per month for the same connection size. In Bhubaneswar the water tariff is based on the number of taps a household has – for households that have upto two taps the tariff is Rs. 59 per month and for every additional tap the tariff is Rs 19.58 per tap / month. In Puri a flat rate of Rs 65 per month is charged for water supply.

The above account brings to fore the need to streamline connection procedures for water supply as a strategy to increase coverage. Such an attempt would also be a step towards ensuring that citizens / households become “consumers” of water service providers and start paying for the water they consume.

Refer Table 2 for water supply infrastructure details for the sample cities.

**Table 2: Water Supply Infrastructure details in the cities<sup>12</sup>**

<i>Infrastructure details</i>	<i>Indore</i>	<i>Bhopal</i>	<i>Dewas</i>	<i>Bhubaneswar</i>	<i>Puri</i>
<b>Number of domestic connections (2010)</b>	1,60,309	1,31,000	21,200	57,093	8,390
<b>Number of households (2010)</b>	4,13,436	3,55,000	50,000	2,36,231	33,400
<b>Coverage of residential properties (% of Households)</b>	38.77%	36.90%	42.40%	24.17%	25.12%
<b>Number of metered domestic connections</b>	None	795 <sup>13</sup>	None	541	None
<b>% of metered connections to total domestic connections</b>	0%	0.61%	0%	0.94%	0%
<b>Tariff for metered connections</b>	NA	Data not available	NA	Rs 2.94 / KL (1000 ltrs) for domestic connections <sup>14</sup> to be increased by 5% every year in July	NA
<b>Number of un-metered domestic connections</b>	All	1,30,205	All	56,552	All
<b>Tariff for unmetered connections (if any)</b>	Rs 180 / month for ½ inch connection.		50 Rs. per month for ½ inch connection	Upto 2 taps = Rs 59 per month	Rs 65 per month
<b>When was it last revised</b>	It is revised every year and increased by 10% annually to a maximum of Rs 240			Subsequent taps = Rs 19.58 per additional tap / month	(revised in July 2009)

<sup>12</sup> Source: Data collected from the Municipal corporations during primary research in 2010

<sup>13</sup> The city also has 2071 bulk connections and 1276 commercial connection

<sup>14</sup> Rs. 9.72 / KL (1000 ltrs) for commercial, industrial and institutional connections

2) Details on urban poor in the cities

As per data collected from municipal agencies in the cities covered by this research a significant proportion of the population in all cities resides in urban poor settlements including slums and other informal settlements.

Dewas has the highest proportion of its population (41.98%) living in 91 slum pockets (81 notified slums and 10 non notified slums). Indore, which has the maximum number of slums (712) has a relatively smaller proportion of its population (24%) living in these settlements. Bhopal has 380 slum settlements in which approximately one third (31%) of its population resides. (Refer Table 3)

Given that a significant proportion of the population in all cities resides in slums and other informal settlements and that the current access to water supply is only in the form of community stand-posts (Refer Table 4) or tankers, it becomes imperative for service providers to institutionalize special procedures and processes that promote and facilitate access to water services for the urban poor.

**Table 3: Urban poor settlements, population and proportion to city's total population - 2009<sup>15</sup>**

	Indore	Bhopal	Dewas	Bhubaneswar
<b>Number of slums (2009)</b>	712 notified slums	380	81 notified 10 non notified	377
<b>Population in slums (2009)</b>	4,71,995	5,74,000	1,11,258	3,08,614
<b>City Population 2010</b>	19.65 lakhs	18.56 lakhs	2.65 lakhs	10.60 lakhs
<b>% of total city population</b>	<b>24.02</b>	<b>30.93</b>	<b>41.98</b>	<b>29.11</b>

**Table 4: Details of community water facilities being provided to slums in the cities – 2010**

<i>Infrastructure details</i>	<i>Indore</i>	<i>Bhopal</i>	<i>Dewas</i>	<i>Bhubaneswar</i>	<i>Puri</i>
<b>Number of stand-posts</b>	3,000	5,620	1,200	563	1,017
<b>Tariff for stand posts</b>	Free of charge	Free of charge	Free of charge	Rs 122 per stand post / month	Rs 65 per month (revised in July 2009)

<sup>15</sup> Source: Data collected from the Municipal corporations during primary research in 2010. Data not available for Puri.

3) Details on initiatives aimed at improving water supply and sanitation services to the urban poor

Under the aegis of Basic Services to the Urban Poor (BSUP) Jawaharlal Nehru National Urban Renewal Mission (JNNURM) and the Integrated Housing and Slum Development Program (IHSDP) there are a few initiatives ongoing in the cities aimed at improving access of the urban poor to housing, water and sanitation services. Table 5 presents details of various projects that are currently under implementation in the cities aimed at improving conditions in slums.

**Table 5: Projects aimed at improving water supply and sanitation services in slums**

City / Scheme	No. of projects	Households	Name of slums	Project cost	Date of sanction / year of completion
<b>Basic Services to the Urban Poor, JNNURM</b>					
Indore	1		Panchsheel Nagar Bhim Nagar Ahir Khedi		
Bhopal	12	18452		Rs 520.68 crores	
Bhubaneswar	4	2153	Nayapalli Sabars Sahi	Rs. 174.37 lakhs	26.09.07 / 1 ½ years
			Dumduma	Rs. 1922.66 lakhs	20.12.07/ 1 ½ years
			Bharatpur	Rs 3023.67 lakhs	20.12.07/ 1 ½ years
			Damana and Gadakana	Rs. 677.51 lakhs	23.02.09 / 1 ½ years
<b>IHSDP</b>					
Dewas	3 No.	208	Nagda	Rs.449.72 lakhs	9.11.09/ 9.5.11
		488	Arjun Nagar	Rs. 972.97 lakhs	9.11.09/15.8.10
		162	Sarvoday Nagar	Rs. 380.82 lakhs	13.10.09/28.7.11

### Section 3 – Procedures for Obtaining New Water Connections

#### A. Agency responsible for providing new water connections

The Constitutional (74<sup>th</sup> Amendment) Act has delegated the provision of water and sanitation services to Urban Local Bodies (ULBs). In conformity with these provisions, Indore has its Municipal Corporation responsible for providing new water connections. (Refer Table 6)

Orissa, on the other hand, is one of the states that continue to have a parastatal agency responsible for provision of new water connections. In Orissa the Public Health and Engineering Organization<sup>16</sup> (PHEO) is responsible for providing new domestic water connections through the local PHEO offices in both cities.

**Table 6: Agency responsible for providing water connection services in the cities**

City	Agency responsible for providing water connections
Indore	Indore Municipal Corporation
Bhopal	Bhopal Municipal Corporation (operation and maintenance only)
Dewas	Dewas Municipal Corporation
Bhubaneswar	Public Health and Engineering Organization
Puri	Public Health and Engineering Organization

#### B. Procedures for seeking new water connections

Households seeking a new water connection are required to make an application in a prescribed format available at offices of the concerned agencies. In Orissa as per Rule 8 of the Orissa Water Works (Urban Local Bodies) Rules (1980) a standard format has been prescribed for the application form. The respective PHEO offices in both Bhubaneswar and Puri have created their own formats based on the performa prescribed under the rules mentioned above. In Madhya Pradesh all Municipal Corporations have developed their own formats. (Scanned copies of the application forms collected from the cities are enclosed in Annexure A).

##### 1) Application form – How accessible are the forms to households / citizens

In all cities the application form for new water connections are available at the offices of the agencies responsible for water services i.e., ULBs in the case of cities in Madhya Pradesh and the PHEO in the case of cities in Orissa.

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<sup>16</sup> PHEO's roles include:

Construction and maintenance of city water supply and sanitary sewerage installations owned by the Government of Orissa.

Construction and maintenance of external and internal water supply, sanitary and sewerage installations for government buildings (both residential and institutional) in urban areas

In large cities such as Indore and Bhopal the application forms are available at zonal offices while in smaller cities like Dewas, the forms are available with the Water Works Department at the Dewas Municipal Corporation’s headquarters. In Bhubaneswar and Puri the application forms are available at the office of the PHEO.

In order to facilitate access to application forms for households seeking new water connections in three cities, namely, Bhopal<sup>17</sup>, Bhubaneswar<sup>18</sup> and Puri<sup>19</sup> the service providers have also provided the facility for downloading application forms from their websites. While the website of the Bhopal Municipal Corporation is active and allows households to download the form, in the case of Puri and Bhubaneswar the web address shared by concerned authorities is not active.

The application forms are priced in the case of Indore Municipal Corporation (@ Rs 25 per form) and Bhopal Municipal Corporation (@ Rs. 20 per form). In Dewas, Bhubaneswar and Puri the application forms are available free of charge.

**Table 7: Offices where the water connection application forms are available**

<i>Offices where water connection application forms are available</i>	<i>Indore</i>	<i>Bhopal</i>	<i>Dewas</i>	<i>Bhubaneswar</i>	<i>Puri</i>
<b>Central / Headquarters</b>			✓		PHEO
<b>Zonal Office</b>	✓	✓			
<b>Ward Office</b>					
<b>Online</b>		✓		✓	✓
<b>Price of form</b>	Rs 25	Rs 20		Free of charge	

2) Supporting documents to be submitted with the application form

The application form needs to be supported with documents that are used by the service providers to ascertain the legal status of the applicant household and the property that they occupy. The type of documents required to ascertain the legal status of the applicant households include copy of the registry / *patta* / notary certificate. In order to ascertain the status of the property, a copy of the property tax / holding tax last paid receipt and copy of the building plan approval by the appropriate agency is usually required.

Table 8 presents a list of documents that are required to be submitted along with the application for seeking new water connection across all five cities.

<sup>17</sup> [www.bhopalmunicipal.com](http://www.bhopalmunicipal.com)

<sup>18</sup> [www.jalakara.nic.in](http://www.jalakara.nic.in)

<sup>19</sup> [www.jalakara.nic.in](http://www.jalakara.nic.in)

**Table 8: Supporting documents to be submitted along with the new water connection application forms**

<i>Documents to be submitted</i>	<i>Indore</i>	<i>Bhopal</i>	<i>Dewas</i>	<i>Bhubaneswar</i>	<i>Puri</i>
Copy of registry / Patta / Notary Certificate	✓	✓		✓	✓
Last paid copy of Property Tax / Holding Tax Receipt	✓	✓	✓	✓	✓
Copy of Building Plan Approval / Permission letter from Owner (if the applicant is a tenant and desires his own separate connection)	✓	✓			
Site Plan showing location of building				✓	✓
Electricity Bill / Telephone bill		✓			
Ward NOC		✓			
Income tax certificate			✓		
No dues certificate from the Water Tax and Property Tax department of the Municipal Corporation			✓		

### 3) Places for submitting application forms

The filled application form along with all supporting documents is to be submitted at the zonal offices or the headquarters of the agencies responsible for providing new connections. In Indore and Bhopal the application forms are to be submitted at the zonal offices while in Dewas the forms are to be submitted at the Water Works Department located at the headquarters of the Dewas Municipal Corporation. In Bhubaneswar and Puri the application forms are to be submitted to the Junior Engineer, PHEO of the concerned area. In the case of Bhubaneswar the applicants may also submit the forms at the office of the Assistant Engineer, P.H. Rent Sub-Division, Satyanagar, Bhubaneswar.

### C. Connection Costs for New Water Connections:

Applicant households are also required to pay an upfront connection fee once the new water connection has been approved and prior to the connection being made. While the components of connection fee vary across cities, they usually include a connection charge, security deposit, road cutting fee and plumber fee.

In Indore Municipal Corporation the new water connection fee has three main components<sup>20</sup> namely,

- connection charges that varies with the connection size (refer Table 9 for details)<sup>21</sup>;

<sup>20</sup> Source: [http://www.imcindore.org/tax\\_fee\\_rent\\_water\\_tax.jsp](http://www.imcindore.org/tax_fee_rent_water_tax.jsp)

<sup>21</sup> There is a 50% discount for widow headed households seeking new water connections

- road cutting charges, apart from *kutchha*, metal and red stone paving roads all other type of roads that need to be cut for the connection to be provided are charged (refer Table 10 for details); and
- charges for plumbers which varies as per connection size (refer Table 11 for details)

**Table 9: New Water Connection Charges – Indore Municipal Corporation**

Size of connection	Connection Fee
½ inch	2,500
¾ inch	3,750
1 inch	5,000
1 ½ inch	15,000
2 inches	20,000
3 inches	30,000
4 inches	45,000
6 inches	90,000

**Table 10: Road cutting charges – Indore Municipal Corporation**

Type of road	Rate per meter	Whether there is a charge while providing new connections
<i>Kutchha</i>	Rs 40	No charge
<b>Metal</b>	Rs 75	No charge
<i>Dambar</i>	Rs 150	Chargeable
<b>Cement Concrete</b>	Rs 142	Chargeable
<b>Black Stone Paving</b>	Rs 200	No charge
<b>Red Stone Paving</b>	Rs 175	No charge
<i>Farshi lane repair</i>	Rs 175	Chargeable
<b>Hot Mix paver</b>	Rs 600	Chargeable

**Table 11: Water connection plumber charges – Indore Municipal Corporation**

Size of connection	Connection Fee
½ inch	150
¾ inch	200
1 inch	250
1 ½ inch	275
2 inches	325
3 inches	350
4 inches	400
6 inches	500
8 inches	500

Indore Municipal Corporation has put in place a set of rules that govern water connections in the city, the same are presented in Table 12. An agreement is required to be signed between the corporation and the consumer on Rs 50 stamp paper while giving the water connection. The Indore Municipal Corporation does not provide new water connections in case the new connection requires cutting of roads that have been constructed two years prior. It also does

not provide any new connections from main feeder lines. The connections have to be made only by plumbers registered with the Indore Municipal Corporation a list of all registered plumbers is available at the zonal offices.

**Table 12: Rules governing new water connections in Indore Municipal Corporation**

<b>1.a</b>	In case the applicant is the owner of the property	If property tax has been paid	Normal fee (as given in Table 9 above)
		In case property tax hasn't been paid	Three times the normal fee (as given in Table 9 above)
<b>1.b</b>	In case the applicant is a tenant	The applicant has to submit a "No Objection Certificate" (NOC) from the owner of and proof of payment of the property tax	
		If the above mentioned documents are not submitted	Three times the normal fee (as given in Table 9 above)
<b>2.a</b>	In case there is no need to cross a road while making a connection	Upto 5mts.	Rs 300
		More than 5 mts	Rs 800
<b>3.a</b>	In case there is a need for road cutting		Applicable road cutting charges (as given in Table 10)

In Bhopal, the connection charges include a security fee of Rs. 1,000 and other charges which have been fixed at Rs 300.

In Dewas, the connection charges comprise of

- security charges (Rs. 2,000 for Income tax Payee and Rs 1,000 for non Income Tax payee);
- road cutting charges (which varies as per the type of road that needs to be cut for providing the water connection, refer
- Table 13 for details); and
- a fee of Rs 450 for plumbers providing the connections

**Table 13: Details of Road Cutting Charges in Dewas**

Type of road	Road cutting charges
Cement concrete	Rs 850 / running meter
Bitumen Tar (BT)	Rs 450 per running meter
W.B.M Road	@ Rs 250 per running meter

In Bhubaneswar and Puri the connection charges for new water connections comprise of two components – scrutiny fee of Rs. 3,000 for domestic connections and a flat security deposit of Rs. 60 (refer Table 14 for details). There is also a provision for paying the connection fee in multiple instalments of 12/24/36 consecutive equal monthly instalments (EMIs) of Rs. 270, Rs. 150, Rs. 100 respectively. The monthly instalment amount is included in the water bill. There are subsidized connection charges for Below Poverty Line (BPL) households.

**Table 14: Connection Fee in Puri and Bhubaneswar**

Category of user	Scrutiny Fee	Security Charge	Total
<b>Domestic</b>	3000	60	3060
<b>Institutional</b>	5000	60	5060
<b>Industrial / Commercial</b>	6000	60	6060
<b>BPL Card Holder</b>	440	60	500
<b>Temporary water supply connections to Kiosks / road side eateries</b>	500	60	560

The connection fee is to be deposited by the applicant household once the Urban Local Body conveys that the connection has been approved and an approval order is issued. The connection fee is to be deposited in cash at zonal office in the case of Bhopal and Indore and the headquarter in the case of Dewas.



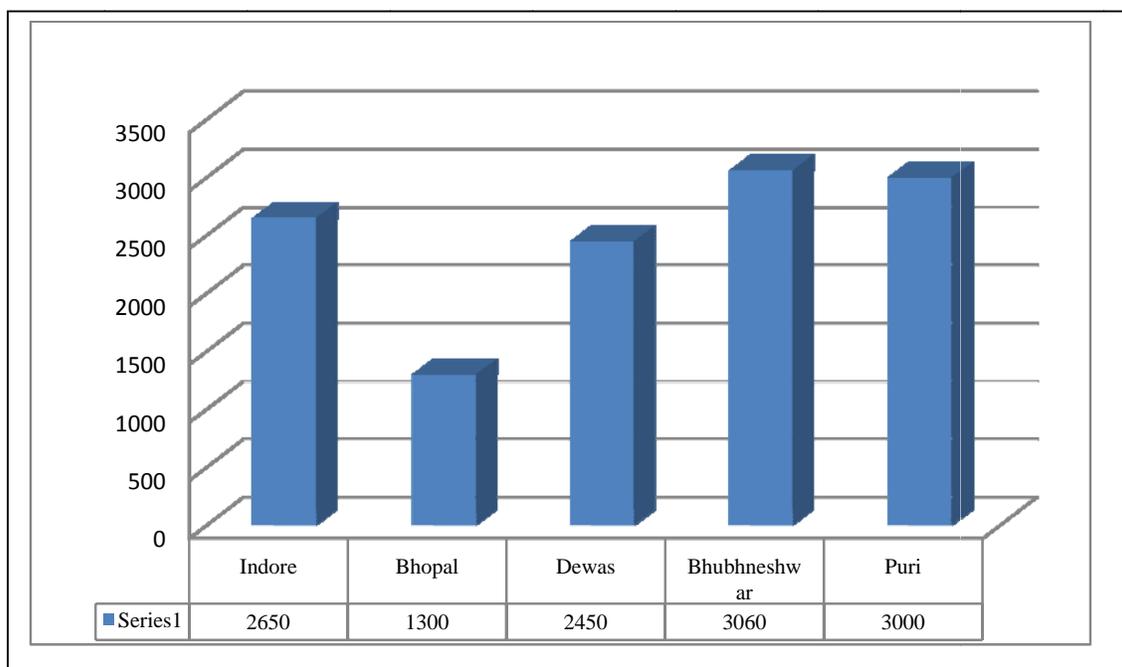
Line households.

Of all the cities covered by the research Bhubaneswar, Puri and Indore have higher connection charges of approximately Rs. 3,000. The connection charges in Bhopal and Dewas are relatively low at Rs. 1,300 and Rs 2,450 respectively. Presumably, the higher connection charges for domestic connections allow the concerned agencies to cross subsidize connections for the urban poor and Below Poverty

Table 15: Comparison of approximate connection costs across cities

City	Security Fee	Connection Charge	Road Cutting Fee	Plumber Fee	Total Connection Fee
<b>Indore</b>		Rs. 2,500 <sup>22</sup>	Rate per meter depending on road type	Rs. 150 <sup>23</sup>	<b>Rs. 2,650 +</b>
<b>Bhopal</b>	Rs. 1,000			Rs. 300 <sup>24</sup>	<b>Rs. 1,300 +</b>
<b>Dewas</b>	Rs. 2,000		Rate per meter depending on road type	Rs. 450	<b>Rs. 2,450 +</b>
<b>Bhubaneswar</b>	Rs. 60	Rs. 3,000			<b>Rs. 3,060</b>
<b>Puri</b>		Rs. 3,000			<b>Rs. 3,000</b>

Figure 3: Comparison of connection costs in cities



<sup>22</sup> For a ½ inch connection

<sup>23</sup> For a ½ inch connection

<sup>24</sup> Termed as other fee

**D. Procedures for approving / sanctioning new domestic water connections:**

The main stakeholders in the process for approving / sanctioning new domestic water connections are:

- Applicant – the household which wants to obtain a new water connection; and
- The concerned office / officer responsible for issuing new domestic water connection.  
In case of the cities covered by the research these include:
  - Zonal office (zonal officer) in the case of Bhopal Municipal Corporation
  - Water Works Department (Chief Engineer) in case of Dewas Municipal Corporation
  - Junior Engineer, PHEO in case of Bhubaneswar and Puri.

**Process for approving new water connections**

The process for approving / sanctioning new domestic water connections comprises of the following steps:

1. **Purchase of Application Form** – Households seeking a new water connection are required to purchase an application form from the concerned office of the service provider (zonal office in Bhopal Municipal Corporation, Water Works Department in Dewas Municipal Corporation and the office of the Junior Engineer, PHEO in case of Bhubaneswar and Puri). In Bhopal, Bhubaneswar and Puri the service providers have also provided the facility for downloading application forms from their respective websites. In the case of Indore and Bhopal the application forms are priced (at Rs 20 and Rs 25 respectively), however, in the other three cities they are available free of charge.
2. **Submission of the filled application form** – Applicant households are required to submit the filled application form along with the required supporting documents (for details of supporting documents required by service providers in different cities refer to Table 8) to the receiving clerk at the concerned offices. The offices where the application forms are to be deposited are usually the same offices from where citizens can source application forms. In Bhubaneswar, however, the applicants can also submit their application forms at the office of Assistant Engineer, Public Health Rent Sub Division, Satyanagar, Bhubaneswar.
3. **Preliminary scrutiny of application form and supporting documents by the receiving clerk** – The receiving clerk conducts a preliminary scrutiny of the submitted application form and the supporting documents. In case of deficiencies the application form is returned to the applicant and he / she is required to furnish the required details. In case the application is found complete the receiving clerk prepares a case file and forwards the same to the concerned officer i.e., Zonal Officer in the case of Bhopal Municipal Corporation, Junior Engineer of the concerned ward in the

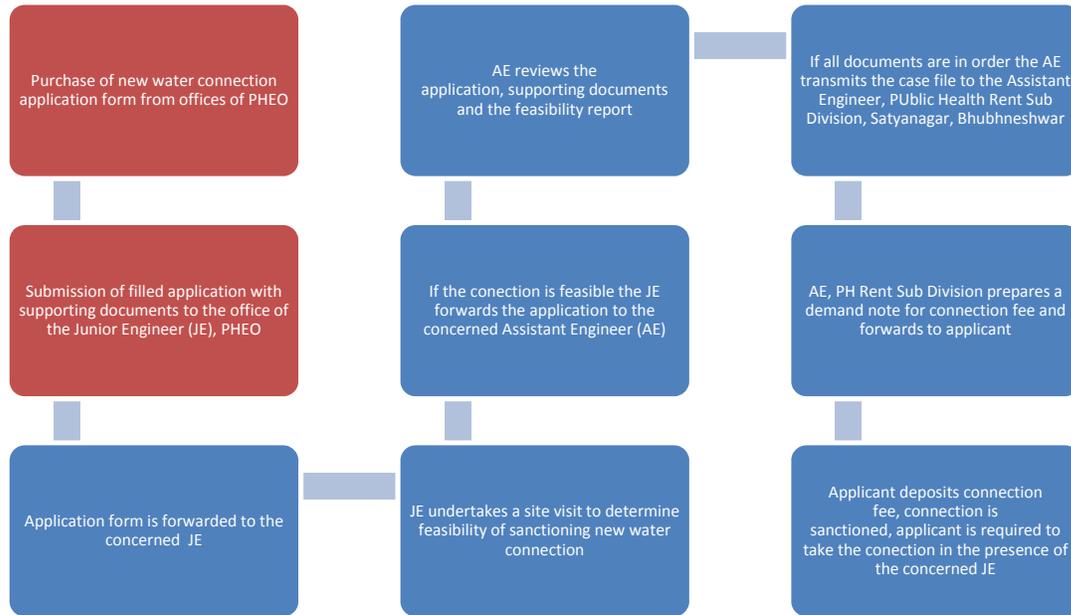
case of Dewas Municipal Corporation and the Junior Engineer, PHEO in case of Bhubaneswar and Puri.

4. **In case of Bhopal Municipal Corporation the concerned Zonal Officer forwards the case file to Assistant Engineer (AE) / Superintending Engineer (SE) for inspection:** The Zonal Officer checks the received case file, makes his recommendations and forwards it to the concerned AE / SE of the Water Works Department, Bhopal Municipal Corporation. However, in case the Zonal Officer finds any inadequacies in the case file the same is returned to the concerned clerk to furnish the required information from the applicant household.
5. **Preparation of the Technical Report by the concerned officer:** In case of the Bhopal Municipal Corporation the AE / SE of the Water Works Department is responsible for the site inspection and preparation of the technical report. In Bhubaneswar and Puri the concerned Junior Engineer, Public Health Engineering Organization undertakes a site inspection and prepares the technical report while in Dewas the Ward Engineer is responsible for this function. The technical report consists of a site plan / map, demand note and road cutting information.
6. **Forwarding of technical report to supervisor:** In case the technical report is found in order it is forwarded by the concerned AE/SE to the Executive Engineer (EE) for his recommendations and then back to the Zonal Officer. In Dewas Municipal Corporation the technical report is forwarded by the JE to the City Engineer – Water Works. In the case of Bhubaneswar and Puri the JE forwards the report to the concerned Assistant Engineer. In case the technical report is not found in order the applicant is informed about the rejection of the application along with the reason for the same.
7. **Review by sanctioning authority –** In Bhopal Municipal Corporation the final sanctioning authority for new water connections rests with a Zonal Committee which consists of councillors of the respective wards that are a part of the zone, zonal officer, Assistant Engineer (Civil), and Assistant Engineer (Water Works). In Dewas the sanctioning authority is vested with the City Engineer – Water Works. While in Bhubaneswar the sanctioning authority is with the Assistant Engineer, Public Health Rent Sub Division, Satyanagar, Bhubaneswar in Puri the same is vested with the Assistant Engineer, Public Health Engineering Organization.
8. **Informing applicant of approval order and issuing demand note:** The Zonal Officer in the case of Bhopal Municipal Corporation, the City Engineer – Water Works in the case of Dewas Municipal Corporation, the Assistant Engineer, PHEO in case of Puri and the Assistant Engineer, Public Health Rent Sub Division, Satyanagar, Bhubaneswar informs the applicant of the approval order and issues a demand note indicating the connection fee to be deposited by the applicant.

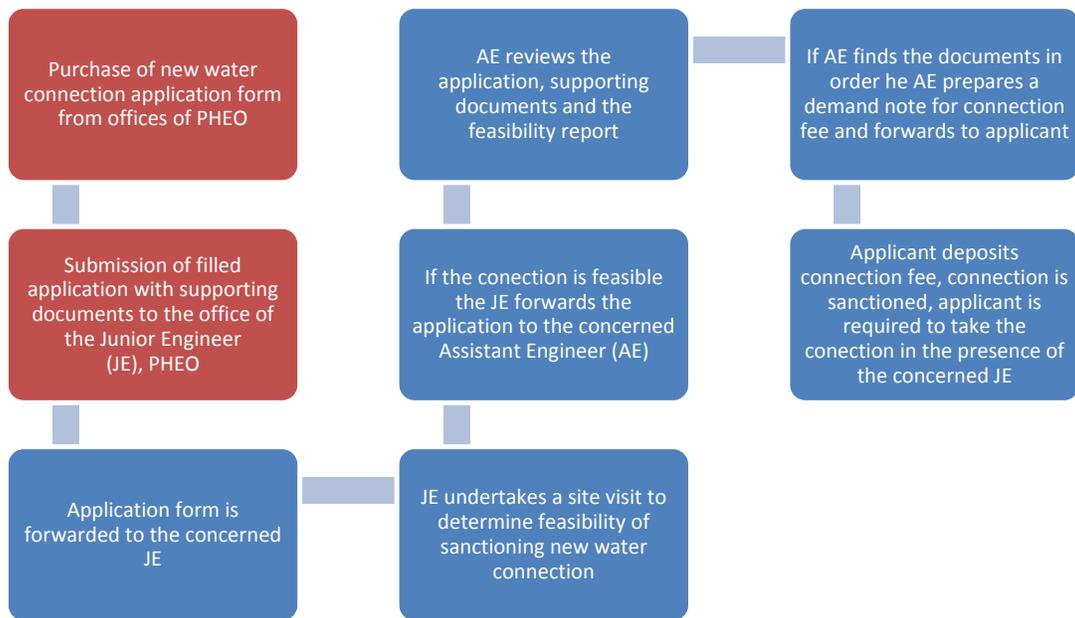
**9. Applicant deposits connection fee**

**10. New water connection is provided on site** in the presence of the local concerned officers. The household has to make the payment for labour and other materials for making the connection on the site.



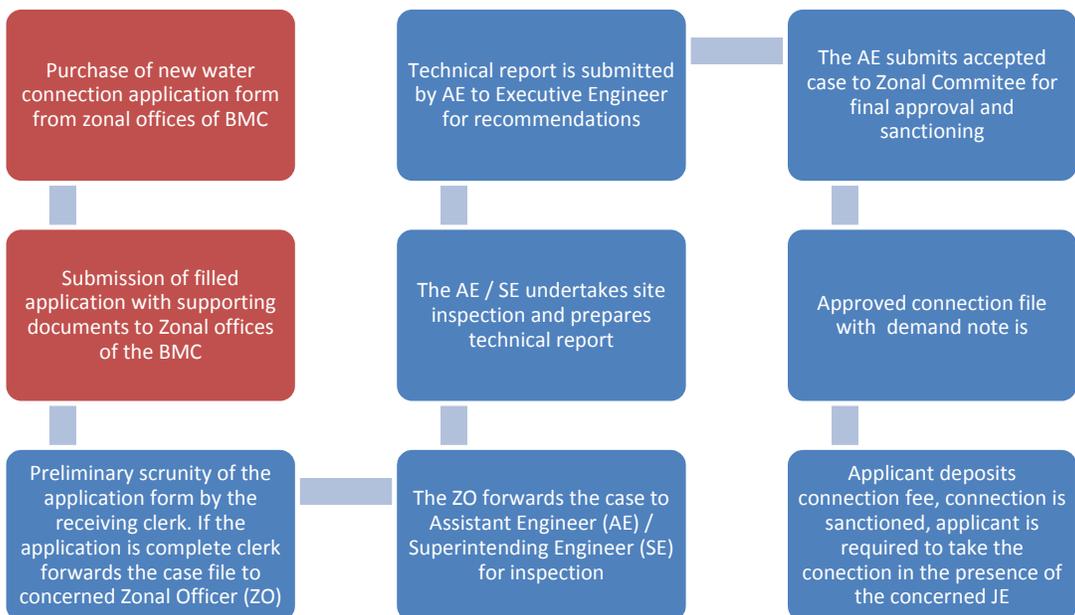


**Figure 4: Process for sanctioning a new water connection in Bhubaneswar**

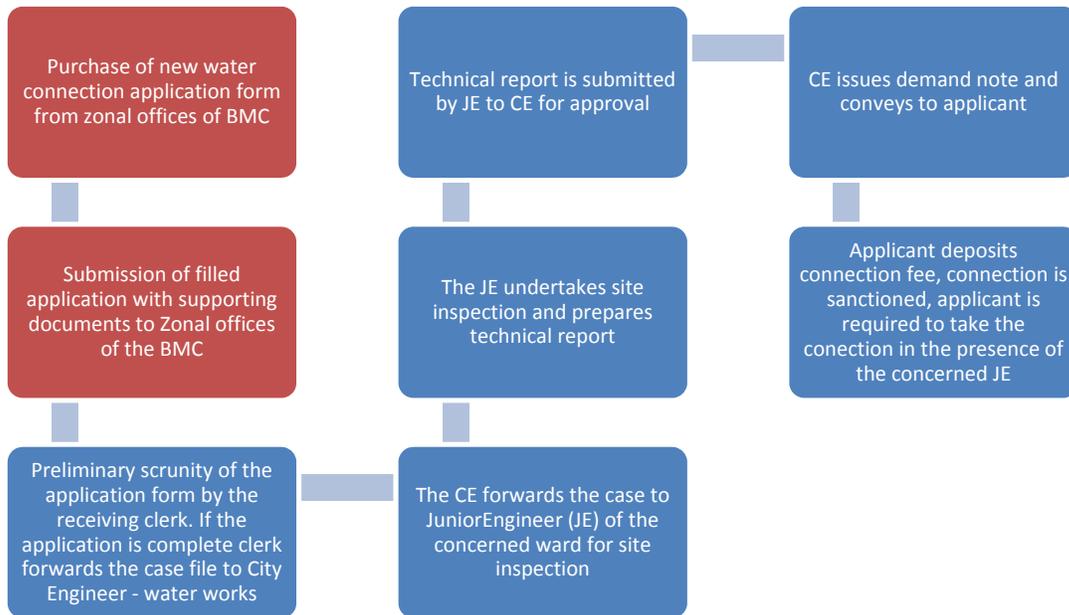


**Figure 5: Process for sanctioning a new water connection in Puri**

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**Figure 6: Process for sanctioning a new water connection in Bhopal**



**Figure 7: Process for sanctioning a new water connection in Dewas Municipal Corporation**





The procedure for sanctioning new connections within institutions responsible for providing new water and sanitation connections is protracted and takes very long. Usually, the application for new water / sewerage connections is received, processed and the feasibility for providing the connection is assessed at the zonal / ward level depending on the size of the city. The final sanctioning authority for connections, however, usually vests with a senior official who is positioned at the central office of the concerned institution. The result is that the process takes far too long. Service providers such as the Hyderabad Metro Water Supply and Sewerage Board have implemented reforms to streamline connection procedures (refer Box 1)

**Single Window Cell of the Hyderabad Metro Water Supply and Sewerage Board (HMWSSB).**

The main aim of the Single Window Cell (SWC) was to streamline new connection services. Established in April 1999 as a dedicated office based at the Water Board's head office at Khairatabad it is the one point for receiving, processing, and coordinating all new water and sewerage connection applications.

Prior to the SWC, citizen applications for new water or sewerage connections were submitted at section offices where they were processed and approved by section managers before being sent to subdivision and division managers for additional approval. Once approved, citizens had to hire private plumbers to physically make a new connection.

The Green Brigade—a dedicated team of 26 Water Board staff and private sector contractors has been established to physically connect all approved new connection applications for which payment had been received.

Prior to this initiative, procedures varied widely across sections due to lack of standardized procedures, weak supervision, and corruption. The SWC reform has improved information transparency through the free distribution of a clear and detailed two-page brochure, explaining application procedures and the fees to be paid for different types of new connection applications. This reform has halved the average time to approve and issue a new connection application from six to three months. There has also been an improvement in the volume of new connection applications processed and in making new connections. This was achieved without any changes in the staffing levels or resources allocated to the SWC.

Source: Guidance Notes on Expanding Water Supply and Sanitation Services to the Poor, WSP-SA, 2009

The whole process is expected to take seven working days from the date of submission of application to obtain water connection by the applicant. Discussions with the officials and consumers revealed that on an average this entire process takes more than a month.

### E. Regularization of illegal water connections

Some cities have undertaken programs / schemes for regularizing illegal water connections from time to time. In Indore Municipal Corporation illegal water connections are regularized after payment of a penalty as shown in Table 16. In case of slums the charges for regularization are 25% of the charges and there is also a provision to collect the fee in three instalments.

**Table 16: Regularization of residential water connections in Indore Municipal Corporation**

Size of connection	Settlement Fee	Other Charges	Total
½ inch	3220	-	3220
¾ inch	3750	120X12=1440	5190
1 inch	5000	240X12=2880	7880
1 ½ inch	15000	480X12=5760	20,760
2 inches	18000	960X12=11520	29,520
3 inches	30,000	1920X12=23040	53040
4 inches	50,000	3840X12=46080	96080
6 inches	1,00,000	7680X12=92160	192160

The Housing and Urban Development Department, Government of Orissa vide Resolution No 2867-PLW-SB-76/2006-HUD dated 6<sup>th</sup> February 2010 has come out with an amnesty scheme with a set of procedures for regularization of unauthorised water supply connections. The amnesty scheme was operational for a period of 180 days from the date the notification was published in the Orissa Gazette (date 22<sup>nd</sup> February 2010). As per the amnesty scheme the households with unauthorised water connections are required to submit the following documents:

- Application with a copy of holding / property tax receipt
- Copy of registration of deed / record of rights to land / patta / lease deed to be furnished.
- One time penalty fee of Rs 500
- The scrutiny fee for water supply connection (refer Table 14) to be paid either in a single instalment or in multiple instalments of 12/24/36 consecutive EMIs of Rs 270, Rs 150, Rs 100 respectively. The instalment amount would be included in the water bill.

Given that this is a voluntary disclosure scheme the connection would be regularised on spot along with the receipt of the application along with the documents outlined above and with the regularization fee. In order to ensure that the process is speedy the concerned Junior Engineer was given the competent authority for regularization.

On closure of the scheme the Junior Engineer is required to furnish a comprehensive report to the concerned Executive Engineer regarding number of applications received, regularized, pending and rejected along with reasons thereof. For all connections regularized under the amnesty scheme the monthly consumption bills are promptly delivered.

#### **F. Ensuring Universal Coverage – Reaching the Urban Poor**

High connection charges also act as a barrier for poor people to connect to formal water and sewerage systems. Accumulating the required sum for upfront connection costs, which are usually equivalent to a family's one or two months income, is difficult for poor who live from day to day.

In Orissa under a scheme called "Piyush" domestic water connections for Below Poverty Line Households are available at a connection cost of Rs 500 (including scrutiny charges of Rs 440 and Rs 60 as security deposit) as against the normal fee of Rs 3060. There is also a provision to pay the scrutiny fee either in a single instalment or in five equal instalments of Rs 100 respectively. The instalment amount is included in the water bill.

As a proof of being a BPL family the household is required to submit a copy of the BPL card in addition to the proof of record of rights over the house / land (copy of the municipal Holding Tax Receipt / registration / sale deed / record of rights / patta / lease deed of land / plot along with the application. The documents are to be produced before the Executive Engineer.



Water tariff of Rs.30/- per tap per month is charged from BPL consumer instead of Rs.60/- by each connection with usual increase at the rate of 5% in each year.

**The Bangalore Water Supply and Sewerage Board** initiated a series of bold policy changes, including:

- The requirement for formal tenure documents to be submitted with applications for new connections was replaced with a simple obligation to prove occupancy.
- The Board decided to innovate with service levels, allowing shared connections for groups of five to 10 families as an alternative option.
- Connection fees were reduced for slums to a rate that covered the cost of the meter only, with any additional costs being absorbed by the Water Board's maintenance division, and
- Domestic tariff structure was modified to introduce a lower minimum monthly charge which considerably lowered the monthly bill for those using small volumes of water.

**Connection Costs:**

Normal rate for a new domestic connection: Rs. 1,800.

**In slums**

- For plots less than 150 square feet, only the water meter cost is covered: Rs. 550 (US\$13).
- For plots between 150 and 600 square feet, a sanitary charge is added: Rs. 800 (US\$18).
- If slum dwellers coordinate and have their additional piping and taps installed by the same plumber, the additional cost per household is between Rs. 800 (US\$18) and Rs. 1,000 (US\$23).

**Tariffs:**

The old tariff structure required all customers to pay a minimum charge equivalent to 15 cubic meters of water a month. Most slum dwellers consumed around half this amount. The new tariff reduced the minimum charge to 8 cubic meters. A family using this amount or less now pays Rs. 73 (US\$1.7) per month, compared with Rs. 115 (US\$2.7) under the old structure. For shared connections, the total volume consumed is divided by the number of families sharing a tap, after which the same tariff structure is applied to the amount consumed by each family.

The Water Board also made changes to its own organizational structure by creating an in-house SDU. This was an important signal of the Water Board's willingness to continue working with slums.

Source: Guidance Notes on Expanding Water Supply and Sanitation Services to the Poor, WSP-SA, 2009

## Annexure

### Bhubaneswar – Application Form for New Water and Sewerage Connections



**Public Health Engineering Department**  
**GOVERNMENT OF ORISSA**  
**FORM OF APPLICATION FOR**  
**WATER SUPPLY/ SEWERAGE CONNECTION**

1. Name of the plot owner or his/her legal heir (IN BLOCK LETTERS) :
2. Number and location of the plot/ward number/holding number of which the water connection is required. :
3. Category of the building Residential/Commercial/Institution/Industry :
4. FOR WATER CONNECTION ONLY :
  - a. Temporary/permanent :
  - b. Whether any arrear water charges outstanding against the existing connection to the plot. :
  - c. Size and No. of proposed over head tank (if any). :
  - d. Size and No. of proposed sump (if any) :
  - e. No and type of different fixtures proposed :

Sl. No.	Type of fixture	No. sanctioned previously	No. for which sanctioned sought	TOTAL
a.	Tap.			
b.	Shower			
c.	Cistern			
d.	Wash hand basin			
e.	Any other type of fixtures			

5. Whether temporary / permanent water supply / Sewer connection to the plot was sanctioned previously. :
6. If so indicate the following :
  - a. if water connection existing whether it is temporary or permanent :
  - b. No. and date of sanction :
  - c. Date of connection :
7. The name and full local address of the registered P.H.D. Contractor under Govt. of Orissa through whom the work will be executed. :

- a. Certified that the above information are correct to the best of my knowledge.
- b. I undertake to abide by the "ORISSA WATER WORKS RULES" Further I shall be bound by any addition or alteration made in these rules by the Govt. from time to time.
- c. I also undertake that in case no bill is received by me by 10th of any month it would be my responsibility to contact the Assistant Engineer P.H. Rent Sub-Division, Satyanagar, Bhubaneswar to collect and pay up-to-date water charges bills of my plot, failing which the said Assistant Engineer shall every right to disconnect the water supply until the dues are paid.

Enclosed :

- i. Drawing 2 nos.
- ii. Up-to-date Municipal holding receipt.
- iii. No objection certificate for W/s & Sewerage from Municipal authority.  
(In case of Non-availability of approved plan)
- iv. Allotment letter (B.D.A./O.S.H.B.)

Full signature of the owner of the  
Plot or his/her legal heir

Address :

& Tel. No. :

NOTE :

- i. Copies of approved buildings drawing in duplicate duly attested by any Gazetted Officer drawn to a scale of not less than one inch to eight feet shall have to be submitted along with the application form properly filled in.
- ii. The holding number, ward number, plot number, lay out of the premises proposed point of connection, length and diameter of the pipe, sewer lines and positions of the fixtures, inspection chambers and existing sewer lines and manhole drawings in indelible ink. The existing and proposed works should be differentiated by use of different colouring ink of references.
- iii.
  - a. The signature and name of the owner or his/her legal heir and of the registered P.H.D. Contractor of the Govt. of Orissa should be furnished on the body of the drawings, along with his registration no.
  - b. Before taking water supply/Sewerage connection the party should obtain and produce the road cutting permission of the appropriate authority i.e. C.P.W.D./O.P.W.D./Municipal Corporation under their jurisdiction.
- iv. The original approved building drawings will have to be submitted for verification and return.
- v. Record or right of the applicant on the plot should be produced for verification.
- vi. An agreement to be executed with the Executive Engineer/Authorised Officers before deposit of scrutiny Fee.
- vii. A non-refundable fee as mentioned below to cover the charges of scrutiny of plans and supervision by Govt. will have to be deposited.

Category	Scrutiny Fee		Security Fee
	Water supply connection	Sewerage connection	Both for Water Supply and Sewerage connection
a. Domestic	Rs. 3000/-	Rs. 1500/-	Rs. 60/- (each)
b. Institutional -	Rs. 5000/-	Rs. 2500/-	Rs. 60/- (each)
c. Industrial/Commercial	Rs. 6000/-	Rs. 3500/-	Rs. 60/- (each)
<b>For Apartment</b>			
a. Having upto 25 flats/ household*	Rs. 10,000/- (each connection)	Rs. 5,000/- (each connection)	Rs. 60/- (each)
b. From 26 to 50 Flats/ households	Rs. 20,000/- (each connection)	Rs. 10,000/- (each connection)	Rs. 60/- (each)
c. More than 50 flats household	Rs. 30,000/- (each connection)	Rs. 30,000/- (each connection)	Rs. 60/- (each)

Memo No. .... Date .....

The application alongwith drawings forwarded to the Asst. Engineer/Asst. Executive Engineer/ PH. Sub-division, Unit-III/Unit-IV/H.L. Tank/Unit-IX/Old town/Saheednagar/Ghatikia/Chandrasekharpur to please report in the admissibility of sanction after scrutiny of plans and supervision at site.

- Encl. : 1. Drawing - 2 Nos.  
2. Up-to-date Municipal Holding Receipt.  
3. Allotment letter by B.D.A./O.S.H.B.

**Assistant Engineer**  
P.H. Rent Sub-Division  
Bhubaneswar

Memo No. .... Date .....

Submitted to the Asst. engineer, PH. Rent Sub-division, Bhubaneswar along with scrutiny report as follows

- a. The water supply connection is recommended to be given from the existing \_\_\_\_\_  
distribution/Rising main  
b. The proposed sewerage line of the plot recommended to be connected to the existing \_\_\_\_\_  
sewer.

- Encl. : 1. Drawing - 2 Nos.  
2. Up-to-date Municipal Holding Receipt.  
3. Allotment letter by B.D.A./O.S.H.B.

N.B. :- If connection existing, it should be clearly mentioned.

**Assistant Engineer**  
PH. Maintenance Sub-Division  
Unit-III/Unit-IV/H.L. Tank/Unit-IX/OldTown/SahidNagar/  
Ghatikia/C.S.Pur, Bhubaneswar.

An amount of Rs. .... (Rupees .....)  
only may be deposited by the party for scrutiny of Plans and supervision by Government and an amount  
of Rs. .... (Rupees ..... ) only may be  
deposited for security fee.

**Assistant Engineer**  
P. H. Rent Sub-Division  
Bhubaneswar.

Memo No. .... Date .....

Submitted to the Executive Engineer PH. Division-II, Bhubaneswar along with drawing and other documents furnished by the applicant for favour of sanction.

The applicant has deposited an amount of Rs. .... towards scrutiny fee vide Money Receipt No. .... Book No. .... Date ..... and security deposit of Rs. .... vide MR No. .... Book No. .... Date .....

- Encl. : i. Money Receipt of Scrutiny- Fee - 1 No.  
ii. Money receipt of Security Fee - 1 No.  
iii. Application in original: 1 No.  
iv. Drawing in duplicate  
v. No. objection certificate for W/s & Sewerage connection from Municipal Authority.  
vi. Allotment order from BDA/OSHB.

**Assistant Engineer**  
P.H. Rent Sub-Division  
Bhubaneswar

Puri – Form for New Water Connections

**FORM OF APPLICATION FOR WATER SUPPLY**  
Rule 8 of the Orissa Water Works (Urban Local Bodies) Rules, 1980

1. Name of the Plot owner of his/her legal heir, [IN BLOCK LETTERS] :
2. Permanent Address :
3. Present address on which correspondence can be made :
4. Number and location of the Plot :
5. Holding No of the building :
6. Ward No. in which the building is situated :
7. Category of the building [i.e. Residential, Shop-cum-residence, Shop, Hotel, Guest House, Restaurant, Tea Stall, Industries, Clinic, etc.] :
8. FOR WATER CONNECTON ONLY
  - a) Temporary / Permanent :
  - b) Whether any arrear water charges outstanding against the existing connection to the plot :
  - c) Size and No. of proposed over head tank, if any :
  - d) Size and No. of proposed sump, if any :
  - e) No and type of different fixtures proposed :

Sl.No.	Type of fixtures	No. sanctioned previously	No for which sanction is sought	Total
a)	Tap			
b)	Shower			
c)	Cistern			
d)	Wash hand basin			
e)	Any other type of fixtures			

---

( 2 )

9. Whether temporary / permanent water supply connection to the plot was sanctioned previously :
10. If so, indicate the following :
  - a) If water connection existing whether it is temporary or permanent :
  - b) No. and date of sanction :
  - c) Date of connection :
11. The name and full local Address of the registered P. H. D. Contractor under Government of Orissa through whom the work will be executed :
12. The length and diameters of the pipe line proposed to be laid :
  - a) Certified that the above informations are correct to the best of my knowledge.
  - b) I, undertake to abide by the WATER WORKS RULES, 1980. Further, I shall be bound by any addition or alteration made in these rules by the government of orissa from time to time.
  - c) I, also undertake that in case no bill is received by me by 10th of any month it would be my responsibility to contact the Officer-in charge of the Water Works to collect and pay up the up-to-date water charge bills of my plot /holdings by 20th of that month, failing which the authority shall have every right to disconnect the Water supply until the dues are paid with penalty if any.
  - d) I, undertake that I shall not put any electric Pump Motor / Hand Pump in house connection service pipe which is illegal.
  - e) I, undertake, that, I shall not make any alternation or addition in no. of taps / sump / O.H.Tank than sanctioned plan. If any deviation will be noticed by the department later, then, I shall be duty bound to pay all the water tax dues that will be liable, from date of sanction of plan.

**Enclosure**

1. Drawing four Nos.
2. Up to-date Municipal holding receipt.
3. Undertaking form.

Full signature of the owner of the plot or his/her legal heir

**NOTE:-**

- i) Copies of approved building drawing in quadruplicate duly attested by any Gazetted Officer drawn to a scale of not less than one inch to eight feet shall have to be submitted along with the application form properly filled in.

{ 3 }

- ii) The holding number, ward number, plot number, lay out of the premises, proposed point of connection, length and diameter of the pipe lines & position of the fixtures shall be shown in drawing in indelible ink. The existing and proposed works should be differentiated by use of the different colouring ink for references.
- iii) The signature and the name of the owner or his/her heir and of the registered P.H.D. Contractor of the Government of Orissa should be furnished on the body of the drawing.
- iv) The original approved building drawing will have to be submitted for verification and return.
- v) Record-of-right of the applicant on the plot should be produced for verification.
- vi) A non refundable fee as mentioned below to cover the charges for scrutiny of plans and supervision by Government will have to be deposited.

Type of connection	Amount of fees
a) Domestic	Rs. 3,000/- Per Connection
b) Institutional	Rs. 4,000/- -do-
c) Industrial/Commercial	Rs. 5,000/- -do-

**FOR OFFICE USE ONLY**

Memo No. \_\_\_\_\_ Dated the \_\_\_\_\_  
 Submitted to the S.D.O., P.H. Sub-Division/  
 as follows : \_\_\_\_\_ along with the scrutiny report

- a) The estimated cost of the building stands at Rs. ....
- b) There is no water supply connection/already a temporary water-supply connection to this plot / holding.
- c) The water supply connection is recommended to be given from the existing ..... dia distribution / pipe main.
- d) There is no out standing dues against this plot on this day.

**Enclosure :**

- 1. Drawing :- Four nos.
- 2. Up-to-date Municipal Holding Receipt \_\_\_\_\_ Sectional Officer
- 3. Undertaking form. \_\_\_\_\_ P.H. Section No. ....

Memo No. \_\_\_\_\_ Date : \_\_\_\_\_

Submitted to the Executive Engineer, Puri P. H. Division for sanction

**Enclosure :**

- 1. Drawing : ..... Nos. \_\_\_\_\_ Sub-Divisional Officer
- 2. Up-to-date Municipal holding receipt \_\_\_\_\_ P.H. Sub-Division .....
- 3. Undertaking form.

[ 4 ]

The Party is to deposit the fees as follows :

1) Scrutiny fee ..... Rs.....

2. Security deposit ..... Rs.....

Total Rs. ....

**Estimator**  
Puri P. H. Division

The party has deposited Rs..... towards Scrutiny fee and Rs..... towards security deposit Vide MR. No..... Date.....

**Cashier**  
Puri P. H. Division

Put up for sanction

**Estimator**  
Puri P. H. Division

Sanctioned

Indore Municipal Corporation – Application Forms

झोन

कीमत 25/- रुपये मात्र



**इन्दौर नगर पालिक निगम, कार्यालय**

फार्म नं. झोनल कोड/क्रमांक .....

**नये कनेक्शन हेतु आवेदन-पत्र**  
*New Connection*

झोनल अधिकारी  
झोन .....  
नगर पालिक निगम,  
इन्दौर  
महोदय,

1) मैं, नीचे हस्ताक्षर करने वाला .....  
निवासी .....  
निवेदन है कि निम्नलिखित वार्ड में मेरा मकान आता है और मुझे उसमें .....  
इंच का नल कनेक्शन चाहिए।

2) मैं यह कनेक्शन नगर पालिक निगम के लायसेन्सधारी प्लम्बर श्री .....  
..... रजिस्ट्रेशन नम्बर .....  
के द्वारा नगर पालिक निगम के सम्बन्धित अधिकारी की निगरानी में करवाना चाहता हूँ तथा मुझे  
कनेक्शन निम्नलिखित काम के लिए चाहिए।

3) वार्ड नम्बर .....

4) जिस जगह कनेक्शन चाहिए वहाँ का पूरा पता .....

नल कनेक्शन जिस उपयोग के लिए लिया जा रहा है उल्लेख करें :

घरेलू कार्य हेतु	मकान बनाने हेतु	उद्योग/व्यवसाय हेतु

[ 1 ]

- 5) मैं नगर पालिक निगम के जो भी नियम बने हैं और समय-समय पर जो नियम बनेंगे उनका पालन करने के साथ ही निश्चित रूप से जलकर का भुगतान करूंगा।
- 6) मैं नगर पालिक निगम के कर्मचारी को जल कनेक्शन सम्बन्धी जो भी जानकारी मांगेंगे उसमें उनको सहयोग प्रदान करूंगा।
- 7) मैं इस मकान का मालिक हूँ / मैं इस मकान का किरायेदार हूँ एवं मेरे मकान मालिक का नाम ..... है।  
मकान मालिक की अनुमति संलग्न है।
- 8) यह कनेक्शन केवल ..... के उपयोग हेतु है तथा मैं इसका अन्य किसी काम के लिए उपयोग नहीं करूंगा।
- 9) अगर कनेक्शन मकान बनाने हेतु चाहिए तो निम्नलिखित जानकारी लिखिए।  
मकान बनाने के लिए/रिपेरिंग करने हेतु मिली मंजूरी का नम्बर ..... तारीख .....
- 10) नगर पालिक निगम के नियमानुसार जलकर प्रत्येक परिवार से वसूल किया जाता है इसलिए अगर इस कनेक्शन से एक से अधिक परिवार जल का उपयोग करेंगे तो मैं उसकी लिखित जानकारी नगर पालिक को तुरंत देने के लिए बाध्य रहूंगा।
- 11) मैंने आवेदन पत्र के अंतिम पृष्ठ पर लिखित सभी नियम व शर्तें पढ़ ली हैं तथा वे मुझे मान्य हैं।
- 12) जमानत राशि ..... एवं कनेक्शन शुल्क रु. .... का भुगतान चालन क्रमांक ..... दिनांक ..... द्वारा कर दिया गया है, प्रतिलिपि संलग्न है।

आवेदक ने मेरे समक्ष ..... (आवेदक हस्ताक्षर)  
हस्ताक्षर किए हैं  
(प्लम्बर के हस्ताक्षर)  
संलग्न दस्तावेज : 1. जमानत राशि एवं कनेक्शन शुल्क जमा चालान

### प्लम्बर का घोषणा पत्र

मैं ..... धारक लायसेंस क्र. .... जो कि दिनांक ..... तक वैध है, उपरोक्त स्थान पर इन्दौर नगर पालिक निगम के नियमों एवं शर्तों के अनुसार नया नल कनेक्शन देने बावद जिम्मेदारी लेता हूँ।

1. जल वितरण लाइन से कनेक्शन दिये जाने वाले स्थल तक की दूरी ..... मीटर है।
2. कनेक्शन देने के लिये रोड क्रॉस करनी पड़ेगी : हाँ / नहीं।

दिनांक .....

प्लम्बर के हस्ताक्षर

**सम्पत्ति मालिक द्वारा घोषणा पत्र**

मैं ..... (सम्पत्ति का मालिक) जो कि .....  
..... पर निवास करता हूँ। मुझे किरायेदार को नया नल कनेक्शन देने हेतु कोई आपत्ति नहीं है।  
मैंने वर्ष ..... हेतु रसीद क्रमांक ..... दिनांक ..... द्वारा  
रु. .... के कुल योग में से रु. .... का सम्पत्ति कर का भुगतान कर दिया है।  
(छायाप्रति संलग्न है)

मैं नगर पालिक निगम को किरायेदारी में किसी भी परिवर्तन की सूचना देने हेतु बाध्य हूँ। एवं यदि वर्तमान या भावी  
किरायेदार द्वारा पानी के बिल का भुगतान नहीं किया जाता है तो मैं भुगतान करने हेतु उत्तरदायी रहूँगा।

नोट : कृपया अंतिम सम्पत्ति कर भुगतान की जानकारी देवें।

संलग्न दस्तावेज : ..... मकान मालिक के हस्ताक्षर

1. सम्पत्ति कर रसीद

[ 3 ]

**कार्यालयीन प्रयोग हेतु**

श्री निरीक्षक महोदय ..... कृपया  
स्थान का निरीक्षण कर तीन दिन में माँग पत्र जारी करें।

झोनल अधिकारी

**निरीक्षण रिपोर्ट**

श्री ..... (निरीक्षक)  
ने स्थान का निरीक्षण कर लिया है एवं नए कनेक्शन हेतु माँग निम्नानुसार है :-

1. ....
2. ....
3. ....
4. ....
5. ....

कुल योग  
.....

निम्नलिखित जांच की गई।

(निरीक्षक)  
सम्बन्धित जानकारी निम्नानुसार है।

1. फिलहाल मकान में कितने कनेक्शन हैं ? किस साईज के ? .....
2. जलकर प्रतिमाह किस दर से लिया जाता है ? .....
3. पानी का उपयोग किस काम के लिए होने वाला है ? .....
4. आवेदक के हस्ताक्षर है ? .....
5. मकान में कितने परिवार रहते हैं ? .....
6. मकान नम्बर सही है ? .....
7. गंदे पानी के निकासी का गटर में कनेक्शन है ? .....
8. भवन निर्माण/रिपेसिंग के लिए नगर पालिक निगम की मंजूरी प्राप्त है ? .....
9. नये मकान में रहने की अनुमति प्राप्त है ? .....
10. सर्विस लाइन से कनेक्शन दिये जाने वाले स्थल की दूरी कितनी है ? .....
11. रोड पार किया जाना कनेक्शन हेतु आवश्यक है या नहीं ? .....

[ 4 ]

मांगपत्र के भुगतान हेतु सूचना पत्र क्रमांक दिनांक ..... को भेजा गया / व्यक्तिगत तौर पर .....  
..... को दिया गया।

झोनल अधिकारी  
.....

रु ..... के मांगपत्र का चालान क्रमांक ..... दिनांक .....  
द्वारा भुगतान किया गया।

रसीद सूचना की दिनांक .....

झोनल अधिकारी के हस्ताक्षर

यह प्रमाणित किया जाता है कि इन्दौर नगर पालिक निगम के नियमों व शर्तों के अधीन नया नल कनेक्शन प्रदान/प्राप्त कर दिया / लिया गया है। यदि कनेक्शन 1/2 इंच से अधिक ..... का है तो मीटर लगा दिया गया है एवं मीटर नम्बर ..... है।

दिनांक .....  
आवेदक ..... फीटर ..... प्लम्बर .....

**झोनल कार्यालय के प्रयोग हेतु**

अनुक्रमांक .....  
दिनांक .....

**जल यंत्रालय को प्रेषित किया गया**

दिनांक .....  
झोनल अधिकारी

[ 5 ]

**जल यंत्रालय के प्रयोग हेतु**

आवेदन पत्र प्राप्ति की दिनांक

पंजीकरण क्रमांक  
माह जब से बिल तैयार किए जाएंगे :-  
दिनांक ..... को बिल विभाग को प्रेषित किया गया।

दिनांक ..... झोनल अधिकारी

**बिल विभाग के प्रयोग हेतु**

आवेदन पत्र प्राप्ति की दिनांक  
पंजीकरण क्रमांक  
माह ..... से बिलिंग चालू की गई।

माल पदाधिकारी  
जलकर वसूली

**इन्दौर नगर पालिक निगम, इन्दौर**  
**मांग-पत्र (सूचना कार्ड)**

दिनांक ..... क्रमांक .....

आपके आवेदन के अनुसार आपको ..... इंच ..... कनेक्शन स्वीकृत हुआ है।  
अतः आप निम्न राशि जमा कर 50 रु. के नान ज्युडिशियल स्टाम्प पर इकरारनामा लिखने की व्यवस्था करें। कनेक्शन मंजूर होने के दिनांक से 5 दिन में कनेक्शन नहीं लिया तो उपरोक्त स्वीकृति निरस्त मानी जाएगी।

1. सामान्य शुल्क .....
2. रोड रिपेयर शुल्क .....
3. मीटर शुल्क .....
4. रोड रिपेयर शुल्क .....

योग = .....

कार्यपालन यंत्री  
जल वितरण

[6]

नगरपालिका

**इकरारनामा**

Adhesive  
Stamp  
Rs. 50

यह इकरारनामा लिख देने वाला मैं .....

उम्र ..... वर्ष, धन्धा ..... ठिकाना .....

इन्दौर के श्री आयुक्त महोदय इन्दौर द्वारा नगर पालिक निगम, इन्दौर को लिख देता हूँ कि राटर जगह .....

इन्च/नल कनेक्शन मकान मालिक / किराएदार की हैसियत से लेना मंजूर है, इस बाबत् निम्न शर्तें मुझे मान्य हैं :-

1. जल कर का भुगतान कनेक्शन की साईज के अनुसार नियमित रूप , से जमा किया करूंगा ।
2. नल में कोई टूट-फूट होने पर किसी भी लायसेन्सधारी प्लम्बर से निगम अनुमति प्राप्त कर तुरन्त ठीक करवा लूंगा ।
3. निगम की लाइन नल में कोई हानि होने पर श्री आयुक्त महोदय हानि की राशि वसूल कर सकते हैं ।
4. गन्दे पानी के निकास हेतु पक्की गटर की पूर्ण व्यवस्था कर लूंगा ।
5. नल के मीटर के संरक्षण की पूर्ण जवाबदारी मेरी रहेगी ।
6. सदर नल कनेक्शन पर मोटर पम्प या हैण्डपम्प नहीं लगाऊंगा ।
7. उपरोक्त लिखे मुताबिक किसी एक शर्त का भी मेरे द्वारा पालन नहीं किया गया तो श्री आयुक्त महोदय नल संयोजन काटकर बन्द कर सकते हैं ।
8. जल प्रदाय वाबद जो मौजूदा नियम भी है तथा आगे जो भी नियम बनेगे वे सब मुझे मान्य होंगे । अतः यह इकरारनामा लिख दिया सो सही ।
9. मीटर में कोई खराबी होने पर मीटर बिगड़ने के दिनांक से मीटर की दुरुस्ती होने तक की अवधि का जलकर श्री आयुक्त महोदय वसूल कर सकते हैं ।

तारीख .....

आवेदक

गवाह :-

1. हस्ताक्षर  
नाम .....
- पता .....

2. हस्ताक्षर  
नाम .....
- पता .....

## नियम एवं शर्तें

### नया कनेक्शन निम्न शर्तों के अधीन दिया जाएगा :-

I) आवेदन के समय कनेक्शन शुल्क प्रचलित नियमानुसार देय होंगे जिसकी जानकारी झोनल ऑफिस से प्राप्त की जा सकती है। इसके अतिरिक्त आवेदन के साथ जमानत राशि निम्न प्रकार देय होगी।

A **यदि आवेदक मकान मालिक है तो :**

- अगर उसने देय सम्पत्ति कर का भुगतान कर दिया है तो-सामान्य जमानत राशि भुगतान करना होगा।
- अन्यथा जमानत राशि की तीन गुना राशि देय होगी।

B **यदि आवेदक किरायेदार है तो :**

- अगर मकान मालिक से अनुमति पत्र प्राप्त किया है एवं सम्पत्ति कर जमा है तो सामान्य जमानत राशि देय होगी।
- अन्यथा जमानत राशि की तीन गुना राशि देय होगी।

II) **मौग सूची**

A **i) जहाँ रोड पार करना आवश्यक न हो :**

- |                        |   |  |
|------------------------|---|--|
| दूरी 5 मीटर तक हो      | : | रुपये 300/-  |
| दूरी 5 मीटर से अधिक हो | : | रुपये 800/- + अधिक दूरी का खर्चा<br>(रोड रिपेयर अनुमान के पत्रक आधार पर) |

ii) 1/2 इंच ..... से अधिक कनेक्शन लिए जाने पर मीटर का चार्ज ..... देय होगा।

B **जहाँ रोड क्रॉस करना आवश्यक हो : रुपये (अनुमान पत्रक के आधार पर)**

- लाइन डालने का कार्य पंजीकृत प्लम्बर्स द्वारा किया जावेगा जिनकी सूची झोनल कार्यालयों पर उपलब्ध होगी।
- पानी के दबाव की कोई ग्यारण्टी नहीं होगी।
- नई सड़कों के निर्माण के दो वर्षों के अन्दर नल कनेक्शन नहीं दिया जावेगा।
- कनेक्शन केवल जल वितरण पाईप लाईन से ही दिया जावेगा। मुख्य फीडर लाईन से कोई कनेक्शन नहीं दिया जावेगा।
- यह आवेदक का कर्तव्य होगा कि वह गंदे पानी के निकास की उचित व्यवस्था करें।
- आवेदक मोटर पम्प, इत्यादि को कनेक्शन से नहीं जोड़ेगा अन्यथा उसका कनेक्शन काटा जावेगा तथा मोटर पम्प जम कर नियमानुसार दण्ड वसूला जावेगा।
- जी.आय. पाईप रोड़ पार होने की स्थिति पर कम से कम 0.60 मीटर गहराई में डाले जायेंगे।

मुद्रक : मध्यप्रदेश बुकरटाल २१६, म.गा. मार्ग (खजूरी बाजार) इन्दौर 532732