



by 22/9/2020
P. Issue at mxc.
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22/9/2020

ଓଡ଼ିଶା ସରକାର

ପଞ୍ଚାୟତି ରାଜ ଓ ପାନୀୟ ଜଳ ବିଭାଗ
GOVERNMENT OF ODISHA
PANCHAYATI RAJ & DRINKING WATER
DEPARTMENT

ଓଡ଼ିଶା ଲକ୍ଷ୍ମୀ ଭବାନୀ
ସଚିବାଳୟ ମାର୍ଗ, ଭୁବନେଶ୍ୱର - ୭୫୧୦୦୧

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No. 14842 / Date 22.09.2020.
RD-DW(S)-PLAN-0005-2011

RESOLUTION

Supply of safe and adequate drinking water to all citizens is a high priority activity of Government of Odisha. Various steps are being taken by the Panchayati Raj and Drinking Water Department to implement large numbers of rural piped water supply projects to achieve universal coverage in rural areas. In order to ensure availability of safe drinking water at the doorstep, Government has decided to provide Functional Household Tap Connection (FHTC) to all households in rural areas. Gram Panchayats (GPs), being the owner of the rural water supply assets are responsible for their operation and maintenance. It is necessary to empower the GPs for effective discharge of this responsibility. Accordingly the Government of Odisha is pleased to notify the Operations and Maintenance Guidelines for Rural water Supply Schemes operated by Panchayati Raj and Drinking Water Department. This shall come into force with effect from the date of its issue.

The Operations and Maintenance Guidelines will have the following components:

1. Water supply Connections
2. Tariffs
3. Penalties
4. Institutional Arrangements for Revenue collection

1. WATER SUPPLY CONNECTIONS :

Government is taking steps for time bound provision of Household Connections by keeping provision for FHTCs in all new Piped Water Supply (PWS) projects and retrofitting the existing PWS projects. Rural Households in all Villages and Gram Panchayats will be saturated with FHTCs in a phased manner free of cost. Government aspires to saturate the entire rural Households with FHTCs by 2024.

The users shall be categorised under three heads for the purpose of providing drinking water connections

CATEGORY- A

a. Domestic Category Users:

During saturation phase of the GP/ village, Water Supply Connections to Domestic Category Users shall be provided free of cost. All illegal connections will be regularised by re-fitting such FHTCs with ferrule of 1/8 inches. The households shall provide a copy of the Aadhaar Card of the head of the Household for availing the benefit.

b. Future Domestic Category Users:

Post saturation phase of the GP / village, the new users / Households shall apply for water connection to the concerned Executive Officer of Gram Panchayat using the prescribed intimation form. After five working days, the consumer can install the connection in presence of Revenue Collection Representative (RCR). There shall be no connection fee for new connection. However the user shall bear the cost of the connection including road damage repair cost.

CATEGORY - B

SMALL COMMERCIAL AND SMALL INSTITUTIONAL CONNECTIONS (SINGLE TAP PROVISION) :

This category shall cover the following

1. Government Anganwadi Centres, ANM centres, Primary schools, Community Sanitary Complexes etc
2. Small commercial shops, dhabas , recognized orphanage, destitute homes, schools for physically handicapped, places of worship, cremation grounds etc.

a. GOVERNMENT OWNED INSTITUTIONAL CATEGORY USERS :

It includes Anganwadi Centres, ANM centres, Govt Primary schools, Community Sanitary Complexes etc. During saturation phase of the GP, Water Supply Connections to such users shall be provided free of cost. Post saturation phase of the GP / village, such users shall apply to the concerned Executive Officer of Gram Panchayat using the prescribed intimation form. After five working days, the consumer shall install the connection in presence of Revenue Collection Representative (RCR).



There shall be no connection fee for such new connection. However the user shall bear the cost of the connection including road damage repair cost. The GP may also resolve to provide such connection cost from the user fees collected, CFC / SFC funds etc.

b. OTHER USERS:

Such users shall apply to the concerned Executive Officer of Gram Panchayat using the prescribed application form who shall visit the site within 5 days of receipt of the application and sanction the connection, if found feasible. There shall be a connection fee of Rs 500/- which shall be deposited into VWSC account if connection is permitted. If sanctioned, the user shall bear the cost of connection including road damage repair cost.

CATEGORY- C

OTHER USERS (MORE THAN ONE TAP CONNECTION) :

This category shall cover Industries, Township areas, big schools, colleges, big shops, cattle sheds being used exclusively for housing cattle etc.

The commercial entity shall apply to the Executive Engineer, RWSS in the prescribed application form who shall get it verified by the Sub Divisional Officer within 15 days. If found feasible based on various parameters such as surplus water available, distance from distribution line, total per day water required by the user etc., the connection may be sanctioned. If sanctioned, the user shall deposit a connection fee of Rs 10,000/- in the office of the Executive Engineer on receipt of which estimate shall be prepared for such connection in 30 days including road damage repair cost, installation of water meters etc. On deposit of the same, the Executive Engineer, RWSS shall provide the connection.

2. TARIFFS

MONTHLY TARIFFS FOR VARIOUS TYPES OF CONNECTIONS :

a. Category A :

Minimum Rs. 60.00 per month from the date Village Water and Sanitation Committee (VWSC) / User group (for schemes covering a part village) passes resolution to collect the same. Such date shall not be later than three months from the date habitation/ village/ GP has been saturated by FHTCs and handed over by RWSS.



For vulnerable households such as SC, ST, very poor etc., tariff can be less if the VWSC / User group resolves to do so but not less than 50% of the amount resolved for other households.

The amount shall be reviewed biannually or earlier by the GP for appropriate revision. The VWSC / User group may resolve to meter the water supply and charge different tariffs to encourage water conservation. Also households with water storage tanks (Underground or Overhead) may be charged with higher tariffs if the VWSC / User group resolves so.

b. Category B :

Minimum three times the amount applicable for general Domestic Category i.e. Rs 180 per month. The VWSC / User group may resolve to meter the water supply and charge different tariffs to encourage water conservation. The amount shall be reviewed biannually or earlier by the GP for appropriate revision. In case of Govt institutions, the GP / VWSC may resolve to waive off the tariff.

c. Category C :

As fixed by the Executive Engineer as per Government instructions from time to time. Consumers under this category shall be responsible for the installation and maintenance of water meters. The SDO shall supervise the revenue collection every month from such users.

3. PENALTIES

a. PENALTY FOR INSTALLATION OF ILLEGAL CONNECTION :

PR&DW Deptt. shall regularise all existing illegal connections by installing ferrule of appropriate size during the saturation phase. Any user making an illegal connection after that or re-connects a disconnected connection on his/her own without prior permission shall be disconnected and fined Rs 1000/- .

b. PENALTY FOR INSTALLATION OF BOOSTER PUMP DIRECTLY ON WATER DISTRIBUTION PIPE LINE :

Installation of Booster Pump directly on water supply distribution pipeline causes loss of pressure and decreases equitable distribution of water to end users. Installation of direct booster pump is therefore, strictly prohibited. In case any consumer is found to have installed booster pump directly on water supply line, he shall be fined Rs 1000/- and issued a written notice to remove the booster pump immediately. If he fails to comply with the directions in three days, his supply shall be disconnected.



c. PENALTY FOR NON-REPAIR OF LEAKAGE IN CONNECTION PIPES :

All leakages in water connection pipe must be repaired by the consumers immediately to avoid the wastage and contamination of drinking water. In case the consumer fails to repair such leakages within three days of issue of notice, his connection shall be disconnected.

d. DISCONNECTION ON NON-PAYMENT OF DUES :

The concerned VWSC / User group shall make best efforts to recover monthly tariffs from consumers. However, in case a consumer fails to pay the outstanding dues for 3 months, the consumer may be issued final notice giving 21 days to pay the outstanding amount failing which the connections may be disconnected.

e. COST OF DISCONNECTION DUE TO TARIFF DUE OR DURING PENAL ACTION :

It shall be initially borne from the users fee collected but will be treated as outstanding fee against the consumer in case he/she applies for reconnection.

f. FEE FOR RECONNECTION OF DISCONNECTED CONNECTION :

Any consumer household where the connection is disconnected shall be allowed to reinstall the connection if he/ she pays the outstanding charges and Rs 500/- as reconnection fee. The cost of the connection shall be borne by the consumer.

4. INSTITUTIONAL ARRANGEMENT FOR REVENUE COLLECTION :

- a. The GP / VWSC shall designate a Revenue Collection Representative (RCR) for each Pipe Water Supply scheme to collect revenue and inspect house hold connections regularly to detect any violations.
- b. For single village and multi village PWS schemes, the VWSC can appoint a member of VWSC, SHG, SEMs or any other person of the village as RCR. The record keeping of individual user fee collection and the Bank Account shall be maintained by the concerned village RCR.
- c. For PWS schemes such as solar schemes etc. which cover only a habitation / part of a village , the user group shall resolve to appoint a RCR for the scheme area as above. The record keeping of individual user fee collection and the Bank Account shall be maintained by the concerned RCR.



- d. Separate Bank Account shall be opened as above for O&M purposes and maintained by such RCR. The VWSC / user group shall check the account and record keeping from time to time.
- e. No separate bills shall be issued and each household shall deposit the monthly due before 7th of the subsequent month. Signature / thumb impression of head of household will be taken in the Collection Register on deposit of dues as a token of receipt. The GP may resolve to collect the user fee once in 2 months for ease of operations.
- f. In case of penalties due to installation of illegal connection, installation of booster pump or non repair of leakage, RCR shall issue notice in writing intimating the specific amount of penalty and also keep a photo of such irregularity before disconnection. The signature / thumb impression of head of household will be taken as a token of receipt on issue of such notice and on deposit of such penalties.
- g. The collection representative may be paid a minimum incentive @ 6% of amount collected including the various penalties and reconnection charges. Such amount can be suo moto claimed by the representative on collection i.e., he/ she shall deposit the collected amount after deducting his / her incentive. The collection representative shall be responsible to inspect the connections regularly and detect various violations.

5. BASUDHA Helpline 1916 :

The GPs through VWSCs / user groups are expected to effectively maintain the PWS schemes by regular collection of user charges and undertake routine maintenance including timely payment of electricity bills, minor repair etc., However major repair such as damage of distribution pipe, leakage of Over Head Tanks, source drying out etc require major financial support and technical supervision of RWSS organisation. PR&DW Deptt. shall encourage all consumers to raise such grievances through 1916 BASUDHA helpline. This number shall be given due publicity and shall be painted at prominent places in each village. The funds available from Central Finance Commission and State Finance Commission at the three tiers of the Panchayat Raj Institutions shall be leveraged for such major repairs.

This resolution will institutionalise the ownership of PWS schemes by the community through payment of reasonable user charges and shall increase the participation, monitoring and upkeep of such schemes by the community. In all



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GPs / villages where saturation with FHTC has been completed prior to this notification, handing over of the scheme by RWSS shall be done not later than two months and GP resolution shall be passed not later than four months from the date of issue of this resolution. The provisions in the resolution shall be reviewed regularly by the Government for clarifications, if any. The District Water and Sanitation Mission under the chairmanship of Collector shall review at regular intervals the effective implementation of this resolution.

ORDER

Ordered that the Resolution be published in the extraordinary issue of Odisha Gazette and copies thereof be forwarded to all Departments of Government.

By order of Governor

Signature
22/09/2020

Principal Secretary to Govt

Memo No. 14843 /PR&DW, Dated. 22.09.2020.

Copy forwarded to the Gazette Cell, Commerce & Transport (Commerce) Department with a request to publish this Resolution in an extra-ordinary issue of Odisha Gazette.

Signature
22/9/2020

Director, DW&S

Memo No. 14844 /PR&DW, Dated. 22.09.2020.

Copy forwarded to Director, Printing, Stationary & Publication, Odisha, Cuttack with a request to publish this Resolution in an extra-ordinary issue of Odisha Gazette and supply 100 copies to this Department.

Signature

Director, DW&S