

CHAPTER - 17

Other Useful Information

[Section 4(1) (b) (17)]

17.1 Please give below any other information or details or publications which are of relevance or of use to the Citizens.

Grievance Handling process

HMWSSB receives grievances and service requests of consumer of HMWSSB and citizens of greater Hyderabad.

A citizen can register a grievance through various channels available:

1. IVRS/ Phone - 155313
2. MobileApp – HMWSSB Citizen Services
3. Hmwssb Website – www.hyderabadwater.gov.in
4. Facebook – fb.com/HMWSSB
5. WhatsApp - 9949930003
6. PrajaVani – Every Monday at concerned General Manager’s office
7. Email - mdhmwssb@hyderabadwater.gov.in
8. Twitter - @HMWSSBOnline
9. Dial Your MD / Meet Your MD

A token number is generated upon receipt of grievance from any of the above channels and an SMS is sent to the complainant. This grievance is automatically assigned to the officer concerned by the system. The officer concerned takes necessary action to resolve the grievance. If it is resolved the officer closes it and consumer receives an SMS stating that their grievance is resolved. If the grievance is still pending beyond the SLA of the officer, it is escalated to next level of hierarchy i.e Deputy General Manager (DGM) -> General Manager (GM) -> Chief General Manage (CGM) -> Managing Director. If the complainant is not satisfied with the service provided by HMWSSB then the same can be informed to the customer care representative and the grievance will be reopened. At every stage there will be follow up by the officer concerned regarding grievance and after resolving and closing of the grievance. A random feedback call depending on the severity of the grievance will be made by MCC.

Billing and Collection at Consumer Door steps

HMWSSB has introduced the Billing & revenue collections through handheld terminals (e-POS). The said terminals run on GPRS +GPS technology which ensures better indemnity against inordinate delays in data transmission faced in other protocols such as SMS allowing updating of the central database server instantaneously. The outsourced agencies collect payment for water bills by depositing the amount of Rs.20,000/- in advance in HMWSSB cash counter in prepaid mode. This is implemented keeping in view of the shortage of HMWSSB staff. At each stage after issue of bill, after receipt of bill and reminder to pay bill, SMSs will be sent to consumers to their registered mobile numbers.

Tanker booking Mechanism:

Consumer can request tanker services on one of the following channels.

- **Metro Customer Care (155313) IVRS**
The consumer will call from the mobile number which is registered with HMWSSB to the MCC 155313 (As being done in the Gas booking) to ensure that the only genuine consumer books the water tanker. The consumer will have an option to select the time and date of requirement of tanker.

Upon confirmation the consumer will be issued a Token number and Secret PIN. The consumer will hands over the secret PIN to the tanker driver so as to enable the tanker to go for the next trip. Based on the date and time of requirement and booking date and time the token will be processed in the E-pos machine first Come First Serve method.

- **HMWSSB Website (www.hyderabadwater.gov.in):**
Consumer can also book tanker visiting HMWSSB website and selecting Book Water Tanker under consumer services wherein consumer will be required to enter his CAN details, tanker capacity and tanker type. Once details are submitted OTP will be sent to register mobile number, once the OTP entered the tanker will be booked by notifying token no and pin no and SMS will be send to register mobile no.

Further provision is given in MCC for outer municipal, cantonment board area people who are not HMSSB consumer to book tanker under domestic as some of the consumers were not given water connection due to non availability of lines.

- **Facebook:**
Consumer can also book tanker from facebook by visiting HMWSSB facebook page and selecting the link for tanker booking. Once selected, consumer will be redirected to tanker booking page of HMWSSB website wherein consumer will be required to enter his CAN details, tanker capacity and tanker type. Once details are submitted OTP will be sent to register mobile number, once the OTP entered the tanker will be booked by notifying token no and pin no and SMS will be send to register mobile no.

New Water Supply Online process

Consumer can apply new water/sewerage connection by visiting HMWSSB Website (www.hyderabadwater.gov.in) select apply for water and sewerage connection under prospective consumer services under services. wherein consumer is redirected to another page were you can enter all the mandatory details in query form and upload requested documents, once all the details are entered click on submit application form then you will receive SMS OTP for validation. After entering OTP press save button then file no will be generated requesting to pay processing fee at nearest HMWSSB cash counter or by online and also an SMS to the mobile no mentioned in the application will be sent.

Mobile application for Citizen services:

In continuation of its efforts for better customer service, HMWSSB has developed mobile application for Citizens of Greater Hyderabad on Android, IOS and Windows platform to avail following services.

- Tanker Booking
- Water supply and Sewerage Complaints registering
- Bill alerts, payment due alerts
- Payment of water bills through mobile app
- Email ID capturing/updating
- View Latest Bill
- View Bill History
- Know your Area Officers
- Illegal Connections
- News & Announcements
- Multiple CAN's bill payment
- GHMC pot holes
- Non-Consumer Services
 - Water leakage /sewerage overflow complaints on the Road
 - Complaint Status Verification
 - Furnishing Illegal Connection Information
 - Know Your New Connection Status

QUALITY ASSURANCE & TESTING WING:

- The “**Quality Assurance & Testing Wing**” of HMWSSB, was constituted in the year 1992, when the service regulations of the Board are formulated, in order to provide clean, potable water to the consumers of HMWS&SB.
- The QAT Wing is functioning with one General Manager (QAT), one Deputy General Manager(QAT), Nine Technical Officers (QAT), Seventeen Jr. Technical Officers (QAT) and Outsourced staff.
- The QAT Wing is having the following laboratories:
 1. Central Lab at A.F Beds WTP. (**NABL accredited**)
 2. MRG Lab at Miralam WTP.
 3. Control room lab at Secunderabad.
 4. Hydernagar lab at Hydernagar reservoir campus.
 5. Saheb nagar lab at Saheb nagar reservoir campus.
- These laboratories will ensure testing of chemical and bacteriological quality as per **WHO & CPHEEO** standards as far as the treatment is concerned at respective treatment plants and also the samples collected from the distribution system.
- The “**Quality Assurance & Testing Wing**” of HMWSSB continuously monitors the water quality of the twin cities as well as surrounding municipalities in order to provide clean and potable water to the consumers. QAT wing has the responsibility of the following components

HYDERABAD METROPOLITAN WATER SUPPLY AND SEWERAGE BOARD

O/o Managing Director,
Khairatabad, Hyderabad-500004.

Circular Memo No.:HMWSSB/MD/2018-19/ 820

Dt: 02/03/2019.

Sub:- HMWSSB - Housing service connections - Providing House Service Connections (HSCs) at Rs.1/- per connection to all domestic HSCs for BPLs and all other HSCs at Rs.100/- orders issued - clarification on connection charges issued to Board Engineers - Reg.

Ref:- 1) AP Gazette No. 99; dt: 29.05.2002.
2) Board Proceeding No.149, dt.15.07.2017.
3) G.O.RT.No.182 MA&UD Dept, dt:21.02.2019.

* * * * *

The water supply and sewerage connection charges for category - I (Individual connections), Category-II (MSBs) and Category - III (Bulk connections) are being followed in HMWSSB vide reference 1st cited i.e, AP Gazette No.99, dt.29.05.2002. The same connection charges are being followed for extended peripheral areas of GHMC after their merger into HMWSSB in year 2009.

Recently the Govt. has extended the jurisdiction of HMWSSB upto ORR vide G.O.R.T No.274 Panchayat Raj & Rural Development (RWS-IV) Dept. Dt.30.04.2016. A total of 23 ULBs situated in Rangareddy, Sangareddy and Medchal Malkajgiri Districts fall under the extended area of HMWSSB (List enclosed). To look after the Operations & Maintenance of water supply in the extended area upto ORR, three (3) new O&M divisions namely Div-XVIII, XIX & XX have been formed by HMWSSB. The processing of applications for new water supply connections are being followed with the existing tariff published in AP Gazette No.99, dt.29.05.2002.

The Govt. has issued orders vide reference 3rd cited, fixing domestic House Service Connection (HSC) charges for individual families under domestic category other than BPL category of 15mm size connections @ Rs.100/- connection. The G.O. RT No.182 is applicable for 141 ULBs (Excluding GHMC) in Telangana State. The breakup of 141 ULBs are as follows:

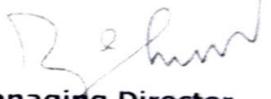
- i. 57 ULBs located outside ORR and taken up by the RWS & S Dept.
- ii. 61 ULBs under the control of PH & ME Dept.
- iii. 23 ULBs located within ORR and taken over by HMWSSB.

In order to avoid confusion the following clarifications are herewith issued.

- i. For all houses falling under BPL category as per the prevailing norms shall be sanctioned @ Rs.1/- per connection in the entire jurisdiction of the Board.
- ii. For 15mm size water supply connections under category - I for domestic individual families in O&M Divisions - XVIII, XIX & XX covering 23 ULBs

stipulated in the G.O.RT No.182 shall be sanctioned @ Rs.100/- per connection.) The GB charges for releasing connections will be borne by the Board.

- iii. For all other applications for 15mm size water supply connections under category – I (Commercial and Industrial categories as per RBS) in entire jurisdiction of HMWSSB including O&M Divisions – XVIII, XIX & XX shall be sanctioned as per the prevailing tariff structure vide reference 1st cited.
- iv. For large size domestic houses having plinth area more than 1000 Sq.mtrs with single or multiple ownership 15mm size connection shall not be sanctioned. For such domestic houses, applications shall be processed as per BP No.148, dt.15.07.2017 vide reference 2nd cited.
- v. For 20mm and above size connections under category – I, II & III in O&M Divisions – XVIII, XIX & XX covering 23 ULBs stipulated in the G.O. RT No.182 shall be sanctioned as per prevailing tariff structure vide reference 1st cited.


- **Managing Director**

To

All Directors, CGMs, General Managers,

Copy submitted to MD's/E.D's table.

List of ULBs within ORR taken over by HMWS&SB

Sl.No	District	No. of ULBs	Name of the ULBs	O&M Division
1	Rangareddy	10	Pedda Amberpet	XX
			Badangpet	XX
			Jalpally	XX
			Meerpet	XX
			Jillelaguda	XX
			Shamshabad	XX
			Turkayamjal	XX
			Manikonda	XVIII
			Narsingi	XVIII
			Bandlaguda Jagir	XVIII
2	Sangareddy	3	Bollaram	XVIII
			Tellapur	XVIII
			Ameenpur	XVIII
3	Medchal	10	Nizampet	XVIII
			Kompally	XVIII
			Gundlapochampally	XIX
			Thumkunta	XIX
			Jawaharnagar	XIX
			Dhammaiguda	XIX
			Nagaram	XIX
			Pocharam	XIX
			Boduppal	XIX
			Peerzadiguda	XIX
Total		23		

RAIN WATER HARVESTING THEME PARK

Rain water harvesting theme Park unique kind of park located road no : 51 , jubilee hills to promote Rainwater harvesting and also create awareness to citizens, NGO's and Schools children's on various Water Harvesting methods. Rain water Harvesting Theme park consisting of more than 40 interventions on the theme of Water conservation, Rainwater Harvesting, Groundwater recharge, Water treatment and Sewerage treatment.

There is one Information centre in the Theme Park, consisting three blocks.

Display Gallery

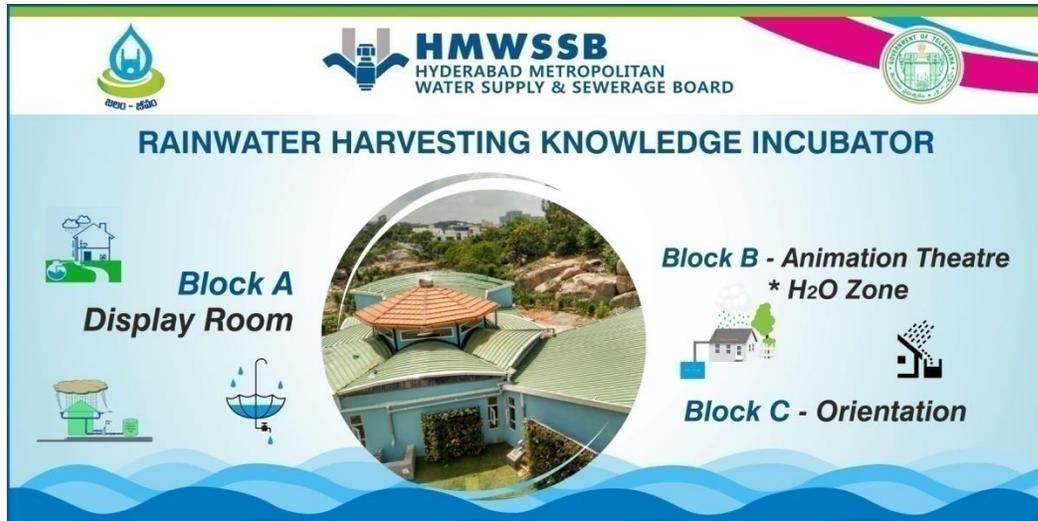
- Consistingof display charts on Water conservation,
- Rainwater Harvesting,
- Groundwater Recharge,
- Water Treatment and Sewerage Treatment
- live Weather monitoring Station etc.

Animation Center

- Consist of Holographic projection on the process of Water Treatment and Sewerage Treatment,
- Virtual reality show on Water Drop Journey from the Source to Hyderabad in 3D,
- Video games on RWH
- Talking tree on Rain forest.

Auditorium

Short films on Water Drop Journey on 2D and Rainwater Harvesting etc



RAINWATER HARVESTING THEME PARK VISIT - INSTRUCTIONS

Do's

- 1) Free entry for the students of all Government and Private Schools, citizens and Senior citizens etc., who are interested to know about Water conservation / Rainwater Harvesting to the RWH Theme Park.
- 2) Register on line to take permission to visit to RWH Theme park and book slot duly furnishing all required information.
- 3) Every Sunday is working day and Monday is holiday to the park.
- 4) Timings of RWH Theme Park are 10.00AM to 12.00Noon and 2.00PM to 4.00PM.
- 5) Each batch should consist of 50members and lesser than it.
- 6) Care takers / teachers should accompany for every 10 / 15Students.
- 7) Drinking Water and dust bins are available in the park.
- 8) Walk on walking paths only.
- 9) Two Wash rooms (One for Male and one for Female) are available in the Lucafe at the entrance of the park.

Dont's

- 1) Don't spoil the plants by plucking the leaves or flowers in the park.
- 2) No eatables are allowed inside and don't throw waste inside the park.
- 3) Don't walk and sit in the Lawns.

- 4) Spitting of Pan / Chewing Gum or any unwanted material and smoking are strictly prohibited in the park area.
- 5) Don't bring pet animals inside the park.
- 6) Don't touch any instrument or any material inside.

For further detailed information on Rain water Harvesting it may be accessed through the HMWSSB website : <https://bms.hyderabadwater.gov.in/themepark/>.

PRAJAVAANI PROGRAMME

The HMWSSB has initiated an innovative programme called ‘‘PRAJAVANI’’ on 26.10.2009. The primary objective of the above programme is to enable the consumers to have direct interaction with the top Management for redressal of their grievances. The Programme is conducted on every Monday.

DAIL YOUR MD PROGRAMME / MEET YOUR MD

The HMWSSB has initiated consumer grievances redressal mechanism through innovative programmes as ‘‘DAIL YOUR MD’’. The primary objective of the above programmes is to enable the consumers to have direct interaction with the top Management for redressal of their grievances.