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[No.20047—HUD-WS-POLICY-0001-2020/HUD.]

HOUSING & URBAN DEVELOPMENT DEPARTMENT

RESOLUTION

The 23rd November, 2021

Sub:- Amendment /Insertion of Rules/Sub-Rules in the Odisha Water Works (Urban Local Bodies) Rules,1980.

Ref:- Government in Housing & Urban Development Department Resolution No. 38409-HUD dated the 1st December, 1980, Resolution No. 4229-HUD dated the 3rd February, 1981 and Corrigendum No. 14117-HUD dated the 6th March, 1982, Resolution No. 43023-HUD dated the 8th December, 1988, Resolution No. 26708-HUD dated the 16th August, 1996 and Corrigendum No. 28173-HUD dated the 28th August, 1996, Resolution No. 15516-HUD dated the 30th June, 2005, Resolution No. 2872-HUD dated the 6th February, 2010, Resolution No. 2887-HUD dated the 6th February, 2010, Resolution No. 30471-HUD dated the 15th October, 2013, Notification No. 31086-HUD dated the 2nd December, 2015, Notification No. 7130-HUD dated the 17th March, 2016, Notification No. 12503-HUD dated the 24th May, 2016, Notification No. 13334-HUD dated the 28th May, 2018 and Resolution No. 27-HUD dated the 1st January, 2019.

Consequent upon taking various initiatives to improve the Water Supply and Sewerage Service provision in the state like universal coverage by piped water supply, 24x7 water supply, Drink from Tap Mission, community partnership in water supply & wastewater management through Jalasathi Program etc., the question of amending the relevant provision in the Odisha Water Works (Urban Local Bodies) Rules, 1980 was under consideration of the Government for some time. The State Government, after careful consideration, do hereby make the following amendments to the Odisha

Waterworks (Urban Local Bodies) Rules, 1980 and subsequent amendments thereto and order that the same may be given effect from the date of publication of this Resolution in *Odisha Gazette*:

1. These rules may be called the Odisha Water Works (Urban Local Bodies) Amendment Rules, 2021.

2. They shall come into force on the date of their publication in the *Odisha Gazette*.

3. In the Odisha Water Works (Urban Local Bodies) Rules, 1980 (herein after referred to as the said Rules), under Rule 1, a sub-rule (f) shall be inserted by the following, namely,

“(f) These Rules shall apply either to Public Health Engineering Organisation (PHEO) or WATCO (Water Corporation of Odisha), as the case may be.”

4. In the said Rules, under Rule 3, the following sub-rules (t) to (z) shall be inserted, namely,

“(t) “Kilolitre” means one thousand litres or one cubic metre

(u) “Jalasathi” means a woman member of a duly recognised Self-Help Group, selected by the State Urban Development Agency of the Housing & Urban Development Dept. for rendering specific services in water supply provision by the Public Health Engineering Organisation (PHEO) and WATCO.

(v) “Jalasathi Program” means the program of community partnership in water supply & wastewater management by PHEO/WATCO with the support of duly selected Jalasathis.

(w) “Scrutiny charges” means the amount required to be deposited for a new connection in water supply or sewerage house service connection towards scrutiny and supervision charges by PHEO/WATCO.

(x) “Connection charges” means the amount required to be deposited with the Officer-in-charge for the physical execution of the house connection.

(y) “Urban poor” means a family residing in an urban area and receiving the benefits under the National Food Security Act., 2013.

(z) "WATCO" means Water Corporation of Odisha of the Government of Odisha.

5. In the said rules, rule 5 shall be substituted by the following, namely,

"(a) All such installations as mentioned in rule 3 shall be under the control of the Public Health Engineering Organisation or the concerned Urban Local Body or under the custody of WATCO, as the case may be.

(b) The Sectional Officer, Public Health or the Assistant Manager, WATCO in charge of the water supply & sewerage service provision in the area or any other officer notified by the Govt. from time to time shall be the Officer-in-charge of piped water and sewerage service provision to the houses/ institutions/ establishments under his jurisdiction. He shall be the competent authority to sanction and execute the work of new water supply and sewerage connection, receive scrutiny charges, connection charges for execution of the work and monthly user charges at rates fixed under these Rules, reassess user charges as may be required, and other similar activities in addition to his normal duties of construction and/or operation & maintenance of the water supply and sewerage systems/installations."

6. In the said rules, rule 7 shall be deleted.

7. In the said rules, rule 8 shall be substituted by the following, namely,

"(a) For obtaining water supply or sewerage connection to a Non-Government building within the area defined in Rule 1(a), the house owner will submit an application in the prescribed form as appended hereto (**Appendix 1**) addressed to the Sectional Officer, Public Health or the Assistant Manager, WATCO of the area or any other authorised officer-in-charge along with the following:—

- i. Self-attested copy of Holding Tax/ Property Tax Receipt;
- ii. Self-attested copy of Registration/Sale Deed/ Record-of-Rights/ Patta/ Lease Deed of the land/ plot in case of an unassessed building/ new building; and
- iii. A non-refundable amount as per the provision of these rules to cover scrutiny and supervision charges (hereinafter called the 'scrutiny charges').

- (b) The applicant, who is not the owner of the Premises occupied by him may apply along with an Indemnity Bond indemnifying the Public Health Engineering Organization (PHEO)/ WATCO against any damage on account of any dispute arising out of water supply connection to the premises. The Indemnity Bond (I-Bond) is to be executed in non-judicial stamp paper of ₹ 10/- only, made available by the Officer-in-charge, in the prescribed format as appended at Appendix IV, along with address proof such as copy of electricity bill/telephone bill voter identity card issued by the Election Commission of India/UID Aadhaar Card/Passport/Bank Passbook/Ration Card issued by the Government/ NFSA Card/Holding Tax Receipt by the ULB.
- (c) The charges towards scrutiny and supervision for water supply connection for different categories of uses shall be as below:—

<i>Type of connection</i>	<i>Scrutiny charge</i>
i. Domestic (for individual houses)	₹. 3,000 per connection
ii. Domestic (for the urban poor under Piyush scheme)	Nil
iii. Domestic (for private apartments, group housing schemes etc.)	
a. Having up to 25 flats/households	₹. 10,000 per each connection
b. From 26 to 50 flats/households	₹. 20,000 per each connection
c. More than 50 flats/households	₹. 30,000 per each connection
iv. Institutional	₹. 5,000 per connection
v. Industrial/Commercial	₹. 6,000 per connection
vi. Public stand post	₹. 3,000 per each new stand post connection
vii. Temporary water supply connection for non-residential purposes	₹. 500 per each connection

(d) The scrutiny charges of ₹. 3,000 for domestic water supply connections may also be paid in equated monthly instalments by the consumer along with the monthly user charges bills as indicated under: -

- 36 monthly equal instalments: ₹. 100 per month
- 24 monthly equal instalments: ₹. 150 per month
- 12 monthly equal instalments: ₹. 270 per month

(e) The charges towards scrutiny and supervision for sewerage connection for different categories of uses shall be as below:

<i>Type of connection</i>	<i>Scrutiny charges</i>
i. Domestic (individual houses)	Nil
ii. Domestic (group housing colonies/apartments etc.)	₹. 1,500 per connection
iii. Institutional	₹. 2,500 per connection
iv. Industrial/Commercial	₹. 3,500 per connection

(f) As a proof of being an urban poor, such an applicant shall furnish a copy of the NFSA card in addition to a copy of holding tax/property tax receipt, registration/sale deed/record-of-rights/patta/lease deed of the land/plot, as the case may be. The original documents shall be produced before the Officer-in-charge, whenever necessary, for verification.”

8. In the said rules, rule 9 shall be substituted by the following, namely,

“After scrutiny and approval, the Officer-in-charge shall intimate the applicant to deposit the connection charges as prescribed under these Rules and execute the work within seven days of receipt of the amount.”

9. In the said rules, under rule 10, Sub-Rule (a) shall be deleted and Sub-Rule (b) shall be renumbered as rule 10.

10. In the said rules, under rule 15 Note IV, a new Note V shall be inserted by the following, namely,

“Note V – The bill towards user charges for part of a month shall be computed on pro rata basis rounded to the next 10 Rupees.”

11. In the said rules, the rule 18 shall be renumbered as Sub-Rules 18(a) and Sub-Rules (b) and (c) shall be inserted below Sub-Rule (a) as below:

“(a) After installation of the meters, the consumer shall pay, in addition to water user charges, a monthly meter rent towards the cost of the meter, its installation, reading and **other related services** (meant for collection of arrear charges , realisation of reconnection fee, issue of NOC while vacation of government accommodation/quarters by the occupants etc.) at the following rate:

<i>Size of Water Meter</i>	<i>Meter Rent per month</i>
15 mm	₹. 50
20 mm	₹. 60
25 mm	₹. 70
40 mm	₹. 80
50 mm	₹. 80
80 mm	₹. 90
100 mm	₹. 100
150 mm	₹. 150
200 mm	₹. 200
250 mm & above	₹. 250

(b) Whenever a customer reports his doubts about the proper functioning of his meter and intends to get his meter tested, he may apply to the Officer-in-charge to arrange for testing of the meter along with a deposit of the following meter testing charges before the test is conducted, upon the receipt of which the Officer-in-charge shall arrange to get the meter tested and arrange to take remedial measures thereof.

<i>Size of Water Meter</i>	<i>Meter Testing Charges</i>
15 mm	₹. 200
20 mm	₹. 250
25 mm	₹. 300
40 mm	₹. 350
50 mm	₹. 400
80 mm	₹. 500
100 mm	₹. 600
150 mm	₹. 800
200 mm	₹. 900
250 mm & above	₹. 1000

(c) The Meter Rent and the Meter Testing charges shall be 50% of the rates specified above for the urban poor consumers.”

12. In the said rules, under rule 22, Sub-Rule (a) shall be substituted by the following, namely,

“(a) On the expiry of every month and within the 1st week of the succeeding month, electronic user charges bills shall be generated by PHEO/WATCO in the form as appended hereto in **Appendix II** and communicated to the consumers through e-mail, e-message in their registered email ID and mobile numbers or in person by the Jalsathi of the area for payment by the due date, unless the charges are deducted from the monthly pay bill of the consumer with arrangements for its deposited in favour of PHEO/ WATCO. No hard copy of the bill will be distributed unless otherwise demanded by any specific consumer.”

13. In the said Rules, under Rule 22, Sub-Rule (b) shall be substituted by the following, namely,

“(b) It is the duty of the consumer to pay his monthly dues to PHEO/WATCO through its authorised counters or agents by the prescribed date or in a manner as prescribed by Government unless this charge is arranged to be directly deducted from his pay bill and credited in favour of PHEO/WATCO”.

- c. The consumer shall have the option to use any digital modes of payment like Net banking, use of Debit/Credit card etc. enabling transfer of funds on a real-time basis:

Provided that payment through cheque may be allowed if cheques are collected by the Jalasathi of the area or dropped in PHEO/WATCO's authorised drop boxes only. In such a case the date of realisation of the amount in PHEO/WATCO's account shall be considered as the date of payment by the consumer:

Provided further that in inevitable cases, payment may be allowed through cash at PHEO/WATCO's authorised counters only.

- d. For any payment received in any form, the amount must be registered in the central database on real-time basis and a system-generated electronic receipt thereof shall only be issued to the payee.
- e. No signature shall be required for such a system-generated receipt as indicated above and such receipt shall be considered as valid proof of payment of the amount indicated therein.
- f. Jalasathis under the Jalasathi Program may be engaged by PHEO/WATCO to collect water & sewerage service user charges etc. digitally from the consumers at their doorsteps in a manner as decided by the Government or through cheques."

14. In the said rules, rule 23 is deleted.

15. In the said rules, under rule 24, Sub-Rules (a) and (b) shall be substituted by the following, namely,

- (a) Rebate on timely payment of monthly user charges: -
 - i. Rebate at the rate of 2% of the monthly billed amount will be allowed to the consumer if the monthly payment is made on or before the 25th of the succeeding month.
 - ii. Beyond the above date and up to the last day of the month, no rebate will be allowed, and the consumer has to pay the full amount billed for.

- iii. It shall be the responsibility of the consumer to collect the monthly water bill if not received by him through electronic message or intimation through the local Jalasathi or other means adopted by PHEO/WATCO within stipulated time of each succeeding month to avail of the rebate.

(b) Rebate on advance payments of user charges: -

- i. Rebate at the rate of 5%, 4% and 3% of the estimated bill amount will be allowed to the consumers willing to pay the user charges in advance for a year, six months or a quarter respectively.
- ii. Such advance payments can be made by the consumer at any time during the year.
- iii. Rebate for such advance payments will be applicable to the months following the month in which such advance payment is made.
- iv. In case of advance payments, the rebate admissible for timely payment as in (a) above shall not be applicable.”

16. In the said rules, rule 25 and sub-rule 25(a) shall be substituted as rule 25 by the following, namely,

- (a) Delayed payment surcharge (DPS) at the rate of 5% of the total monthly bill amount shall be charged for delayed payments beyond the last date of the month in which the payment is due.
- (b) If the consumer further defaults in paying the dues along with the delayed payment surcharge, DPS for every two months of such default shall be charged to the defaulting consumer at the following rates:

Category of Consumer	Amount of Arrear	DPS applicable
Domestic (Unmetered)	Any amount	
	Up to 2 taps	₹ 20
	More than 2 taps	₹ 40
Domestic (Metered)	Any amount	
	Up to 20 KI	₹ 20

Category of Consumer	Amount of Arrear	DPS applicable
	More than 20 KI	₹ 40
Domestic Urban Poor (Metered or Unmetered)	Any amount	₹ 20
Institutional	Less than ₹ 5,000	₹ 100
	₹ 5,000 and above	₹ 200
Commercial	Less than ₹ 5,000	₹ 100
	₹ 5,000 and above	₹ 300
Industrial	Less than ₹ 10,000	₹ 200
	₹ 10,000 and above	₹ 500

(c) In the event of non-payment of user charges beyond the stipulated date of payment, the Officer-in-charge may issue a disconnection notice giving 10 days' time to deposit the billed amount.

(d) If the consumer is not able to pay the arrear dues at a time, he may be allowed, on request, for part payment thereof provided that he clears the current dues in full."

17. This has been concurred in by the Finance Department at Noting 19 of H & UD Department OSWAS File No. HUD-WS-POLICY-0001-2020.

ORDER

Ordered that this Resolution be published in the Extraordinary Issue of *Odisha Gazette* and copies of the same forwarded to all Departments of Government/ all Heads of Departments/ Principal Accountant General-Odisha/ Deputy Accountant General, Odisha/ all Revenue Divisional Commissioners/ Engineer-in-Chief, Public Health Engineering Organisation (Urban), Odisha, Bhubaneswar/ EIC, OWSSB, Bhubaneswar/ Managing Director, WATCO / Engineer-in-Chief, Rural Water Supply & Sanitation, Odisha/ all District Magistrates/ Director, Municipal Administration, Housing & Urban Development Department/ Chief Engineer, PH(U)/ Chief Engineers, RWSS/ all Superintending Engineers, Public Health (Urban)/ Director (Operations), WATCO / Director (Projects), WATCO / all Superintending Engineers, Rural Water Supply & Sanitation/ all Executive Engineers Public Health Divisions (U)/ all General Managers, WATCO / all Executive Engineers of Rural Water Supply & Sanitation Divisions/ all Municipal Commissioners of Municipal Corporations / all Executive Officers of Municipalities and Notified Area Councils/ Director of Estate Officer, General Administration Department/ Rent Officer, General Administration (Rent) Department/ Valuation Officer, Housing & Urban Development Department.

By Order of the Governor

G. MATHI VATHANAN

Principal Secretary to Government

APPENDIX- II

NAME OF THE ORGANISATION (PHEO/ WATCO)

No.

CONSUMER NO. : CONSUMER NO. DOM/COM/INST/IND BILL NO. MONTH & YEAR

Bill No. : NAME ISSUED ON PAY BY DATE

MONTH & YEAR : ADDRESS

METERED

CURR. PREV. UNITS

UNMETERED

SUMP/OVER HEAD TANK/TAP NOS :
WATER CHARGES :
TOTAL PAYABLE AMOUNT :

AMOUNT PAYABLE :

: A. PREVIOUS DUES :
: B. CUR. DEMAND(W) :
: C. SEWERAGE FEE :
: D. OTH. CHARGES :
: E. CUR. PAYMENTS :
: F.

ON OR BEFORE PAY BY DATE

AFTER PAY BY DATE

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SIGN & DATE

AUTHORISED SIGNATORY

E & O.E.

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