

CITIZEN'S CHARTER OF ASSAM URBAN WATER SUPPLY AND SEWERAGE BOARD, GUWAHATI-6.

The aim and purpose of this charter of Assam Urban Water Supply and Sewerage Board is to confirm publicly the service assurance given to the customers, who pay their bills regularly, for water and sanitation services from the Board to confirm the standards that the Board has set for itself, with regard to providing services to its customers and to state the customer's obligations. This charter is not a legal document.

The Assam Urban Water Supply and Sewerage Board provide the following services to its customers.

- Supply of potable drinking water.
- Maintenance of pipes taking point to the meter inside the Consumer's compound.

1. ISSUE OF APPLICATION FORM:

Supplied at a nominal cost of Rs. 50.00 Available at all cash collection counters of Division Office/Sub-divisions office and Supplied all working days during office hours.

2. ACCEPTANCE OF FILLED IN APPLICATION FORM:

The filled application form will be

- [i] Accepted only at the Board's respective Division Office.
- [ii] Accepted during office hours on all working days from 10:00 AM to 3:00 PM
- [iii] Accepted only after preliminary scrutiny
- [iv] A processing fee will be collected for application of domestic and non-domestic categories.

3. SANCTION

- [i] The Board will take a minimum of 7 working days and a maximum of 30 working days to sanction or reject the application, for the date of receipt.
- [ii] Sanction or rejection will be notified by the Board within 40 working days thereafter.
- [iii] Customer to contact Board's Head Office at Guwahati before 11:00 AM to 3:00 PM after expiry of 40 working days.
- [iv] Customer may bring to notice of the Managing Director/ Chief Engineer for the delay in the connection. After sanctioning the connection the customer has to deposit the estimated amount by a challan to the Canara Bank, Dispur Branch and the connection will be provided after receipt of the challan copy.
- [v] If the stated amount for water connection is not deposited within 30 days of sanction order, the order becomes invalid. A fresh application will be made for process and with the application fee of Rs. 50.00.

4. PAYMENT OF FEES:

All payment will be:

- [i] Accepted at Canara Bank, Dispur, Guwahati on all working days during banking hours.

[2]Accepted by Demand Draff/Cheque/ Cash in Board's Bank Account.

[3]Accepted full only and no install will be allowed.

[4]Acknowledged and receipt issued at the Bank/ Board offices as the case may be.

5. RELEASE OF WATYER SUPPLY CONNECTION:

[i] Individual Water Supply connection will be released within 30 [Thirty] working days from the date of payment or connection fee in full.

[ii] The connection fee includes boring, tapping of distribution main laying of necessary pipe and fitting of supply of fittings of saddle and ferule cock and water etc.

[iii] The Board is responsible for obtaining the P.W.D road cutting permission, including all civil works connected with the laying of service connection up to customer's premises including fixing water meter.

[iv] The customers are advised to have a sump of adequate capacity close to the meter. The meter chamber shall be located only within 2 meters from the boundary inside the premises. The consumer has to provide necessary pipe and fitting as estimated by the Board from distribution main to the point of location of water meter.

[v] The customers should not engage the services of any employee of the Board for taking the connection. Materials required for the connection ferrule cock and water meter will be supplied by the Board.

6. BILLING SERVICES:

[i] First bill will be issued within a maximum of three month after the release of connection.

[ii] All subsequent/regular bills shall be issued on monthly basis.

[iii] Payment of water will be accepted at Canara Bank, Dispur Branch, Board's Cash collection counter for Guwahati and Central Bank of India, Jorhat and cash collection counter at Goalpara Case Collection Counter and Barpeta Road Case Collection Counter.

[iv] Payment will be accepted presently in cash, cheque and Demand Draft in favour of Executive Engineer, Assam Urban Water Supply and Sewerage Board.

[v] Receipt will be issued for all payment at the cash collection counters/ Canara Bank.

[vi] Disconnection of water supply will be carried out with a notice of 7 days after the due date of payment.

7. WATER SUPPLY

A] Quantity : Assures a minimum of 250 liters per connection per day. However due to mechanical failure, power failure water supply may be disrupted.

B] Quality : Assures to provide potable water.

8. RESIDUAL CHLORINE TO BE MAINTAINED IN THE WATER SUPPLIED.

Minimum :0.25 ppm

Maximum : 1.00 ppm.

C] Timing : Adhere to the notified timings may be reduced or changed due to Mechanical/ Power failure

- Any change will be informed in advance.
- Planned interruption will be informed within 24 hour advance notice be T.V/ News papers.

D] Duration of supply: Assured one hour minimum supply per day.

E] Contingency plan: In case of disruption in regular piped water supply, Contingency plan will be implemented as per the area in which the supplies are disturbed. Details can be perused at the concerned section office of the Board.

9. COMPLAINTS:

The categories of complaints include no water supply, leakage in distribution main and service connection, suspected water pollution, low pressure, repairing or replacement of meters, dispute on bills, change in category of consumption etc.

Under the Citizen’s Charters, minimum and maximum time have been fixed in terms of number of days for attending to all the above categories of complaints from the time of receipt and the same is as follows:

Nature of Complaints	Redressal time [in days]	
	Min.	Max.
WATWE SUPPLY		
1. No Water for X days	3*	4
2. Low water pressure	3*	4
3. Polluted water supply	3*	4
4. Water Leakage	2	3
5. Erratic water supply	2	3
6. Change of category of consumption	7	10
7. Change of line requested	7	15
8. Illegal use of motor	1	2
METERING AND BILLING:		
9. Excess bill and verification	7	10
10. Non receipt of water bill	7	10
11. Cleaning and maintenance	7	10
12. Domestic ,meter repairs and replacement	7	15
13. Meter repairs other than domestic	1.5	7
OTHER:		
14. Complaints relating to pipe illegal connection etc.	1	7

10. COMMUNICATION:

The Board will adopt such a channel of communication as faster to inform the customers in a very short time.

11. METRO CUSTOMER CARE:

All complaints will be registered from 9:00 AM to 5:00 PM in the complaint cell in the respective division office.

12. COURTESY AND HELPFULNESS:

All employees of Assam Urban Water Supply and Sewerage Board are committed to customer service. The following officers may be contacted in case of necessity.

Name of Division	Phone No.
1. Jorhat Division, EE/AEE	9435024176
2. Guwahati Division, EE/AEE	9435500609
3. Dhubri Division, EE/AEE	9435017360
4. North Assam Division, AEE/AEE	9435384322
5. Barak Valley Division, EE/AEE	9435500609
6. Dibrugarh Division, EE/AEE	9864079033

13. CONSUMERS' OBLIGATION:

1. Customer would pay water bills promptly within specified time.
2. Customer should protect and maintain water meter in good condition. Tampering of water meter is an offence punishable under Assam Urban Water Supply and Sewerage Board Act.
3. Customer should not use pumps to draw more water. It causes serious inconvenience to others. It is a serious offence.
4. Customer may inform the illegal installation of pumps by others to the Board over telephone numbers mentioned above. The disclosure of identity of informant shall not be insisted by the Board.
5. Customer may inform the Executive Engineer/ Asstt. Executive Engineer over phone about any illegal connection.
6. Customer should insist, on any Assam Urban Water Supply and Sewerage Board employee, visiting his premises, to show his identity card so as to avoid cheating.
7. Customer should conserve water, as it is a precious resource. They must use taps and other appliance that minimize wastage and lead to saving of water at every point of consumption.
8. Customer as the ultimate beneficiary of all public assets must bestow personal interest in protecting and promoting their use. Any wilful misuse must evoke customer concern prompting action.

14. SUGGESTION:

We invite your suggestions for improving our service to customers. Please send them to Assam Urban Water Supply and Sewerage Board, Amritpur Path, Ganeshguri, Guwahati-781006, Assam.

15. GLOSSARY:

- Citizen : Person who resides in.
- Charter : A Document of Assurance.
- Citizen's Charter : A Document of service Assurance given to customer by the service provider.
- Citizen's Charter of Assam Urban Water Supply and Sewerage Board: The Citizen's charter introduced by Assam Urban Water Supply and Sewerage Board on..... Subject to alteration as and when effected.
- Board: The Assam Urban Water Supply and Sewerage Board constitution under section 3 [1] of the Assam Urban Water Supply and Sewerage Board, Act,1985.
- Customer: A resident/ Society/ Organization receiving water supply and sewerage facilities from Assam Urban Water Supply and Sewerage Board and who has proof of paying for the same.
- Regular Customer: A customer of Assam Urban Water Supply and Sewerage Board who has not more than 2 consecutive bills in arrears.
- Stated amount means the amount indicated in the sanction order of connection for water supply or both or any other charges for services provided.

Water is scarce- Let us save it for posterity.



Issued in public interest by

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