

Part III
Laws, Regulations and Rules passed thereunder.

JAMMU AND KASHMIR STATE WATER RESOURCES
REGULATORY AUTHORITY

Notification

No: 16/JKSWRRA/2014, Srinagar
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In exercise of the powers conferred under Sections 145 (1) (g & h) and Section 198 (l) of the J&K Water Resources (Regulation and Management) Act, 2010(Act No XXI of 2010), and all powers enabling it in that behalf, the J & K State Water Resources Regulatory Authority, hereby makes the following Regulations, namely:-

CHAPTER I
General

1. **Short title and commencement.** -
 - (1) These Regulations may be called the J & K State Water Resources Regulatory Authority (Service Performance Standards) Regulations, 2014.
 - (2) These Regulations shall come into force from the date of their publication in the Government Gazette.
 - (3) These Regulations shall extend to whole of the Jammu & Kashmir State.

2. **Definitions.**-
 - (1) In these Regulations, unless the context otherwise requires,-
 - (a) 'Act' means the Jammu and Kashmir Water Resources (Regulation & Management) Act 2010 (Act No XXI of 2010);
 - (b) 'Area of supply' means the area within which a utility/ licensee is authorized by his license to provide service.
 - (c) 'Authority' means the J & K State Water Resources Regulatory Authority, established under Section 139 of the Act;
 - (d) 'Authorized representative' refers to all officers, staff or representatives of the service providing utility/ licensee, discharging functions under the general or specific authority of the service providing utility/ licensee;
 - (e) 'Call Centre' means the place or office set up by the utility/ licensee to register calls/complaints.
 - (f) 'Cities and Towns' means area or areas having a Municipal Corporation, Municipal Council or a Municipal Committee, a Town Area Committee or a Notified Area Committee.

- (g) 'Chairperson' means the Chairperson of the Authority;
- (h) 'Government' means the Government of Jammu and Kashmir;
- (i) 'Licensee' means any person, group of persons, firm, corporation, company, society, board, local body, Government Department or any other authority authorized under section 97 of the Act to avail the facility of usage of water from any source, or extraction of bed material with location thereof, within the State;
- (j) 'Member' means a Member of the Authority;
- (k) 'Officer' means an officer of the Authority;
- (l) 'Prescribed authority' means-
 - (i). in relation to drinking water supply and groundwater, the Chief Engineer concerned in charge Public Health Engineering Department ; and
 - (ii). in relation to irrigation, flood control and embankments, the Chief Engineer concerned in charge Irrigation and Flood Control Department.
- (m) 'Responsibility Centre' means a circle unit of the utility/licensee headed by an officer not below the rank of a Superintending Engineer;
- (n) 'Rules' means the Jammu and Kashmir Water Resources (Regulation and Management) Rules 2011 made under section 197 of the Jammu and Kashmir Water Resources (Regulation and Management) Act, 2010;
- (o) 'Rural areas' means any area or areas other than 'towns and cities'.
- (p) 'Secretary' means the Secretary of the Authority;
- (q) 'Utility' means any person or entity engaged in providing service to the users of water;
- (r) 'Water' means natural resource flowing in any river, stream, tributary, canal, nallah or any other natural course of water or situated upon the surface of any land like lake, pond, lagoon, swamp, spring or ground water but does not include fish;

3. **Interpretation.-**

In the interpretation of these Regulations, unless the context otherwise requires:-

- (a) words in the singular or plural term, as the case may be, shall also be deemed to include the plural or the singular term, respectively;
- (b) the terms 'include' or 'including' shall be deemed to be followed by "without limitation" or "but not limited to" regardless of whether such terms are followed by such phrases or words of like import;

- (c) references herein to the “Regulations” shall be construed as a reference to these Regulations as amended or modified by the Authority from time to time in accordance with the applicable laws in force;
- (d) the headings are inserted for convenience and may not be taken into account for the purpose of interpretation of these Regulations; references to the statutes, regulations or guidelines shall be construed as including all statutory provisions consolidating, amending or replacing such statutes, regulations or guidelines, as the case may be.

4. Objective.-

These standards lay down the guidelines to maintain certain critical system parameters within the permissible limits. These standards shall serve as guidelines for utilities/licensees to operate their systems for providing an efficient, reliable, co-ordinated system of service . It also provides for the quality of standards and services to meet the minimum acceptable limits in the short term and gradually move towards improved standards in the long term. It desires the utility /licensee to introduce engineering resource management concept to rationalize staff deployment in the construction, operation and management functions and to initiate resource planning functions also.

5. Abbreviations.-

| | |
|--------|---|
| IS | Indian Standards |
| BIS | Bureau of Indian Standards |
| CPHEEO | Central Public Health & Environmental Engineering Organization. |
| ISO | International Standards Organization. |
| LPCD | Litres Per Capita Per Day. |

CHAPTER II

Standards for Quantity and Quality of Supply

(2.1) Standards for quantity for drinking water.-

The Ministry of Urban Development, Government of India in its Manual on Water Supply and Treatment, Third Edition -Revised and Updated (May 1999), issued by the Central Public Health and Environmental Engineering Organization New Delhi has recommended the following water supply levels for different uses of water

(a) Domestic Use:

| S. No | Classification | Recommended Maximum Water Supply Levels (lpcd) |
|-------|--|--|
| 1 | Towns provided with piped water supply but without sewerage system | 70+ 15% for leakage |
| 2 | Cities provided with piped water supply where sewerage system is existing/contemplated | 135+ 15% for leakage |
| 3 | Public Stand Posts | 40+ 15% for leakage |

(b) Institutional Needs:

| S. No | Institutions | Consumption (lpcd) |
|-------|--|--|
| 1 | Hospital (including laundry) | |
| | (a) No. of beds exceeding 100 | 450 (per bed) |
| | (b) No. of beds not exceeding 100 | 340 (per bed) |
| 2 | Hotels | 180 (per bed) |
| 3 | Hostels | 135 |
| 4 | Nurse's homes and medical quarters | 135 |
| 5 | Boarding schools/colleges | 135 |
| 6 | Restaurants | 70 (per seat) |
| 7 | Airports and sea ports | 70 |
| 8 | Junction stations and Intermediate Stations where mail or express stoppage (both railways and bus stations) is provided. | 70 |
| 9 | Terminal Stations | 45 |
| 10 | Intermediate Station (excluding mail and express stops) | 45 (could be reduced to 25 where bathing facilities are not provided) |
| 11 | Day schools/colleges | 45 |
| 12 | Offices | 45 |
| 13 | Factories | 45 (could be reduced to 30 where no bathrooms are provided) |
| 14 | Cinemas, Concert halls and theatres | 15 |

c) Industrial needs-

While the per capita rates of supply recommended will ordinarily include the requirement of small industries (other than factories) distributed within a town, separate provisions will have to be included for meeting the demands likely to be made by specific industries within the urban areas. The forecast of this demand will be based on the nature and magnitude of each such industry and the quantity of water required per unit of production. The potential for industrial expansion should be carefully investigated, so that the availability of adequate water supply may attract such industries and add to the economic prosperity of the community. As can be seen from the tabulation, the quantities of water used by industry vary widely. The rate is also affected by many factors such as cost and availability of water, waste disposal problems, management and the types of processes involved. Individual studies of the water requirement of a specific industry should, therefore, be made for each location, the values given below serving only as guidelines. In the context of reuse of water in several industries, the requirement of fresh water is getting reduced considerably.

| Industries | Unit of production | Water requirement in Kilo litres per unit |
|-----------------------|---------------------------|--|
| Automobile | Vehicle | 40 |
| Distillery | (Kilolitre Alcohol) | 122-170 |
| Fertilizer | Tonne | 80-200 |
| Leather | 100 Kg (tanned) | 4 |
| Paper | Tonne | 200-400 |
| Special quality paper | Tonne | 400-1000 |
| Straw board | Tonne | 75-100 |
| Petroleum Refinery | Tonne (crude) | 1-2 |
| Steel | Tonne | 200-250 |
| Sugar | Tonne (Cane crushed) | 1-2 |
| Textile | 100 Kg (goods) | 8-14 |

d) Fire Demand- A provision in kiloliters per day based on the formula of $100\sqrt{p}$ where, p= population in thousands may be adopted for communities larger than 50,000. It is desirable that one third of the fire-fighting requirements form parts of the service storage. The balance requirement may be distributed in several static tanks at strategic points. These static tanks may be filled up from the nearby ponds, streams or canals by water tankers, wherever feasible.

The Authority recommends the utility to maintain at least these minimum levels of supply of drinking water to the public.

(2.2) Standards for Quality of Supply

(a) Drinking Water:-

(i) Pressure Requirements:-

Piped water supplies should be designed on a continuous 24 hours basis to distribute water to consumers at adequate pressure at all points. Intermittent supplies are neither desirable from the public health point of view nor economical. For towns where one-storeyed buildings are

common and for supply to the ground level storage tanks in multi-storeyed buildings, the minimum residual pressure at ferrule point should be 7 m for direct supply. Where two-storeyed buildings are common, it may be 12 m and where three-storeyed buildings are prevalent 17 m or as stipulated by local byelaws. The pressure required for fire fighting would have to be boosted by the fire engines.

However, keeping in view various inadequacies in the water supply systems presently, the utility shall seriously endeavour and undertake to bring about requisite improvements therein in a phased manner, with a view to providing continuous supply and maintaining pressure standards.

(ii) Physical and chemical qualities:-

The Ministry of Urban Development, Government of India in its Manual on Water Supply and Treatment, Third Edition -Revised and Updated (May 1999), issued by the Central Public Health and Environmental Engineering Organization, New Delhi has recommended the following quality standards for drinking water:

| S. No | Characteristics | Acceptable ¹ | Causes for Rejection ² |
|---|---|-------------------------|-----------------------------------|
| 1. | Turbidity (NTU) | 1.0 | 5 |
| 2. | Colour (units on platinum cobalt scale). | 5.0 | 25 |
| 3. | Taste and Odour | unobjectionable | objectionable |
| 4. | pH (Hydrogen Potential) | 6.5 to 8.5 | <6.5 or >8.5 |
| 5. | Total dissolved solids (mg/l) | 500 | 2000 |
| 6. | Total hardness (mg/l) as Ca CO ₃ | 200 | 600 |
| 7. | Chlorides (as Cl) mg/l | 250 | 1000 |
| 8. | Sulphates (as SO ₄) mg/l | 200 | 400 |
| 9. | Fluorides (as F) mg/l | 1.0 | 1.5 |
| 10. | Nitrates (as NO ₃)(mg/l) | 45 | 45 |
| 11. | Calcium (as Ca) (mg/l) | 75 | 200 |
| 12. | Magnesium (as Mg) (mg/l) | ≤30 | 150 |
| Note: If there are 250 mg/l of sulphates, Mg contents can be increased to a maximum of 125 mg /l with the reduction of sulphates at the rate of 1 unit for every 2.5 units of sulphates. | | | |
| 13. | Iron (as Fe) (mg/l) | 0.3 | 0.3 |
| 14. | Manganese (as Mn) (mg/l) | 0.05 | 0.5 |
| 15. | Copper (as Cu) (mg/l) | 0.05 | 1.5 |
| 16. | Aluminum (as Al) (mg/l) | 0.03 | 0.2 |
| 17. | Alkalinity (mg/l) | 200 | 600 |
| 18. | Residual Chlorine (mg/l) | 0.2 | >1.0 |
| 19. | Zinc (Zn) (mg/l) | 5.0 | 15.0 |
| 20. | Phenolic Compounds (as Phenol) (mg/l) | 0.001 | 0.002 |
| 21. | Anionic detergents (as MBAS (mg/l) | 0.2 | 1.0 |
| 22. | Mineral Oil (mg/l) | 0.01 | 0.03 |

| Toxic Materials | | | |
|-----------------------------------|--|--------|---|
| 23. | Arsenic (as As) (mg/l) | 0.01 | 0.05 |
| 24. | Cadmium (as Cd) (mg/l) | 0.003 | 0.003 |
| 25. | Chromium (as hexavalent Cr) (mg/l) | 0.05 | 0.05 |
| 26. | Cyanides (as CN) (mg/l) | 0.05 | 0.05 |
| 27. | Lead (as Pb) (mg/l) | 0.05 | 0.05 |
| 28. | Selenium (as Se) (mg/l) | 0.01 | 0.01 |
| 29. | Mercury (total as Hg) (mg/l) | 0.001 | 0.001 |
| 30. | Polynuclear aromatic hydrocarbons (PAH) (µg/l) | 0.2 | 0.2 |
| 31. | Pesticides (total,mg/l) | Absent | Refer WHO Guidelines for drinking water quality Vol. I-1993 |
| Radio Activity³ | | | |
| 32. | Gross alpha activity (Bq/l) | 0.1 | 0.1 |
| 33. | Gross beta activity (Bq/l) | 1.0 | 1.0 |

Note:-

1. The figures indicated under the column 'Acceptable' are limits up to which the water is generally acceptable to the consumers.
2. Figures in excess of those mentioned under acceptable render the water not acceptable, but still may be tolerated in the absence of alternative and better source but up to the limits indicated under column 'Cause for rejection above which the supply shall have to be rejected.
3. It is possible that some mine or spring water may exceed these radio activity limits and in such cases it is necessary to analyze the individual radio nuclides in order to assess the acceptability or otherwise for public consumption.

The Authority recommends to maintain these standards of quality in drinking water and force appropriate steps in a phased manner to move from rejection levels to acceptance limits.

(iii) Bacteriological Standards*-

The recommended guide lines for bacteriological quality are as under:

| S.No | Organisms | Guideline value |
|------|--|---|
| 1 | All water intended for drinking E. Coli or thermotolerant coliform bacteria. ** | Must not be detectable in any 100ml sample |
| 2 | Treated water entering the distribution system E. Coli or thermotolerant coliform bacteria. ** Total coli form bacteria | Must not be detectable in any 100ml sample Must not be detectable in any 100ml sample |
| 3 | Treated water in distribution system E. Coli or thermotolerant coliform bacteria. ** Total coliform bacteria | Must not be detectable in any 100ml sample Must not be detectable in any 100 ml sample. In case of larger supplies, Where sufficient samples are examined, must not be present in 95% of samples taken through out any 12 months period. |

* *Immediate investigative action must be taken if either E. coli or total coliform bacteria are detected. The minimum action in case of total coliform bacteria is repeat sampling; if these bacteria are detected in repeat sample, the cause must be determined by immediate further investigation.*

** *Although E. coli is a more precise indicator of faecal pollution, the count of thermo tolerant bacteria is an acceptable alternative. If necessary, proper confirmatory tests must be carried out. Total coliform bacteria are not acceptable indicators of the sanitary quality of rural water supplies, particularly tropical areas where many bacteria of no sanitary significance occur in almost all untreated supplies.*

(iv) Testing of Quality Parameters:

The utility/licensee shall undertake periodical sample testing to check the various parameters and take appropriate measures to ensure the supply of drinking water of the quality as prescribed in these Regulations.

The frequency of sampling in in-house laboratories shall be as per the chart given hereunder:-

| S. No | Size and Source | Frequency | Parameters | | | | | Heavy Metals & Pesticides | Problem parameters As, Cr+6, Fe & Mn, Fluoride | Remarks |
|-------|---|-------------------|-------------------|----------|----------|-----------------|------------|---------------------------|--|-----------------------------------|
| | | | Residual Chlorine | Physical | Chemical | Bacteriological | Biological | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 1 | <50,000 Population | I. Daily | ✓ | | | | | | | From source & Distribution system |
| | a. Ground Water (Tube Well, Sanitary Well, Bore Well) | II. Quarterly | | ✓ | ✓ | ✓ | | | ✓ | |
| | b. Ground Water (Hand Pump) | III. Twice a year | | ✓ | ✓ | ✓ | | | ✓ | In summer & rainy season |
| 2 | >50,000 upto 1,00,000 population | I. Daily | ✓ | | | | | | | From source & Distribution system |
| | a. Ground Water (Tube Well, Sanitary Well, Bore Well) | Monthly | | | | ✓ | | | | |
| | | Quarterly | | ✓ | ✓ | | | | ✓ | |
| | b. Ground Water (Hand Pump) | Twice a year | | ✓ | ✓ | ✓ | | | ✓ | In summer & rainy season |
| 3 | >1,00,000 Population | I. Daily | ✓ | | | | | | | From source & Distribution system |
| | a. Ground Water (Tube Well, Sanitary Well, Bore Well) | II. Monthly | | | | ✓ | | | | |
| | | III. Quarterly | | ✓ | ✓ | | | | ✓ | |
| | | IV. Annually | | | | | | ✓ | | |

| | | | | | | | | | |
|-----------------------------|-----------------|--|---|---|---|--|---|---|--------------------------|
| b. Ground Water (Hand Pump) | I. Twice a Year | | ✓ | ✓ | ✓ | | | ✓ | In summer & rainy season |
| | II. Annually | | | | | | ✓ | | |

Source: Manual on operation and Maintenance of Water Supply System CPHEEO & WHO-2003

The Department may consider the increase in the frequency of testing as stipulated above as per the need and the requirement at site.

The utility shall have third party testing conducted at periodical intervals at least once in a quarter.

Results of in-house testing and third party testing shall be displayed in the treatment plants.

Information with regard to the quality of water be intimated to the Authority in the Format- V, as prescribed.

(b) Quality Standards for Irrigation

The following chemical properties will determine the water quality standards for irrigation purposes:-

- (i) Total salt concentration.
- (ii) Sodium absorption ratio.
- (iii) Residual sodium carbonate or bicarbonate ion concentration.
- (iv) Boron contents.

For the quality of irrigation water IS code 11624-1986 (reaffirmed 2009) may be referred and adhered to.

CHAPTER III

Reliability of Supply

The utility / licensee shall ensure a reliable supply of water to its users. However, there may be disruptions to undertake periodical repairs / maintenance or there can be outages due to breakdowns. In such cases, the following recommendations are made for strict adherence:

(3.1) Scheduled outages for periodical inspections and planned repairs:

(a) Drinking water-

If at any time supply of water is proposed to be stopped for more than twenty four hours in any local area or to any premises, the Executive Engineer shall, by giving twenty four hours advance notice, inform the local authorities and the inhabitants of such local area or the owner or occupier of such premises, as the case may be, about the proposed stoppage of water supply.

(b) Irrigation works-

The supply of water to any water course or field channel or to any person who is entitled to such supply shall not be stopped except-

- (i) Whenever, and so long as, it is necessary to stop supply for the purpose of maintenance of an irrigation work or for execution of any work ordered by the competent authority;
- (ii) Whenever, and so long as, any field channel by which such supply is received is not maintained in such repair as to prevent the wasteful escape of water thereof;
- (iii) Whenever, and so long as, it is necessary to do so in order to supply water in rotation to the legitimate demands of other person entitled to water;
- (iv) Whenever, and so long as, it may be necessary to do so in order to prevent the wastage or misuse of water;
- (v) Within the periods fixed from time to time by the Assistant Executive Engineer of which due notice shall be given;
- (vi) Whenever there is decrease in the supply of water in the irrigation work due to any natural or seasonal cause and so long as it is necessary to do so;
- (vii) To carry out annual repairs/maintenance of the canal infrastructure; and
- (viii) For any reasons beyond the control of the department.

(3.2) Outages due to breakdowns:

Within one hour of receipt of a complaint, utility/licensee shall find out whether the complaint is of individual nature or is in the main line. For any subsequent complaint or enquiries, the utility/licensee shall inform the user of the fact and likely time by which the water supply will be restored.

(a) Breakdown of individual nature:

In case of restoration of supply on account of breakdown of individual pipe line, the utility/ licensee shall restore the supply to the user within the time period noted below:-

- (i) Towns and Cities:
 - (a) Where replacement of pipe is not required: within 24 hours
 - (b) Where replacement of pipe is involved : within 48 hours.

- (ii) Rural
 - (a) Where replacement of pipe is not required: within 2 days.
 - (b) Where replacement of pipe is involved : within 3 days.

The utility/ licensee shall provide water supply to the inhabitants through any alternate viable means till the restoration of the water supply.

(b) Breakdown of mains:

In case of disruption of the main line, the utility/licensee shall on receipt of the information restore the supply as indicated below:-

- (i) Towns and Cities
 - (a) Where replacement of pipe is not required: within 48 hours
 - (b) Where replacement of pipe is involved : within 72 hours.

- (ii) Rural
 - (a) Where replacement of pipe is not required: within 3 days.
 - (b) Where replacement of pipe is involved: within 4 days.

The utility/ licensee shall provide water supply to the inhabitants through any alternate viable means till the restoration of the water supply.

(c) Breakdown of source:

In case of disruption is due to breakdown of the main source, the utility/licensee shall on receipt of the information restore the water supply to the users as indicated below:-

- (i) Towns and Cities within 7 days.
- (ii) Rural within 10 days.

The utility/ licensee shall provide water supply to the inhabitants through any alternate viable means till the restoration of the source.

The utility licensee shall maintain a register of such outages and inform the Authority as per Format V / VI.

CHAPTER IV

Safety Measures

(4.1) The licensing authority shall ensure that safety measures are taken in accordance with the Jammu and Kashmir Water Resources (Regulation and Management) Act, 2010 and the Jammu and Kashmir State Water Resources Regulatory Authority (The Safety measures to be adopted by a licensee for protecting public and ensuring safety) Regulations 2013. For this purpose, the licensing authorities shall undertake periodical inspections to ensure that the requisite measures are in place to safe guard the life and the property of the people. The utility / licensees shall also undertake the measures as required for the safety during construction, operation and maintenance of the units.

(4.2) Periodical inspections as prescribed in the Act and the Regulations shall be carried out and information with respect to such periodical inspections be furnished to the Authority for reference as per format V/VI.

CHAPTER V

Recovery of Water Usage Charges

(5.1) The utility/licensee shall recover water user charges as per the rates fixed by the Authority from every user or licensee whenever:-

- (a) Water is supplied or made available or used for purposes of irrigation, drinking or for any other purpose from any irrigation work or water supply scheme being run or maintained by the Government ; or
- (b) Water is used by a consumer from any water source for irrigation purposes; or
- (c) Water is supplied or made available or used by a licensee for generation of electricity, irrigation of land, drinking purposes (domestic, commercial, industrial, institutional), running of water mills, exploration of ground water or for trading in any way directly or indirectly in water.

(5.2) Procedure for assessment of water usage charges and recovery thereof :

The procedure of assessment and recovery shall be as prescribed in Section 131 of the Act and Rule 56 of the Rules.

(5.3) Disconnection of supply in case of default of payment:

The procedure for disconnection of supply in case of default of payment shall be as prescribed in section 132 of the Act and Rule 57 of the Rules.

(5.4) Response to consumer query-

The response to any query by a consumer about status of his/her current bill or dues should be made by the utility/licensee within five days time from the date of the query. The correct information should be mailed/posted to the consumer within the stipulated time. The query should be responded cogently by the utility/licensee.

(5.5)Reconnection of supply following Disconnection due to Non- payment of Bills-

When the supply has been cut off or turned off for disconnection and the user clears his/her outstandings, the Assistant Executive Engineer may recommend to the Executive Engineer concerned or the District Magistrate, as the case may be, that the supply of water to the premises, area, unit or the user or the licensee be restored as the payment of the outstanding charges has been made. This restoration shall be on payment of charges or fee for such restoration, as prescribed by the utility. The reconnection shall be effected immediately in such cases.

Chapter VI

Release of New Connections/ Permits for Usage of Water etc.

(6.1) Grant of new connections for domestic use-

The utility/ licensee shall ensure grant of any new connection to any intending user as per the procedure as laid down in Section 8, 9 and 10 of the Act and Rule 5, 6 and 7 of the Rules. These connections should be granted within a period as prescribed in the Act / Rules.

The utility/licensee should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format V.

(6.2) Grant of new water connections for commercial use-

The utility/ licensee shall ensure the grant of any new connection to any intending user as per the procedure laid down in Section 8, 9 and 10 of the Act and Rule 15 and 16 the Rules. These connections should be granted within the period as prescribed in the Act / Rules.

The utility/licensee should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format V.

(6.3) Grant of permission for use of water from irrigation works-

The utility/ licensee shall grant the permission for use of water for irrigation purposes in accordance with the procedure as laid down in Section 58 of the Act and Rule 23 of the Rules. These connections should be granted within the period as prescribed in the Act / Rules.

The utility/licensee should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format VI.

(6.4) Grant of permission for construction of wells in a notified area-

The prescribed authority shall grant permission for use of water for construction of a well in a notified area in accordance with the procedure as laid down in Section 112 of the Act and Rule 25 of the Rules. These permissions should be granted within the period as prescribed in the Act/Rules.

The utility/licensee should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format V.

(6.5) Grant of permission for supply of water through intervening water channel-

The utility/ licensee shall grant the permission for use of water through intervening channels for irrigational use in accordance with the procedure as laid down in Section 40 of the Act and Rule 30 of the Rules.

The utility/licensee should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format VI.

(6.6) Permission for transfer of existing field channels-

The utility/ licensee shall grant the permission for transfer of field channel in accordance with the procedure as laid down in Section 41 and Section 47 of the Act and Rule 31 of the Rules.

The utility/licensee should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format VI.

(6.7) Permission for plying of boat or vessel-

The prescribed authority shall grant the permission for plying of a boat or a vessel in accordance with the procedure as laid down in Rule 37 of the Rules.

The prescribed authority should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format VI.

(6.8) Permission for extraction of water from irrigation works by installation of a pump set or other electrical or mechanical device-

The utility shall grant the permission for extraction of water from irrigation works by installation of a pump set or other electrical or mechanical device in accordance with the procedure as laid down in Section 72 of the Act and Rule 38 of the Rules.

The utility should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format VI.

(6.9) Permission for extraction of bed material-

The utility shall grant the permission for extraction of bed material in accordance with the procedure as laid down in Section 87 of the Act and Rule 42 of the Rules.

The utility should maintain a register indicating the details of such applications, the time in which such cases were disposed of and forward the information to the Authority as per Format VI.

(6.10) Nothing in clause (6.1) and (6.2) above will over-ride the provisions of the J&K Public Services Guarantee Act, 2011.

CHAPTER VII

Metering

(7.1) Metering of user installations-

To ensure efficient use of water and prevent wastage of water, the utility / licensee shall enforce the culture of metering. Metering will not only promote conservation and judicious use of water, but also facilitate the department in recovery of water usage charges on actual consumption basis. The Authority accordingly recommends the utilities / licensees to undertake as under:

- (a) All existing user installations shall be provided with meters in a phased manner within a period of 5 years from the date of publication of these regulations.
- (b) Any applicant for new connection shall not be connected to the system unless the installation is provided with a meter after a period of three years, after the date of notification of these Regulations.

The utility shall draw a roadmap to achieve the targets as recommended and furnish the same to the Authority for reference and monitoring the progress of its achievements.

- (7.2)** The utility shall prepare a road map for segregating the drinking water supply from the water used for washing and other purposes and install separate meters for two uses. This road map shall be submitted for reference.

(7.3) Monitoring of metered installations-

The utilities/licensees shall inspect and check the correctness of the meter within the time period as specified in the table below. If the meter is not working (stuck up, running slow, fast or creeping), the utility/licensee shall replace the meter within 30 days in case of rural areas and within 15 days in case of urban areas, counting the time from the time of lodging of a complaint or fault being noticed during course of inspections by the officials of the utilities/licensees.

(7.4) Replacement of non-functional meters-

The utility/licensee shall replace defective /damaged meters within the time period as specified in table below, if the defect / damage of meter is not due to causes attributable to the consumer like tampering, defect in consumer's installation. In case the meter is damaged due to causes attributable to the consumer, the utility/licensee shall serve a notice to the consumer for recovery of cost of the meter within 7 days of detection, and shall replace the meter within the time period as specified in Table below:-

| | |
|---|---|
| Inspect and check correctness | Within 7 days in cities/towns and within 15 days in rural areas from the receipt of complaint. |
| Replace slow, fast, creeping or stuck up meters | Within 30 days in case of rural areas and within 15 days in case of urban areas after the receipt of complaint. |

| | |
|---|--|
| Replace damaged/ defective meters if cause not attributable to consumer | Within 15 days in case of rural areas and within 7 days in case of urban areas after the receipt of complaint. |
| Replace the defective/ damaged meters in all other cases | Within 15 days in case of rural areas and within 7 days in case of urban areas after the receipt of payment. |

The utility/licensee shall maintain the percentage of defective meters to the total number of meters in service, at a value lesser than 1.5% for urban areas and 3% for rural areas.

(7.5) Testing of Meters-

The utility/ licensee shall conduct periodical inspection/testing of the meters as per the following schedule:

Domestic Supply: at least once every five years.

Commercial/Industrial Installations: at least once in a year.

Generating units: at least once in a year.

Utility/Licensee shall set up adequate facilities for testing of Meters.

Chapter VIII

Handling of Complaints

(8.1) User Call Centers:

- (a) The utility/licensee shall set up user Call Centers across its area of supply to address user complaints and grievances. The time frame for setting up the Call Centers has been outlined in the table below-

| Nature of Service | Maximum time limit for rendering the service |
|--|--|
| At least one sub division covered per circle | Within 12 months |
| At least one sub division covered per division | Within 24 Months |
| All Sub-Divisions | Within 36 months |
| First response against a user call | 2 Minutes |
| Registration of complaint | 5 Minutes |
| Issue of complaint No. | 5 Minutes |

- (b) The User Call Center functions should be encompassing:-

- (i) Receiving and registering complaints: The complaints may cover supply related, new service requests, meter related, billing related, disconnection related, or even general queries.
 - (ii) Dispatch of the complaints to relevant utility/licensee offices: The complaints should be dispatched through e-mails, telephones, SMS or even through wireless to Section Offices or field personnel concerned.
 - (iii) Tracking and monitoring of the complaints: The call center should keep a track of the registered complaints and ensure closure of the same within the stipulated time set by the specified standards.
 - (iv) Close the complaints loop or escalate it to higher officials: If the complaints are not resolved within the specified time, the same should be escalated to higher officials.
- (8.2) The utility/licensee is required to maintain standards of performance for supply of water to all consumers in the manner prescribed hereinafter. The limits prescribed in these standards refer to the maximum time permissible for performance of different activities of consumer services. It shall be the endeavour of the utility/licensee to provide the best possible services well within the time limits specified in these Regulations.
- (8.3) The utility/licensee shall register every complaint made by a user, either verbally or in writing, regarding failure/interruption in supply, quality of supply, meters/meter boxes/metering systems, service pipe/ water conductor/ payment of bills and other services relating to supply, in a register / registers or in electronic format to be maintained for this purpose. A unique number shall be allotted to each complaint.

This complaint number shall be conveyed to the user except in the case of postal complaints received. However, the user may, subsequent to the delivery of postal complaint, inquire regarding the complaint number/ status telephonically or in person. The number shall be communicated to the complainant in such a case. In case of a major failure of supply due to disruption of the system, the reason needs to be communicated to the consumer in addition to the likely restoration time. The utility/licensee shall ensure redressal of all complaints promptly.

- (8.4)** Complaints in respect of supply including metering shall be made at specified offices (Call Centers) of the utility/licensee. Utility/Licensee shall convey information of the name of office(s), address(s) and telephone numbers where the user can lodge complaints, by printing it on the bills and also display it at the sub-divisional offices or equivalent unit designated by whatever name. If the phone services for recording complaints, is outsourced by the utility/licensee, the phone numbers of such call centres shall be displayed in the bills and sub-divisional offices. The utility/licensee shall also endeavour to publicise these contact details. The utility/ licensee shall attend to user complaints in respect of Quality Standards also. Since most of the users may not be able to precisely measure and lodge complaint about quality matters, it shall be the prime responsibility of the utility/ licensee to comply with the Regulations and provide sample compliance tests to the Authority.

In case rectification is not feasible within the time specified, user shall be informed, within three days in case of cities/towns and within seven days in case of rural area, of likely time by which it will be accomplished. In case, installation of the user / any other user or a group of users is causing these conditions and if any installation is unsafe to life or equipment, utility/licensee shall advise user/ other users /group of users to effect rectification or isolate the faulty installation immediately. The utility/ licensee may disconnect supply till faulty installation is rectified or isolated as the case may be. In case an installation of utility/ licensee becomes unsafe, the same shall be guarded, isolated or disconnected, as may be necessary.

- (8.5)** The office where a complaint is registered shall dispose it of and if any instruction/sanction is to be obtained from a higher authority, it shall be obtained by the utility's/licensee's staff/officers. The complainant is not required to approach such a higher authority. Similarly, in case an outsourced phone service is engaged for registering the complaints, such centre itself shall forward the complaints to the concerned officer. The utility/licensee shall ensure proper compliance by the outsourced service by arranging visits of its officers to such centers to streamline responses.

- (8.6)** Grievances regarding non-registration of complaints and failure to perform within the time limits and/or to meet the performance targets, as specified in these Regulations, shall be made to the concerned officer in charge of the division or to equivalent unit designated by any other name.

In case of unsatisfactory disposal of grievances/complaint, a reference should be made to the officer in charge of the circle or equivalent similar functionary by whatever name designated.

- (8.7)** In case a user is not satisfied with the disposal of complaint even after taking the issue at the level of divisional head / circle head, he can approach the complaint

redressal forums as established in accordance to the Regulation No. 13/JKSWRRA/2013, Jammu dated 22-04-2013.

(8.8) The utility/licensee shall also hold regular meetings with the users to address their complaints. These meetings shall be open to all users. The users can also register their complaints in these meetings. These meetings shall be held in the office of the head of the sub-division or equivalent unit designated by whatever name on the 10th of every month and in the office of the head of the circle or equivalent similar functionary by whatever name designated on 20th of the same month. If the 10th or the 20th of a month falls on a Sunday or a public holiday or a holiday in the State due to any other reason, the meeting shall be held on the next working day. The schedule of the meetings should be displayed at sub-division/ division /circle offices. Minutes of the sub-division/ division level meetings and action taken report should be available to the head of the circle at the time of meeting to be held on the 20th of the same month. The utility/licensee shall, as far as practicable, dispose of the matter within not more than three meetings.

(8.9) Channel for redressal of complaints and grievances:-

The various channels available for a user to address his complaints and grievances shall be as under:-

| S. No. | Channel | Eligibility | Exceptions |
|---------------|--|---|---|
| 1. | a) Utility's/Licensee's Call Center b) Division Head/ Circle Head | Any user who is aggrieved. (i) Any user who is aggrieved by non redressal of his grievance by the call center. (ii) Any user who is not satisfied by the redressal of his grievance by the lower authority. | (i) Standard Operating Procedure (SOP) complaints (ii)Matters subjudice before the Authority, any other Court, Tribunal/ Statutory body. |
| 2. | Grievance Redressal Forum | (i) Any user who is aggrieved by non redressal of his grievance by utility/ licensee (ii)Any consumer who is not satisfied by the redressal of his grievance by the utility/ licensee | i)SOP complaints (ii) Matters subjudice before the Authority, any other Court, Tribunal/ Statutory body. |
| 3. | JKSWRRA | SOP complaints | - |

(8.10) Complaints about Bills

If the user or the licensee is not satisfied with the assessed water usage charges in respect of water supplied to, or used by such user or the licensee, he shall apply to the concerned Executive Engineer for re-assessment within a period of 15 days from the date of serving of assessment order, who may either accept the request for re-assessment and have the charges re-assessed or reject such a request after giving an opportunity of being heard to the aggrieved party

The utility/licensee shall acknowledge in writing the consumer's complaint immediately, if received in person and in case of postal complaints the receipt shall be issued by the next working day. The utility/licensee shall resolve the complaint regarding bills on the same day of its receipt, if no additional information is required to be collected. If additional information is required the grievance should be resolved in 7 days in towns/cities and within 10 days in Rural Areas.

(8.11) Billing mistakes-

The utility/licensee shall maintain the percentage of bills requiring modifications following complaints to the total number of bills issued, at a value not greater than 1%.

CHAPTER IX
Other Miscellaneous Performance Standards-

(9.1) Transfer of ownership and conversion of services-

The utility/licensee shall give effect to transfer of ownership, change of category within the time period as specified below;

- (a) Title transfer of ownership : Within 10 days after completion of formalities
- (b) Change of category : Within 10 days after completion of formalities

(9.2) Recovery of dues-

The utility/licensee shall disclose the recovery against current dues and arrears separately. The Utility/Licensee shall submit the information annually in the Format V / VI.

(9.3) Information for consumer awareness / tariff card and conditions of service-

A Tariff card should be made available to the users soon after introduction of revised rates giving details of applicable water usage charges. This tariff card shall also be provided to all persons seeking new connection from the utility/licensee.

(9.4) Breakdowns- In case of breakdowns, the utility/licensee shall ensure restoration of the supply within the time period as specified in this regulation. The utility/licensee shall achieve this standard of performance in at least 95% of the cases in cities/towns and in at least 85% of the cases in rural area.

(9.5) Response to consumer query- The response to any query by the consumer about status of his dues or supply interruption should be made by the utility/licensee within five days time from the date of the query. The letter should be responded cogently by the utility/licensee. The utility/licensee shall achieve this standard of performance in at least 99% of the cases.

(9.6) Period of scheduled outages- Interruption in supply due to scheduled outages have to be notified in advance and should not exceed such number of hours as specified . The utility/licensee shall achieve both of these standards of performance in at least 95% of the cases.

(9.7) Billing mistakes- At least 99% of the cases related to billing mistakes should be resolved within time limits.

(9.8) Faulty meters- At least 98% cases in urban areas and 97% cases in rural areas should be resolved within time limits.

(9.9) Time taken for releasing New connections/permissions-

All cases (100%) related to time taken in releasing new connection, on application by the applicant/user should be resolved within time limits.

(9.10) Transfer of ownership and conversion of service- At least 98% of the cases related to transfer of ownership and conversion of service should be resolved within time limits.

(9.11) Database-

- (a) The utility/licensee shall computerize the user data and create a dependable database;
- (b) Utility/licensee shall evolve computerized billing system and have a road map for the same;
- (c) The utility/licensee shall work towards the introduction of electronic delivery system for transmitting the bills to the consumer;
- (d) The Utility/licensee shall also prepare a data base of its staff, and
- (e) The utility/licensee shall submit report on the above point every year to the Authority.

(9.12) Rationalization of staff-

The utilities shall carry out the rationalization of its staff after working out the norms for the requirement of staff for various activities like construction, operation and maintenance of schemes and in a phased manner go for the deployment of staff as per norms. The utility shall furnish the Authority a roadmap in this regard.

(9.13) HR development and training-

The Utility/ Licensee shall impart necessary training to its officers/staff in operation and maintenance practices/ computer operation/database/new technologies for metering . The Licensee shall make appropriate arrangements for imparting trainings to its workmen and supervisory staff, incorporating up-to-date techniques of system design, construction and maintenance. A suitable syllabus shall be framed for this purpose. The utility/licensee shall draw a detailed programme for imparting training to staff and submit the same to the authority every year. The utility/licensee shall rationalize its staff deployment to various activities and intimate the Authority about such proposals of rationalization.

(9.14) GIS/ GPS based information system-

The Utility/ Licensee shall prepare a road map for having GIS/GPS based Geographical Facilities Information System and operation and maintenance of the system. The Geographical Information System shall be utilized for mapping the all important elements of system. The utility/licensee shall frame a programme for implementation of GIS/GPS information system and submit to the Authority.

(9.15) Information on Web Site-

The utility/licensee shall display all such information on its web site as directed by the Authority from time to time and the same shall be updated at least after every six months.

CHAPTER X

Information

(10.1) Regarding handling of complaints;-

Information about receipt and disposal of various complaints shall be registered, compiled and maintained in accordance with Format I & II.

(10.2) Information with respect to level of Performance-

The utility/licensee shall prepare/compile the quarterly and annual reports as per format III , viz a viz the following matters:

- (i) the number of instances when the particular event has occurred.
- (ii) number of cases in which achievement is within prescribed limits.
- (iii) number of cases in which achievement is not within prescribed limits.
- (iv) number of users who were affected due to failure in meeting the standard; and
- (v) the measures taken by the utility/licensee to improve performance in the areas covered by guaranteed standards and utility's/licensee's assessment of the targets to be imposed for the ensuing year.

(10.3) For overall performance review, each Utility/Licensee shall furnish to the Authority, in a report for every quarter and in a consolidated annual report, the information as prescribed in the formats V / VI.

(10.4) The last date of submission of each report shall be 30 days from the end of the reporting quarter. The Authority may impose penalty for non-submission of reports by the utility/licensee.

(10.5) The Authority shall, at such intervals as it may deem fit, arrange for the publication of the information furnished by utilities/licensees under these Regulations.

(10.6) Annual Review of Performance standards.

An Annual Review Committee shall be formed by the Utility/ Licensee and its recommendation shall be submitted to the Authority for approval. The Authority may modify and upgrade the requirement from time to time.

(10.7) Use of Information:

The Authority shall have the right to use the information received under these Regulations as it deems fit and publishing it or placing it on its website and/ or directing the utility/licensee to display the information on the utility's/licensee's website and also for initiating action.

CHAPTER XI

Miscellaneous

(11.1) Exemption-

The standards of performance specified in these regulations shall remain suspended during Force Majeure condition such as war, mutiny, civil commotion, riot, terrorist strike, flood, cyclone, lightning, earthquake or other force and strike, lockout, fire affecting the licensee's installations and activities. All Force Majeure conditions should be reported to the Authority within 30 days from the date on which such condition first occurred.

(11.2) Issue of orders and pass directions subject to the provisions of the J & K Water Resources(Regulation and Management) Act 2010 and these Regulations: The Authority may, from time to time, issue orders and pass directions in regard to the implementation of these regulations and procedures to be followed.

(11.3) Implementation Arrangements-

(a) Each Circle Unit of the utility /licensee shall be treated as a Responsibility Centre for overall performance of standards specified under these Regulations.

In cases of centralized or specialized functions, the identified Responsibility Centers along with nodal officers have to be furnished by the utility/ licensee within 90 days of these regulations coming into force.

(b) The operational head of the utility /licensee shall have overall responsibility for implementation of standards of performance and he shall, to bring in the sense of ownership and competition set the performance parameters as well as benchmarks for improvement for each responsibility centre. The operational head of the distribution licensee shall establish one control centre at the head office under an officer not below the rank of a Superintending Engineer for compilation, evaluation, ranking and analyzing the performance of Responsibility Centre.

(c) Immediately after the commencement of these Regulations, and under intimation to the Authority, but not later than 30 days, the control centre shall develop uniform formats for data collection, compilation and evaluation of performance of the responsibility centers. The control centre shall prepare and circulate the procedures for compilation and computation of various standards and performance indicators along with uniform definitions and explanations of terms used for unambiguous interpretation by all the responsibility centers.

(d) The control centre shall monitor, evaluate, rank the circles and advise the responsibility centres for corrective measures. A report for progressive monthly improvement made by the responsibility centre shall be prepared by the control centre.

Explanation: For the purpose of this sub-regulation the expression "operational head" shall mean and include the officer heading the wing of the utility/ licensee.

(11.4) Monitoring and Enforcement of Standard of Performance-

(a) In order to ensure proper and due enforcement of the Standards of Performance, the Authority shall monitor compliance thereof and may on being satisfied that utility

/licensee has failed to maintain and discharge its obligations in relation to the Standards of Performance under these Regulations or has failed to furnish information in time or has furnished inadequate or incorrect information, shall by order, in writing, direct the Secretary or officers, not below the rank of a gazetted officer, or consultant or any other person, specified in the order, to investigate and to report to the Authority.

(b) If the report under or information obtained under regulation 13.5(3) or any part thereof is proposed to be relied upon by the Authority in forming its opinion and satisfaction, the utility /licensee shall be given a reasonable opportunity for filing objections and making submissions on the report or information.

(c) The Authority may direct, that the expenditure incurred in conducting the investigations be borne by utility/licensee.

(11.5) Power to remove difficulties-

If any difficulty arises in giving effect to any of the provisions of these regulations, the Authority may, by general or special order, do or undertake or direct the utilities/licensees to do or undertake things, which in the opinion of the Authority are necessary or expedient for the purpose of removing the difficulties.

(11.6) Power to Amend-

The Authority may, at any time add, vary, alter, modify or amend any provisions of these Regulations.

(11.7) Partial invalidity and overriding effects-

If any of these Regulations or parts thereof should become void or be declared illegal for any reason, the validity of all other Regulations or parts thereof shall not be affected. Nothing contained in these Regulations shall have effect in so far as it is inconsistent with the provisions of the Act.

(11.8) Repeal and Savings-

(a) Nothing in these Regulations shall be deemed to limit or otherwise affect the inherent powers of the Authority to make such orders as may be necessary to meet the ends of justice or to prevent abuses of the process of the Authority.

(b) Nothing in these Regulations shall bar the Authority from adopting in conformity with the provisions of the Act a procedure, which is at variance with any of the provisions of these Regulations, if the Authority, in view of the special circumstances of a matter or class of matters and for reasons to be recorded in writing, deems it necessary or expedient for dealing with such a matter or class of matters.

(c) Nothing in these Regulations shall, expressly or impliedly, bar the Authority dealing with any matter or exercising any power under the J & K State water Resources (Regulation and Management) Act, 2010, for which no Regulations have been framed, and the Authority may deal with such matters, powers and functions in a manner it thinks fit.

(d) Nothing in these Regulations shall affect the rights and privileges of the consumers under any other law amended up to date.

By order of the Authority.

Secretary

Format-I

Format for Registration of complaints at call centers and offices of Junior Engineer/Assistant Engineer.

Name of office _____

| S. No | Time and date | Name Address and S/C No. of the complainant | Unique No. of complaint | Complaints Classification | | Time and date of redressal of grievance | Time taken (in hrs/mts) | No. of users affected | Whether redresser within stipulated time as per standards of performance Yes/No |
|-------|---------------|---|-------------------------|---------------------------|--------------------------------------|---|-------------------------|-----------------------|---|
| | | | | Nature of complaints | Complaint classification and its No. | | | | |
| 1. | 2. | 3. | 4. | 5. | 6. | 7. | 8. | 9. | 10. |
| | | | | | | | | | |

Instructions:

- (i) Separate register shall be maintained for complaints for Type-A & B and other than Type-A & B complaints.
- (ii) Compilation will be made every month. Unattended complaints may be brought forward after each interval, so that a true picture of the pendency is reflected.

Classification of Complaints:

(A) Quantity in supply:

- (i) Interruption due to individual supply/ line breakdown.
- (ii) Interruption due to breakdown in the source/mains.
- (iii) Insufficient Quantity viz a viz standards.

(B) Quality of supply:

- (i) Untreated Supply
- (ii) Treated Supply (Turbid, bad taste & odour, any other)

(C) Meters:

Defective/Damaged

(D) Bills:

- (i) For bills where no additional information from field is required.
- (ii) For bills where additional information from the field relating to correctness of readings etc. is required.

(E) Service connections (Domestic & Non-Domestic)

- (i) Where the provision of connection is feasible
- (ii) Where feasibility of connection is subject to creation/augmentation of the system
- (iii) Modification in agreement usage/category.
- (iv) Name change/reconnection.

(F) Others.

For Irrigation Supplies

(A) Interruption in supplies

- (i) Due to failure of lift
- (ii) Due to breach of canal
- (iii) Any other reason

(B) Quantity and Quality

- (i) Inadequate supply
- (ii) Contaminated Supply

C. Bills

- (i) For bills where no additional information from field is required.
- (ii) For bills where additional information from the field relating to correctness of readings etc. is required.

(D) Grant of permission for use of water from irrigation works.

(E) Others

Format-II

Register for compiling the complaints classification-wise.

Month:

Name of office:

| Classification | Pending complaints of previous month | Complaints received during the month | Total complaints | No. Of complaints redressed during the month | | | Total (5) to (7) | Balance complaints to be redressed (4) – (8) |
|----------------|--------------------------------------|--------------------------------------|------------------|--|----------------------------------|--------------------------------------|------------------|--|
| | | | | Within stipulated time | Beyond stipulated time | | | |
| | | | | | Up to double the stipulated time | More than double the stipulated time | | |
| 1. | 2. | 3. | 4. | 5. | 6. | 7. | 8. | 9. |
| A (i) | | | | | | | | |
| A (ii) | | | | | | | | |
| B (i) | | | | | | | | |
| B (ii) | | | | | | | | |
| C | | | | | | | | |
| D | | | | | | | | |
| E (i) | | | | | | | | |
| E (ii) | | | | | | | | |
| E (iii) | | | | | | | | |
| E (iv) | | | | | | | | |
| F (i) | | | | | | | | |
| F (ii) | | | | | | | | |
| F (iii) | | | | | | | | |
| F (iv) | | | | | | | | |

Format III

QUARTERLY REPORT ON PERFORMANCE STANDARDS

Name of the Utility/Licensee:

Report for quarter ending:

Date of submission:

| Details of guaranteed standard of performance | | Area (urban or rural) | Total No. of instances occurred | No. of cases in which achievement is within prescribed limit | No. of cases attended to but achievement not within prescribed limits | No. of cases which remained unattended |
|---|---|-----------------------|---------------------------------|--|---|--|
| 1. | | 2. | 3. | 4. | 5. | 6. |
| Clause Reference | Particulars of Events | | | | | |
| 1. | Individual breakdown | Urban | | | | |
| | | Rural | | | | |
| 2. | Mains breakdown | Urban | | | | |
| | | Rural | | | | |
| 3. | Inadequate Quantity of Supply | Urban | | | | |
| | | Rural | | | | |
| 4. | Meters complaints | Urban | | | | |
| | | Rural | | | | |
| 5. | Application for new connection/additional load | Urban | | | | |
| | | Rural | | | | |
| 6. | Transfer of ownership and conversion of service | Urban | | | | |
| | | Rural | | | | |
| 7. | Billing complaints | Urban | | | | |
| | | Rural | | | | |
| 8. | Complaints regarding quality standards | Rural | | | | |
| | | Urban | | | | |
| 9. | Reconnection of supply following disconnection. | Urban | | | | |
| | | Rural | | | | |
| 10. | Other complaints | Urban | | | | |
| | | Rural | | | | |

Notes:

1. Before filling the information in column 4 and 5, please go through all the conditions for each event prescribed in respective nature of complaint to provide authentic numbers of the event.
2. The utility/Licensee shall maintain the base data like Log Sheet, Complaint Registers, Interruption Register etc.
3. Acknowledgement slips regarding receipt of complaints or their rectifications etc. at the respective offices.
4. The consolidated report for entire Utility/Licensee shall be based on circle-wise compilation.

Format IV

FORMAT FOR SUBMISSION OF INFORMATION IN RESPECT OF SAFETY MEASURES.

Report for the Month of/Quarter/Year _____

| S. No | Category of Units | Time & Date | Reference to the notice issued to the unit holder | Name & Address of the unit Inspected | Inspection last conducted | Whether Inspection conducted by an expert | Whether measures recommended in previous Inspection implemented by the owner. |
|--------------|--------------------------|------------------------|--|---|----------------------------------|--|--|
| 1. | 2. | 3. | 4. | 5. | 6. | 7. | 8. |
| 1 | Generating units | | | | | | |
| 2 | PHE Schemes | | | | | | |
| 3 | Irrigation Schemes | | | | | | |
| 4 | Ground Water Schemes | | | | | | |

Format V

For Drinking Water Purposes

Performance data for the Quarter/Year of _____

Name of Circle _____.

| S. No | Particulars | Details |
|--------------|--|----------------|
| 1 | Quantity of Supply | |
| | a) Population/No. of users at the start of the period under report. | |
| | b) Population/No. of users added during the period under report. | |
| | c) Total No. of users at the end of the period under report. | |
| | d) Balance population to be provided with the service. | |
| | e) No. of users supplied with the quantity as per the standards. | |
| | f) Incase of insufficient quantity, the number of such users. | |
| | g) Schemes commissioned during the period | |
| | i. No:- | |
| | ii. Cost:- | |
| | iii. Coverage:- (Population/_____/Mohallas/Villages) | |
| 2 | Quality Standards | |
| | a) No. of users provided with Untreated Water/Raw Water | |
| | b) No. of users provided with Partially Treated Water (Chlorinated) | |
| | c) No. of users provided with Treated Water | |
| | d) No. of users to whom the Treated Water is of prescribed standards | |
| | e) Measures taken to upgrade the infrastructure during the period for | |
| | i. Providing treated water of prescribed standards | |
| | ii. Conversion of untreated water to treated water by providing treatment plants | |
| | iii. Conversion of partially treated water to treated water | |
| | iv. Schemes commissioned during the period (under report) | |

| | | |
|---|---|--|
| | 1. No: | |
| | 2. Cost: | |
| | 3. Coverage: (User/ Population) | |
| | f) Testing quality of water | |
| | i. Total No. of samples tested | |
| | i. In house | |
| | ii. 3 rd Party | |
| | ii. No. of samples not in conformity to prescribed standards. | |
| | a) In house | |
| | b) 3 rd Party | |
| | iii. Percentage of samples where 3 rd Party results do not tally with inhouse results [#] | |
| | iv. Total No. of samples to be collected as per prescribed standards | |
| | a) In house | |
| | b) 3 rd Party | |
| 3 | Safety Measures | |
| | a) Total No. of Units | |
| | b) Total No. of inspections conducted during the period | |
| | c) No. of cases where the safety standards are in place | |
| | d) No. of cases where improvements were suggested | |
| | e) No. of cases where improvements have been effected as per the advice | |
| 4 | Handling of Complaints | |
| | a) Total No. of unattended complaints of the previous period | |
| | b) Complaints received during the period under report | |
| | c) Complaints attended during the period under report | |
| | d) Balance complaints to be redressed | |
| | e) Increase/Decrease in unattended complaints (d-a) | |
| 5 | Recovery of Water Usage Charges | |
| | a) Assessment during the period. | |
| | b) Actual realization. | |

| | | | |
|---|--|-------------------|------------------|
| | c) Percentage achievement. | | |
| | d) Previous arrears at the start of period. | | |
| | e) Arrears at the end of the period. | | |
| | f) Name of the Sub-Division with best collection efficiency & the % age collection efficiency. | | |
| | g) Name of the Sub-Division with lowest collection efficiency & % age collection efficiency. | | |
| 6 | Inspections | | |
| | a) No. of users inspected during the period. | | |
| | b) No. of users where unauthorized use has been found. | | |
| | c) Assessment made for unauthorized use. | | |
| | d) Recovery effected during the period vis-à-vis assessment. | | |
| | e) No. of connections regularized post inspection. | | |
| | f) No. of cases where the assessment has been appealed. | | |
| | g) No. of cases where appeals have been upheld. | | |
| | h) Amount of assessment Reduced/Increased post appeal. | | |
| 7 | Metering | | |
| | a) Total No. of users category wise. | | |
| | i. Domestic | | |
| | ii. Commercial | | |
| | iii. Institutional | | |
| | iv. Others. | | |
| | b) No of metered installations. | | |
| | c) Total No. of meters installed during the period under report. | | |
| | d) No. of meters found damaged/defective. | | |
| | e) No. of damaged meters replaced. | | |
| | f) No. of new connections issued. | | |
| 8 | Employee Strength | | |
| | | Sanctioned | Filled up |
| | a) Officers | | |
| | b) Technical staff | | |
| | c) Ministerial staff | | |
| | d) Total | | |

| | | | |
|----|---|--|--|
| | e) Ratio of No. of users per employee | | |
| 9 | Consumer Grievance Redressal | | |
| | a) Internal executive redressal mechanism (Nos.) | | |
| | b) In meetings | | |
| | c) No. of cases addressed in grievance redressal forum established as per Regulation No. 13/JKSWRRA /2013 Jammu, dated 22-04-2013 | | |
| 10 | Grant of New Connection/Permits | | |
| | a) No. of applications for new connections/permits . | | |
| | b) No. of new connections/permits issued. | | |
| | c) No. of permits requested for exploration of ground water in a notified areas. | | |
| | d) No. of permits granted. | | |
| 11 | Billing Status | | |
| | a) No. of users | | |
| | b) No. of bills issued | | |
| | c) Total amount billed | | |
| | d) Amount as per books | | |
| | e) No. of complaints received about billing. | | |
| | f) No. of complaints redressed. | | |
| | g) No. of bills corrected | | |
| | h) Amount corrected. (±) | | |
| | i) No. of users with outstandings of more than 2 six monthly bills. | | |
| | j) Percentage of bills corrected viz-a viz no. of bills issued | | |
| 12 | Breakdown Details | | |
| | a) No. of breakdowns | | |
| | b) Period of breakdowns | | |
| | c) No. of cases in which breakdown was rectified within the prescribed time | | |
| | d) No. of cases in which breakdown was not rectified within the prescribed time | | |
| 13 | Consumers query status | | |
| | a) No. of cases | | |
| | b) No. of cases where response was in time | | |
| | c) No. of cases where response was not in time | | |

| | | |
|----|--|--|
| | d) Percentage of cases where response was in time | |
| 14 | Measures taken for public awareness | |
| 15 | Measures taken for creation of database and its updation | |
| 16 | Measures taken for rationalization of staff | |
| 17 | Measures taken for improvement in revenue realization | |
| 18 | Training Programmes conducted | |
| 19 | Measures taken for providing information system based on GIS/GPS. | |
| 20 | Measures taken for uploading of information on website. | |

#Action taken incase of inconformity be also indicated

*Indicate separately the cases for connections/permits and exploration of Ground Water in notified areas.

Format VI

For Irrigation Purposes

Performance data for the Quarter/Year of _____

Name of Circle _____.

| S. No | Particulars | Details |
|--------------|---|----------------|
| 1 | Quantity of Supply | |
| | a) Area (Ha) at the start of the period under report. | |
| | b) Area added during the period under report. | |
| | c) Area at the end of the period under report. | |
| | d) Balance area to be provided with the service. | |
| | e) Schemes commissioned during the period | |
| | i. No:- | |
| | ii. Cost:- | |
| | iii. Coverage:- (Ha) | |
| 2 | Safety Measures | |
| | a) Total No. of Units | |
| | b) Total No. of inspections conducted during the period | |
| | c) No. of cases where the safety standards are in place | |
| | d) No. of cases where improvements were suggested | |
| | e) No. of cases where improvements have been effected as per the advice | |
| 3 | Handling of Complaints | |
| | a) Total No. of unattended complaints of the previous period | |
| | b) Complaints received during the period under report | |
| | c) Complaints attended during the period under report | |
| | d) Balance complaints to be redressed | |
| | e) Increase/Decrease in unattended complaints (d-a) | |

| | | |
|---|--|--|
| 4 | Recovery of Water Usage Charges | |
| | a) Assessment during the period. | |
| | b) Actual realization. | |
| | c) Percentage achievement. | |
| | d) Previous arrears at the start of period. | |
| | e) Arrears at the end of the period. | |
| | f) Name of the Sub-Division with best collection efficiency & the % age collection efficiency. | |
| | g) Name of the Sub-Division with lowest collection efficiency & % age collection efficiency. | |
| 5 | Inspections | |
| | a) No. of users inspected during the period. | |
| | b) No. of users where unauthorized use has been found. | |
| | c) Assessment made for unauthorized use. | |
| | d) Recovery effected during the period vis-à-vis assessment. | |
| | e) No. of connections regularized post inspection. | |
| | f) No. of cases where the assessment has been appealed. | |
| | g) No. of cases where appeals have been upheld. | |
| | h) Amount of assessment Reduced/Increased post appeal. | |
| 6 | Measuring Devices. | |
| | a) Total No. of users category wise. | |
| | i. Agriculture. | |
| | ii. Generating units. | |
| | iii. Industrial. | |
| | iv. Others. | |
| | b) Total No. of measuring devices installed. | |
| | c) No. of measuring devices damaged/defective. | |
| | d) No. of measuring devices replaced. | |
| | e) No. of new measuring devices installed. | |
| | f) No. of new users registered. | |

| | | | |
|----|---|-------------------|------------------|
| 7 | Employee Strength | | |
| | | Sanctioned | Filled up |
| | a) Officers | | |
| | b) Technical staff | | |
| | c) Ministerial staff | | |
| | d) Total | | |
| | e) Ratio of No. of users per employee | | |
| 8 | Consumer Grievance Redressal | | |
| | a) Internal executive redressal mechanism (Nos.) | | |
| | b) In meetings | | |
| | c) No. of cases addressed in grievance redressal forum established as per Regulation No. 13/JKSWRRA /2013 Jammu, dated 22-04-2013 | | |
| 9 | Grant of New Connection/Permits* | | |
| | a) No. of applications for new connections/permits issued. | | |
| | b) No. of new connections/permits issued. | | |
| 10 | Billing Status | | |
| | a) No. of users | | |
| | b) No. of bills issued | | |
| | c) Total amount billed | | |
| | d) Amount as per books | | |
| | e) No. of complaints received about billing. | | |
| | f) No. of complaints redressed. | | |
| | g) No. of bills corrected | | |
| | h) Amount corrected. (\pm) | | |
| | i) No. of users with outstandings of more than 2 six monthly bills. | | |
| | j) Percentage of bills corrected viz-a viz no. of bills issued | | |
| 11 | Breakdown Status | | |
| | a) No. of breakdowns | | |
| | b) Period of breakdowns | | |

| | | |
|----|---|--|
| | c) No. of cases in which breakdown was rectified within the prescribed time | |
| | d) No. of cases in which breakdown was not rectified within the prescribed time | |
| 12 | Consumers query status | |
| | a) No. of cases | |
| | b) No. of cases where response was in time | |
| | c) No. of cases where response was not in time | |
| | d) Percentage of cases where response was in time | |
| 13 | Execution of schemes | |
| | a) No. of schemes taken up for execution | |
| | b) No. of schemes published as per section 33 and section 51 of the Act | |
| 14 | Grant of permission for plying boat/vessel. | |
| | a) No. of applications received for grant of permissions. | |
| | b) No. of permissions granted. | |
| 15 | Permissions for installation of Pump sets/etc | |
| | a) No. of applications received for grant of permissions. | |
| | b) No. of permissions granted. | |
| 16 | Permissions for Extraction of Bed Material | |
| | a) No. of applications received for grant of permissions. | |
| | b) No. of permissions granted. | |
| 17 | Measures taken for public awareness | |
| 18 | Measures taken for creation of database and its updation | |
| 19 | Measures taken for improvement in revenue realisation | |
| 20 | Training Programmes conducted | |
| 21 | Measures taken for providing information system based on GIS/GPS. | |
| 22 | Measures taken for uploading of information on website. | |
| 23 | Measures taken for rationalization of staff | |

*Details of permits for usage of water from irrigation work, inter connecting channels and transfer of channels should be indicated separately.