

**GOVERNMENT OF TELANGANA
MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (ENGG) DEPARTMENT**

Memo.No. 13423/Engg.2/2020

Dated:08.01.2021

Sub: MA&UD Dept., - HMWS&SB - 20KL Free Drinking Water Supply Scheme - Certain Guidelines - Issued - Reg.

Ref: 1. GO Ms.No.211, MA&UD Dept., dated: 02.12.2020.
2. Note from MD, HMWSSB, dt: 28.12.2020.

Government has decided to implement the free water supply up to 20KL Per month to Consumers of Hyderabad Metropolitan Water Supply and Sewerage Board in Greater Hyderabad Municipal Corporation.

2. Accordingly, Government hereby issue the following guidelines for implementation of 20 KL Free Water Supply per month to Domestic Consumers for implementation of the scheme by Hyderabad Metropolitan Water Supply and Sewerage Board in Greater Hyderabad Municipal Corporation area as following:

Domestic Slum Consumers:

1. All domestic slum consumers of Hyderabad shall be given "Zero Water Bill" with effect from December-2020 under "20 KL Free Water Supply Scheme".
2. The domestic slum consumers need not be insisted for fixing of individual water meters. The domestic slums consumption will be assessed through Slum Docket Water Meters.

Domestic Consumers (Individual):

3. All domestic consumers shall get the water meters installed at their cost to avail "20 KL free water supply scheme".
4. The consumption as per meter readings up to 20 KL per month will be FREE and consumption above 20KL will be charged as per applicable tariff with effect from Decemeb2020.
5. The list of empanelled agencies should be made available at HMWSSB website.

Domestic Apartments (MSAC - Multi Storied Apartment Complex) and Domestic Bulk Consumers:

6. All domestic apartments (MSAC) and domestic bulk consumers shall get water meters installed at their cost to avail "20 KL free water supply scheme".
7. The consumption as per meter readings up to 20 KL per flat/ house per month will be FREE and consumption above 20KL will be charged as per applicable tariff with effect from December 2020.
8. The list of empanelled agencies should be made available at HMWSSB website.
9. HMWSSB shall indicate the parameters required for the water meters so that consumers are at liberty to get same specifications installed at their cost.

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Aadhaar Linkage:

- 3.** All consumers who avail the benefit of "20 KL Free Water Supply Scheme" shall preferably have their Aadhaar linked to their Customer Account Numbers (CANs) as per GO Ms.NO.211, dated: 02.12.2020 of MA&UD Dept., Aadhaar linkage can be taken up either through Mee-Seva centers or through HMWSSB websites's window to enroll Aadhaar Linkage.
- 4.** The customers shall be given an opportunity to fix meters by 31.03.2021 through empanelled meter agencies, so as to claim 20 KL Free water benefit from 01.04.2021. Subsequently it will be from the day, meter is installed.
- 5.** As the Aadhaar authentication and fixing of meters by the customers may take time, the serving of bills will be issued at once from 01.04.2021 to all eligible customers duly affecting the Free Water Supply benefit from 01.12.2020.
- 6.** HMWSSB shall establish CRM (Customer Relationship Management) Centers to implementation of the Scheme.
- 7.** The Managing Director, Hyderabad Metropolitan Water Supply and Sewerage Board, Hyderabad shall take further necessary action for effective implementation of the scheme.

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