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Comprehensive policy for Municipal water supply through Water Tanker

(A) Policy Guidelines for H.E. Department

1. Bulk flow meters have been fixed at every filling point. The reading of these meters will be tallied at end of the day with quantum of water supplied through tanker. ✓
2. To fix CCTV cameras with clear night vision quality (to record vehicle number, transport agency, driver face) at every filling point. ✓
- 3.1 In case of tanker water supply to the Non-Slum (All types of Residential and Non- Residential users), (*except for 3.3*)
 - 3.1.1 Request from applicant only in written form will be accepted. Request should be accompanied with Water Charges Bill for the connection which is feeding to his property / premises. ✓
 - 3.1.2 If A.E.W.W. is satisfied with written request of the applicant, he will allow supply of water tanker/s as per case. ✓
 - 3.1.3 Applicant will make the payment in advance as mentioned in point no. 5 & 6, at C.F.C. ✓
- 3.2 In case of tanker water supply in slum, (*except for 3.3*)
 - 3.2.1 Water tanker supply is provided to the large number people in that particular area as such there is no single applicant who comes forward. In such cases written request letter by elected representatives or connection holder will be accepted and will be approved by A.E.W.W. However, no verbal request will be entertained. ✓
 - 3.2.2 Applicant will make the payment in advance as mentioned in point no. 5 & 6, at C.F.C. ✓
- 3.3 Some time application for water tanker is received by A.E.W.W. for some temporary events as stated below;
 - 3.3.1 In case of public ground/ premises, Applicant shall submit copy of the permission given by the concerned Authority to hold the event along with application for water tanker. ✓
 - 3.3.2 In case of private premises, copy of the programme / schedule/ invitation for the proposed event along with application for the water tanker. ✓
 - 3.3.3 A.E.W.W. shall scrutinize the application and if satisfied with the request, will allow supply of water tanker/s as per case for the required days. ✓
 - 3.3.4 Applicant will make the payment in advance as mentioned in point no. 5 & 6 at C.F.C. ✓
- 3.4 The water tanker/s need to be made available for municipal establishments like hospitals, dispensary, school, etc & also as facility for congregated public at large on a specific occasion, for example on occasion of Anant Chaturdashi, MahaNirvan Din etc. The request for water tanker in such cases be made by the concerned Asst.

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Comm./A.E. (Maint)/ concerned Department /Unit Head. Being a facility for M.C.G.M./ public at large such water supply will be free of all charges as mentioned in sr. no. 5 & 6 below. ✓

3.5 In case of disruption in water supply for any reasons such as contamination, isolation, water main burst etc tanker water supply in Slum as well as in Non-Slum, AEWW of ward concern shall preferably arrange Municipal water Tanker for affected area free of charge. ✓

3.5.1 In case non availability of Municipal tanker, if affected locality arrange a private tanker the water will be supplied free of charge. ✓

4. Coupon booklets with triplicate coupons will be got printed. Copies of these booklets will be made available to every AEWW according to his requirement. He will maintain a proper record of the same. (A Template coupon is attached at Pg.C-_____) ✓
5. Applicant will make the payment of water charges plus sewerage charges as per prevailing Water Charges Rules in addition to the tanker filling charges as declared from time to time. For financial year 2016-17, tanker filling charges will be Rs.110/- per tanker trip. These charges are liable to be amended/ modified every year. (Ready Reckoner for Water Tankers with standard capacities of 10000 & 12000 liters are attached at Pg.C-_____) ✓
6. There is only one municipal water tanker available in one shift with ward which is primarily used to cater to requirement of the municipal properties such as schools, hospitals, dispensaries etc. As such municipal water tanker is generally not available to cater to the private demand. ✓
As such A.E.W.W. will check availability of municipal water tanker or otherwise will request applicant to hire private water tanker. Still municipal water tanker is available and if applicant wishes to hire the same then applicant will have to pay municipal water tanker hiring charges as declared from time to time in addition to the charges as mentioned in point 5. above. ✓
For Financial Year 2016-17, Municipal water tanker hiring charges will be Rs.970 per tanker trip.
In case, municipal water tanker is not available or if applicant wishes to hire private water tanker, then private water tanker will be arranged by the applicant. ✓
7. After making payment as mentioned in point no. 5 to 7 above, staff of AEWW will fill in details in coupons in triplicate. AEWW will sign all 3 copies of coupons and will issue 1st and 2nd copy to the applicant. ✓
8. Applicant will use allotted coupons serially. ✓
9. Applicant / Water Tanker driver will give 1st and 2nd copy of coupon to in-charge of filling point. ✓

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10. In-charge of filling point will fill-in water tanker details in coupons and will also enter the details in tanker supply register and will give municipal water supply to water tanker. He will preserve 2nd copy and will give 1st copy to the applicant/ tanker driver. ✓
11. In-charge of filling point will also ensure that the acknowledgment of earlier water tanker if any issued earlier is submitted beforehand. If water tanker driver/ transport agency fails to submit the acknowledgment, he will not supply municipal water to that water tanker/ applicant. ✓
 - 11.1 If first copy of the coupon is lost for any reason by tanker driver / applicant then written acknowledgment with signature of applicant for receipt of tanker trip will be considered as receipt of coupon. ✓
12. Third copy of the coupon will be stored by A.E.W.W. whereas 1st and 2nd copy of coupon will be stored by in-charge of filling point respectively. ✓
13. It will be duty of water tanker driver / transport agency to supply municipal water only to the property or destination where it has been provided. ✓
14. A.E.W.W. will review of acknowledgments vis-à-vis tanker water supply allowed during the month and will also take suitable measures to improve water supply to reduce / eliminate tanker water supply. ✓
15. Zonal E.E.W.W. will inspect tanker supply registers and other record available at filling point A.E.W.W. office every month and will re-assess the situation w.r.t. the number of tankers supplied in each ward. ✓
 - 15.1 Zonal E.E.W.W will submit his monthly inspection report to zonal Dy.H.E. for perusal. ✓
 - 15.2 Zonal Dy.H.E. will submit compiled report to H.E. every month. ✓

(B) Policy Guidelines for E.H.O. Department

M.O.H. will grant license with following conditions:

General License conditions of water Tanker

1. The license shall, in addition to the name and address of the Licensee, bear the registration number allotted by the R.T.O. to the vehicle. ✓
2. Each water tanker needs a separate license issued by the Medical officer of Health under whose jurisdiction the office of the owner of the water tanker is situated. ✓
3. The License granted for transportation of water through tanker shall specifically mention in the nature of trade either as potable water tanker or non potable water tanker. ✓

4. The Licensee must have an office within the jurisdiction of Brihanmumbai. ✓
5. The License fee is non-refundable. ✓
6. The condition of vehicle used for transporting the water shall be road-worthy and the water tanker shall always be maintained in absolute spill proof condition. ✓
7. Tanker shall not draw water from any type of well unless there is a compound for off-street parking. Filling of water and emptying of the tankers shall be done only within the premises and not from any public street, footpath or public place. The water filling shall be done within the premises of the well owner in such manner (with such number of tankers at a time) as not to affect the vehicular right and movement of the residents of the property and the visitors. This condition is applicable only to the trade of carrying water in a vehicle for non-potable purpose. ✓
8. The tanker shall not draw water from a well unless the Driver makes sure that there is no obstruction to traffic and does not cause any nuisance to vehicular movement. ✓
9. The licensee or his servant or agent shall maintain and keep in the vehicle, a register showing the names, location of well and addresses of the owner/owners of the well/wells from which water is drawn, as well as the names and addresses of the people/traders/institutions to whom water is to be supplied and the purpose for which the water is to be supplied and produce the same for verification and inspection on demand before duly authorized officer of the Corporation. ✓
10. No persons suffering from infectious or loathsome disease shall be engaged in the vehicle in any capacity and the valid medical fitness certificate should be kept in the tanker (Driver, Cleaner etc.) ✓
11. The licensee shall not engage any person who has not completed 18 years of age. ✓
12. The water tanker shall be kept thoroughly clean at all times. ✓
13. A ladder shall be provided on the right rear side of the tanker. ✓
14. The persons employed in the vehicle shall wear clean clothes. ✓
15. This license does not absolve the licensee from the obligations arising out of any other provisions of the Mumbai Municipal Corporation Act or other

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- legislation in vogue and the license is liable for suspension, revocation or cancellation, if so required in that connection. ✓
16. The licensee shall exhibit the license in a conspicuous part of the vehicle and shall produce the same for inspection whenever demanded by duly authorized officer. ✓
 17. The license shall be suspended or revoked if the water tanker is, in the opinion of duly authorized officer of the Corporation, a source of nuisance or danger to life, health or property. ✓
 18. The licensee shall pay prescribed fee for the renewal of license for the next calendar year as will be chargeable in accordance with the schedule of fees fixed by the Corporation (in accordance with the provision of Section 479 (2) M.M.C. Act) and in force on the day of the issue or renewal of license. A license fee may be revised even after the payment of license fee and issue or renewal of license and in case, if the same is modified by the Corporation, the licensee shall then be liable to make good the difference of the fees within stipulated period. ✓
 19. The licensee shall have to pay security deposit as may be prescribed from time to time for faithful observance of the license conditions failing which the same shall be forfeited to the Municipal Treasury at the discretion of duly authorized officer. For infringement of any of the conditions of license, the license shall be suspended or revoked and/or the licensee shall be prosecuted as per the provision of the M.M.C. Act. ✓
 20. The suspension or revocation of this license for any reason shall not prejudice or affect any claim or demand whatsoever of the Municipal Commissioner or any authority of the Corporation hereunder, nor shall the licensee be entitled in the event of the suspension or revocation of this license to any refund of any payment whatsoever made by him hereunder. ✓
 21. The licensee shall inform the concerned Medical officer of Health of the Ward in writing any intended change in the license one month in advance from the date of such intended change. ✓
 22. The license is not transferable without the written permission of the competent Officer of the Corporation.

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23. If the licensee decides to give up his trade for which the license is granted, he shall forthwith inform the Medical Officer of Health of the concerned Ward about his intention. The license fee already paid will not be refunded. ✓
24. The licensee shall at all times during the continuance of this license be responsible for due fulfillment and faithful observance of all the prevailing conditions prescribed herein and in case of any infringement, neglect or failure on the part of the licensee and/or his agent or servant to observe any of the conditions stipulated in the license, the licensee shall be liable for prosecution and/or the license will be liable for suspension or revocation in addition to forfeiture of the Security Deposit. ✓
25. Every Asstt. Commissioner of the Ward shall be responsible for the strict implementation of the circular within their jurisdiction. Notices will immediately be issued to all the premise owners having wells, where such tanker filling activity is carried out. Following actions are to be initiated for non-observance of timings mentioned in the circular:
- i. Issuing written warnings (Notices) for first two failures to the premise owners as well as the tanker owners.
 - ii. And on third failure;
 - Action against the premise owners;
 - (a) Forfeiting the pumps through A.E. (Factories) Wards
 - (b) Revoking the permissions issued through P.C.O. wards.
 - Action against the tanker owners;
 - (c) Forfeiting the license issued by M.O.H. of ward for the transport of water. ✓
26. Special License conditions for potable water tankers ✓
- 26.1 The water to be transported through the tanker shall be municipal water filled from Municipal tanker filling point after payment of prescribed fees/charges. Under any circumstances, well water shall not be carried in this tanker. ✓
- 26.2 The water filled from Municipal tanker filling point shall be carried in condition fit for potable purpose till delivery at the applicant's site. ✓
- 26.3 The licensee shall permanently display in bold blue letters in Marathi and in English languages stating 'potable Municipal water' with distinctive background on all three exposed sides of the tanker. ✓
- 26.4 Two Strips of 15 cm. width in blue color with distinctive background shall be painted in center portion on all three exposed sides of the tanker.

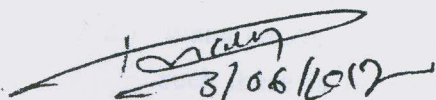
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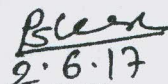
27. Special License conditions for Non potable water Tankers

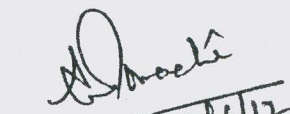
- 27.1 The water shall under no circumstances be used, sold or transported for potable (drinking, cooking etc.) purpose. ✓
- 27.2 The licensee shall permanently display in bold letters in Marathi and English languages stating 'Non potable water' upon all three exposed sides of the tanker. ✓
- 27.3 Under no circumstances, tanker shall be used for carrying/transporting Municipal water. ✓

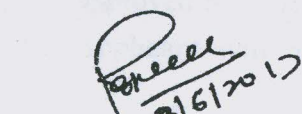
(C) Policy guidelines for CSO Department

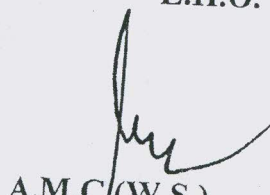
1. Each tanker filling point shall be guarded round the clock by Municipal security guard. ✓


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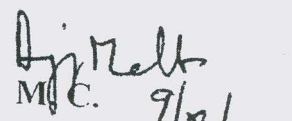

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D.M.C. (S.E.)


A.M.C. (W.S.)


A.M.C. (P)


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M.C.