

BRIHANMUMBAI MAHANAGARPALIKA

Section 4 Manuals as per provision of
RTI Act, 2005 of H/East Ward

Assistant Engineer Water Works

Address - Office of Assistant Commissioner
H/East Ward, Ground Floor, Plot
No. 137 T.P.S.5, Road No.2,
Prabhat Colony, Santacruz(E),
Mumbai-55

2016-17

MUNICIPAL CORPORATION OF GREATER MUMBAI

Hydraulic Engineer's Department

Introduction

Hydraulics is a branch of Engineering science that deals with water storage and supply and 'Hydraulic Engineer' of MCGM is in-charge of water supply to Mumbai. Hydraulic Engineer is a Statutory Post and being head of the department; his department is known as Hydraulic Engineer's Department.

He is empowered by relevant sections of MMC Act 1888(as amended) & power is delegated to him through DMC(SE). All Dy H.E./E.E.W.W./A.E.W.W.'s work under him & he has overall control to ensure sufficient, wholesome & equated water supply to various water supply zones and to collect water charges.

Assistant Engineer water work H/East is a head of department at ward level in the Hydraulic Engineer's Department. Assistant Engineer water work H/East is under administrative control of Assistant Commissioner.

Assistant Engineer water work H/East is assisted by Junior Engineer (Water works) Dist. / Sub Engineer (Water works) Dist. and Junior Engineer (Water works) Maint. / Sub Engineer (Water works) Maint.. Each Junior Engineer (Water works) Dist. / Sub Engineer (Water works) Dist. is given one Electoral ward (one beat) to perform the duties pertaining to Distribution of water and one Junior Engineer / Sub Engineer to perform the duties pertaining to maintenance of water main section in H/East ward.

Assistant Engineer water work H/East's overall control in ward level to ensure to distribute equal & potable water supply to consumer and collect water charges from consumer.

Definitions (Please provide definitions of various terms used in the hand book)

- I. Potable Water:** The water which is brought from the outside city and treated at Treatment Plant and brought to the consumers' tap and safe for drinking purpose.
- II. Distribution:** Supply of water from reservoir to consumers' tap through feeder and distributory mains with static head.
- III. Consumers Tap:** The point of discharge of water supplied at consumers' premises, which is permitted by following the norms prescribed by Hydraulic Engineer's Department.
- IV. Revenue:** Bills of quantity of the water received by the consumer through meter at his premises as per the tariff as approved by the Standing Committee / Municipal Corporation.

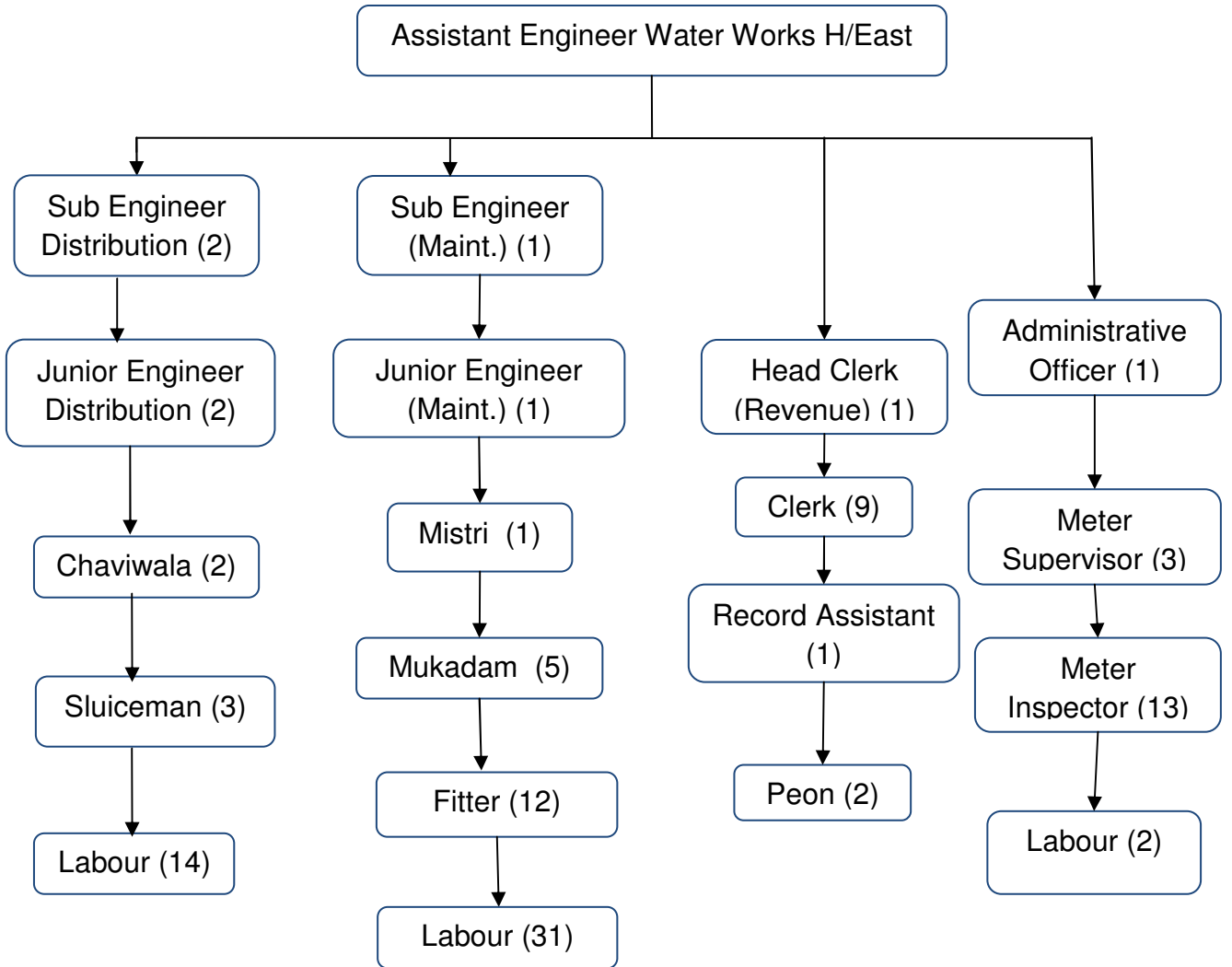
As per Central Right to Information Act 2005, Assistant Engineer water work H/East is appointed as Public Information Officer (Water Works) for Water works department and as per Maharashtra Public Records Act-2005 and Maharashtra Public Records Act Rules -2007, he is designated as Record Officer for Water Works Dept. of H/East ward.

Section 4(1) (b) (i)

The particulars of functions & duties of the public authority

1	Name of the public authority	Shri. Bhagwat Milind Vasant
2	Address	H/East Ward Office Building, Ground Floor, , TPS – 5, Road No. 2, Prabhat Colony, Santacruz (East), Mumbai – 400 055
3	Head of the office	Assistant Engineer Water Works
4	Parent Government Department	Hydraulic Department.
5	Reporting to which office	1) Assistant Commissioner, H/East Ward, 2) Office of Deputy Hydraulic Engineer (W.S), Compound of A.E.W.W.(W.S), Opp. 'S' Bridge, 566, N.M. Joshi Marg, Byculla, Mumbai - 400 011
6	Jurisdiction Geographical	H/East ward is bounded by the Meethi River & CST Road in the East, Western Railway on the West, Vile Parle Milan Subway on the North, Mahim Causeway, Dharavi Link road on the South.
7	Mission / Vision	“To provide adequate, safe and equitable water to the consumers in H/East ward’s area.”
8	Objectives	“Distribution of potable water to the consumers in H/East ward’s area.” 1) To attend short supply complaint of consumers. 2) To attend leakage of water main up to 250 mm dia. 3) To attend contamination complaints. 4) To inspect unauthorized Water connections.
9	Functions	Control over Distribution of potable water to the consumers in H/East ward’s area. 1) To control and supervise daily water supply valves. 2) To issue permission form for water connections. 3) To recovery of water charge bills from consumers.
10	Details of services provided (In Brief)	“Supply of potable water within H/East ward’s area.”
12	Physical assets (Statement of lands & Buildings and other Assets)	NII
13	Organization’s structural Chart	As per separate sheet attached at page no._____.
14	Tel. No.s & office timings	Telephone no : 26182217 + 921 Extention Email : Office timing : 8.00 a.m. to 12.00 noon and 2.30 P.M. to 5.30 p.m.(Monday to Friday) 08.00am to 11.30 a.m on Saturdays Visiting Hours : 03.00 p.m. to 05.00 p.m. .(Monday to Friday)
15	Weekly Holidays	Sunday and Public Holidays.

Organisation's Structural Chart (Orgonogram):



Section 4(1) (b) (ii)

The powers of officers and employees in the office of Assistant Engineer Water works H/East ward.

A

Sr. No.	Designation	Power- Financial	Under which legislation / rules / order / GRs	Remarks
1.	Assistant Engineer Water works	1. Power to incur expenditure-office contingencies Rs.7000/- in case of dead stock articles upto Rs.50/- per item and to make the payments of the bills therefore.	MMC Act 1988	
		2. (a) Power to purchase without prior post-audit upto Rs.25/-		
		(b) Without pre-audit but with post audit Above Rs.25/- but upto 200/-		
		(c) With pre-audit Above Rs.200/- but upto Rs.500/-		
		3. Power to sign payment and adjustment vouchers against the previous sanction of the competent authorities to limit of the Rs.15,000/-		
		4. Signing all indents for purchases of stores and material required for execution of sanctioned works, provided funds are available.		
		5. Power to enter upon or carry materials through any land for inspection or repairs or execution of Municipal works.	263 (1), 278 (1)	
2.	Sub Engineer Distribution	NIL.		
3.	Sub Engineer (Manit.)	NIL.		
4.	Junior Engineer Distribution	NIL.		
5.	Junior Engineer (Manit.)	NIL.		
6.	Head Clark	NIL.		
7.	Meter Supervisor	NIL.		

B

Sr. No.	Designation	Power- Administrative	Under which legislation / rules / order / GRs	Remarks
1.	Assistant Engineer Water works	1. Power to sanction increments in the time scale promotions to the lab our staff in accordance to rules in force.	MMC Act 1988	
		2. Power to grant casual leaves to subordinate staff upto the rank of Sub-Engineers accordance with the MC's orders on the subject that application form staff.		
		3. Powers to grant leaves including maternity and injury leave to the lab our staff in accordance to the MC's orders on the subject .		
		4. Power to sign unclaimed wages refund certificates of the staff working under him.		
		5. Power to allow renewal of Railway season Tickets.		
		6. Power to sanction overtime allowance when necessary to the member of the inferior service of the sanctioned scales and in case of those whom the factory.		
		7. To authorize (1) employees to renew subscription to Provident Fund (Rule 16-d of provident fund (2) to grant advance (Rule 24) & (3)to sanction refund of Municipal Contribution in ordinary cases and the recovery in respect of Municipal claims.		
2.	Sub Engineer Distribution	Nil.		
3.	Sub Engineer (Manit.)	Nil.		
4.	Junior Engineer Distribution	Nil.		
5.	Junior Engineer (Manit.)	Nil.		
6.	Head Clark	Nil.		
7.	Meter Supervisor	Nil.		

C

Sr. No.	Designation	Power- Magisterial	Under which legislation / rules / order / GRs	Remarks
		N.A.		

D

Sr. No.	Designation	Power- Quasi Judicial	Under which legislation / rules / order / GRs	Remarks
		N.A.		

E

Sr. No.	Designation	Power- Judicial	Under which legislation / rules / order / GRs	Remarks
		N.A.		

The duties of officers and employees in the office of Assistant Engineer Water works H/East ward.

A

Sr. No.	Designation	Duties - Financial	Under which legislation / rules / order / GRs	Remarks
1.	Assistant Engineer Water works	Nil.	-	
2.	Sub Engineer Distribution	Nil.	-	
3.	Sub Engineer (Manit.)	NIL.	-	
4.	Junior Engineer Distribution	NIL.	-	
5.	Junior Engineer (Manit.)	NIL.	-	
6.	Head Clark	NIL.	-	
7.	Meter Supervisor	NIL.	-	

B

Sr. No.	Designation	Duties - Administrative	Under which legislation / rules / order / GRs	Remarks
1.	Assistant Engineer Water works	1. To maintain normal day to day supply with the help of available resources such as man, material and machinery.	MMC Act 1988, u/s.169, 92, 263(1), 278(1), 350, 488	
		2. Repairs & maintenance of water mains upto 300mm and get rest of the work done by coordinating with other agencies.		
		3. Initiate proposals for laying of new water mains for replacement of old pipelines and to overcome short supply problem, contamination etc. for sanction of competent authority.		

		4. Attending short supply complaints, contamination leakages in private and municipal unit and disconnection of connections to generate demands of water / sewerage charges, recovery of bills etc.		
		5. To attend the meetings of zonal D.M.C., dept. heads and other meetings such as public grievances and comply the matters.		
		6. To issue necessary permissions for availing the water connections allowing fittings etc. after obtaining necessary sanction from competent authority, Resolving of disputes regarding water charges bills with sanction of competent authority.		
		7. In case of emergency arising out of breakdowns, maintenance of water mains, inform the public and public representatives for change in water timings etc. with available resources.		
		8. Any other duties assigned by the higher authorities.		
		9. Sanction of domestic connections upto 20mm dia., certification of dry fittings upto 25mm dia. and new buildings upto 4th floor.	1)EE Mts (Rev.) /2553 / Circular dtd 1.01.2002 2)HE/15/Cir /HC(Gen.) of 29.10.2005	
		10. Recovery of additional sewerage charges for already sanctioned proposals.	Water bay laws, Water charges rules.	
2.	Sub Engineer Distribution	1. To maintain normal day to day supply with the help of available resources such as man, material and machinery.		
		2. To initiate proposals for laying new water main for improvement of pressure in the area.		
		3. To look after complaints of shortage, leakages, contamination etc.		
		4. To prepare/scrutinize proposal for applications for water connections & other fittings.		
		5. To overall control on distribution staff and issue instructions for specific work.		

3.	Sub Engineer (Manit.)	1. To carry out fieldwork such as repairs, maintenance of water main upto 300mm dia.		
		2. Overall control on maintenance labour staff, to carry out the above repair work.		
		3. To carry out work of making new connections upto 50mm dia.		
		4. Execution of disconnection orders for non payment of water charges & Sewerage charges bills, wastages etc.		
		5. To maintain various records of new water connections, meters, preparation of O.T. of maintenance staff.		
4.	Junior Engineer Distribution	1. To maintain normal day to day supply with the help of available resources such as man, material and machinery.		
		2. To initiate proposals for laying new water main for improvement of pressure in the area.		
		3. To look after complaints of shortage, leakages, contamination etc.		
		4. To prepare/scrutinize proposal for applications for water connections & other fittings.		
		5. To overall control on distribution staff and issue instructions for specific work.		
5.	Junior Engineer (Manit.)	1. To carry out fieldwork such as repairs, maintenance of water main upto 300mm dia.		
		2. Overall control on maintenance labour staff, to carry out the above repair work.		
		3. To carry out work of making new connections upto 50mm dia.		
		4. Execution of disconnection orders for non payment of water charges & Sewerage charges bills, wastages etc.		
		5. To maintain various records of new water connections, meters, preparation of O.T. of maintenance staff.		

6.	Head Clerk	1. To assist AEWV in all matters regarding water charges bills and day to day office duties.		
		2. To supervise and exercise control over working of all billing clerks and verify single line bills.		
		3. To supervise work of billing clerks in preparing monthly and quarterly bills.		
		4. To maintain necessary registers and to prepare periodical reports and submission of the same to the higher authority.		
		5. To initiate refund proposals and adjustments.		
		6. To put up draft reply to audit notes.		
		7. To issue notices to consumer for recovery & report to the higher authority accordingly.		
7.	Clerk	1. To assist H.C. (Billing) in day to day works.		
		2. To enter the meter data for preparing the water charges bills.		
		3. To prepare chalans for payments other than water charges bills		
		4. To maintain register regularly and taking day to day entries.		
		5. To issue duplicate bills.		
		6. To issue notices to consumer for recovery & report to the higher authority accordingly.		

8.	Meter Supervisor	1. To assist AEWW in the work metering section.		
		2. To supervise the work of Meter Inspector.		
		3. To check Meter Reading Book entries on random after visiting sites.		
		4. To report unauthorised water connections and misuse of municipal water.		
		5. To issue notices to consumer for replacement of non working meters.		
		6. To maintain dispute registers and stolen meter register.		
		7. To verify consumption and rates for preparation of water bills prior to approval by A.E.W.W.		
		8. To settle gaps where meter reading is not available or not reliable. So that there is no loss of revenue or burden of excess billing to the consumer.		
		9. To feed regularly necessary data to computer.		
		10. To observe scheduled programme of meter reading.		
		11. To prepare various reports related to water dept.		
9.	Meter Inspector	1. To assist meter supervisor in his day to day working.		
		2. To take meter reading of water connections in the ward.		
		3. To maintain entries of new metered water connection in meter reading book.		

		4. To keep check on disconnected connections for various reasons & report accordingly.		
		5. To detect and report unauthorized water connection and misuse of water.		
		6. To give required information to higher authority if any.		
10.	Record Assistant	1. To receive, register and dispatch papers.		
		2. To maintain record of connection files and furnish whenever required.		
		3. To maintain inward and outward register.		
		4. To attach the relevant papers to the concerned files.		
11.	Mistry	1. To assist the J.E.(maint.) and follow his instructions.		
		2. To mark muster of labour.		
		3. To allot works related to complaints and report the same to J.E.		
		4. To guide and control fitters and labours to carry out the work.		
		5. To maintain the record of complaint.		
12.	Mukadam	1. To assist the J.E.(Maint.)		
		2. To keep record of Municipal /Private meter taken for testing and refixing of the same.		
		3. To take DCO action as per order.		
		4. To restore connection after recovery of outstanding dues.		

13.	Fitter	1. To attend the leakages and repairs of water main upto 250 mm dia. water main.		
		2. To attend contamination complaint.		
		3. To make new water connections and cutting of connections as per order of higher authority.		
		4. To removal and fixing of meters of the connections.		
14.	Chaviwala	1. To assist to S.E. & J.E. (Distribution) for Valve operation		
		2. To supervise to sluice man and labour for valve operation.		
		3. To operate the valves on water main at the specified time and to the specified limits as per order of higher authority.		
		4. To maintain operation register if required.		
		5. To report about non-working and damaged valve.		
		6. To report leakages.		
		7. To attend the short supply complaint and report to higher authority.		
		8. To attend the site of fire calls.		
15.	Sluice man	1. To operate the valves on water main at the specified time and to the specified limits as per order of higher authority.		
		2. To report about non-working and damaged valve.		
		3. To maintain operation register if required.		

		4. To report leakages.		
		5. To attend the site of fire calls.		
		6. To attend the short supply complaint and report to higher authority.		

C

Sr. No.	Designation	Duties - Magisterial	Under which legislation / rules / order / GRs	Remarks
		N.A.		

D

Sr. No.	Designation	Duties - Quasi Judicial	Under which legislation / rules / order / GRs	Remarks
		N.A.		

E

Sr. No.	Designation	Duties – Judicial	Under which legislation / rules / order / GRs	Remarks
		N.A.		

Section 4(1) (b) (iii)

Procedure followed in Decision Making Process, including channels of supervision and accountability in the office of Assistant Engineer Water Works H/East.

What is the procedure followed to take a decision for various matters?

(A reference to Secretant Manual and Rule of Business Manual and other rules / regulations etc. can be made.).

Proposal of every kind are generally put up for approvals / sanctions of competent authority – through proper channel i.e. initiating department / Account Department / Competent authority.

Water Connection Application.

Standard application forms are available in the Wards. The applicant has to fill up this form, attach references, requisite documents and submit the papers in the respective Wards through Licensed Plumber. On payment of scrutiny fee, the application is scrutinized.

Depending on the powers vested in Assistant Engineer, Executive Engineer, Dy. Hydraulic Engineer and Hydraulic Engineer, D.M.C. (S.E.), the approval to the request of new / additional connections are given.

On receipt of approval of Competent Authority, the applicant is informed about the same by issuing Permission Form, which enlists various approvals and conditions. After compliance of the conditions of the "P" form, the water connection is released to the applicant.

Public Complaints.

Complaints of various natures regarding water supply can be registered with Complaint Officer of respective Ward Office and also can be registered with Water Control Office in City.

The documents procedures.

A. Connection for granting stand post water connections to the slum dwellers.

1. The applicant should submit minimum 2 proofs of residence in the structure from the following of their stay prior to 1.1.95 or from Government Notification from time to time...
2. Ration Card – showing the address of applicant. (Compulsory)
3. Electricity bill

One of the following proof prior to 1.1.1995

1. Copy of Election Roll showing applicants name and address.
2. Copy of Election Card.
3. Copy of Assessment bill.
4. Copy of Census Photo Passes.

- B. Water connection to the tolerable structure (prior to 1.4.1962 for Commercial Premises & prior to 17.4.1962 for residential Premises).**
1. Copy of Assessment Bill of the structure
 2. Copy of Ration Card.
 3. Copy of Rent receipt.
 4. N.O.C. of the owner of the premises.
- C. Water connections to planned building.**
1. NOC from H.E. Department.
 2. Copy of approved plans by the Planning Authority.
 3. Copy of I.O.D./Amended Plans /C.C.
 4. Copy of Occupation Certificate/ Building Completion Certificate.
 5. Copy of the NOC wherever applicable.
- D. Water connection on Humanitarian ground.**
1. NOC from H.E. Department.
 2. Copy of approved plans by the Planning Authority.
 3. Copy of I.O.D./Amended Plans.
 4. Copy of Commencement Certificate
 5. Application from occupants of the building.
- E. Water connection for commercial use**
1. Copy of rent receipt in case applicant is tenant.
 2. Copy of Assessment Bill.
 3. Copy of valid licenses to run the trade, issued by the MCGM.
 4. Nature of activity and staff engaged in establishment.
 5. NOC from Owner / Society if applicant is not owner of the premises.
 6. Permission from respective authority according to the nature of activity, if required.
- F. Water Connection for construction purpose (Unmetered connection) for labour drinking purpose**
1. Copy of approved plans by the Planning Authority.
 2. NOC from H.E. Department.
 3. Details of existing connections fed to premises.

Intimation letter or Permission Form.

Permission form is issued by the AEWV of the Ward after approval from competent Authority.

Sr. No	Activity	Steps Involved	Time Limit	Authority role and responsibility of the employee/ officer in connection with each activity. (mention designation)	Remarks
	Granting Water Connection	Scrutiny of Application, Site report, proposal, Approval, etc	Seven days (per scrutiny level) for all other applications from the date of submission of valid application along with required documents. (Difficult to complete within 7 days. Some application takes beyond 6 months.)	<p>The Water Connection process grants permission to the prospective consumers to avail water supplied by MCGM. Each ward is allocated some area under its control and they accept application pertaining to their jurisdiction only. Consumer make request for new water connection at their premises through standard Application Form available at MCGM ward office from Head Clerk Billing at nominal fee of INR 12 in cash. The consumer has to indicate the name of the licensed plumber through which the internal water piping works will be conducted (responsibility of consumer). The allotted time frame for the New Connection Application by MCGM is one month from the date of receiving the application provided all documentations are proper.</p> <p>The consumer through a licensed plumber submits standard Application Form duly filled in to Central Dispatch clerk. This application also contains the name and signature of licensed plumber.</p> <p>The following are the steps of Application process for New Connection (Domestic/Commercial / Industrial):</p>	
				<p>a) Application for water Connection</p> <ul style="list-style-type: none"> • Upon Citizen Enquiry to engineering staff in water distribution section, Citizen is provided consultation for water connection and is informed about the required documents to be attached (enclosed at annexure -) with the application form. On request, he is also provided with a list of licensed plumbers from which he can choose a plumber. • Citizen with help of plumber fills 	

				<p>the application form and gets the signature of plumber for internal piping works.</p> <ul style="list-style-type: none"> • The entire process of water connection thereafter is completed by plumber/applicant. • Plumber submits the form at Dispatch. At dispatch normal receipt number is provided to the application form. Acknowledgement is provided to plumber on the photocopy of the form. • Dispatch clerk forwards the application form to Record Assistant, Water Works. Record Assistant, Water Works enters into Water Connection application form register and provide serial number to the application form. The application form converted into a file is forwarded to Assistant Engineer, Water Works for further processing. <p>b) Payment of Scrutiny fee</p> <ul style="list-style-type: none"> • Assistant Engineer, Water Works forwards the form to Sub-Engineer (Distribution) to process the file. Sub-Engineer (Distribution) allocates the work to Junior Engineer (Distribution). • Junior Engineer (Distribution) informs Plumber/Applicant through letter under Assistant Engineer, Water Works signature / telephone / in person within 15 days to pay scrutiny fee of INR 200 and forwards the file to Head Clerk (Billing). • Head Clerk (Billing) assigns the work to Clerk (Billing). Clerk (Billing) prepares Challan and enters the detail into AQUA Billing System. IDN number is created in AQUA Billing System. IDN number is used for further reference of the application. Challan is handed over to Plumber/Applicant. • Plumber/Applicant pays INR 200/- as scrutiny fee at CFC. • Plumber/Applicant submits the scrutiny fee receipt to Head Clerk (Billing) who make a note of amount received and IDN number issued in the application form and forwards the same to Junior Engineer (Distribution)/ Sub-Engineer (Distribution) for scrutiny of the application. <p>c) Application Scrutiny / approval</p> <ul style="list-style-type: none"> • Junior Engineer (Distribution) 	
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				<p>scrutinises all documents, visits site, obtains remarks from Meter Supervisor, Meter Section (existing/ cutoff/ nearby connection details/ misuse of existing connection) and prepares the report. This report mentions all details pertaining to the water connection like residential / commercial property, ferrule size required, connection size required and meter size requirement. The report with recommendation is submitted to Sub-Engineer (Distribution).</p> <ul style="list-style-type: none"> • Sub-Engineer (Distribution) verifies the report, visits site and submits recommendation to Assistant Engineer (Water Works). • Based on the recommendation of Sub-Engineer (Distribution), Assistant Engineer (Water Works) takes a decision to consider or to reject the request for water connection with reasons for rejection or approves / forwards it to higher competent authority for approval. • On the recommendation of Assistant Engineer (Water Works), competent higher authority approves or rejects the water connection and returns the file to Assistant Engineer (Water Works). • Assistant Engineer (Water Works) forwards the file to Sub-Engineer (Distribution) / Junior Engineer (Distribution) for preparation for Permission Form (P Form) / Rejection letter. • Junior Engineer (Distribution) prepares the Permission Form / Rejection letter and submits to Assistant Engineer (Water Works) through Sub-Engineer (Distribution) for signature. Assistant Engineer (Water Works) after signing sends the file to Record Assistant (Water Works) for entry into application form register. Record Assistant (Water Works) issue permission form along with connection form(C-Form) to Plumber/Applicant with due acknowledgement. • Record Assistant (Water Works) maintains the status of the application form. 	
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d) Compliance to P-Form and C-Form obligations

- P-Form is a Permission Form with conditions (Connection size along with related fittings and storages, meter size, details of payment to be made, etc.). Certification Form(C-Form) (Signature of applicant / owner & license plumber etc, Clearance from Assessment department, Building proposal clearance, drainage clearance from Assistant Engineer (Maintenance) and certification of Competent authority of Hydraulic Engineer Department) is issued for obtaining required NOC from various departments.

- The Plumber/Applicant has to comply with all the conditions mentioned in P-Form and C-Form.

- The plumber reports to Assistant Engineer (Water Works) the compliance of the conditions in P-form and C-Form. The plumber has to get the pipes and fitting certified by the competent authority and obtain certification endorsed by competent authority.

- Plumber reports to Sub-Engineer (Distribution). Sub-Engineer (Distribution) prepares the charges payable towards making water connection and other charges (water connection charges within municipal limit upto 1 mts, security deposits, meter fixing charges, etc) on the C-Form. Sub-Engineer (Distribution) takes approval of the charges from Assistant Engineer (Water Works) and hands over the C-Form to Plumber/Applicant to make payment of the charges.

- Plumber/Applicant reports to Head Clerk (Billing). Head Clerk (Billing) instruct Clerk (Billing) to prepare Challan. Challan is handed over to Plumber/Applicant.

- Plumber makes payment at CFC by DD or Cash only. He submits the receipt to Head Clerk (Billing). Head Clerk (Billing) confirms the payment in AQUA Billing System, makes entry on C-Form and forwards C-Form to Sub-Engineer (Distribution).

				<p>e) Road Opening Permission</p> <ul style="list-style-type: none"> • Sub-Engineer (Distribution) prepares road opening sketch showing the size of trench, etc with a note to Assistant Engineer (Maintenance) of ward for issue of road opening permit. The road opening form is handed over to Plumber/Applicant. • Plumber/Applicant submits the road opening form to Assistant Engineer (Maintenance). • Assistant Engineer (Maintenance) forwards the road opening form to Sub-Engineer (Trench). Sub-Engineer (Trench) forwards to Junior Engineer (Trench). • Junior Engineer (Trench) verifies the feasibility and works out road re-instatement charges. After approval from Assistant Engineer (Maintenance) / Competent Authority, the Memo is issued to Plumber / Applicant for payment. • Plumber reports to Head Clerk (Revenue). Clerk (Revenue) will prepare the Challan. • Plumber/Applicant makes the payment at CFC. Plumber/Applicant reports to Head Clerk (Revenue) for confirmation of payment. Payment details are mentioned on form by Head Clerk (Revenue). • Plumber reports to Junior Engineer (Trench) after payment. Assistant Engineer (Maintenance) issue road opening permission. • Plumber submits road opening permit to Sub-Engineer (Distribution). • Sub-Engineer (Distribution) instructs Record Assistant (Water Works) to submit the respective water connection file. Sub-Engineer (Distribution) files the following documents in the file. <ul style="list-style-type: none"> - C- Form - Road Opening Permission Form - Undertaking from applicant - Documents as per P-Form • In case of private meter to be fixed, Plumber is informed to submit the approved make tested meter along with valid manufacturer's test certificate to Sub-Engineer (Distribution), if the connection size is upto 25 mm. For Meter beyond 	
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				<p>25 mm approved make meter must be tested by MCGM Meter testing lab before installation.</p> <ul style="list-style-type: none"> • The file is forwarded to Meter Supervisor (Meter Section) for preparation of Meter Reading Card. <p>f) Preparation of Meter Reading Card.</p> <ul style="list-style-type: none"> • Meter Supervisor (Meter Section) forwards the file to Meter Inspector (Meter Section) for preparation of Meter Reading Card. • Meter Inspector (Meter Section) prepares the Meter Reading Card and returns the file to Meter Supervisor (Meter Section). Meter Supervisor (Meter Section) forwards the file to Sub-Engineer (Distribution). <p>g) Physical Connection of Water Meter</p> <ul style="list-style-type: none"> • Sub-Engineer (Distribution) fills up the details in C- form of connection to be made such as location of connection (sketch), Size of connection, size of water main, meter number / make / size, section. • AQ2 (Form 32) is filled up by Sub-Engineer (Distribution) with required water distribution information such as Name of Consumer, Mobile number, site address, discharge and requirement of connection, portion of premises water connection sanctioned, size of connection, size of meter, MMC Act section, Deposits, number of flats, supply zone, purpose of connection, property SAC number etc. AQ2 is attached to file. • Sub-Engineer (Distribution) makes entry into fitting register and submits file to Assistant Engineer (Water Works) for approval of C-Form. The file is forwarded to Sub-Engineer (Maintenance) for making connection after approval of C-Form and signing of AQ2 form. • File Number (Case Number) is allocated by Sub-Engineer (Maintenance)/Junior Engineer (Maintenance). Ferrule connection is made along with meter by Sub-Engineer (Maintenance)/Junior Engineer (Maintenance) as per C-Form. 	
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				<ul style="list-style-type: none"> • If the length of the connection increases than the charges recovered, the connection is plugged and intimation is given to Sub-Engineer (Distribution) for recovering additional connection charges and road permit charges. • On payment of the additional charges, Meter will be fixed and connection will be restored by Sub-Engineer (Maintenance)/Junior Engineer (Maintenance). • Sub-Engineer (Maintenance)/ Junior Engineer (Maintenance) make entry into following form/ file. • Connection Register: Detail of the water connection and other relevant details of AQ2 (Meter size, make and number, Initial Reading of Meter, size of water connection, date of connection, location of meter, etc.) • Daily diary: Name of fitter. • AQ8 containing details such as Meter size, make and number, Initial Reading of Meter, size of water connection, date of connection, etc is prepared by Sub-Engineer (Maintenance)/Junior Engineer (Maintenance) and sends copy to Meter Supervisor (Meter Section) and Head Clerk (Billing). • Sub-Engineer (Maintenance)/ Junior Engineer (Maintenance) returns the file to Sub-Engineer (Distribution) for generation of CCN code. <p>h) Generation of CCN Number and Updation of Meter Reading Card.</p> <ul style="list-style-type: none"> • Sub-Engineer (Distribution) / Junior Engineer (Distribution) generates CCN code and enters the CCN code in Meter Reading Card and sends the file to Meter Supervisor (Meter Section). • Meter Supervisor (Meter Section) enters the relevant details in Meter Reading Card, detaches Meter Reading Card and forwarded to Meter Inspector (Meter Section) to place in Binder Book. Meter Supervisor (Meter Section) also enters CCN number etc on the C-Form. • File is returned to Sub-Engineer (Maintenance) 	
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				<ul style="list-style-type: none"> • Sub-Engineer (Maintenance) updates Connection register and returns file to Sub-Engineer (Distribution) for sending AQ2 (Form32) to assessment department. • Sub-Engineer (Distribution) prepares certificate under 270(A) of MMC Act, where ever applicable and gets approval of Assistant Engineer (Water Works). • Four copies of 270(A) certificate are issued each for Building Proposal Department, License Plumber and Applicant and Office Copy is retained in file. • The file is sent to Record Assistant (Water Works) for record. 	
	Meter Reading	Taking meter reading and updating MRB.	Monthly	<ul style="list-style-type: none"> • AMR and Non AMR Meters reading are taken by Meter Inspector (Meter Section) manually as per the schedule mentioned on Meter Reading Book. • Meter Readings are taken either monthly or quarterly based on the billing cycle (M; every month, A; 1st month every quarter, B; 2nd month every quarter, C; 3rd month every quarter). • For AMR meters reading are taken monthly by the agency nominated for this purpose with help of Hand Held Unit(HHU). Meter Inspector (Meter Section) also reads the AMR meter manually but as per the billing cycle i.e. monthly or once in a quarter. • Status of the meter is also noted by the Meter Inspector (Meter Section). In case the meter is not functioning or he cannot take/read the data, Meter Inspector (Meter Section) records the status of the meter or the reason for which he cannot take meter reading. • Meter Inspector (Meter Section) submits the data to Meter Supervisor (Meter Section). Meter Supervisor (Meter Section) checks the data collected by Meter Inspector (Meter Section). • For any missing data or doubtful or abnormal reading observed by Meter Supervisor (Meter Section), Meter Inspector (Meter Section) is directed to take or confirm the meter reading again and modifies the same if required. 	

				<ul style="list-style-type: none"> • In case water consumption is observed to be abnormal then high consumption card is issued to consumer. 	
	Disconnection of water connection	Prepare defaulter list and disconnection of water connection		<p>If consumer does not pay his bill within the due date, his water connection becomes liable for disconnection. The department does not send notice to the consumer. The bill itself is a notice.</p> <p>The process flow for disconnection is as follows:</p> <ul style="list-style-type: none"> • Head Clerk (Billing) generates the list of “Connections liable to be disconnected (CLD)” report from AQUA Billing System and forwards to Meter Supervisor (Meter Section) for verification. • Meter Supervisor (Meter Section) provides clearance to Sub-Engineer (Maintenance)/ Junior Engineer (Maintenance) after verification. • Sub-Engineer (Maintenance)/Junior Engineer (Maintenance) disconnects the connection and fills up AQ8 form manually for the Disconnection Order (DCO). • Initially connection is disconnected on meter. • Sub-Engineer (Maintenance)/ Junior Engineer (Maintenance) submits the AQ8 to Head Clerk (Billing) and Meter Supervisor (Meter Section). • Meter Supervisor (Meter Section) enters the details into the Meter Reading Book (MRB). • Head Clerk (Billing) enters AQ8 form in the AQUA Billing System. • In case the payment is not received within one month of the meter disconnection then Sub-Engineer (Maintenance)/Junior Engineer (Maintenance) disconnects the connection on ferrule i.e. mains. • Sub-Engineer (Maintenance)/ Junior Engineer (Maintenance) fills up AQ8 form manually submits the AQ8 to Head Clerk (Billing) for information and to Meter Supervisor (Meter Section) to enter the details into Meter Reading Book (MRB). 	

				<ul style="list-style-type: none"> • On disconnection of water connection intimation is sent by Meter Supervisor (Meter Section) under signature of Assistant Engineer (Water Works) to Assessment and Collection department after one month to levy Water Tax and /or Sewerage Tax <p>Disconnection can also be carried out if consumer applies for closing the water connection for which formal approval of Assistant Engineer (Water Works) is required.</p>	
	Water Connection Restoration.			<p>Water Connection Restoration is carried out after payment of all outstanding dues, additional Security Deposit, past water used charges (if any) and cutting as well as restoration charges.</p> <ul style="list-style-type: none"> • The consumer submits application addressed to Assistant Engineer (Water Works) at dispatch to the ward he belongs to. • Dispatch Clerk forwards the application to Record Assistant (Water Works) who forwards the same to Assistant Engineer (Water Works). • Assistant Engineer (Water Works) forwards the application to Junior Engineer (Maintenance)/Sub-Engineer (Maintenance), who informs the disconnection details to Meter Supervisor (Meter Section). • Based on disconnection date the Meter Supervisor (Meter Section) will levy the charges and forwards the application to Clerk (Billing). • Clerk (Billing) prepares AQ3 form in the system and generates a Challan. • Consumer pays charges for reconnection at CFC Counter as per the Challan received by him. • Consumer submits receipt of payment to Head Clerk (Billing). • Head Clerk (Billing) issues the restoration Memo and sends it to Assistant Engineer (Water Works). 	

				<ul style="list-style-type: none"> • Assistant Engineer (Water Works) approves the restoration memo and forwards it to Junior Engineer (Maintenance)/Sub-Engineer (Maintenance). • JE Junior Engineer (Maintenance)/Sub-Engineer (Maintenance) does the actual restoration and prepares the AQ8 form and enters in AQUA System. He sends the information to Meter supervisor and Head Clerk. • Meter Supervisor (Meter Section) enters the restoration details in CCN folio/binder. <p>An AQ8 form is filled for every restoration process. This form can be the same if disconnection and restoration is done at the same time for cases like shifting of the connection, change in connection size, replacing meters. Additional Security deposit is charged.</p>	
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Section 4(1) (b) (iv)

Norms set for discharge of its functions in the office of Assistant Engineer Water works H/East ward.

Organisational Targets (Annual)

Sr. No.	Designation	Activity	Units to be covered	Financial Targets in Rs.	Time Limit	Remarks
1.	Assistant Engineer Water Works	As mentioned in Section 4 (1) (b) (iii)		There are no financial targets set for this department. As mentioned earlier the work is carried out on day to day basis.	Time limit for each activity is as mentioned in Section 4 (1) (b) (iii)	
2.	Sub Engineer/ Junior Engineer	As mentioned in Section 4 (1) (b) (iii)		There are no financial targets set for this department. As mentioned earlier the work is carried out on day to day basis.	Time limit for each activity is as mentioned in Section 4 (1) (b) (iii)	

Section 4(1)(b)(v)

The rules/ regulation related with functions in the office of Assistant Engineer Water works H/East ward.

Sr. No.	Subject	G.R./Circular/Office order. Rule no. notification etc. date.	Remarks if any
1.	Sanction of Water connection	MMC Act 1888u/s 169, 92. & Cir. No. HE/15/CIR/HC(Gen) of 29/10/2005.	
2.	Recovery of Water Charges	Water Charges Rules.	
3.	Guidelines for connections	Water Bye-Laws for water connections.	
4.	Circular regarding Water department.	Various Circular issued time to time.	

Section 4(1)(a)(vi)

Statement of Categories of documents held in the office of Assistant Engineer Water works H/East ward.

Sr. no.	Subject	Type of Document file or register	File no. or Register no.	Particulars	Periodicity of preservation
‘A’ Class Record					
1.	Case file of Water connection	File		Details of application for water connection	Permanent
2.	Fitting register	Register		Details of Certification as per permission form	Permanent
3.	Connection Register	Register		Details of water connection	Permanent
4.	Meter reading Book			Details of Meter reading	Permanent
‘C’ Class Record					
1.	R.T.I Register			Details of application received under R.T.I.Act	5 Years
2.	Log sheets	Inward papers		Details of Applications/ complaints/ other documents received by department	01 Year
3.	Outward Register(Internal departments)	Outward papers		Details of Applications/ complaints/ other documents forwarded to Internal departments of H/East ward.	01 Year

4.	Outward Register (External correspondence)	Outward papers		Details of Applications/ complaints/ other documents forwarded to external departments of MCGM/ Other Govt. authorities and correspondence with applicants/ complainants /citizens etc.	01 Year
5.	Complaint Register	Register		Orally complaint registered.	01 year
6.	RTI application & their reply (Except appeal cases)			Details of application received under RTI Act & reply given to the same.	01 year
7.	First & second appeal made under RTI Act			Details of First & second appeal made by applicant under RTI Act by the applicant against reply of Public Information Officer and/or order passed by First Appellate Authority	01 year

Section 4(1)(b)(vii)

Particulars of any arrangement that exists for consultation with the members of the public in relation to the formulation of its policy and implementation in the office of Assistant Engineer Water works H/East ward.

-- NOT APPLICABLE --

Section 4(1)(b)(viii)

Statement of Boards, Councils, Committees or Other bodies in the office of Assistant Engineer Water works H/East ward.

---Nil--

Section 4(1)(b)(xi)

Details of allocation of budget and disbursement made in the office of Assistant Engineer Water Works at H/East ward for the year 2016-2017.

Publish Copy of the budget

Publish Copy of grant distribution_____

Format A for current year 2016 - 17

Sr. No.	Budget head description	Grants received	Planned use (Give details area wise or work wise in a separate form)	Remarks
1.	NIL			

Format B for previous year 2015- 2016

Sr. No.	Budget Head	Grants received	Grants utilized	Grants Surrendered	Results
1.	NIL				

Section 4(1)(b)(xii)

Manner of execution of subsidy program in the office of Assistant Engineer Water Works at H/East ward.

-----Nil-----

Section 4(1)(b)(xiii)

Particulars of recipients of concessions, permits or authorizations granted in the office of Assistant Engineer Water Works at H/East Ward.

-----Nil-----

Section 4(1)(b)(xiv)

Details of information available in electronic form in the office of Assistant Engineer Water Works at H/East Ward.

Sr.No.	Type of Documents file/Register	Sub Topic	In which Electronic Format it is kept	Person in Charge
	Nil	Nil	Nil	

Section 4(1)(b)(xv)

Particulars of facilities available for citizen for obtaining information in the office of Assistant Engineer Water Works at H/East Ward.

Types of facilities-

- Information about facilities for inspection of record.

Sr.No.	Type of Facility	Timings	Procedure	Location	Peron in Charge
1.	Inspection of Record as per RTI Act.	3.00 p.m. to 5.00 p.m on Tuesday and Thursday (except holidays) with prior appointment only.	For inspection of records no fee for first hour will be charged, however fee of Rs.5/- for each 15 minutes or fraction thereof will be charged thereafter.	Office of Asstt. Engineer, Water Works Department, Room no.15, 1 st Floor, H/East ward office, Parel, Mumbai-12	Asstt. Engineer, Water Works H/East Ward.

- Interactive website – mcgm.gov.in
- Facilitation center - Facilitation center is available at the ground floor of ward office Building. Working Hours – 10.00 a.m. to 4:30 p.m
- Notice board - Displayed in the office of Asstt. Engineer (Water Works)
- Inspection of work & inspection of samples – N.A
- Facilities for library, Inquiry window & reception – Not available

Section 4(1)(b)(xvi)

Details of Public Information Officer/APIOs/Appellate authority in the jurisdiction of (public authority) in the office of Assistant Engineer Water Works at H/East Ward.

PIO

A

Sr. No.	Name of PIO	Designation	Jurisdiction as PIO under RTI	Address Ph. No.	E-mail id for purpose of RTI	Appellate authority
1.	Shri. Milind V. Bhagwat	A.E.W.W. H/S	H/East Ward	Office of the Assistant Engineer Water Works H/East Ward, Ground Floor, Brihanmumbai Mahanagar Palika, Prabhat Colony, TPS 5, Road No. 2, Santacruz (East) Ph.022-26182217 Ex.921		Shri Prashant N. Gaikwad, Assistant Commission, H/East Ward, 1 st Floor, Prabhat Colony, TPS V, Santacruz East, Mumbai – 400 055

APIOs

B

Sr.No.	Name of APIO	Designation	Jurisdiction as APIO under RTI	Address/ ph. no.
	N.A.			

Appellate authority**C**

Sr. No.	Name of Appellate authority	Designation	Jurisdiction as Appellate authority	PIO reporting	E-mail id for purpose of RTI
1	Shri. Prashant N. Gaikwad	Assistant Commissioner H/East Ward	Information related to the action taken against unauthorized construction/ factories and various permissions / factory permits issued.	Shri. Milind V. Bhagwat	

Section 4(1)(b)(xvii)**Manual – 17****NIL**

Section 4(1)(b)(x)

Details of remuneration of officers and employees in the office of Assistant Engineer Water Works H/East Ward.

SR. NO.	DESIGNATION	EMPLOYEE NAME	GRD	Basic	GRP	DA	HIS	WC	CA	TA	HRA	TOTAL SALARY
1	ASTT. ENG	BHAGWAT MILIND V.	B	27,820	5,400	41,525			1,400	1,600	9,966	87,711
2	SUB.ENG	ROY DHANANJAY J	B	13,990	4,600	23,238			463	1,200	5,577	49,068
3	SUB.ENG	DAGALE NILESH D.	B	15,910	4,600	25,638			463	1,200	6,153	53,964
4	MET. SUP	SHINDE VASANT A.	C	19,640	4,200	29,800			463	600	7,152	61,855
5	MET. SUP	THAKUR PRADNYA B	C	19,300	4,200	29,375			463	600	7,050	60,988
6	MET. SUP	SHAIKH RESHMA M.A.	C	16,690	4,200	26,113			463	600	6,267	54,333
7	H. CLERK	DATAR JAYASHRI D.	C	19,420	4,200	29,525			0	600	7,086	60,831
8	H. CLERK	PAWAR ARUNA D.	C	20,090	4,200	30,363	10,200		0	600	7,287	72,740
9	CLERK	PAGARE JYOTI B.	C	6,720	2,000	10,900			0	600	2,616	22,836
10	CLERK	REVAR JIGNA D.	C	7,830	2,000	12,288			0	600	2,949	25,667
11	CLERK	SHINDE BALKRISHNA N.	C	7,540	2,000	11,925			0	600	2,862	24,927
12	CLERK	KAMBLE ANKUSH B.	C	7,540	2,000	11,925			0	600	2,862	24,927
13	CLERK	VAZA SUNIL V.	C	10,960	2,000	16,200			0	600	3,888	33,648
14	CLERK	LAD VIRAG G	C	10,960	2,000	16,200			0	600	3,888	33,648
15	M.I	PAWAR PRAKASH S.	C	19,600	2,000	27,000			463	600	6,480	56,143
16	MI	MALKAR MAHENDRA Y.	C	14,460	2,000	20,575			463	600	4,938	43,036
17	MI	PAWAR RAM N.	C	17,520	2,000	24,400			463	600	5,856	50,839
18	MI	VALVI SURESH D.	C	16,130	2,000	22,663	691		463	600	5,439	47,986

19	MI	KAMBLE RAJARAM G.	C	14,810	2,000	21,013	705		463	600	5,043	44,634
20	MI	KARADE ANAND R.	C	14,810	2,000	21,013			463	600	5,043	43,929
21	MI	JADHAV ANIL V.	C	14,260	2,000	20,325			463	600	4,878	42,526
22	MI	BHAIDE NIKLESH M.	C	12,500	2,000	18,125			463	600	4,350	38,038
23	MI	JOGALE JAYAWANT H.	C	13,320	2,000	19,150			463	600	4,596	40,129
24	MI	KAMBLI SACHIN V.	C	13,950	2,000	19,938			463	600	4,785	41,736
25	MI	UPADE IMRAN A	C	12,500	2,000	18,125			463	600	4,350	38,038
26	JE	KAMBLE SANDESHKUMAR D.	B	10,540	4,300	18,550			463	600	4,452	38,905
27	JE	BHOSALE SACHIN B	B	12,420	4,300	20,900			463	600	5,016	43,699
28	PEON	DODIYA HANSA M.	D	7,780	1,850	12,038		115	0	600	2,889	25,272
29	R.A.	NAIK MARUTI N.	D	12,610	1,900	18,138			0	600	4,353	37,601
30	MUKADAM	GHAWALI DILIP GANGARAM	D	11,750	1,850	17,000		115	300	600	4,080	35,695
31	MUKADAM	THONGIRE CHANDRAKANT K	D	11,480	1,850	21,328		115	300	600	3,999	39,672
32	MUKADAM	MANKAR UTTAM KISAN	D	11,790	1,850	21,824		115	300	600	4,092	40,571
33	DRAIN LABOURER	SONAWANE RAMESH SOPAN	D	11,750	1,800	21,680		115	300	600	4,065	40,310
34	DRAIN LABOURER	WADEKAR JAYWANT GANPAT	D	11,300	1,800	20,960		115	300	600	3,930	39,005
35	DRAIN LABOURER	WAGH JOTIRAM DAJIRAM	D	11,750	1,850	21,760		115	300	600	4,080	40,455
36	DRAIN LABOURER	MUDGUN VITTHAL KUSHABA	D	11,750	1,850	21,760		115	300	600	4,080	40,455
37	DRAIN LABOURER	MOHAMAD SHAKIL KHATIB	D	11,300	1,800	20,960		115	300	600	3,930	39,005
38	DRAIN LABOURER	MHATRE SANTOSH MAHADEO	D	11,750	1,850	21,760	532	115	300	600	4,080	40,455
39	DRAIN LABOURER	PAGARE LAXMAN DAMU	D	11,300	1,800	20,960		115	300	600	3,930	39,005
40	DRAIN LABOURER	CHAVAN RAMESH RAMCHANDRA	D	11,300	1,800	20,960		115	300	600	3,930	39,005
41	DRAIN LABOURER	KUMBHAR ASHOK BABU	D	11,300	1,800	20,960		115	300	600	3,930	39,005
42	DRAIN LABOURER	MANE DNYANDEV MARUTI	D	11,750	1,850	21,760		115	300	600	4,080	40,455
43	DRAIN LABOURER	JADHAV ANANT SHIVRAM	D	11,750	1,850	21,760		115	300	600	4,080	40,455
44	DRAIN LABOURER	KAMBLE KALPANA DAGDU	D	10,540	1,800	19,744		115	300	600	3,702	36,801
45	DRAIN LABOURER	RAJGURU RAVINDRA GOVIND	D	10,910	1,850	20,416		115	300	600	3,828	38,019

46	DRAIN LABOURER	KU DTARKAR ANKUSH BABAJI	D	7,100	1,800	14,240		115	300	600	2,670	26,825
47	DRAIN LABOURER	RAUT KAMLESH ATMARAM	D	7,100	1,800	14,240		115	300	600	2,670	26,825
48	DRAIN LABOURER	SONAWANE MADHUKAR R.	D	6,330	1,800	13,008		115	300	600	2,439	24,592
49	DRAIN LABOURER	WAGMODE DADASAHEB JANOBA	D	6,330	1,800	13,008		115	300	600	2,439	24,592
50	DRAIN LABOURER	RATHOD HOMRAJ MOHANSING	D	6,330	1,800	13,008		115	300	600	2,439	24,592
51	DRAIN LABOURER	JADHAV ASHOK UMAJI	D	6,330	1,800	13,008		115	300	600	2,439	24,592
52	DRAIN LABOURER	REDKAR SURYAKANT S	D	6,330	1,800	13,008		115	300	600	2,439	24,592
53	MASON 2	KINI PRAKASH RAGHUNATH	D	7,370	1,900	14,832		115	300	600	2,781	27,898