

PUBLIC HEALTH ENGINEERING DEPARTMENT HARYANA

CITIZEN CHARTER

PUBLIC HEALTH ENGINEERING DEPTT. HARYANA PROVIDES THE SERVICES VIZ

1) Drinking water supply facilities in rural as well as in urban areas

2) Sewerage facilities in urban areas

3) Water supply, sewerage and sanitation in govt. buildings

I. RURAL AREA

a) Private water connections to be given in villages where drinking water facilities are available at the rate of 40 Litres per capita per day or more

b) Authority for sanctioning private connections water

Sub Divisional Engineer

c) Documents required for releasing private connection

An application as per annexure "A" attached

d) Likely period for sanctioning water connection

15 Days

e) Redressed of complaints at the level of Executive Engineer/
Superintending Engineer.

Within 7 days

f) Initial fees

Rs.500/- per household

g) Monthly charges

Rs.20/- per household

II. URBAN AREAS

PRIVATE WATER CONNECTION

a) Private water connections are given to the residents of towns, where water supply facilities are available

b) Authority for sanctioning private connections water

Sub Divisional Engineer

c) Documents required for releasing of private connection

An application as per Annexure "B" attached

d) Likely period for sanctioning water connection

15 Days

e) Redressed of complaints at the level of Executive Engineers/Superintending Engineers

Within 7 days

f) Initial fees for domestic/industrial/ commercial/ Institutions

Rs.500/-per household

g) Water connection security(Refundable /Adjustable)

i) Domestic Rs.500/-

ii) Commercial/Institutional Rs.2000/-

iii) Industrial Rs.3000/-

h) MONTHLY CHARGES:-	
FLATE RATE	
i) For water connection having one tap within ferrule connection upto 10mm	Rs. 25/-per month
ii) For water connection having more than one tap with ferrule connection upto 10mm i/d	Rs. 48/- per month
iii) For water connection with ferrule connection size upto 12mm i/d (any number of taps)	Rs. 120/-per month
iv) For water connection with ferrule connection size upto 15mm i/d (any number of taps)	Rs.150/-per month
v) For water connection with ferrule connection size upto 20mm i/d (any number of taps)	Rs. 180/-per month
vi) For water connection with ferrule connection size above 20mm i/d (any number of taps)	Rs. 240/-per month
METERED RATE	
i) Domestic water supply metered only	Rs. 1.00 per kilo litre
ii) Industrial/Commercial /Institutional water supply	Rs. 2.50 per kilo litre
iii) Industrial water supply	Rs. 3.15 per kilo liter
SEWERAGE CONNECTION	
a) Private sewer connection to be given where sewerage system partially provided.	
b) Authority for sanctioning private sewer connection	Sub Divisional Engineer
c) Documents required for releasing of private connection	An application as per annexure "C" attached
d) Likely period for sanctioning sewer connection	5 Days
e) Redressed of complaints at the level of Executive Engineer/Superintending Engineer	Within 15 days
f) DOMESTIC	
i) Sewerage connection for Indian/European wcs.	Rs. 6.00 per unit per month
ii) Sewerage connection for urinals	Rs. 1.80 per unit per month
g) COMMERCIAL/INDUSTRIAL/INSTITUTIONAL	
i) Sewerage connection for Indian/European wcs.	Rs. 6.25 per Unit per month
ii) Sewerage connection for urinals	Rs. 1.85 per Unit per month
iii) Commercial/Industrial/Institutional Sewage connections at the rate of 1.25/- per Kilo litre of waste water (the waste water discharged in sewerage system will be taken as 70% of the total water consumed by the consumer.	

CONTACT PERSONS
A list of contact persons with telephone numbers is attached as per Annexure "D" for redressed of complaints.
PROCEDURE FOR REGISTRATION OF CONTRACTOR
Following documents are required
a) Filling of application form
b) Detail of experience atleast 3 years duly attested by Gazetted Officer.
c) Affidavit regarding immoveable property duly attested by Executive Magistrate/ Executive Officer.
d) Bank solvency certificate
e) Income tax clearance certificate
f) Detail of T&P
PROCEDURE FOR INVITING TENDRS AND ALLOTMENT
After getting DNIT approved from competent authority tenders are invited and allotment of work is made to lowest firm by the competent authority
REFUND OF SECURITY
The security regarding contract work shall be refundable to the contractor after a period of 3 months has elapsed after payment of final bill(As per contract agreement)