



No: KUIDFC/KUWSMP/HSC Policy/280/2017-18 /7497 Date: 30.08.2022

To

The Deputy Project Director, KUWSMP & Commissioner,
Hubballi-Dharwada Municipal Corporation
Hubballi.

The Deputy Project Director, KUWSMP & Commissioner,
Kalaburagi City Corporation
Kalaburagi.

The Deputy Project Director, KUWSMP & Commissioner,
Belagavi City Corporation
Belagavi.

Sub: Implementation of the revised guidelines for providing House
Service Connections through 24x7 continuous pressurized water
supply under KUWSMP in Hubballi-Dharwad, Belagavi &
Kalaburagi cities – **reg**

Ref: Approved revised HSC guidelines by the Secretary, UDD vide
NO: UDD 119 PRJ 2022 dated, 26.08.2022

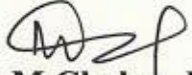
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With reference to the above subject, the revised circular on the House
Service Connection issued by the Secretary, Urban Development Department,
Government of Karnataka dated: 26.08.2022 is enclosed herewith for further
necessary action.

Further, it is informed to adopt guidelines as per the new circular in the
project to enable the Operator to provide HSCs in a time bound manner. Hence, it
is informed to chalk out appropriate action plan in consultation with the DBOT,
DBOE and PIU to implement the house service connections as per the revised



guidelines in KUWSMP project cities to ensure timely implementation of the project.


(Deepa M Cholan, IAS.)
Managing Director,
KUIDFC, Bengaluru

Copy To,

1. The Deputy Commissioner, **Dharwad/ Belagavi/Kalaburagi** for information
2. Transition Co-ordinator, KUWSMP, office of the City Corporation **Hubballi-Dharwad/ Belagavi/Kalaburagi** for necessary action.
3. The Superintendent Engineer, KUWSMP, PIU, **Hubballi-Dharwad/Belagavi/ Kalaburagi** for necessary action.
4. The General Manager, M/s. L&T Chennai, DBOT –Operator, **Hubballi-Dharwad/ Belagavi/Kalaburagi** for necessary action.
5. The Team Leader, M/s. SMEC International Pty ltd, DBOE, **Hubballi-Dharwad/ Belagavi/ Kalaburagi** for necessary action.
6. Expert Reviewer, M/s SGI Studio Galli Ingegneria S.r.l, Via Della Vite 13, 00187, Rome Italy for information.
7. The Team Leader, Adavi Siddeshwara Rural Development Society, Support Organisation for implementation of Social Intermediation and Communication Activities at **Belagavi and Kalaburagi** for necessary action.
8. The Team Leader, Sri Sudharan Rural Development Organisation, Support Organisation for implementation of Social Intermediation and Communication Activities at **Hubballi-Dharwad** for necessary action.



GOVERNMENT OF KARNATAKA

No: UDD 119 PRJ 2022

Karnataka Government Secretariat,

Vikasa Soudha,

Bangalore, Dated: 26-08-2022

Circular

Subject: Revised guidelines for providing House Service Connections through 24x7 continuous pressurized water supply under KUWSMP in Hubballi-Dharwad, Belagavi and Kalaburagi cities - reg

- Reference:** (1) Circular No UDD 371 PRJ 2017 (P), Dated:01.01.2018.
(2) Government Order No:UDD 96 PRJ 2020, Dated:26.03.2020.
(3) Proposal submitted by MD, KUIDFC, Dated: 12.7.2022.

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Background:

Government of Karnataka have implemented continuous Water Supply in selected wards of Hubballi-Dharwad, Belagavi & Kalaburagi towns from 2005 to 2011 under the World Bank assisted "Karnataka Urban Water Sector Improvement Project (KUWASIP)". A Circular on House Service Connection Policy was issued vide circular No. KUIDFC/KUWASIP/CIR-DZ/01/2006-07 dated: 9.11.2006 with the approval of the Principal Secretary to Government, Urban Development Department vide No: UDD 2442, dated: 6.11.2006 to adopt in the demo zones of Hubballi-Dharwad, Belagavi and Kalaburagi cities.

House service connection guidelines were issued for up-scaling project under the World Bank assisted "Karnataka Urban Water Supply Modernization Project" (KUWSMP) for covering entire cities of Hubballi-Dharwad, Belagavi and Kalaburagi for 24x7 pressurised water supply under PBMC model vide ref -(1) circular dated, 01.01.2018.

M/s. L&T Ltd has been vested with giving 24x7 continuous pressurized water supply through KUWSMP in Hubballi-Dharwad, Belagavi and Kalaburagi under the DBOT model vide ref-(2). In this regard, sustainability of water supply system lies with the appropriate connection guidelines adopted. KUIDFC has submitted a proposal vide ref-(3) after deliberations with the City Corporation and other water supply agencies for modification of the House Service Connection circular of 2018. The revised guidelines proposed are evolved to be customer friendly with simplified connection procedures and to suit the DBOT contract for speedy implementation of the project.

Based on the recommendations of KUDIFC, the following revised guidelines are herewith issued for adopting in KUWSMP project cities.

I. RELATING TO HOUSE SERVICE CONNECTIONS (HSCs):

A) Replacement of existing Legal Customer Connections

- (i) Replacement of the existing Legal House Service Connections in a phased manner DMA wise under the project.
- (ii) 50% of the total connection cost for house service connection invested out of project funds (brought to nearest ten Rupees) is to be recovered.
- (iii) This 50% of the cost is to be collected in monthly instalment of Rs.50/- in the water bill of the customer, starting 6 months after commencement of the Continuous Pressurized Water Supply till complete recovery.

B) Unauthorized customer connections:

- (i) To regularise unauthorised water connections in time bound manner in a DMA under the project.
- (ii) The Corporation has to fix a deadline and organize special drives and approve the list of such unauthorized connections.
- (iii) The full connection fee & the Connection Cost (i.e., the total connection cost invested for HSC out of project) are to be collected if the applications seeking regularization are made within the dates specified by the Corporations.
- (iv) This full cost is to be collected in monthly instalment of Rs.50/- in the monthly water bill of the customer starting 6 months after commencement of the Continuous Pressurized Water Supply till complete recovery.
- (v) If the applications seeking regularizations are not made within the dates specified by the Corporation, prevailing rules/circulars issued by Government from time to time may be adopted.

C) New Water Supply Connections:

- (i) The Corporation has to fix a time limit for submission of applications to sanction new water connections for the entire city.
- (ii) The Corporation has to take immediate action to sanction and approve the list on priority.
- (iii) The full cost of Connection Fee & the Connection Cost (i.e., the total connection cost invested for HSC out of project) are to be collected if the applications seeking connections are made within the dates specified by the Corporations.

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- (iv) This full cost is to be collected upfront from the customer at a time.
- (v) Only one connection is to be provided to one property.

D. Arrears of Property Tax/Cess/Water Charge:

Arrears of property tax / cess / water charges are to be maintained by the Corporation and need not be linked to regularization of unauthorized connections while sanctioning in the entire city.

II. WATER SUPPLY TO THE URBAN POOR RESIDING UNDER THE PROJECT:

A. Individual Connections:

- (i) To discourage Public stand posts under the project and to encourage individual house service connections, the family living in houses measuring upto 400 sq.ft, built up area regardless of whether they live in or outside the slums shall be identified as the urban poor. The same rule should not be applied to apartments.
- (ii) The connection charges invested out of the project funds for such urban poor is to be waived off and only the cost of providing meters is to be collected to inculcate a sense of ownership. This cost will be collected at the rate of Rs.50/- per month from the monthly bill from 6th months after the commencement of the Continuous Pressurized Water Supply till complete recovery.

B. Public Kiosks:

- (i) Water free of charge may be provided through public kiosks / cisterns (to be filled everyday from the newly laid distribution system) / bore wells fitted with hand pump to vulnerable sections such as nomads, destitute, homeless poor, coolies, beggars etc. who cannot afford to pay anything.
- (ii) The feasibility of converting the existing cisterns as public kiosks and also retaining the existing bore wells fitted with hand pump/replacing the existing power pumps fitted to borewells in the entire city by hand pumps shall also be examined. The location of public kiosks in the entire city is to be finalized in consultation with the local community.
- (iii) Water supplied to the public kiosks are to be metered for accountability of water and water charges, power charges if any and any other maintenance charges are to be borne by Corporations.

III. BULK WATER SUPPLY CONNECTIONS:

- (i) First preference to be given for individual House Service Connections and Bulk Water Supply Connections are to be provided subject to the availability of water.
- (ii) Those supplied (Treated water from WTP or Raw Water), with connections of 25 mm dia meter or higher, to Apartments, Housing Societies, Private Layouts, Paying Guest Houses, Institutions and Industries under the project to be identified as bulk water supply connections.
- (iii) Bulk water supply connections to be treated as a single connection in the private layouts and housing societies and once these layouts are handed over to Corporation after complete infrastructure development, individual house service connections may be considered and the cost towards the same may be recovered at the rates of new service connection. For the Apartments first slab of bulk water charges may be fixed at 4000 sft. and for every addition at 1000 sft. Or part thereof, separate slab may be explored.
- (iv). For the bulk connections, connection charges to cover the cost meter, meter maintenance, reading and billing will be levied in addition to the volumetric charge along with charge for provision of assets also be levied.
- (v). If the networks in the layout are not compatible for 24x7 continuous water supply system, the Corporation to decide such layouts for bulk supply or individual house connections.
- (vi) The full capital cost to be collected prior to the connection.

IV. GENERAL:

1. Application:

Consumers can download the application through online free of cost.

2. Connection Charges:

- The house connection charge includes road restoration charges.
- Enclosed the simplified Connection Procedures in the annexure 1.
- There is no rebate for Rain Water Harvesting in the 24x7 water supply schemes, the Corporation may encourage RWH through other schemes.

V. NETWORK EXPANSION IN THE ENTIRE CITY:

All new house service connections/bulk water supply connections within 100 meter of the existing network within the corporation area will be connected to the water supply network. *Any network expansion beyond 100 meter from the existing network in the city, to be reviewed by the Corporation subject to the availability of water.*

VI. UNAUTHORIZED BUILDINGS/AREAS/PLOTS IN THE ENTIRE CITY:

All new house service connections/bulk water supply connections to unauthorized buildings/ areas/plots shall be provided as per I B.

VII. SITUATIONS RELATING TO DAMAGE OF UTILITIES OF THE CORPORATION IN THE ENTIRE CITY:

- (i) The Corporation may recover from any person/executing agency, such damage which has been caused to the water utilities by or in consequence of his/its action(s).
- (ii) If any utility is damaged by the corporation during provision of HSC, such cost shall be borne by the corporation.

VIII. WATER SERVICE CONNECTIONS TO PUBLIC INSTITUTIONS /TOILETS:

- Water supply connections to all Public Institutions (Government Anganwadies, Schools and Hostels etc,) will be metered and the cost, if any, of providing connection and billing will be at the discretion of the Corporation and charges shall be collected from the respective Departments to ensure regular auditing of water supply.
- Water supply connections to functional Community Toilets will be metered and provided free of cost. It will be treated as authorized unbilled connections.

In addition to the above, all the provisions of KMC Act relating to water supply & house service connections are applicable. As per the Government Orders/Circulars issued as and when the water tariffs are liable to change.


(Dr. Ajay Nagabushan, M.N)

Secretary to Govt.,
Urban Development Department.

Copy to:

1. The Chief Secretary to Government, Government of Karnataka, Bengaluru.

2. The Additional Chief Secretary to Government, Government of Karnataka, Bengaluru.
3. The Additional Chief Secretary to Government, Urban Development Department, Vikasa Soudaha, Bengaluru.
4. The Secretary to Government, Urban Development Department, Vikasa Soudaha, Bengaluru.
5. The Managing Director, KUIDFC Bengaluru.
6. The Managing Director, KUWS&DB Bengaluru.
7. The Deputy Commissioner, Dharwad District, Dharwad.
8. The Deputy Commissioner, Belagavi District, Belagavi.
9. The Deputy Commissioner, Kalaburagi District, Kalaburagi.
10. The Commissioner, Hubballi-Dharwad City Corporation Hubballi
11. The Commissioner, Kalaburagi City Corporation, Kalaburagi.
12. The Commissioner, Belagavi City Corporation, Belagavi.
13. Joint Director (Planning), Urban Development Department, Vikasasoudha.
14. The Superintending Engineer PIU KUWSMP, KUIDFC Belagavi.
15. The Superintending Engineer PIU KUWSMP, KUIDFC Hubballi-Dharwad
16. The Superintending Engineer PIU KUWSMP, KUIDFC Kalaburagi.
17. M/s L&T Ltd., Chennai, DBOT Operator, Hubballi-Dharwad, Belagavi & Kalaburagi.
18. Team Leader, M/s SMEC International Pty Ltd., DBOE, Hubballi-Dharwad. Belagavi & Kalaburagi.
19. SGF/Spare Copies/ Dept. Website.

Annexure -I

Connection procedures for promotion and effective implementation of HSCs by the Corporation/Operator under KUWSMP project cities

The following procedures to be adopted for promotion of house service connections in three KUWSMP project cities essential to cater the HSC needs and requirements of the citizens to attain the ultimate objective of continuous, pressurized and sustainable management of the water supply. This will enable the Operator to provide HSCs in time bound for consumers of three cities.

The following documents are to be submitted by various categories of consumers for availing water supply connections:

| Existing procedure | | Proposed procedure |
|-------------------------------|--|--|
| Consumer Category | Documents to be submitted | Documents to be submitted |
| Authorised Consumers | <ul style="list-style-type: none"> • Building Approval letter/Building Plan • Khata Extract • Up to date Water Tax Paid Receipt • Two Passport size photos | <ul style="list-style-type: none"> • Up to date Water Tax Paid Receipt • Two Passport size photos |
| New Legal Consumers | <ul style="list-style-type: none"> • Current Year RTC • Current Year property tax payment Receipt • Building Completion Report • Building Drawing • SC/ST Income certificate (if applicable) • Two Passport size Photos • Address Proof (Aadhar/Voter ID/Ration Card) • Stamp paper of Rs.20/- | <ul style="list-style-type: none"> • Khatha or Sale deed • Address Proof -Aadhar • SC/ST Income certificate (if applicable) for exemption of applicable fee • Two passport size Photos • Stamp paper of Rs.20/- |
| Unauthorised Consumers | <ul style="list-style-type: none"> • Current Year RTC • Current Year property tax payment Receipt • Building Completion Report • Building Drawing • Building Completion Certificate | <ul style="list-style-type: none"> • Address Proof -Aadhar card • Indemnity Bond on Rs.100/- stamp paper for having agreed for getting the water supply connection only and not a document for claiming the property ownership whatsoever, and agreeing for paying the |

| Existing procedure | | Proposed procedure |
|--------------------------------------|---|--|
| Consumer Category | Documents to be submitted | Documents to be submitted |
| | <ul style="list-style-type: none"> Approval letter for Road Cutting Sale Deed SC/ST Income certificate (if applicable) Two Passport size Photos Address Proof (Aadhar/Voter ID/Ration Card) Stamp paper of Rs.20/- | <ul style="list-style-type: none"> applicable charges. SC/ST Income certificate (if applicable) for exemption of applicable fee Two Passport size Photos Stamp paper of Rs.20/- |
| Households living in Revenue Layouts | <ul style="list-style-type: none"> Indemnity bond Energy Bill Adhar Card 2 Passport size photos | <ul style="list-style-type: none"> Adhar Card Indemnity bond on Rs.100/- stamp paper for having agreed for getting the water supply connection only and not a document for claiming the property ownership whatsoever, and agreeing for paying the applicable charges. Two passport size photos Stamp paper of Rs.20/- |
| Persons living in Huts | <ul style="list-style-type: none"> Energy Bill Adhar Card BPL Card/Ration Card/Bank Pass Book Two Passport size Photos | <ul style="list-style-type: none"> Adhar Card Indemnity bond on Rs.100/- stamp paper for having agreed for getting the new connection only and not a document for claiming the property ownership whatsoever, and agreeing for paying the applicable charges. Two passport size Photos Stamp paper of Rs.20/- |
| SC/ST households | <ul style="list-style-type: none"> Caste Certificate Income Certificate RTC Building approval letter Building Approval Plan Tax Paid Receipt Two Passport size Photos Those living in Revenue areas can give caste & income certificate | As per the Corporation norms |

| Existing procedure | | Proposed procedure |
|----------------------------------|---|--|
| Consumer Category | Documents to be submitted | Documents to be submitted |
| Urban Poor | <ul style="list-style-type: none"> • Building Approval letter/Building Plan • Khata extract • Tax Paid Receipt • Aadhar card photo copy • Two Passport size Photos | <ul style="list-style-type: none"> • Aadhar card • Khata extract • If Khata extract is not available, Indemnity bond on Rs.100/- stamp paper for having agreed for getting the water supply connection only and not a document for claiming the property ownership whatsoever, and agreeing for paying the applicable charges • Two Passport size Photos • Stamp paper of Rs.20/- |
| Bulk Consumers (Existing) | | <ul style="list-style-type: none"> • Up to date Water Tax Paid Receipt • Two Passport size photos • Rs. 100/-bond paper |
| Bulk Consumers (New) | | <ul style="list-style-type: none"> • Request Application with supporting documents • Two Passport size photos • Stamp paper of Rs.100/-agreeing for the payment of applicable charges and connection cost including pro-rata cost. |

The following Steps are to be considered for processing applications for availing HSCs.

| Existing steps | Steps Proposed |
|--|---|
| Receipt of application for new connection at Sub-Division Offices ↓ | Receiving online applications through Jananidhi by designated/ Authorized personnel from the Operator/ Corporation ↓ |
| Corporation/Operator designated Engineer for site inspection ↓ | Documents verification and site inspection note prepared and recommended to the Commissioner for ↓ |

| | |
|--|--|
| | approval. |
| After Inspection the connection charges to be entered in application ↓ | Intimation to the applicant for payment of Connection Fee and other charges. ↓ |
| Verification by respective Zonal Officer ↓ | The applicant should pay the applicable Connection Fee and other charges. ↓ |
| Road Cutting Permission to be obtained from the respective Zonal Offices duly paying the charges ↓ | Issue of connection ID number ↓ |
| Generating receipts after collecting paid receipt of road cutting charges & issue to customer by Operator ↓ | Providing connection by the Operator/authorised person from the Corporation ↓ |
| Customer to submit connection charges paid receipt to Sub-Division Operators Office | Enter in the software & updating in the data base on giving connection and obtain confirmation from the consumer for having new connection |
| Generate RR number duly entering in RR register& enter the details in SAKALA software and inform Operators' designated engineer for connection | As per the Corporation norms |
| Connection to be provided by the Operator(L&T) to customer within 7 days | No changes |
| Operator designated Engineer to inform Operators Sub-Division Office the date of HSC provided | No changes |
| Enter into customer data base & to issue Bill after one month by Operator | No changes |

Note: The Operator shall provide house service connection to the customer within 7 days after approved list forwarded by the Commissioner or his authorized representative.

Details of One Time Connection Fee and other applicable charges proposed under KUWSMP for various consumers:

| Type of Connection | Proposed Under KUWSMP |
|--|--|
| I. Existing Legal Connections | Payment of 50% Connection Cost in equal monthly installment of Rs. 50/- starting 6 months after commencement of continuous pressurized water supply. |
| II. Un Authorized Consumers | |
| Application & Processing fee | On-line (free) |
| a. One time Connection Fee: (As per the GO : UDD 07 UWS 2011 Bangalore dated, 20/07/2011) | <ul style="list-style-type: none"> • Domestic connections - Rs.2500/- • Non domestic connections- Rs 5000/- • Commercial connections - Rs 10,000/- |
| b. Connection Cost: The following components included in the connection cost <ul style="list-style-type: none"> • Saddle cost • MDPE Pipe Cost • GI Pipe Cost • Meter cost + Meter protection box cost • Road Cutting Charges + Labor cost | As per the respective City Corporation norms |
| c. Penalty fee | As per the respective City Corporation norms |
| III. New Consumers | |
| a. One time Connection Fee: (As per the GO : UDD 07 UWS 2011 Bangalore dated 20/07/2011) | <ul style="list-style-type: none"> • Domestic Connections - Rs.2500/- • Non domestic connections - Rs. 5000/- • Commercial connections - Rs. 10,000/- |
| b. Connection Cost: The following components included in the connection cost <ul style="list-style-type: none"> • Saddle cost • MDPE Pipe Cost • GI Pipe Cost • Meter cost + Meter protection box cost | As per the respective City Corporation norms |

| Type of Connection | Proposed Under KUWSMP |
|---|--|
| <ul style="list-style-type: none"> Road Cutting Charges + Labor cost | |
| IV. Connection Cost for Urban Poor | The households measuring upto 400 sqft. built up area irrespective of live in or outside the slums. |
| a. Application & Processing fee | Free of cost |
| b. One time Connection Fee | Waived off |
| c. Connection Cost | Waived off except meter cost and meter cost will be recovered Rs.50/- per month in their water bill. |
| V. Shared Connections | Discouraged under the project |
| VI. Apartment Connections | <ul style="list-style-type: none"> One Connection per apartment as bulk supply. The dia of the connection as per the requirement. |

1. Other Guidelines:

- Regularization of unauthorized House Service Connections in a DMA during implementation of 24x7 water supply to be ensured.
- Action to be taken for identification of unauthorised HSCs in a DMA one month in advance before the commencement of 24x7 water supply connections.
- Making provision for new connections/regularisations minimum documents like Aadhar & Indemnity bond.
- Collection of monthly Rs.50/- (One Time Connection Fee Rs.2500/- as per GO:UDD 07 UWS 2011 & Connection Cost quoted by Operator) in the water bill towards connection fee & connection cost from 6th month onwards from regularised consumers.
- Collection of full One Time Connection Fee and Connection Cost upfront from the New Customers at a time before sanction of the connection.
- Corporation has to ensure regularization of the unauthorized connections in a time bound manner to avoid public inconvenience & frequent road cuttings.
- It is the responsibility of the consumer to maintain the system after meter point onwards.

2. Bulk Water Connections:

- It is the responsibility of the Bulk Consumer to maintain water supply systems from the meter point onwards.
- If the networks in the layout are not compatible for 24x7 continuous water supply systems, the Corporation can decide such layouts as bulk or individual house connections.
- Apartment connections are to be treated as a single connection.

3. Disconnection / Re-connection Procedures:

The Corporation may direct the Operator for disconnecting HSCs under the following circumstances.

- a. Demand notice itself shall be construed as the notice for payment of bill within due date.
- b. If the bill for water charges has not been paid within due date. Demand notice shall become a 7 days' notice after due date for disconnection. Delayed payment will attract interest.
- c. The Operator shall cut off the connection in any one of the following cases with the approval of the Corporation.
 - In default of payment of water charges, or any other charges, within the period/ specified time.
 - If any consumer violates any of the condition on which the connection has been granted to the premises or misuses water; or does unauthorized alteration;
 - In case of leakage through pipes or other fittings or any defective or insanitary conditions for the same.
 - In case of allowing wastage of water negligently or otherwise wilfully by the consumer.
 - In case of breakage of pipes or fittings causing or likely to cause heavy loss of water or damage to the premises to which the water is supplied or to any other premises;

- In the case of refusal by the consumer to allow authorised person/ official into any premises for the purposes of inspecting or repairing or for any work connected with the water supply given to the premises.
- In Case of consumer wilfully or unauthorisedly permitting any other person to take connection from his supply.
- In case of contamination of water in a storage cistern/tank.
- In case the consumer does not give proper protection to meter readers from any injury being caused by animals, such as dogs, etc.