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La Gazette de L'État de Poudouchéry
The Gazette of Puducherry

PART - II

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GOVERNMENT OF PUDUCHERRY
LOCAL ADMINISTRATION SECRETARIAT

(G.O. Rt. No. 52/LAS/A1/2026, Puducherry, dated 28th August 2026)

NOTIFICATION

The Government of Puducherry hereby notifies the Revised Operation and Maintenance (O&M) Policy of Water Supply in the Union territory of Puducherry (Rural Areas) as detailed in the Annexure to this Notification, incorporating the provisions prescribed under Jal Jeevan Mission (JJM) 2.0.

2. The revised Policy shall supersede the Operation and Maintenance Policy Notified *vide* G.O. Rt. No. 79/LAS/A1/2024, Puducherry, dated 31-12-2024 to the extent of the revisions incorporated therein.

3. This issues with the approval of the Hon'ble Lieutenant-Governor of Union territory of Puducherry.

(By order)

BASKAR. P.,

Under Secretary to Government
(Local Administration).

**OPERATION AND MAINTENANCE (O&M) POLICY OF
WATER SUPPLY IN THE UNION TERRITORY OF
PUDUCHERRY**

CHAPTER – I

INTRODUCTION

1.1 *The Union territory of Puducherry.*— The Union territory of Puducherry was an erstwhile French Colony which consisted of four unconnected regions, namely, Pondicherry (presently Puducherry), Karaikal, Mahe and Yanam. The same division into four regions has been retained even after the merger of the regions with the Indian Territory in 1954. The total land area of the Union Territory is 492 Sq. Km., and the population is 12.44 lakhs as per the 2011 census. Today, while Puducherry and Karaikal are embedded within the State of Tamil Nadu, Yanam is an enclave of the State of Andhra Pradesh and Mahe is an enclave of the State of Kerala. Out of the four regions, Puducherry and Karaikal are the largest ones, Mahe being the smallest region with an area of mere 9 Sq. Km.

The bulk of the Puducherry region is an irregular stretch of land consisting of the Municipalities of Pondicherry and Oulgaret, and the Commune Panchayats of Ariyankuppam, Villianur, Nettapakkam, Mannadipet and Bahour. The total area of the Puducherry region and its eleven enclaves is 293 Sq. Km. with a total population of 9,46,000 according to the 2011 census.

Karaikal region is situated about 310 Km. South of Chennai and about 150 Km. from Puducherry on the East Coast. Karaikal region consists of one Municipality and five Commune Panchayats, namely, Kottucherry, Nedungadu, Neravy, Thirunallar and Thirumalairayan Pattinam (T.R. Pattinam).

In the Puducherry region, the sub-surface water is pumped directly from bore wells into sumps and then to the Overhead Tank in the respective zones, from where the water is distributed. Before pumping to the Over Head Tanks (OHTs), water is treated with chlorine and online chlorine dosing is also done in the distribution main to maintain the required residual chlorine. In some areas, the iron content is high and iron removal plants have been installed.

In the Karaikal region, the Urban Water Supply Scheme was commenced in the year 1916 by the Ex-French Regime and is being maintained by the Public Works Department. Earlier, the source was from a batch of infiltration wells which were sunk in the Arasalar river bed. As the infiltration wells became defunct, the main source of drinking water for the Karaikal town area is now from the AgalanKannu head works through the bore wells located on the left and right banks of the River Arasalar. To augment the source, additional bore wells have also been erected at Vizhidiyur and Nedungadu villages and water is pumped through a pipeline to the Over Head Tank located at Karaikal.

Puducherry and Karaikal Districts comprise of 246 villages in 108 Grama Panchayats in 10 Commune Panchayats within 3 Blocks.

The coastal region of Puducherry is one of the most vulnerable areas, as severe tropical cyclones originate in the surrounding regions. Like many regions in India, Puducherry is facing water stress. Demographic and economic growths exert considerable pressure on the available water resources, and climate change is also likely to increase the stress. The Union territory of Puducherry is facing several water-related issues, including water scarcity and challenges in water quality.

Due to the above challenges, the Union territory of Puducherry places a great deal of importance on the rural water supply sector, as approximately 32% of the Union Territory's population resides in rural

areas. This sector has become increasingly significant in the light of recurring droughts, decreasing groundwater levels, seawater intrusion, climate change and floods, which have led to a decrease in the per capita availability of water.

1.2. *Introduction to Water Supply Schemes.*— The major source for the Water Supply Schemes is sub-surface groundwater from the bore wells. With the support of such sources, the Water Supply Schemes are designed and implemented for public use.

There are two types of Water Supply Schemes, that is (i) Single Village Scheme and (ii) Multi Village Scheme.

(i) ***Single Village Scheme*** : The project where the water is drawn from a sustainable source within the Village Panchayat and distributed among its inhabitants. These Schemes have very small infrastructure designed to supply water to one or more rural habitations within the Village Panchayat with *in situ* local sources like bore wells, infiltration wells or open wells.

(ii) ***Multi Village Scheme*** : On account of unavailability of a dependable water source within the habitation, the Multi-Village Scheme (MVS) brings water from a faraway area, usually surface or sub-surface water from a dependable river, and the water is conveyed either through pumping or by gravity to more than one habitation. By its very nature, MVS is a capital-intensive, maintenance-dependent water supply system.

1.3. *Need for the Operation and Maintenance Policy.*— The Union territory of Puducherry resolves that an infrastructure and asset-based approach is necessary to provide qualitative drinking water supply and to achieve sustainable services. This necessitates the need for this Operation and Maintenance Policy for both Combined Water Supply Schemes and Single Village Schemes.

Infrastructure in the water supply sector should be accompanied by a comprehensive policy on operation and maintenance for both Combined Water Supply Schemes and Single Village Schemes. The aim of this Operation and Maintenance (O&M) Policy is to facilitate improvement in the efficiency and sustainability of rural Water Supply Schemes across the Union Territory. With increasing demand for fresh

water on one side and the resource base being finite on the other, there is an urgent need for smart water management by all the stakeholders. Operation and maintenance measures have to be nested with legal, Policy and regulatory mechanisms, with a self-sustainable revenue model as well as institutional architecture. The O&M Policy is a long-felt need and will enhance the capacity of sector stakeholders for sustainable operation and maintenance.

1.4. *Vision of the Operation and Maintenance Policy of Water Supply Schemes.*— (a) To provide sustainable water supply to the citizens with the required quantity and assured quality on a regular and long-term basis.

(b) To implement standard operating procedures for the processes involved in the operation and maintenance of all components of Multi Village Schemes and Single Village Schemes.

(c) To Benchmark quick response standards in the context of disaster management for adaptation and mitigation.

(d) To develop capacity building for all the stakeholders regarding the O&M of MVS and SVS.

(e) To ensure reduced O&M cost and effective cost recovery for the financial sustainability of the MVS and SVS.

1.5. *Mission of the Operation and Maintenance Policy of Water Supply Schemes.*— (a) To ensure sustainable, safe and potable drinking water supply to the general public through Single Village Schemes and Multi Village Schemes, the Union territory of Puducherry shall endeavour to test all the water sources, both at source level and at distribution level, during pre-monsoon and post-monsoon seasons to ensure the quality of water supplied to the public. Further, climate-resilient Water Supply Schemes shall be designed and built at vulnerable locations.

(b) Standardisation of the processes involved in the operation and maintenance of SVS and MVS by following standard operating procedures, to ensure efficiency and effectiveness of the Schemes.

(c) Preparation of a capacity building action plan for personnel at various levels of the Water Supply Departments and monitoring its implementation, arranging Training of Trainers (ToTs), use of IEC

material, skill development, training and awareness generation among communities, Engineers, staff and other personnel involved in the O&M of Combined Water Supply Schemes and Single Village Schemes. Training and capacity building shall be customised to suit different levels, covering various technical, managerial and leadership aspects. For long-term water security, concerted efforts need to be made to bring about a mindset change so as to make Engineers Public Health Engineers and utility or service managers.

(d) One of the essential criteria for hassle-free operation and maintenance of Water Supply Schemes is cost recovery and a proper financing Policy. Progressive reduction in O&M cost and effective cost recovery for the financial sustainability of the MVS and SVS will be ensured and, thus, potable water at the required level of supply will be provided at affordable water charges. This will increase the financial viability and sustainability of the Local Bodies and the Electricity Department.

CHAPTER – II

INSTITUTIONAL SET UP, GOVERNANCE AND OPERATION AND MAINTENANCE OF WATER SUPPLY SCHEMES

In the Union territory of Puducherry, the Local Administration Department (LAD) is the Nodal Department responsible for the planning and implementation of rural Water Supply Schemes under the Jal Jeevan Mission (JJM), while the Public Works Department (PWD) and the Commune Panchayats also play significant roles in rural water supply management. The State Water and Sanitation Mission (SWSM), headed by the Chief Secretary to the Government of Puducherry and comprising the Secretaries of the key stakeholder Departments, functions as the Apex Committee for the Mission. It provides Policy direction, facilitates Inter-Departmental coordination and serves as the oversight and approval authority for the decisions and recommendations of the District Water and Sanitation Mission (DWSM). Upon completion of the Schemes, the assets are handed over to the respective Commune Panchayats and the Village Water and Sanitation Committees (VWSCs), which function as the micro-level utilities responsible for the operation, maintenance and service delivery of the rural water supply infrastructure.

2.1. *Public Works Department and Local Bodies.*— The Public Works Department and the Local Administration Department, through the Local Bodies, are responsible for the development and management of rural and urban water supply systems in the Union territory of Puducherry. The Local Administration Department is the Nodal Agency for rural water supply, while the Public Works Department is responsible for the planning, design, technical execution and commissioning of Water Supply Schemes.

The Public Works Department and the Local Bodies together constitute the District Technical Unit (DTU), which shall provide technical support to the District Water and Sanitation Mission and the Village Water and Sanitation Committees. The District Technical Unit shall assist the VWSCs in planning, operation and maintenance, water quality monitoring, asset management, preparation of Village Action Plans and capacity building, besides monitoring their performance and providing technical guidance to ensure sustainable and efficient service delivery. The Local Bodies concerned shall continue to collect user charges towards the operation and maintenance of rural water supply systems in accordance with the prevailing Government Orders and Policies.

2.1.1. **Public Works Department, Puducherry:** Combined Water Supply Schemes covering more than one Local Body are being maintained by the Public Works Department in urban areas and by the Local Bodies in rural areas. The Public Works Department and the Local Bodies have been functioning as engineering bodies, implementing Water Supply Schemes to provide safe drinking water to the people in the urban and rural areas of Puducherry.

Roles of the Public Works Department and the Local Administration Department:

- (i) Planning, designing and implementation of Water Supply Schemes for rural areas in the Puducherry region by the Public Health Division, Public Works Department, Puducherry.
- (ii) Operation and maintenance of the respective Water Supply Schemes by the Village Panchayat and the Commune Panchayat.

(iii) Testing and monitoring of the quality of water supplied, done by the Public Works Department through NABL-accredited laboratories.

At present, the Public Works Department in urban areas and the Local Bodies in rural areas are maintaining Multi Village Schemes and Single Village Schemes covering 5 Commune Panchayats and 2 Municipalities in Puducherry region, 5 Commune Panchayats and 1 Municipality in Karaikal region and one Municipality each in Mahe and Yanam regions, besides rural habitations, industries and institutions, benefiting a population of 3.95 lakhs. An average of 53 Million Litres per Day (MLD) of water is supplied through the Over Head Tanks.

The Public Works Department is functioning for(in) the four regions to carry out the design and implementation of Water Supply and Sewerage Schemes and also the maintenance of Combined Water Supply Schemes. The Ground Water Authority is functioning for the identification of sources of water for the various Water Supply Schemes. Applications of remote sensing and Geographic Information System (GIS) technology in State level laboratories, one at Puducherry and one at Karaikal, are functioning at various levels for testing of chemical and bacteriological parameters in the water being supplied, and appropriate remedial action is taken.

2.2. Public Works Department and Local Bodies, Puducherry.—

The Public Works Department, Puducherry carries out the design and implementation of Single Village Schemes (SVS) and Multi Village Schemes (MVS). These works include the creation of water sources, in-village infrastructure, construction of Over Head Tanks and distribution. Provision of Functional Household Tap Connections (FHTCs) is made by the Local Bodies.

In the Union Territory, there are 2 Districts having rural areas, namely, Puducherry and Karaikal, comprising 10 Commune Panchayats and 108 Village Panchayats governing 246 rural villages. The Union Territory has 5 Municipalities in all, covering the urban areas of the four regions. The water supply to the rural habitations through tap connections is provided from the Over Head Tanks by the Public Works Department and the Local Bodies.

Providing Functional Household Tap Connections, maintenance of existing water supply connections and collection of user charges, which are important water supply functions, are carried out by both the Public Works Department and the Local Bodies in rural areas.

2.3. *District Administration.*— The District Collector shall be responsible for planning, coordinating, monitoring and supervising the implementation of rural water supply programmes under the Jal Jeevan Mission in the District.

The District Water and Sanitation Mission shall consider and recommend Administrative Approval for Village Water Supply Schemes, approve the annual plans, activities and proposals submitted by the Village Water and Sanitation Committees and monitor their implementation. It shall also oversee the operation and maintenance of rural water supply systems, water quality surveillance, source sustainability measures, greywater management, service delivery standards, IEC & community awareness activities, capacity building programmes and grievance redressal. The DWSM shall facilitate convergence with other Government Schemes and Departments, monitor the performance of the Commune Panchayats and the VWSCs, and ensure compliance with the Mission Guidelines and service benchmarks.

The DWSM shall also prepare the District Annual Action Plan in consultation with the elected representatives and other stakeholders, and submit the same to the State Water and Sanitation Mission for approval. All rural water supply projects within the District shall be periodically reviewed and monitored by the DWSM through the Local Administration Department, the Public Works Department and the respective Commune Panchayats.

2.4. *Village Water and Sanitation Committee.*— This Policy hereby provides for the constitution of a Village Water and Sanitation Committee (VWSC) for each Gram Panchayat, by administrative order of the Local Administration Department, as the Village-level micro-utility for the operation and management of rural water supply systems. The VWSC shall be responsible for ensuring the effective operation and maintenance of water supply infrastructure, monitoring water quality, ensuring service delivery standards, promoting water conservation, overseeing grievance redressal, facilitating community participation,

collecting and managing user charges, maintaining records and performing such other functions as may be necessary for the sustainable management of the water supply system.

In the absence of elected Local Bodies in the Union territory of Puducherry, the Commissioner of the respective Commune Panchayat shall function as the Chairperson of the VWSC. Upon the commencement of Local Body elections, the Panchayat Secretary of the respective Gram Panchayat shall serve as the Chairperson of the VWSC, in accordance with the prevailing Government Orders and Guidelines. The tenure and eligibility of the members of the Village Water and Sanitation Committee shall be as prescribed by the Government of Puducherry from time to time.

The VWSC, constituted under this Policy, derives its authority from this Policy read with the orders issued by the Local Administration Department. On the constitution of elected Local Bodies, the VWSC shall be reconstituted and its functions shall be exercised under the Puducherry Village and Commune Panchayats Act of 1973, and the rules and orders made thereunder.

The composition of the Village Water and Sanitation Committee shall be as follows:

Designation (1)	Role (2)
Commissioner, Commune Panchayat (respective)	Chairman/Sarpanch
Executive Officer	Member-Secretary
One Government School Teacher (Women)	Member
Social Worker / Senior village head 1	Member
Social Worker / Senior village head 2 (Women)	Member
Social Worker / Senior village head 3 (Women)	Member
Anganwadi / ASHA Worker (Women)	Member
Sanitation Maistry	Member
Tank operator	Member
Anganwadi Teacher (Women)	Member

2.5. *Monitoring and performance review of service delivery.*— The State Water and Sanitation Mission shall review the performance of the implementing Departments, the Commune Panchayats and the VWSCs at least once in six months, and the District Water and Sanitation Mission shall do so at least once in a quarter. Such reviews shall be based on reports furnished by the Commune Panchayats and consolidated by the District Technical Unit.

The following indicators shall be used to assess the effectiveness of the operation and maintenance arrangements:

Indicator (1)	Reference norm (2)
Proportion of household tap connections found functional.	Not less than 100%
Quantity of water supplied per capita per day.	Not less than 55 LPCD
Regularity of supply against the notified schedule.	As notified under paragraph 3.8
Samples complying with drinking water quality standards.	BIS 10500
Residual chlorine at the consumer end.	Not less than 0.20 ppm
Grievances resolved within the prescribed time.	As prescribed under paragraph 5.2.3
Non-Revenue Water as a proportion of water produced.	As prescribed under paragraph 3.6
Collection efficiency of water user charges.	Not less than 90% of current demand.
Water quality data uploaded on WQMIS.	Every test, without omission

The outcome of each review, together with the corrective action taken, shall be recorded and placed before the next meeting of the Mission concerned.

CHAPTER – III

**OPERATION AND MAINTENANCE POLICY STATEMENT OF
SINGLE VILLAGE SCHEME AND MULTI VILLAGE SCHEME**

The Government of Puducherry adopts the Community Based Management model for the operation and maintenance of rural water supply systems, with institutional responsibilities shared among the Union Territory Administration, the District, the Commune Panchayats and the Village Water and Sanitation Committees, so as to ensure sustainable, participatory and community-driven service delivery.

3.1. *Single Village Schemes.*— A Scheme to provide water supply to more than one habitation, or to cover all the habitations in a Village Panchayat where the source is available within the Village Panchayat, is referred to as a Single Village Scheme.

The entire operation and maintenance of rural water supply within the Village Panchayats is carried out by the respective Commune Panchayats, Village Panchayats and Village Water and Sanitation Committees, with the VWSCs acting as micro-level utilities that manage ground-level operations. However, the common infrastructure components of Combined Water Supply Schemes, up to the level of sumps and Over Head Tanks, are maintained by the Commune Panchayats and the Public Works Department.

The Commune Panchayats and Village Panchayats (Local Bodies) shall maintain the village infrastructure of Single Village Schemes and Multi Village Schemes. The village infrastructure consists of the source for SVS (bore wells), pumping and feeder mains, Over Head Tanks, in-village distribution networks, control valves, FHTCs and the like.

3.2. *Multi Village Schemes.*— Multi Village Schemes are comprehensive projects which cover more than one Local Body with sustainable and reliable sources, such as a river bed or a good aquifer, through the pumping mode of operation. These types of projects involve huge infrastructure with high capital and operating costs. With regard to the common components of MVS, the O&M will be carried out by

the Public Works Department and the Commune Panchayat, whereas, the O&M of the in-village infrastructure of Single Village Schemes and Multi Village Schemes will be carried out by the respective Commune Panchayats (Local Bodies).

The objective of efficient operation and maintenance of a Multi Village Scheme is to provide designed, safe and clean drinking water at adequate pressure at a convenient location, and as economically as possible, on a sustainable basis.

Operation refers to the timely and daily operation of the components of a Combined Water Supply System, such as head works, machinery and equipment, transmission mains, service Over Head Tanks and the distribution system, effectively by various technical personnel, which is a routine function.

Maintenance is defined as the art of keeping the water supply infrastructure, machinery and equipment and other facilities in optimum working condition. Maintenance includes preventive maintenance, corrective maintenance, repairs and corrective action.

The minimum requirements for good operation and maintenance are—

- (a) preparation of a plan for operation and maintenance;
- (b) periodical maintenance of the critical components;
- (c) providing the required personnel to operate and maintain the Scheme;
- (d) availability of spares and tools for ensuing maintenance;
- (e) maintaining records such as the history of equipment, costs, life and the like;
- (f) regular supervision of the O&M of all the components;
- (g) keeping the premises of the O&M infrastructure neat and tidy; and
- (h) establishing a sound financial management system.

The Water Supply Schemes have the following major components:

Component	Constituents
(1)	(2)
Head Works	Source, Pump set, Pump room.
Treatment Works	Full-scale or partial treatment, Reverse Osmosis Plants, Chlorinator.
Transmission system	Pumping main, Gravity main, Branch main.
Collection mechanism	Sump and Over Head Tank
Distribution	Distribution main, Functional Household Tap Connections.

3.3. *Policy Statement for O&M of SVS and MVS.*— The Policy on Operation and Maintenance is intended to serve as a guide to strengthening the technical, operational and managerial capabilities required of the personnel concerned to operate and maintain water supply services as per acceptable norms of quantity, quality, sustainability, reliability and cost.

3.3.1. ***Sustainable water sources :***

(i) The Commune Panchayat and Village Panchayat shall ensure the sustainability of the sources of all Single Village Schemes being maintained and shall take earnest steps to ensure sustainability of the sources by pooling the resources available at the Village Panchayat level. The Commune Panchayats and Village Panchayats shall implement rainwater harvesting structures in all community and private buildings to ensure sustainability of the sources.

(ii) Protection of sources such as bore wells and open wells must be done using suitable fencing arrangements. Similarly, bore pits shall be fully protected to reduce source contamination.

(iii) The Public Works Department shall ensure the sustainability of the sources of all Multi Village Schemes and shall take earnest steps to ensure that the necessary quantity of water is being drawn from sources such as bore wells, in coordination with the Local Administration Department.

(iv) The yield of individual head works such as bore wells shall be monitored regularly by the field Engineer concerned.

(v) Once the yield of a well is drawn down to below 50% of the required yield, attention shall be given to such head works and necessary rectification works such as flushing of bore wells, flushing of radial arms in collector wells, cleaning of the surface of porous media in infiltration wells, deepening of open wells, or an alternative arrangement may be made.

(vi) A necessary hydro-geological survey shall be conducted for ascertaining the reason for reduced yield and also to substantiate the existing head works.

(vii) Sustainability of the source for an uninterrupted and designed quantity of water supply shall be attained by providing necessary storage structures such as check dams and barrages for MVS and artificial rainwater recharge structures in the areas of sources and head works of SVS.

(viii) A Source Sustainability Committee at each Gram Panchayat shall monitor the quality and quantity of groundwater sources, submit periodic reports and recommend appropriate measures for the sustainable management and protection of groundwater resources, as all rural drinking water sources in the Union territory of Puducherry are groundwater-based.

(ix) The Village Water and Sanitation Committee shall, with the assistance of the District Technical Unit, prepare a simple annual water budget for the Gram Panchayat, setting out the assessed yield of each source, the assessed drinking water demand and the balance available, and shall place the same before the Grama Sabha. Drinking water shall be provided for first in such budget before any other use is considered.

(x) The quantity of groundwater drawn for a Water Supply Scheme shall not exceed the safe yield of the source. Regulation of groundwater extraction and penal action for over-extraction shall be governed by the Puducherry Ground Water (Control and Regulation) Act, 2002 and the orders of the Puducherry Ground Water Authority, and this Policy does not prescribe any separate limit or penalty.

3.3.2. **Provision of FHTCs :** The Village Panchayat shall provide Functional Household Tap Connections to all households. The service connection charges, deposit and monthly bills will be collected as per G.O. Ms. No. 05, dated 13-02-2017 and G.O. Ms. No. 37/LAS/2017, dated 22-03-2017, *vide* Gazette Notification No. 27, dated 04-07-2017.

3.3.3. **Quality of water supply :**

(i) The Public Works Department, the Commune Panchayat and the Village Panchayat shall draw water from sustainable sources and after appropriate treatment, supply safe drinking water by pumping the water up to the respective Over Head Tanks and up to the FHTCs at the household level.

(ii) The Public Works Department, the Commune Panchayat and the Village Panchayat shall supply water complying with the quality standards of BIS 10500 specifications.

(iii) The water supplied from the source to the FHTCs shall be free from contamination, with necessary disinfection by chlorination.

(iv) The disinfection shall be done in such quantity as to maintain a residual chlorine level of 0.20 ppm at all the FHTCs.

(v) Complete records of bacteriological and chemical analysis test reports of water from the sources to the FHTCs, schools, anganwadis and public institutions shall be maintained. Bacteriological and chemical analysis tests shall be done for all the sources during the pre-monsoon and post-monsoon periods.

(vi) Prevention of external pollution by properly protecting the ventilators, manhole openings and overflow pipes in water storage structures, sumps, Over Head Tanks and the like shall be monitored.

(vii) Periodical cleaning of reservoirs, sumps and Over Head Tanks shall be done at least once in a month, and general cleanliness in and around the reservoirs, sumps and Over Head Tanks shall be maintained. Access control measures shall be established in all storage structures to prevent access by unauthorised persons.

(viii) Water quality shall be tested through the Field Test Kits distributed in the Village Panchayats. The VWSC in each Village Panchayat has been trained to test the basic 13 water quality parameters using Field Test Kits, and the details shall be updated in the Water Quality Monitoring and Information System (WQMIS) for comprehensive monitoring.

(ix) Regular monitoring of water quality shall be done by the Self-Help Groups and the VWSC through testing of water samples at all water sources, FHTCs, schools, anganwadis and public institutions using Field Test Kits. This shall be ensured across all Panchayats and cases of contamination shall be notified in WQMIS.

(x) In case, the quality aspects do not meet the established standards, immediate remedial action shall be taken to enable the beneficiaries to get potable water supply. On a test result showing contamination, the following procedure shall be observed, namely- the affected source or connection shall be isolated forthwith and the consumers informed; the Executive Engineer concerned shall report the matter to the Local Administration Department and the Public Works Department within twenty-four hours; those Departments shall, where required, declare the habitation to be a water quality affected habitation; potable water shall be supplied by tanker or from an alternative source in the meanwhile; and supply from the affected source shall be restored only after disinfection and a fresh test confirming compliance.

(xi) The cost towards operation and maintenance of water quality laboratories, that is, chemicals, manpower and reviving the O&M of equipment, shall be met from the collection of water charges for SVS and MVS, the collection of user charges from the Panchayats and the collection of water sample testing charges from any member of the general public or any private entity.

(xii) The State level water testing laboratories at Puducherry and Karaikal shall be maintained with NABL accreditation, and their equipment, consumables and manpower shall be reviewed once in a year by the Public Works Department in consultation with the Local Administration Department to keep pace with the testing load. The Field Test Kits held by the Village Panchayats shall be verified once in a year and replenished or replaced as required.

3.3.4. **Priority of water use :** In case of reduced yield in the water source of a Multi Village Scheme or a Single Village Scheme, the drinking water needs of the people shall have the highest priority among all competing uses of water. The line Departments concerned, including the Agriculture Department, the Irrigation Department and other stakeholders, shall extend the necessary coordination for equitable water management.

3.3.5. **Disaster risk mitigation and adaptation in water supply systems :**

A. Mitigation measures:—

- (i) The exposed cable and connecting main shall be fully covered with sand. Proper anchoring arrangements for the connecting main and electric cable shall be made.
- (ii) Flood protection arrangements shall be made around the pump house and sump so that no flood water enters the pump room and sumps. These flood protection arrangements shall especially be made in low-lying areas in which the head works are located.
- (iii) Pump sets and other electro-mechanical items shall be kept in a lifted position to avoid submergence of the equipment in water.
- (iv) It shall be ensured that the pipes and jointing materials required for attending to pipeline damage works during flood are immediately arranged in the event a flood occurs.
- (v) During drought, flushing of bore wells and deepening of open wells shall be done to augment the required water from the existing head works.

Breakdown of the system : For any immediate troubleshooting in SVS and MVS, the contact number and address of the local Officer-in-Charge shall be published to the people and shall be updated then and there.

Emergency handling for SVS and MVS. :

- (i) Identify situations, events or locations that could trigger an emergency condition or disaster and require immediate action to protect life and property.
- (ii) Emergency Action Plan: set out sequentially the procedures to be followed in this connection to mitigate the effects of the disaster.
- (iii) Identify primary and auxiliary communication systems, both internal, that is, within the Department, and external, that is, between the Department and the public or outside entities.
- (iv) Each Commune Panchayat shall maintain a list, reviewed once in a year, of the alternative sources earmarked for each Scheme within its jurisdiction, being the adjoining bore wells, Over Head Tanks or Schemes from which supply can be drawn, together with the tanker capacity and filling points available, so that supply can be restored without loss of time.

B. Adaptive measures :—

- (i) Ensure the working condition of diesel generators and an adequate stock of diesel for running the diesel generators.
- (ii) If, diesel generators are not available, make necessary arrangements for hiring of diesel generators. The address and contact number of the vendors shall be readily available.
- (iii) Fill the sumps and Over Head Tanks to their maximum capacity whenever the situation warrants, to combat scarcity on account of power failure.

C. Cleaning and disinfection activities to be carried out during a disaster :-

- (i) Ensure covering of all the air vents in sumps and Over Head Tanks with mosquito nets to prevent the entry and breeding of mosquitoes.
- (ii) In case, any contamination of water is noticed, create awareness among the public not to use the contaminated water through social media, newspapers and electronic media. Also, arrange to supply potable water from other sources until the rectification work is completed.
- (iii) Ensure an adequate quantity of bleaching powder for disinfection activities. Action shall be taken to maintain the minimum residual chlorine level at the tail end.
- (iv) Avoid stagnation of waste water at all infrastructure related to water supply to avoid cross-contamination.

D. Post-disaster activities :-

- (i) Necessary rectification works for revamping of head works, pipelines, storage tanks, sumps and electro-mechanical components shall be carried out.
- (ii) Coordination shall be made with the various Departments of the Government, such as Electricity, Irrigation and Water Resources and Health, for immediate restoration.
- (iii) A contingency plan shall be evolved to face adverse disasters such as drought, floods and other natural calamities.

3.3.6. Recharge structures - quality and quantity of source :

- (i) Whenever any Government Department such as the Water Resources Department, the Agriculture Department, the Public Works Department or the Local Administration Department is planning to construct any artificial recharge structures or to augment water resources through micro, mini or mega check dams, weirs, recharge pits, rain water harvesting structures and the like, preference shall be given to the areas which can augment water

sources for the head works of the MVS and SVS, and the Hydrogeology Wing of the Agriculture Department may be consulted. On saturation of those areas, other areas may be taken up.

(ii) District recharge plans prepared by the Central Ground Water Board based on National Aquifer Mapping (NAQUIM) studies need to be considered while implementing Artificial Recharge Schemes.

(iii) The Standard Operating Procedure on Sustainability of Ground Water Sources prepared by the Central Ground Water Board, Ministry of Jal Shakti, is to be followed while implementing Artificial Recharge Schemes.

(iv) Drilling of observation wells with Digital Water Level Recorders (telemetry) is required around the major Artificial Recharge Schemes so that impact assessment can be carried out.

(v) In addition to regular monitoring by the Public Works Department and the Commune Panchayat or Village Panchayat, impact assessment of Artificial Recharge Schemes constructed for source sustainability may be done through water level and quality monitoring on a monthly basis by involving local people and farmers through a participatory approach, to create awareness among the public.

3.3.7. *Infrastructure maintenance in Water Supply Schemes :*

(i) All the infrastructure such as Over Head Tanks, pipelines and sumps is designed to serve for 30 years. Some of the components such as pipelines and storage reservoirs are prone to damage due to various reasons, namely, corrosion and leakages caused during repair works. Revamping works shall be taken up in Multi Village Schemes and Single Village Schemes that have outlived their designed life period, in which a reduction in the yield of sources, a decrease in the efficiency of pump sets or damage to pipelines, valves and the like are encountered.

(ii) A detailed record of breakdowns and leaks that have occurred and been repaired shall be maintained so that more vulnerable leaks can be identified and special measures for repair or replacement can be undertaken.

(iii) If, any silt content is noticed, the bore shall be flushed, and the submersible motors erected in the bores shall be removed, serviced and re-erected. Problems noticed in the motor shall be analysed and noted in the logbook for future study.

(iv) The slot portion of all bore wells shall be flushed and cleaned using a special type of air blower for removal of silt deposits at least once in two years.

(v) Dry running of the pumps shall be avoided.

(vi) Pumps shall be operated only within the recommended head range and voltage.

(vii) Leak detection surveys shall be undertaken, particularly for bursting of pipes and leaky joints, when the difference between the quantity of water produced and the water supplied is more than 15%, that is, loss of water due to leakage.

(viii) A regular schedule of inspection and servicing of valves, including air valves, shall be carried out and the same followed scrupulously.

(ix) In the case of Mild Steel pipes, anti-corrosive painting must be done at least once in five years for pipes and at least once in two years for appurtenances such as sluice valves and air valves.

(x) Devices for measuring the inflows and outflows, such as water level indicators and recorders, shall be provided and maintained properly.

(xi) All dilapidated Over Head Tanks and structures shall be demolished immediately to avoid untoward incidents and accidents, and new structures shall be constructed without affecting the regular water supply.

(xii) Routine and minor repair works shall be carried out by the Public Works Department or the Local Administration Department, as the case may be, to ensure uninterrupted water supply. Major repair, rehabilitation, replacement and other capital maintenance works shall be executed through contractors engaged in accordance with the prevailing Government procedures and the

CPWD Works Manual. During the execution of such works, the respective Village Water and Sanitation Committee shall act as the community monitoring body to oversee the quality, progress and timely completion of the maintenance works and to facilitate coordination between the implementing agency and the beneficiaries.

3.4. *Quantity Monitoring System and other components.—*

3.4.1. ***Measuring bulk water supply through metering :*** Bulk water meters shall be installed at appropriate locations to measure the water supplied to beneficiaries, to facilitate water charges collection and to assess non-revenue water.

3.4.2. ***Centralised Monitoring System :***

(i) A centralised digital monitoring system using the Internet of Things (IoT) shall be established for monitoring the water supply. An existing web-based platform for monitoring connections and demand is already in place.

(ii) With the help of such a sophisticated system, proper monitoring of and control over the vast area is achieved, and thereby the service delivery of the Government shall be assured by providing regulated water supply with the required quantity. This will be useful in ascertaining the quantity of non-revenue water and in increasing the efficiency of the Schemes.

(iii) Automation, telemetry and Supervisory Control and Data Acquisition (SCADA) based systems shall be adopted for the monitoring and control of pumping systems, water levels, flows and energy consumption, in the first instance for the Multi Village Schemes and other bulk systems and thereafter for the Single Village Schemes, wherever technically feasible and cost-effective.

(iv) A Command and Control Centre shall be established at the State level, with monitoring dashboards at the District level, to receive the data so generated, to display the service delivery indicators specified in paragraph 2.5 and to enable timely corrective action.

3.4.3. *Damage to water distribution and pumping network :*

(i) Where damage is caused to any component of the existing water supply systems, such as water mains and distribution pipelines, during construction activities carried out by any other Department or agency, such Department or agency shall be solely liable for restoration of the infrastructure and the water supply service, the cost of which shall be borne by the institution, party, Department or contractor causing the damage.

(ii) Prior permission of the Public Works Department, the Local Administration Department or the Commune Panchayat shall be obtained by Departments such as Highways and Railways and by other agencies to carry out their construction works in the alignment of an existing water carrying pipeline. Further, they shall shift the existing pipelines or pay the necessary compensation to meet the cost of such shifting to the Water Supply Department, to ensure that regular water supply is made to the public.

(iii) The line Department shall accordingly include the necessary provision for utility shifting in its detailed estimates for water supply pipeline shifting works, if any.

3.4.4. *Unauthorised tapping of water :* Unauthorised tapping of water and damaging of pipelines of the MVS and SVS is an offence. In such cases, the official concerned shall lodge a complaint with the authorities concerned against unauthorised tapping, damaging of pipelines, illegal connections and vandalism and take necessary further action.

Such complaints shall be pursued under the Puducherry Village and Commune Panchayats Act, 1973, the bye-laws made thereunder and the general penal law, as applicable. Independent of any such action, the cost of restoration of the damaged infrastructure and of the water lost shall be recovered from the person responsible, and an illegal connection shall be disconnected and regularised only on payment of the prescribed connection charges, the security deposit and the arrears assessed.

3.4.5. *Resolving issues in power supply connections :*

Uninterrupted power supply is essential for supplying the required quantity of water to the public, whereas the quality of power supply is essential for the effective performance and life of the electro-mechanical machinery. Hence, both uninterrupted and quality power supply shall be ensured in coordination with the Electricity Department on a priority basis.

3.5. *Asset and Inventory Management.*— (i) For Single Village Schemes and the in-village components of Multi Village Schemes and Combined Water Supply Schemes, the details of water supply assets such as sources and bore wells (diameter and depth), pipelines (material, diameter and length), pump sets (capacity), Over Head Tanks (capacity) and other electro-mechanical equipment shall be maintained by the Commune Panchayat / PWD and the Village Water and Sanitation Committee in a register, and mapping of these details shall be updated in the form of a Geographic Information System on the PM Gati Shakti portal and dedicated app namely Sujalam Bharat app of the Jal Jeevan Mission or application or portal developed by the Commune Panchayat/ PWD and the VWSC.

(ii) For the common components of Multi Village Schemes and Combined Water Supply Schemes, the details of water supply assets such as sources, bore wells, collector wells, infiltration wells and open wells (diameter and depth), Water Treatment Plants (capacity), sumps, Master Balancing Reservoirs and Zero Balancing Reservoirs (capacity), pipelines (material, diameter and length), pump sets (capacity), Over Head Tanks (capacity) and other electro-mechanical equipment shall be maintained by the DWSM, and mapping of these details shall be updated in the form of a Geographic Information System on the PM Gati Shakti portal and in the Project Monitoring System software by the DWSM with the help of the VWSC members.

(iii) Mapping of Water Supply Scheme assets on the Geographic Information System platforms shall be done in a phased manner, starting from dedicated application of Jal Jeevan Mission Schemes or State-owned apps to non-Jal Jeevan Mission Schemes, and new Schemes shall also be mapped in future upon implementation.

(iv) All water supply assets of Single Village Schemes and the in-village components of Multi Village Schemes and Combined Water Supply Schemes shall be formally handed over to the Village Water and Sanitation Committee headed by the Commune Panchayat, through a Gram Sabha resolution. The resolution shall include—

(a) a list of all water supply assets, to track inventory and ensure proper management, replacement and monitoring of assets considering the life of the assets;

(b) detailed design drawings, including as-built drawings, which must be prepared by the executing agency and handed over to the Village Water and Sanitation Committee;

(c) a record of beneficiaries, that is, the people and households that benefit from the Water Supply Scheme; and

(d) the names and contact details of key personnel such as Over Head Tank operators, pump operators and maintenance assistants or fitters, to ensure prompt response for repairs and renewals.

(v) The Detailed Project Report for in-village components and Single Village Schemes shall be made available at the office of the Local Administration Department.

(vi) The Detailed Project Report and as-built drawings of all Combined Water Supply Schemes and Multi Village Schemes shall be made available at the Local Administration Department and the Public Works Department.

(vii) Any Single Village Scheme, Combined Water Supply Scheme or Multi Village Scheme has the following major components—

(viii) The condition of every asset entered in the register shall be assessed once in a year by the Commune Panchayat with the assistance of the District Technical Unit and recorded as satisfactory, requiring repair or requiring replacement, together with the year of commissioning and the balance of the design life. Based on these assessments, the Commune Panchayat shall maintain a rolling five-year replacement and rehabilitation plan for its Schemes, which shall be considered while framing the annual O&M plan and budget under paragraph 4.1.

- (a) Head works: source, pump set, pump room;
- (b) Treatment works: full-scale or partial treatment, chlorinator;
- (c) Transmission system: pumping main, gravity main, branch main; and
- (d) Collection and distribution system: sumps, service reservoir, distribution main and FHTCs.

A. *Source and head works :*

- (i) The following details shall be made available at the head works, namely, the depth of water level from ground level; the drawdown or yield in summer; the voltage available and the duration of power supply; and, in the case of a bore well, the depth of the bore well and the inner diameter of the bore well below the casing pipe.
- (ii) The flow and yield of the source at the head works shall be regularly observed from the log register for pumping.
- (iii) All submersible motors erected in sedimentary bores shall be removed, serviced and re-erected. Problems noticed in the motor shall be analysed and noted in the logbook for future study. If any, silt content is noticed, the bore shall be cleaned.
- (iv) There shall be a permanent arrangement for recording daily flows near the intake works.
- (v) The components of the head work, such as pump sets, equipment, valves and machinery, are to be attended to by an operator or his assistant.
- (vi) Sanitary surveys at regular intervals are to be conducted to have a pollution-free water source.
- (vii) An instant action plan for providing chlorination of raw water shall be available.
- (viii) Complete records of bacteriological and chemical analysis test reports of water from the source shall be maintained and reviewed.

B. *Treatment works :*

(i) Data and records of each component, giving details of cleaning and worn-out parts and data on replacement of worn-out parts, shall be maintained.

(ii) The person in-charge of the operation and maintenance of a water treatment plant shall have through knowledge of the functions of the various units under his control.

(iii) Records of the analysis of water collected at various points from the source to the distribution system and observations on such records of the several units, shall be maintained.

(iv) A routine schedule for inspection of machinery and lubrication shall be established.

(v) In treatment plants, preventive measures for leak prevention and proof chlorination are to be adopted.

C. *Transmission mains :*

(i) A sufficient stock of 0.10% spare pipes and specials shall be maintained for replacement of damaged ones.

(ii) The Executive Engineer shall prepare a leak detection inspection schedule for all the maintenance Schemes under his control and shall ensure that the operation and maintenance procedures are followed.

(iii) Leak detection surveys shall be undertaken, particularly for pipe bursts and leaky joints, when the difference between the quantity of water produced and the water supplied is more than 15%, that is, loss of water due to leakage.

(iv) A detailed record of breakdowns and leaks that have occurred and been repaired shall be maintained so that more vulnerable leaks can be identified and special measures for repair or replacement can be undertaken.

(v) The burst frequency shall be analysed and pipe replacement shall be carried out annually within the available funds, or funds shall be sought from the Headquarters.

(vi) A regular schedule of inspection and servicing of valves, including air valves and scour valves, shall be carried out and the same followed scrupulously.

(vii) In the case of Mild Steel pipes, anti-corrosive painting must be done at least once in five years for pipes and at least once in two years for appurtenances such as sluice valves, scour valves and air valves.

(viii) Water meters installed shall be properly maintained, and the water meter readings shall be regularly taken and logged in the water meter software or in a register maintained for this purpose.

(ix) Devices for measuring the inflows and outflows, such as water level indicators and recorders, shall be provided and maintained properly.

(x) Prevention of external pollution by properly protecting the ventilators, manhole openings and overflow pipes shall be monitored.

(xi) Periodical cleaning of reservoirs shall be done at least once in a year, and general cleanliness in and around the reservoirs shall be maintained. Fencing shall be provided around the reservoir.

D. Electro-mechanical, collection and distribution system :

(i) For the ammeter of pump sets of more than 6 HP, a Current Transformer Coil shall be used to avoid the direct-wire-connected ammeter. The performance of the Current Transformer Coil shall be checked once in a year.

(ii) Dry running of the pumps shall be avoided. For safeguarding a submersible pump set, it is advised to use a water level ground probe.

(iii) Pumps shall be operated only within the recommended head range.

(iv) Leakages in the distribution system are mainly due to high pressure in distribution, corrosive soil, corrosive water, inferior quality of pipes and fittings, age of pipes, gland packing of valves and non-functioning of air valves and zero velocity valves, and shall be attended to accordingly.

(v) The earthing arrangement shall be checked once in six months for its resistance.

(vi) Contacts shall be cleaned and fixed once in three months.

(vii) The strata relay shall be checked for low voltage and high voltage once in a year.

(viii) Voltmeter and ammeter readings shall be checked once in a year using a standard meter, to ascertain the accuracy of the readings.

(ix) Special inspection shall be carried out in the vicinity of sewers to avoid intrusion of pollution into drinking water.

(x) Operation and maintenance staff shall be provided with powers to inspect any household for water supply, to ascertain from where that household is taking water. The Puducherry Electricity Department authorities may be advised to cut off the power supply of those who use illegal power for pipeline works.

(xi) Water meters shall be provided for collecting monthly water charges from consumers to meet the operation and maintenance cost of the Scheme.

(xii) The entire distribution system may be divided into sub-zones served preferably from one elevated service reservoir. The maintenance and operation of each zone of the distribution system shall be entrusted to authorised officials of the controlling authority to receive and deal with complaints.

3.6. Zero leakage policy and management of Non-Revenue Water.—(i) To maximise the efficiency of water supply systems, reduce wastage and improve the sustainability of water resources, avoidable leakage in Water Supply Schemes shall be eliminated, and Non-Revenue Water shall be progressively reduced. Non-Revenue Water shall be brought below 15% of the water produced in every Scheme within three years of the notification of this Policy and below 10% within five years, and shall be maintained thereafter at not more than 10%.

(ii) **Data on water extraction :** IoT-based water meters shall be fixed in every Scheme at its source to transfer the flow data to the cloud.

(iii) **Data on water consumption :** Every Panchayat shall fix IoT-based water meters at the sumps to ascertain the water received at the Panchayat level.

(iv) Data collection, interpretation and analysis shall be integrated into the Integrated Management Information System and displayed on the dashboards of the Command and Control Centre established under paragraph 3.4.2, to enable effective decision-making and performance monitoring at the State and District levels.

(v) The location and fixing of water meters shall be made in line with the existing pipelines.

(vi) Uniform specifications for the water meters, including types, mode of communication, power supply required for the communication and stored data security, shall be finalised based on the requirements.

(vii) The engagement of personnel trained under the Nal Jal Mitra Programme shall be ensured for the operation and maintenance of Water Supply Schemes, including leak detection, repairs, preventive maintenance and implementation of measures to reduce water losses, to progressively eliminate avoidable leakage, as assigned by the VWSC.

(viii) **Public awareness :** Consumers and communities shall be educated about the importance of reporting leaks promptly and conserving water.

(ix) A water audit shall be conducted once every three years regularly to ascertain the efficiency of the Schemes and to reduce the maintenance cost.

(x) Rectification of leakage shall be the responsibility of the Commune Panchayat for the in-village infrastructure and Single Village Schemes and of the Public Works Department for the common components of Multi Village Schemes. A leak or burst reported or detected shall be attended to within twenty-four (24) hours in the case of a distribution line or a household connection and within forty-eight (48) hours in the case of a pumping main, transmission main or storage structure; where the work cannot be completed within that period, an alternative supply arrangement shall be made and the reason recorded.

A register of leaks reported, attended and pending shall be maintained by the Commune Panchayat and reviewed in the monitoring exercise under paragraph 2.5.

3.7. *Waste water and grey water management.*— (i) The Village Water and Sanitation Committees, the Gram Panchayats, the District Water and Sanitation Missions and the District Technical Units shall ensure the protection, conservation and sustainable management of village water sources through groundwater recharge, rainwater harvesting, rejuvenation of ponds and tanks and other suitable source sustainability measures.

(ii) The VWSCs shall prepare and periodically update a Water Source Sustainability and Greywater Management Plan for the Gram Panchayat and implement the same in convergence with the Local Administration Department, the Public Works Department, the District Rural Development Agency, the Puducherry Pollution Control Committee, the Mahatma Gandhi National Rural Employment Guarantee Scheme, the Swachh Bharat Mission (Grameen), the Jal Shakti Abhiyan and other relevant Government programmes. The Atal Bhujal Yojana does not extend to the Union territory of Puducherry, and no convergence is therefore provided for with that Scheme.

(iii) The Government, through the Local Administration Department, the Public Works Department and the District Rural Development Agency, shall promote the planning, establishment, operation and maintenance of decentralised greywater treatment systems, including Decentralised Wastewater Treatment Systems, phytoremediation systems and other appropriate treatment technologies, wherever technically feasible. The District Rural Development Agency shall facilitate the implementation of rural liquid waste management infrastructure under the applicable Government programmes.

(iv) The DWSM and the District Technical Unit shall periodically monitor the performance of greywater treatment systems, facilitate technical support to the VWSCs and ensure that untreated greywater is prevented from contaminating drinking water sources, recharge structures, ponds, tanks, canals and other water bodies.

(v) Treated greywater shall, wherever feasible, be reused for irrigation, horticulture, avenue plantations, public parks, groundwater recharge and other non-potable purposes in accordance with the applicable Government guidelines, thereby promoting circular water use and reducing freshwater demand.

(vi) The VWSC shall undertake community awareness programmes on water conservation, source sustainability, wastewater segregation, greywater reuse and protection of village water bodies through regular IEC activities in coordination with the Government Departments concerned.

3.8. *Schedule of supply.*— (i) The water supply schedule shall be decided upon and water supplied at the Commune Panchayat and Village Panchayat level based on the decisions taken in the Grama Sabha, as per the convenience of the beneficiaries.

(ii) All the beneficiaries shall be made aware of the timing and period of the water supply schedule through information boards maintained at a prominent location in the Village Panchayat and below the Over Head Tanks.

(iii) An assessment of high demand periods, such as morning hours, and of power interruption timings shall be forecast in coordination with the office of the Electricity Department, to provide scheduled water supply to the beneficiaries.

(iv) Where the yield of a source falls or supply is otherwise curtailed in the supply area of commune area, the Commissioner of the Commune Panchayat may decide with the approval of the Government, to ration the supply by reducing the hours or frequency of supply, subject to the condition that not less than 40 LPCD shall be supplied to every household and that the reduction shall be applied equitably across all habitations served by the Scheme. Whereas in the supply area of P.W.D., the concerned Executive Engineer, P.W.D. may decide accordingly. The revised schedule and the expected duration of the rationing shall be notified to the beneficiaries in advance through the information boards and the VWSC, and shall be reported to the District Water and Sanitation Mission.

CHAPTER – IV

FINANCIAL MANAGEMENT OF WATER SUPPLY SCHEMES

4.1. *Revenue and Expenditure for MVS / SVS.*— (i) The operation and maintenance of a Water Supply Scheme is crucially dependent on a sound financial position and on financial management by the Public Works Department, the Local Administration Department and the Commune Panchayat for the MVS and SVS.

(ii) This Policy places central importance on proper maintenance of the capital assets built for the MVS and brings the focus on efficient resource mobilisation and rationalisation of O&M expenditure.

(iii) This Policy emphasises proper design and good engineering practices for overall optimisation of O&M expenditure, as poorly built capital assets lead to high life cycle costs.

(iv) The VWSC shall prepare the annual Operation and Maintenance plan and budget for the Gram Panchayat and submit the same to the District Water and Sanitation Mission for approval and financial support, wherever the estimated O&M expenditure exceeds the revenue generated through user charges and other available sources.

4.2. *Financial sustainability and management for MVS and SVS.*—

A. Measures to augment Revenue:

(i) The tariff fixed for consumers may be on par with the production cost and O&M cost. There shall be an annual revision considering accumulated liabilities, any increase or decrease in operational expenditure and any increase or decrease in power tariff.

(ii) The Public Works Department, the Commune Panchayat and the Village Panchayat shall endeavour to collect all outstanding water charges with accumulated interest from all the beneficiaries in a timely manner.

(iii) An application-based mechanism for collection of water user charges shall be developed and adopted by the Commune Panchayats and Village Panchayats to facilitate timely collection, monitoring and accounting of monthly user charges.

(iv) The Commune Panchayat and Village Panchayat shall diligently process requests for new water supply connections from commercial, industrial and institutional organisations to maximise revenue without affecting the existing water supply to the beneficiaries.

(v) The Commune Panchayat and Village Panchayat shall undertake an exercise to identify Schemes which have crossed the intermediate stage and reached the ultimate stage, yet the pump sets are only at the intermediate stage, which causes sub-optimal utilisation of the civil infrastructure created for the ultimate stage and also deprives the general public of assured water supply. Such pump sets shall be replaced with pump sets of the ultimate stage to improve service delivery and augment revenue.

B. Measures to optimize Expenditure:

(i) Operating pump sets at optimal efficiency will reduce the electrical energy cost and will ensure the desired quantity of pumping. The Commune Panchayat shall endeavour to audit its pump sets regularly to achieve this objective.

(ii) Energy audits and water audits shall be conducted in the MVS and SVS at regular intervals.

(iii) Whenever a leak or burst is noticed or intimated, immediate action shall be taken, that is, switching off the pump sets and controlling the valves in the gravity or pumping system, to attend to the leak or burst in the conveying mains without any delay, thereby reducing non-revenue water.

(iv) The functioning of water meters shall be monitored scrupulously to assess non-revenue water and also any excess or deficit in the quantity of water supplied to the beneficiaries.

(v) Proper maintenance of electro-mechanical components such as control panels, variable frequency drives, power factor controllers, cable joints and circuit breakers has huge potential to reduce O&M cost and the Commune Panchayat shall endeavour to achieve the same.

(vi) The Commune Panchayat and Village Panchayat shall endeavour to automate the operation and maintenance of SVS and MVS to reduce manpower cost and increase efficiency.

(vii) The Commune Panchayat shall endeavour to obtain exemption from belated payment surcharges levied by the Electricity Department, on account of the special nature of the service rendered, to ensure the financial viability of the Water Supply Scheme.

(viii) The Commune Panchayats and Village Panchayats shall optimise expenditure on source sustainability measures by converging similar Schemes and activities, such as rainwater harvesting, groundwater recharge, rejuvenation of water bodies and other water conservation works, wherever feasible, to improve efficiency and ensure effective utilisation of the available resources.

(ix) Operation and maintenance under this Policy is carried out departmentally, and no service contract for operation and maintenance shall be awarded to any external agency. Where a contractor is engaged for major repair, rehabilitation or replacement works under paragraph 3.3.7, the Commune Panchayat and Village Panchayat shall ensure that the contract specifies quantifiable parameters of workmanship, completion and defect liability and that these are enforced.

C. Expenditure optimization during design and execution of MVS:

(i) Locating ridge points during the design stage to make use of gravity as a means of water transmission wherever possible, thereby reducing power charges.

(ii) Necessary internal lining of pipes shall be done to reduce frictional loss during water transmission and to reduce non-revenue water.

(iii) Schemes shall be designed in such a manner as to have the minimum number of bends and joints, to maintain pressure, ensure last mile service delivery and reduce power charges.

(iv) Adoption of star-rated energy-efficient pump sets, accessories and other electro-mechanical equipment at the design and execution stages shall be ensured.

(v) Renewable energy sources such as solar and wind shall be adopted wherever feasible to reduce the O&M cost of the Water Supply Schemes.

(vi) Variable frequency drives shall be installed at feasible pumping stations for reducing power charges.

(vii) The necessity of High Tension and Low-Tension connections shall be ascertained as per the demand at all pumping stations and shall be changed accordingly to avoid excess power bills.

(viii) Surge protection valves shall be provided at appropriate locations to safeguard the pumping machinery and pipelines and thereby reduce repair and renewal costs.

4.3. *Financial sustainability and management for SVS.*— The operation and maintenance of the water supply system in a Panchayat is the responsibility of the Village Panchayat concerned. Further, the Village Panchayat alone is empowered to collect water tax and user charges from the households. Hence, the Commune Panchayat is the competent body to maintain the water supply systems in the Village Panchayats.

A. Sources of funds for Commune Panchayat and Village Panchayat: The Commune Panchayat and Village Panchayat receive funds from the following sources:

- (i) programme-specific allocations under Centrally Sponsored Schemes;
- (ii) own source revenue generation, being tax and non-tax revenue such as collection of user charges; and
- (iii) other funds.

B. *Summary of income and expenses of the Commune Panchayat:* The Commune Panchayat and Village Panchayat accounts will receive funds from various sources, such as—

- (i) user charges for water supply; and
- (ii) grants from the Government of India and the Government of Puducherry to meet the expected expenditure on maintenance of the water supply system.

The Commune Panchayat and Village Panchayat will incur expenses through a resolution passed for each item of expenditure towards O&M works. All expenses will be paid to the vendors from the Single Nodal Account maintained for the Village Panchayat.

C. *Financial responsibilities of the Commune Panchayat:*

- (i) The Commune Panchayat and Village Panchayat shall prepare the budget relating to water and sanitation for inclusion in the budget of the Commune Panchayat.
- (ii) The Commune Panchayat and Village Panchayat shall closely monitor the water and sanitation works.
- (iii) The Commune Panchayat and Village Panchayat shall mobilise and motivate the community to contribute their participation in the implementation of water supply works in cash, kind or labour.
- (iv) The Commune Panchayat shall ensure that all taxes, fees and all payments related to water and sanitation are credited to the Commune Panchayat or Village Panchayat account.
- (v) The Commune Panchayat and Village Panchayat shall make payments related to the O&M of water and sanitation facilities from the funds available.

(vi) The Commune Panchayat shall collect water fees and water service charges as per the terms and conditions prescribed by the Government from time to time in the bye-laws.

(vii) Pipeline damage repair plays a major part in operation and maintenance. Small damages may very well be met by the Panchayats from their own funds and grants.

There are 1.14 lakh households in the rural areas and all such households have been covered with FHTCs by the Local Administration Department. The Commune Panchayats must ensure that water charges from the households with FHTCs are collected promptly every month. On achieving saturation, the water tax along with other grants will provide sufficient financial viability to meet electricity charges and other expenditure under the O&M of SVS by the respective Commune Panchayats.

D. *Billing and user charges:* Billing and monthly user charges are needed to recover the cost of distribution of water and the O&M of a Water Supply Scheme. The major objective is to keep a Water Supply Scheme financially sustainable, which means that the estimated income should be more than the estimated expenditure, such as the operator's salary and O&M costs. The ultimate objective is to ensure that the revenues generated from the tariffs are able to fund asset replacement as well as to provide funds for any preventive maintenance of the Scheme. Therefore, the objective of the tariff structure for a Water Supply Scheme is to ensure 100% cost recovery.

E. *Principles for setting up tariff:* The present tariff for water is on a monthly basis. However, the system shall be equipped for a volumetric tariff so as to ensure conservation of water. The following principles shall be followed in fixing the rates for various water consumption slabs for the Water Supply Scheme:

- (i) follow volumetric tariff or fixed tariff;
- (ii) consider revenues from existing connections;
- (iii) accumulate additional revenues from new connections;
- (iv) utilise funding for O&M costs, for replacement and for expansion in future;
- (v) undertake an assessment of the cost of O&M;

(vi) undertake an assessment of the cost of preventive maintenance, being at least 3% to 5% of the estimated capital cost;

(vii) consider the affordability of water, particularly for low-income households; and

(viii) review of tariffs by the Government every three years.

The overall tariff structure is arrived at on the basis of estimating the total O&M cost and total expenses and matching the same with the projected revenues, based on various tariff options and keeping the principles of tariff setting into consideration.

F. *Present Water Tariff:* The Government of Puducherry has notified the revised water tariff for the supply of water to various categories of consumers in Puducherry, Karaikal, Mahe and Yanam regions, and for the collection of a non-refundable one-time security deposit *vide* Official Gazette of Puducherry Notification No. 27, dated 04-07-2017 read with G.O. Ms. No. 5, dated 13-02-2017 of the Chief Secretariat (Works), as detailed below and as reproduced in the Annexure:

I. WATER TARIFF

Sl. No.	Category	Tariff
(1)	(2)	(3)

(A) Domestic

1. *Metered Policy*

- | | | |
|-----|----------------------------|--|
| (a) | Up to 90 units per quarter | ₹ 3.00 per unit (subject to a minimum of ₹ 270.00 per quarter). |
| (b) | Above 90 units per quarter | ₹ 270.00 + @ ₹ 5.00 per every additional unit in excess of 90 units/quarter. |

2. *Flat rate*

(i) Non-metered Policy-Government accommodation—

- | | | |
|-----|-------------------------------|--------------------|
| (a) | For Types-I, II, III, and LIG | ₹ 50.00 per month |
| (b) | For Type-IV and MIG | ₹ 75.00 per month |
| (c) | For Type-V and HIG | ₹ 100.00 per month |

(1)	(2)	(3)
(ii) Non-metered water supply to residential building or house used for domestic purposes—		
(a)	For Buildings or houses without sump.	₹ 90.00 per month
(b)	For Buildings or houses with sump.	₹ 120.00 per month

(B) Institutions

1. Water connection policy in temples, churches, mosque and social service organization.

- | | | |
|-----|----------------------------|--|
| (a) | Up to 90 units per quarter | ₹ 3.00 per unit (Subject in a minimum of ₹ 270.00 per quarter). |
| (b) | Above 90 units per quarter | ₹ 270.00 + @ ₹ 5.00 per every additional unit in excess of 90 units per quarter. |

2. Water connection in Government Offices, Schools and Hospitals.

- | | | |
|-----|----------------------------|---|
| (a) | Up to 90 units per quarter | ₹ 8.00 per unit (subject to minimum of ₹ 720.00 per quarter) |
| (b) | Above 90 units per quarter | ₹ 720.00 + @ ₹ 10.00 per every additional unit in excess of 90 units per quarter. |

(C) Non-Domestic Commercial

1. Water connection in commercial shopping establishments where water is used only for drinking purposes.

- | | | |
|-----|----------------------------|---|
| (a) | Up to 90 units per quarter | ₹ 10.00 per unit (subject to a minimum of ₹ 900.00 per quarter). |
| (b) | Above 90 units per quarter | ₹ 900.00 + @ ₹ 12.00 per every additional unit in excess of 90 units per quarter. |

(1)	(2)	(3)
(D) Commercial		
1. Water connection in hotels, guest houses, resorts, boarding and lodging houses, commercial shopping establishments, marriage halls, cinema theatres and all other such commercial establishments.		
(a)	Up to 100 units per quarter	₹ 15.00 per unit (subject to a minimum of ₹ 1,500.00 per quarter).
(b)	Above 100 and up to 300 units per quarter.	₹ 1,500.00 + @ ₹ 20.00 per every additional unit in excess of 100 units and up to 300 units per quarter.
(c)	Above 300 units per quarter	₹ 5,500.00 + @ ₹ 25.00 per every additional unit in excess of 300 units per quarter.
2. Water connection in coffee and tea stalls, juice stalls, soda companies and all other such commercial establishments where water is used as one of the main items for the product.		
(a)	Up to 45 units per quarter	₹ 15.00 per unit (subject to a minimum of ₹ 675.00 per quarter).
(b)	Above 45 and up to 200 units per quarter.	₹ 675.00 + @ ₹ 20.00 per every additional unit in excess of 45 units and up to 200 units per quarter.
(c)	Above 200 units per quarter	₹ 3,775.00 + @ ₹ 25.00 per every additional unit in excess of 200 units per quarter.
(E)	Public Fountains and Public Taps	₹ 2,000.00 per tap per quarter

II. OTHER CHARGES

Sl. No.	Category	Tariff
(1)	(2)	(3)
1	Disconnection charges	₹ 3,000.00 per policy
2	Reconnection charges	₹ 2,000.00 per policy

(1)	(2)	(3)
3	Meter Testing charges	₹ 50.00 per metre
4	New Policy Scrutiny and Connection Charges.	₹ 1,000.00 per policy
5	Meter Rent Charges	₹ 50.00 per quarter
6	Meter Stolen Charges	₹ 300.00 per policy

**III. SECURITY DEPOSIT ONE-TIME DEPOSIT
NON-REFUNDABLE**

Sl. No.	Category	Tariff
(1)	(2)	(3)
1	Domestic	₹ 500.00 per policy
2	Commercial (Other than domestic)	₹ 10,000.00 per policy
3	Construction purpose	Supply of water for construction purpose is totally banned.

4.4. *Audit.*— All transactions made at the Commune Panchayat level shall be audited by the Assistant Examiner, Local Fund Accounts, Local Administration Department. Periodical inspection and audit shall be carried out by the Deputy Director (Rural Development), Local Administration Department, the Executive Engineer, Local Administration Department, Puducherry and Karaikal Municipality, and the Executive Engineer, Public Health Division, Public Works Department, Puducherry, Karaikal, Yanam and Mahe.

The Commune Panchayats and the implementing Departments shall maintain the prescribed records, produce the accounts for audit and ensure compliance with the audit observations.

CHAPTER – V

**INFORMATION, EDUCATION, COMMUNICATION,
CAPACITY BUILDING AND GRIEVANCE REDRESSAL
MECHANISM**

5.1. *Information, Education, Communication and Capacity Building.*— (i) Both the Local Administration Department and the Commune Panchayat shall facilitate capacity building for Engineers, contractors, consultants, non-governmental organisations and other sector stakeholders, together with people's representatives and Village Panchayat personnel such as the Village Panchayat Executive Officer, VWSC members, Self Help Groups and pump operators, by preparing training modules on the design, execution, operation and maintenance of water supply systems and conducting sessions on a yearly basis or at such intervals as may be found necessary. Upon being trained, the Self-Help Groups shall be involved in the operation and maintenance of SVS and the in-village components of MVS and in the IEC activities of the Jal Jeevan Mission.

(ii) Five persons in each category, namely, Over Head Tank operators, fitters, plumbers, electricians and motor mechanics, shall be trained in every Block. Apart from this, multi-skilled training shall be given to two persons (Nal Jal Mitras) in every Commune Panchayat and the Village Panchayats may utilise their services.

(iii) Capacity building of the Self-Help Groups in each Village Panchayat shall be done on a periodical basis to enable them to discharge their duties in utilising the Field Test Kits.

(iv) The Local Administration Department and the Commune Panchayat shall facilitate exposure visits across the country for Engineers, contractors, consultants, non-governmental organisations and other sector stakeholders, together with people's representatives and Village Panchayat personnel such as the Village Panchayat Executive Officer and VWSC members, to enable cross-country learning.

(v) Capacity building at the Panchayat level, including leadership, knowledge, skills, quality and quantity management and experience to operate and maintain the drinking water supply systems, shall be provided through empanelled training institutions.

(vi) Community consultations shall be held at Grama Sabha meetings, and the feedback received from the Grama Sabha shall be considered by the Village Panchayat in the operation, maintenance and management of rural water supply systems.

(vii) The Commune Panchayat and Village Panchayat shall do the needful to mobilise the community for achieving 100% FHTCs, habitual payment of O&M tariff, disciplined use of treated water and metered consumption of water at the consumer level.

(viii) The motto of the Government of to provide a minimum of 55 LPCD to each member of the rural population through FHTCs shall be ensured through IEC activities and by involving community participation.

(ix) IEC activities shall be carried out in the local official language and shall include the printing and fixing of posters, printing of pamphlets, hoardings and wall painting activities, school competitions and rallies, documentation of success stories and the making and publishing of short films, creating awareness on water quality testing, judicious usage of water, grey water management and use of the field user application.

5.2. *Grievance Redressal Mechanism.*—

5.2.1. **Mechanism :** (i) A grievance cell shall be formed at the District level, and it shall record all calls and e-mails in a register. A mobile application-based grievance registration and redressal system shall also be developed to facilitate timely reporting, tracking and resolution of complaints.

(ii) The complaint shall be communicated to the officials concerned to take immediate action.

(iii) After the rectification is made, a reply shall be communicated to the member of the public concerned and the complaint may be closed in the register.

5.2.2. *Contact persons for grievances :*

Level	Contact person
(1)	(2)
(i) State Level	The Director, Local Administration Department and The Chief Engineer, Public Works Department, Puducherry.
(ii) Local Bodies Level	The Commissioner of the Commune Panchayat or Municipality concerned and The Executive Engineers, Public Health Division, Public Works Department, Puducherry, Karaikal, Mahe and Yanam.

5.2.3. *Service levels and Citizen's Charter :*

(i) Every Commune Panchayat shall publish and display a Citizen's Charter, in the local official language and in English, at its office, at the office of each Village Panchayat and below each Over Head Tank, setting out the water supply schedule, the water tariff and other charges payable, the procedure for obtaining a new connection, the officer to be approached for each class of grievance, the telephone number and address for lodging a grievance and the time within which each class of grievance will be redressed.

(ii) The following time limits shall be observed for the redressal of grievances, reckoned from the receipt of the complaint:

Nature of grievance	Time limit
(1)	(2)
No supply or inadequate supply at a household connection.	24 hours
Leak or burst in a distribution line or household connection.	24 hours

(1)	(2)
Leak or burst in a pumping main, transmission main or storage structure.	48 hours
Complaint on the quality of water supplied.	Sample drawn within 24 hours; remedial action forthwith on the test result.
Contamination confirmed by test	Alternative supply the same day; restoration on compliance being confirmed.
Failure of pump set or other electro-mechanical equipment.	48 hours; alternative arrangement in the meanwhile.
Complaint on billing or assessment of water charges.	15 days
New connection, on the application being complete.	15 days

Where a grievance cannot be redressed within the time limit, the complainant shall be informed of the reason and of the date by which it will be redressed, and the matter shall be reported to the Commissioner of the Commune Panchayat. A grievance not redressed within thirty days shall be reported to the District Water and Sanitation Mission.

5.3. *Human resources for Water Supply Schemes.*— (i) The Water Supply Schemes are being maintained by the Public Works Department and the Commune Panchayat and Village Panchayat, with various sizes and capacities. Hence, unique human resource planning has been done. The conditions shall be revised then and there based on the requirements.

(ii) An established system exists in the Commune Panchayat and Village Panchayat to maintain the water supply systems in the Village Panchayats. The Over Head Tank Operator and the Village Panchayat Executive Officer at the Village Panchayat level, and the Engineering

Wing and the Assistant Engineer at the Commune Panchayat level, are functioning for maintaining the water supply systems in the Village Panchayats. A separate Water Supply Monitoring Unit at the State level is being constituted to monitor the water supply systems of the Village Panchayats.

(iii) The Departments concerned will undertake periodical training for the human resources deployed and for advancements in water supply systems.

(iv) The Village Panchayats may also engage Self Help Groups and cooperative societies for carrying out the O&M activities for the in-village infrastructure and SVS, by providing the necessary capacity building.

(v) The Commune Panchayat shall assess, once in a year, the manpower required for the operation and maintenance of each Scheme within its jurisdiction, having regard to the number of head works, storage structures and connections and the hours of supply, and shall place the assessment before the District Water and Sanitation Mission along with the annual O&M plan.

(vi) The Commune Panchayat shall provide every person deployed on operation and maintenance work, whether departmental or engaged through a Self-Help Group or society, with the tools and testing appliances required for the work and with personal protective equipment, including gloves, safety helmets, safety belts and footwear, and, for work in sumps, wells and Over Head Tanks, with the appliances required for safe entry into confined spaces. No person shall be permitted to enter a sump, well or storage structure except with such equipment and under supervision. The equipment shall be inspected once every six months and replaced when unserviceable.

(vii) Refresher training shall be imparted once in a year to every person deployed on operation and maintenance work, covering safe working practices, chlorination and disinfection, leak detection and the use of Field Test Kits.

ABBREVIATIONS AND SHORT FORMS

Abbreviation/ Short forms	Expansion
(1)	(2)
ARS	Artificial Recharge Scheme
ASHA	Accredited Social Health Activist
BIS	Bureau of Indian Standards
CBM	Community Based Management
CCC	Command and Control Centre
CGWB	Central Ground Water Board
CP	Commune Panchayat
CPWD	Central Public Works Department
CWSS	Combined Water Supply Scheme
DEWATS	Decentralised Wastewater Treatment System
DPR	Detailed Project Report
DRDA	District Rural Development Agency
DTU	District Technical Unit
DWLR	Digital Water Level Recorder
DWSM	District Water and Sanitation Mission
ED	Electricity Department
FHTC	Functional Household Tap Connection
FTK	Field Test Kit
GIS	Geographic Information System
GO.	Government Order
Govt.	Government
GRM	Grievance Redressal Mechanism

(1)	(2)
HT	High Tension
ID	Inner Diameter
IEC	Information, Education and Communication
IMIS	Integrated Management Information System
IoT	Internet of Things
IVDN	In-Village Distribution Network
JJM	Jal Jeevan Mission
JSA	Jal Shakti Abhiyan
LAD	Local Administration Department
LPCD	Litres Per Capita per Day
LT	Low Tension
MA&WS	Municipal Administration and Water Supply
MBR	Master Balancing Reservoir
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Scheme.
MLD	Million Litres per Day
MoJS	Ministry of Jal Shakti
MS	Mild Steel
MVS	Multi Village Scheme
NABL	National Accreditation Board for Testing and Calibration Laboratories.
NAQUIM	National Aquifer Mapping Programme
NGO	Non-Governmental Organisation
Nos.	Numbers
NRW	Non-Revenue Water
O&M	Operation and Maintenance

(1)	(2)
OHT	Over Head Tank
PHD	Public Health Division
PMS	Project Monitoring System
PPCC	Puducherry Pollution Control Committee
PPM	Parts Per Million
PRI	Panchayat Raj Institutions
PWD	Public Works Department
RLB	Rural Local Body
RO	Reverse Osmosis
Rs.	Rupees
SBM (G)	Swachh Bharat Mission (Grameen)
SCADA	Supervisory Control and Data Acquisition
SDG	Sustainable Development Goals
SHG	Self Help Group
SOP	Standard Operating Procedure
SoR	Schedule of Rates
SVS	Single Village Scheme
SWSM	State Water and Sanitation Mission
ToT	Training of Trainers
VFD	Variable Frequency Drive
VP	Village Panchayat
VWSC	Village Water and Sanitation Committee
WQMIS	Water Quality Monitoring and Information System
WSS	Water Supply Scheme
WTP	Water Treatment Plant
ZBR	Zero Balancing Reservoir

VI REFERENCES

The following notifications and Government Orders referred to in this Policy are appended:

- 6.1 – Notification *vide* G.O. Ms. No. 5, dated 13-02-2017, Chief Secretariat (Public Works).
- 6.2 – Notification *vide* G.O. Ms. No. 37/LAS/2017, dated 22-03-2017, Local Administration Secretariat.
- 6.3 – The Gazette of Puducherry, Notification No. 27, dated 04-07-2017.

REFERENCE 6.1

[G.O. Ms. No. 5, dated 13-02-2017, Chief Secretariat (Public Works),
Government of Puducherry]

GOVERNMENT OF PUDUCHERRY
ABSTRACT

Public Works – Puducherry – Revised rate of Water Supply and Security Deposit –
Notification – Orders – Issued.

CHIEF SECRETARIAT (PUBLIC WORKS)

G.O. Ms. No. 5

Puducherry, the

Read: (1) G.O.Ms.No.61, dated 22.01.2010 of the Under Secretary
to Government, Chief Secretariat(Public Works),
Government of Puducherry.

ORDER :

The following notification shall be published in the Official Gazette of
Government of Puducherry:-

NOTIFICATION

The Government of Puducherry hereby notifies the following revised rates for the
supply of water to various categories of consumers in Pondicherry, Karaikal, Mahe and
Yanam regions and for collection of non refundable one time security deposit as detailed in
the Annexure to this notification. This is in supersession of earlier notification
G.O.Ms.No.61 dated 22.1.2010 of Chief Secretariat (Works), Government of Puducherry,
save as respects things done or omitted to be done before such supersession.

This issues with concurrence of Finance Department vide I.D.Note
No.358/2016/F1B, dated 1.12. 2016 and approval of Competent Authority.

// By Order //



(V. THENRALI)
DEPUTY SECRETARY TO GOVT. (WORKS)

To
The Director,
Stationery and Printing,
Puducherry.

--- With a request to publish the above mentioned
notification in the Extraordinary Gazette and to
forward 25 copies to the Chief Secretariat (Public
Works), Puducherry.

File No.462/81/2016-PW(B2)

(... 2)

:: 2 ::

Copy to:

1. The Chief Engineer, Public Works Department, Puducherry.
2. The Under Secretary to Government, Finance Department, Puducherry.
3. The Secretary, Legislative Assembly Secretariat, Puducherry.
4. The Executive Engineer, Public Health Division, Puducherry.
5. The Executive Engineer(Planning), PWD, Puducherry.
6. The Budget Officer, Finance Department, Puducherry.
7. The Director of Accounts & Treasuries, Puducherry.
8. The Deputy Director of Accounts and Treasuries, Karaikal/Mahe/Yanam
9. The Principle Accountant General (Civil Audit-I), TN and Puducherry, Chennai.
10. The Deputy Accountant General (Civil Audit-I), TN and Puducherry,
Puducherry Branch, DAT Building, Puducherry.
11. The Central Records Branch, Puducherry.
12. The G.O. File / Spare copy.

File No.462/81/2016-PW(B2)

ANNEXURE

(To G.O.Ms.No. 5 dated 27.07.2017 of the Chief Secretariat (Public Works), Puducherry.)

Category of consumers	Existing water tariff (in ₹)	Revised new Water tariff (in ₹)
1 Unit = 1000 litres = 1cum		
(I) WATER TARIFF		
(A) DOMESTIC:		
1. Metered Policy		
(a) Upto 90 Units per Quarter	0.50/unit	₹3.00/unit (Subject to a minimum of ₹270/- per quarter)
(b) Above 90 Units per Quarter	0.50/unit	₹270/-plus @ ₹5.00 per every additional unit in excess of 90 units /quarter
2. Flat Rate (Non metered Policy - Govt Accommodation)		
(a) For Type-I, II,III and LIG in Lawspet, Boomianpet and Olandai.	11.00/month	₹50.00/month
(b) For Type-IV and MIG in Lawspet	15.00/month	₹75.00/month
(c) For Type-V and HIG in Lawspet	20.00/month	₹100.00/month
(B) INSTITUTIONAL		
1. Water connection policies in Temples, Churches, Mosques and Social Service Organisation		
(a) Upto 90 Units per Quarter	6.00/cum	₹3.00/unit (Subject to a minimum of ₹270/- per quarter)
(b) Above 90 Units per Quarter	9.00/cum	₹270/-plus @ ₹5.00 per every additional unit in excess of 90 units /quarter
2. Water connection policies in Govt. Offices, Schools and Hospitals		
(a) Upto 90 Units per Quarter	6.00/cum	₹8.00/unit (Subject to a minimum of ₹720/- per quarter)
(b) Above 90 Units per Quarter	9.00/cum	₹720/-plus @ ₹10.00 per every additional unit in excess of 90 units /quarter

ANNEXURE

(To G.O.Ms.No. 5 dated

of the Chief Secretariat (Public Works), Puducherry.)

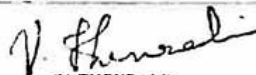
Category of consumers	Existing water tariff (in ₹)	Revised new Water tariff (in ₹)
(C) NON-DOMESTIC-COMMERCIAL		
Water connection policies in Commercial Shopping and Establishments where water is used only for drinking purposes		
(a) Up to 90 Units / Quarter	6.00/cum	₹10.00/unit (Subject to a minimum of ₹900/- per quarter)
(b) Above 90 Units /Quarter	9.00/cum	₹900/- plus @ ₹12.00 per every additional unit in excess of 90 units/quarter.
(D) COMMERCIAL		
1. Water connection policies in Hotels, Guest Houses, Resorts, Boarding & Lodgings, Commercial Shopping / Establishment, Marriage Halls, Cinema Theatre and all other such commercial establishments.		
(a) Upto 100 Units / Quarter	10.00/cum	₹15.00/unit (Subject to a minimum of ₹1500/- per quarter)
(b) Above 100 - 300 units / Quarter	10.00/cum	₹1500/- plus @ ₹20.00 per every additional unit in excess of 100 units upto 300 units/quarter
(c) Above 300 units/Quarter	20.00/cum	₹5500/-plus @ ₹25.00 per every additional unit in excess of 300 units /quarter
2. Water connection policies in Coffee & Tea Stalls/Juice stall/Soda Company and all other such commercial establishments where water is used as one of the main item for the product		
(a) Upto 45 units / Quarter	15.00/cum (Upto 300 units/quarter)	₹15.00/unit (Subject to a minimum of ₹675/- per quarter)
(b) Above 45-200 Units /Quarter		₹675/-plus @ ₹20.00 per every additional unit in excess of 45 units upto 200 units /quarter
(c) Above 200 units / Quarter	Rs.25.00/ cum	₹3775/-plus @ ₹25.00 per every additional unit in excess of 200 units /quarter

(To G.O.Ms.No. 5 dated

ANNEXURE

of the Chief Secretariat (Public Works), Puducherry.)

Category of consumers	Existing water tariff (in ₹)	Revised new Water tariff (in ₹)
(F) PUBLIC FOUNTAINS/ PUBLIC TAPS	1000.00/Tap/ Qtr.	₹2000/Tap/Qtr.
(II) OTHER CHARGES		
(1) Disconnection charges	150.00/Policy	₹3000.00/Policy
(2) Reconnection Charges	100.00/Policy	₹2000.00/Policy
(3) Meter Testing Charges	25.00/Meter	₹50.00/Meter
(4) New Policy scrutiny/Connection charges	250.00/Policy	₹1000.00/Policy
(5) Meter Rent Charges	25.00/Qtr.	₹50.00/Qtr.
(6) Meter Stolen Charges	120.00/Qtr.	₹300.00/Policy
(III) SECURITY DEPOSIT - ONE TIME DEPOSIT - NOT REFUNDABLE		
1. Domestic	250.00/Policy	₹500.00/Policy
2. Commercial (Other than Domestic)	5000.00/Policy	₹10000.00/Policy
3. Construction purpose		
Supply of water for construction purpose is totally banned.		


(V. THENRALI)
DEPUTY SECRETARY TO GOVT. (WORKS)

REFERENCE 6.2

[G.O. Ms. No. 37/LAS/2017, dated 22-03-2017, Local Administration Secretariat, Government of Puducherry]

**GOVERNMENT OF PUDUCHERRY
ABSTRACT**

Supply of water by Municipalities and Panchayats from their water supply systems to various categories of consumers – Upward revision of water charges, other charges and the amount of non-refundable one time security deposit for supply of water with effect from 01.04.2017 – Orders – Issued.

LOCAL ADMINISTRATION SECRETARIAT

G. O. Ms. No. 37/LAS/2017

Puducherry, dt: 22.03.2017

ORDER

- READ:** 1. Notification issued in G. O. Ms. No. 5, dated 13.02.2017 of the Chief Secretariat (Public Works), Puducherry.
2. I.D. Note No. 2011/LAD/PPS/2017, dated 14.03.2017 from the Director, Local Administration Department, Puducherry.



The Government has recently notified – (i) revised water tariff, (ii) other charges such as disconnection charge etc., and (iii) amount of non-refundable one time security deposit in respect of water supply by the Public Works Department from the water supply systems owned by it to various categories of consumers in Puducherry, Karaikal, Mahe and Yanam regions – *vide* Notification read above.

2. The Director, Local Administration Department in his I.D. Note read above has sent a proposal to the Government requesting that the Municipalities and Panchayats may also be directed to adopt the same water tariff, other charges and the amount of non-refundable one time security deposit as notified in the G.O. read above by the Municipalities and Panchayats for supply of water from their water supply systems to the consumers. The Director has justified the proposal with the relevant facts and figures.

3. The proposal of the Director, Local Administration Department has been carefully examined and it has been decided to adopt the same water tariff, other charges and the amount of non-refundable one time security deposit for by the Municipalities and Panchayats for supply of water from their water supply systems to the consumers.

..2../-

4. The Government, therefore, hereby direct the Municipalities Panchayats to adopt the same - (i) water tariff, (ii) other charges and (iii) amount of non-refundable one time security deposit as notified in G.O. read above (copy enclosed) by the Municipalities and Panchayats for supply of water to various categories of consumers with effect from 01.04.2017.

5. The Designated Officers of the Municipalities and Panchayats shall pass a resolution in the form of proceedings for adoption of the revised rates as notified in the G.O. read above by the respective local body concerned. A model proceedings of the Designated Officer in this regard is appended herewith.

6. The revised rates shall be notified (both in English and regional language) in the gazette besides displaying a notice in this regard on the notice board of the office of the local body concerned for the information of the public. A press release shall also be given for wide publicity.

// BY ORDER OF THE GOVERNMENT //



(K. SARANGAPANI)

UNDER SECRETARY TO GOVERNMENT (LA)

To:

The Director, Local Administration Department, Puducherry.

Copy to:

1. The Deputy Director (Municipal Administration), Local Administration Department, Puducherry.
2. The Deputy Director (Rural Development), Local Administration Department, Puducherry.
3. The Deputy Director (Local Administration), Karaikal.
4. The Commissioners of all the Municipalities (Through the Designated Officer concerned).
5. The Commissioners of all the Commune Panchayats (Through the Designated Officer concerned). - *As per copy from*
6. The Executive Officers of all the Village Panchayats (Through the Designated Officer concerned).
7. The Central Records Branch, Chief Secretariat, Puducherry.
8. G.O. file / Spare.

REFERENCES 6.3

(The Gazette of Puducherry, Notification No. 27, dated 04-07-2017)

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La Gazette de L'État de Poudouchéry The Gazette of Puducherry

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No.	Puducherry	Tuesday	4th	July 2017

பொருளடக்கம்

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No. 20-44/2017-Rev./ACP.

அறிவிக்கை

புதுச்சேரி அரசு, தலைமைச் செயலகம் (பணி) தனது 13-2-2017 தேதியிட்ட அரசாணை பலவகை எண் 5-இல் 1-4-2017 முதல் புதுச்சேரி, காரைக்கால், மாவூ மற்றும் ஏனாம் ஆகிய பிராந்திய பகுதிகளில் உள்ள பலதரப்பட்ட நுகர்வோர்களுக்கான பின்வரும் திருத்தப்பட்ட குடிநீர் விநியோகப்பதற்கான கட்டணங்களை புதுச்சேரி அரசு அறிவித்துள்ளது. மேலும், தீரும்பெறுமுடியாத ஒருமுறை மட்டும் வசூல் செய்யும் காப்புத் தொகை சம்மந்தமாக விவரம் அட்டவணையில் குறிப்பிடப்பட்டுள்ளது. மேற்கூறிய இதே கட்டணங்களை நகராட்சி, கிராம மற்றும் கொம்புன் பஞ்சாயத்துக்களுக்கு நீட்டிப்பு செய்து புதுச்சேரி உள்ளாட்சித்துறை செயலகம் தனது 23-3-2017 தேதியிட்ட அரசாணை பலவகை எண் 37/LAS/2017-இல் வெளியிடப்பட்டுள்ளது. மேற்கூறிய அறிவிப்பானது அரியாங்குப்பம் கொம்புன் பஞ்சாயத்துக்கு பொருந்தக்கூடியது.

அரியாங்குப்பம் 2017 வருடம் மார்ச் 5.

பெ. கலியமூர்த்தி,
ஆணையர்.

இணைப்பு

உபயோகிப்பாளர் வகைகள்	திருத்தப்பட்ட புதிய தண்ணீர் வரி
(1)	(2)

[1 அலகு = 1,000 விட்டர் = 1 cum]

I. தண்ணீர் வரி:

(A) வீட்டு உபயோகம்

1. மீட்டர் திட்டம்:

(a) 90 அலகு வரை/காலாண்டுக்கு	₹3.00/அலகு (குறைந்தபட்சமாக ₹ 270.00/காலாண்டுக்கு).
(b) 90 அலகிற்கு மேல்/காலாண்டுக்கு	₹ 270.00 மற்றும் 90 அலகைவிட கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 5.00 அதிகம்/காலாண்டுக்கு.

2. சமஅளவு வரி:

(i) மீட்டர் இல்லாத திட்டம்-அரசு குடியிருப்பு:

(a) வகை - I, II, III மற்றும் LIG	₹ 50.00/மாதம்
(b) வகை - IV மற்றும் MIG	₹ 75.00/மாதம்
(c) வகை - V மற்றும் HIG	₹ 100.00/மாதம்

(ii) மீட்டர் இல்லாத தண்ணீர் விநியோகம் குடியிருப்பு கட்டிடங்கள்/வீட்டு உபயோகம்:

(a) சேமிக்கும் வசதியில்லாத கட்டிடங்கள்/வீடுகள்	₹ 90.00/மாதம்
(b) சேமிக்கும் வசதியுடைய கட்டிடங்கள்/வீடுகள்	₹ 120.00/மாதம்

(B) தொழிற்சாலைகள்

1. தண்ணீர் இணைப்பு திட்டம் கோயில்கள்/சர்ச்சுகள்/
மசூதிகள் மற்றும் சமுதாய தொண்டு நிறுவனங்கள்:

- (a) 90 அலகு வரை/காலாண்டுக்கு ₹ 3.00/அலகு (குறைந்தபட்சமாக ₹ 270.00 ஒரு காலாண்டுக்கு).
- (b) 90 அலகிற்கு மேல்/காலாண்டுக்கு ₹ 270.00 மற்றும் 90 அலகைவிட கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 5.00 அதிகம்/காலாண்டுக்கு.

2. தண்ணீர் இணைப்பு திட்டம் - அரசு அலுவலகங்கள்,
பள்ளிகள் மற்றும் மருத்துவமனைகள்:

- (a) 90 அலகு வரை/காலாண்டுக்கு ₹ 8.00/அலகு (குறைந்தபட்சமாக ₹ 720.00/ஒரு காலாண்டுக்கு).
- (b) 90 அலகிற்கு மேல்/காலாண்டுக்கு ₹ 720.00 மற்றும் 90 அலகைவிட கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 10.00 அதிகம்/காலாண்டுக்கு.

(C) வீட்டு உபயோகம் அல்லாத - வணிகம்

1. தண்ணீர் இணைப்பு திட்டம் - வணிகம், அங்காடி
மற்றும் நிறுவனங்கள் பயன்படுத்தும் குடி நீர் பயன்பாடு
மட்டும், நிறுவனங்கள் மற்றும் வர்த்தகங்கள்):

- (a) 90 அலகு வரை/காலாண்டுக்கு ₹ 10.00 ஒரு அலகு (குறைந்த பட்சமாக ₹ 900.00 ஒரு காலாண்டுக்கு).
- (b) 90 அலகுக்கு மேல்/காலாண்டுக்கு ₹ 900.00 மற்றும் 90 அலகைவிட கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 12.00 அதிகம்/காலாண்டுக்கு.

(D) வணிகம்

1. தண்ணீர் இணைப்பு திட்டம் - ஹோட்டல், தங்கும் விடுதி,
பண்ணை வீடுகள், உணவு அருந்தியமிடம், தங்குமிடம்,
வணிக வளாகம்/நிறுவனங்கள், திருமண மண்டபம், சினிமா
திரையரங்குகள் மற்றும் கிரே வியாபார நிறுவனங்கள்:

- (a) 100 அலகு வரை/காலாண்டுக்கு ₹ 15.00 அலகு (குறைந்தபட்சமாக ₹ 1,500.00 ஒரு காலாண்டுக்கு).
- (b) 100 - 300 அலகுக்கு வரை/காலாண்டுக்கு ₹ 1,500.00 மற்றும் 100 அலகு முதல் 300 அலகு வரை கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 20.00 அதிகம்/காலாண்டுக்கு.
- (c) 300 அலகிற்கு மேல்/காலாண்டுக்கு ₹ 5,500.00 மற்றும் 300 அலகைவிட கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 25.00 அதிகம்/காலாண்டுக்கு.

2. தண்ணீர் இணைப்பு திட்டம் - காயி மற்றும் டீ கடை/
கீஸ் கடை/சோடா கம்பெனி மற்றும் இதர வியாபார
நிறுவனங்கள் தண்ணீரை முக்கிய பொருளாக கொண்டு
தயாரிக்கும் அனைத்து பொருள் உருவாகும் இடம்.

(a) 45 அலகு வரை/காலாண்டுக்கு	₹ 15.00/அலகு (குறைந்தபட்சமாக ₹ 675.00/ஒரு காலாண்டுக்கு).
(b) 45 - 200 அலகு வரை/காலாண்டுக்கு	₹ 675.00 மற்றும் 45 அலகு முதல் 200 அலகு வரை கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 20.00 அதிகம்/காலாண்டுக்கு.
(c) 200 அலகுக்கு மேல்/காலாண்டுக்கு	₹ 3,775.00 மற்றும் 200 அலகைவிட கூடுதலாக பயன்படுத்தும் ஒவ்வொரு அலகுக்கும் ₹ 25.00 அதிகம்/காலாண்டுக்கு.

(E) பொது நீர் வீழ்ச்சி/பொது குழாய் ₹ 2,000.00 குழாய்/காலாண்டுக்கு

II. இதர கட்டணம்:

(1) இணைப்பு துண்டிப்பு கட்டணம்	₹ 3,000.00/திட்டம்
(2) மறுமுறை இணைப்பு கட்டணம்	₹ 2,000.00/திட்டம்
(3) மீட்டர் சோதனை கட்டணம்	₹ 50.00/மீட்டர்
(4) புதிய இணைப்பு ஆய்வு கட்டணம்	₹ 1,000.00/திட்டம்
(5) மீட்டர் வாடகை கட்டணம்	₹ 50.00/காலாண்டுக்கு
(6) மீட்டர் களவு கட்டணம்	₹ 300.00/திட்டம்

III. திரும்ப பெற முடியாத ஒருமுறை செலுத்தும் காப்புத் தொகை:

(1) வீட்டு உபயோகம்	₹ 500.00/திட்டம்
(2) வணிகம் (வீட்டு உபயோகம் தவிர்த்து மற்ற அனைத்தும்)	₹ 10,000.00/திட்டம்
(3) கட்டுமான தொகை	: தண்ணீர் இணைப்பு கட்டுமான தேவைக்கு முற்றிலும் தடை செய்யப்பட்டுள்ளது.

பெ. கலியமூர்த்தி,
ஆணையர்.

ARIYANKUPPAM COMMUNE PANCHAYAT

F. No. 20-44/2017-Rev./ACP.

Ariyankuppam, dated 15th June 2017.

NOTIFICATION

The Government of Puducherry has notified the revised new water tariff for the supply of water to various categories of consumers in Puducherry, Karaikal, Mahe and Yanam regions and for collection of non-refundable one-time security deposit as detailed in the Annexure (Both in English and Tamil) vide notification issued in the G.O. Ms. No. 5, dated 13-2-2017 of the Chief Secretariat (Works), Government of Puducherry with effect from 1-4-2017 to adopt the same in the Municipalities and Commune Panchayats, the Local Administration Secretariat, Puducherry has also issued order vide G.O. Ms. No. 37/LAS/2017, dated 23-3-2017. The same notification is applicable to Ariyankuppam Commune Panchayat.

P. KALIYAMURTHY,
Commissioner.

ANNEXURE

Category of consumers (1)	Revised new water tariff (2)
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[1 unit = 1,000 litres = 1 cum]

I. WATER TARIFF :

(A) Domestic

1. Metered Policy :

- | | |
|--------------------------------|--|
| (a) Up to 90 units per quarter | ₹ 3.00/unit (subject to a minimum of ₹ 270.00/ per quarter). |
| (b) Above 90 units per quarter | ₹ 270.00/+ @ ₹ 5.00 per every additional unit in excess of 90 units/quarter. |

2. Flat rate :

(i) Non-metered policy-Government accommodation—

- | | |
|----------------------------------|----------------|
| (a) For Types-I, II, III and LIG | ₹ 50.00/month |
| (b) For Type-IV and MIG | ₹ 75.00/month |
| (c) For Type-V and HIG | ₹ 100.00/month |

(ii) Non-metered water supply to residential buildings/houses used for domestic purpose

- | | |
|---------------------------------------|----------------|
| (a) For buildings/houses without sump | ₹ 90.00/month |
| (b) For buildings/houses with sump | ₹ 120.00/month |

(B) Institutions

1. Water connection policies in Temples/ Churches/Mosques and Social Service Organization—

- | | |
|----------------------------|--|
| (a) Up to 90 units/quarter | ₹ 3.00/unit (Subject in a minimum of ₹ 270.00/ per quarter). |
| (b) Above 90 units/quarter | ₹ 270.00/+ @ ₹ 5.00 per every additional unit in excess of 90 units/quarter. |

2. Water connection policies in Government Offices, Schools and Hospitals—

- | | |
|----------------------------|---|
| (a) Up to 90 units/quarter | ₹ 8.00/unit (subject to a minimum of ₹ 720.00/ per quarter). |
| (b) Above 90 units/quarter | ₹ 720.00/+ @ ₹ 10.00 per every additional unit in excess of 90 units/quarter. |

(C) Non-Domestic-Commercial

Water connection policies in Commercial shopping and establishments where water is used only for drinking purpose—

- | | |
|----------------------------|---|
| (a) Up to 90 units/quarter | ₹ 10.00/unit (subject to a minimum of ₹ 900.00/ per quarter). |
| (b) Above 90 units/quarter | ₹ 900.00/+ @ ₹ 12.00 per every additional unit in excess of 90 units/quarter. |

(D) Commercial

1. Water connection policies in Hotels, Guest-houses, Resorts, Boarding and Lodging, Commercial shoppings/ establishments, Marriage halls, Cinema theatres and all other such commercial establishments—

(a) Up to 100 units/quarter	₹ 15.00/unit (subject to a minimum of ₹1,500.00/ per quarter).
(b) Above 100-300 units/quarter	₹ 1,500/plus @ ₹ 20.00 per every additional unit in excess of 100 units up to 300 units/quarter.
(c) Above 300 units/quarter	₹ 5,500/+ @ ₹ 25.00 per every additional unit in excess of 300 units/quarter.

2. Water connection policies in Coffee and Tea stalls/Juice stalls/Soda company and all other such commercial establishments, where water is used as one of the main item for the product—

(a) Up to 45 units/quarter	₹ 15.00/unit (subject to a minimum of ₹ 675.00/per quarter).
(b) Above 45-200 units/quarter	₹ 675.00/+ @ ₹ 20.00 per every additional unit in excess of 45 units up to 200 units/quarter.
(c) Above 200 units/quarter	₹ 3,775.00/+ @ ₹ 25.00 per every additional unit in excess of 200 units/quarter.

(E) Public fountains/Public taps

₹ 2,000.00/tap/quarter

II. OTHER CHARGES:

(1) Disconnection charges	₹ 3,000.00/Policy
(2) Reconnection charges	₹ 2,000.00/Policy
(3) Meter testing charges	₹ 50.00/Meter
(4) New Policy Scrutiny/Connection Charges	₹ 1,000.00/Policy
(5) Meter rent charges	₹ 50.00/quarter
(6) Meter stolen charges	₹ 300.00/Policy

III. SECURITY DEPOSIT-ONE-TIME DEPOSIT NONE-REFUNDABLE:

(1) Domestic	₹ 500.00/Policy
(2) Commercial (Other than domestic)	₹ 10,000.00/Policy
(3) Construction purpose: Supply of water for construction purpose is totally banned .	

P. KALIYAMURTHY,
Commissioner.