



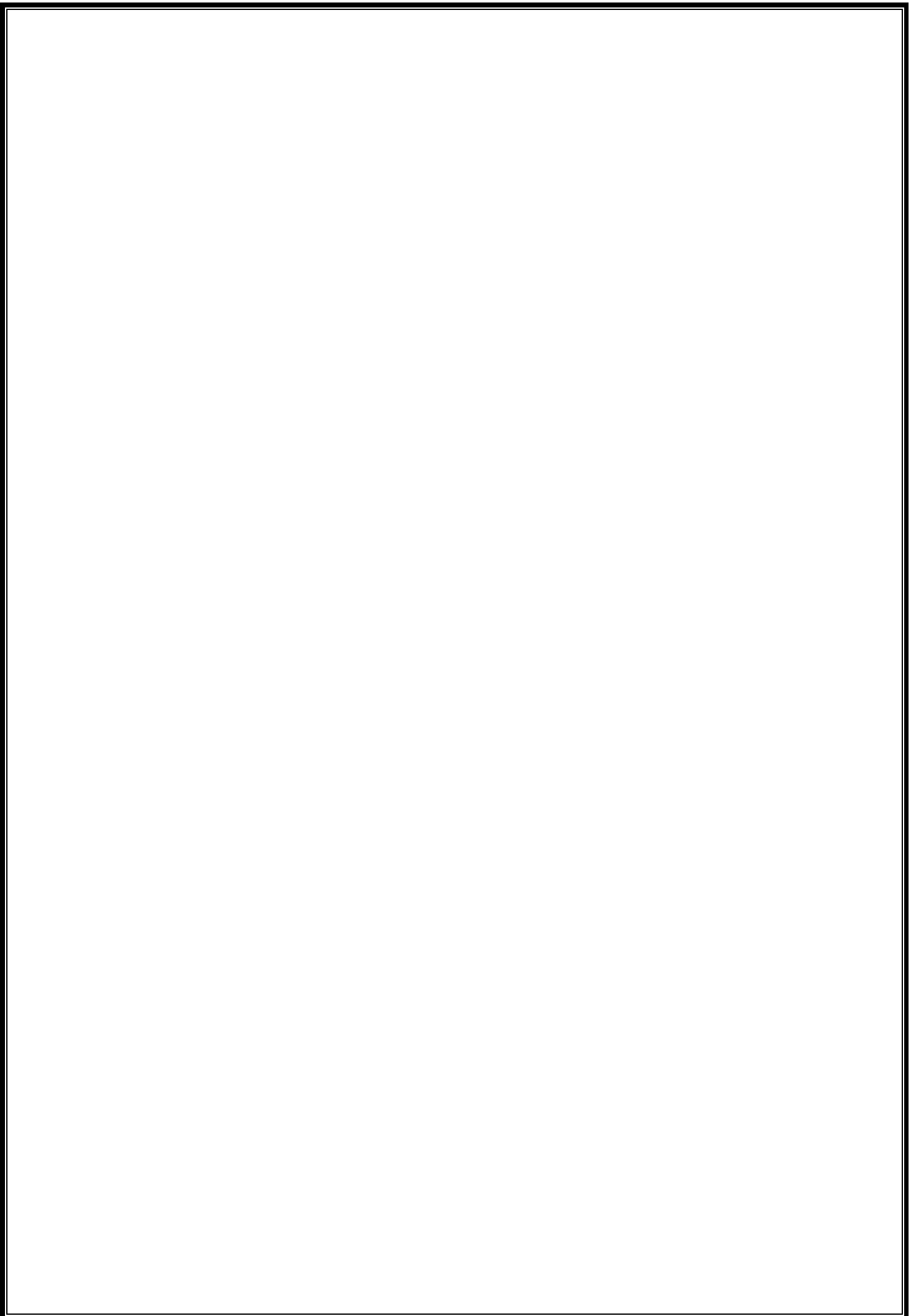
MISSION BHAGIRATHA



CITIZEN CHARTER FOR BULK CONSUMERS

TELANGANA DRINKING WATER SUPPLY CORPORATION LIMITED
SRTGN BHAVAN, ERRAMANZIL COLONY, HYDERABAD-500082.

Email : eic_rwss@telangana.gov.in, mbbulkhyd1@gmail.com



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Citizens Charter (for Bulk Commercial Consumers)

1. Information about the department:

The "Mission Bhagiratha" is supplying water from the two major river basins i.e., Krishna and Godavari to cater needs of each and every household of all rural habitations (outside the ORR) in Telangana State as well as to meet the Industrial requirements to an extent of 10% of design quantity. The Project is divided into (26) segments based on the topography, proximity and ease of connectivity and supply.

1.1 The "MISSION BHAGIRATHA" Project and objectives:

The Government of Telangana thus launched a massive drinking water supply project "Mission Bhagiratha", with a vision to provide safe, adequate, sustainable and treated drinking water connection to each and every household in all habitations as well as industrial requirements. The project is envisaged to bring down the health hazards and to improve health conditions and their living standards by providing treated water as follows:

- 100 LPCD for rural areas.
- 135 LPCD for Municipalities.
- 150 LPCD for Municipal Corporations.
- 10% is allocated to meet Industrial requirements.

1.2 Management:

Keeping in view the size of the project, the Government of Telangana Incorporated a Special Purpose Vehicle named as Telangana Drinking Water Supply Corporation Limited (TDWSCL) as per the provisions of the section 149(1) (a) under Companies Act 2013 on 26/02/2015 (CIN: U41000TG2015SGC097790). The registered office of the Company is located at Room No: 302, 3rd Floor, SRTGN Bhavan, Erramanzil Colony, Hyderabad - 500060.

Telangana Drinking water supply Corporation Limited (TDWSCL) is reconstituted vide G.O.Ms.No.42 Dt.26.11.2022 of PR&RD (MB-IV) Dept., with the following Board of Directors of the Company for overseeing the implementation and maintenance of the Project.

- | | |
|--|----------------------|
| 1. Hon'ble Minister for Panchayat Raj | - Chairman |
| 2. Secretary to Government MB Department | - Vice Chairman & MD |
| 3. Special Chief Secretary to Govt., Finance | - Director |
| 4. Engineer-in-Chief MB Department | - Director |
| 5. Chief Engineer, MB Department | - Director |
| 6. Chief Engineer, MB Department | - Director |
| 7. Chief Engineer, MB Department | - Director |
| 8. Chief Engineer, MB Department | - Director |
| 9. Regional Director, HUDCO | - Director |

Industrial Allocation:

No of WTPs	Total WTP Capacity (MLD)	Industrial Allocation (MLD)
123	4775	477.50

1.3 Services and Service Standards:

1. Service Delivery Offices

The Department has the following types of offices rendering different services shown against each type of office.

Sl. No.	Office	Services offered
1	Head Office (MD & Director, TDWSCL)	Accord administrative sanction to all commercial connections received from the Chief Engineers. Review billing and filing the GST. Receiving the consumer grievance.
2	Head Office (Concerned Chief Engineer)	Approve the feasibility of connections being received from the MB Circles concerned through TGiPASS web portal and MB Website. Monitoring the execution of commercial connections. Receiving & Redressal of consumer grievances within the jurisdiction. Operation & Maintenance of water supply system in the area covered by Chief Engineer.
3	Circle Office (Concerned Superintending Engineer)	Escalate to Chief Engineer all the applications received from Division office and after receiving the approval to feasibility report, then issue the demand notice to the consumer. Monitoring the execution of commercial connections. Operation & Maintenance of water supply system in the area covered by Circle. Receiving & Redressal of consumer grievances within the jurisdiction of the Circle.
4	Division Office (Concerned Executive Engineer)	Validate all the applications received through TGiPASS web portal and MB Website. Monitoring the execution of commercial connections and raising the invoices. Operation & Maintenance of water supply system in the area covered by division. Receiving & Redressal of consumer grievances within the jurisdiction of the division.

2. Planned outages:

The Department will notify using below format about planned outages to the bulk consumers. It's essential to provide clear and comprehensive information to minimize inconvenience and ensure adequate preparation for next one month in advance in MB website. Accordingly planned shutdowns & activities will be notified and the following procedure is mandated.

2.1. MB Department Key Services and Service Standards

Sl. No.	Category	Sub Category	Typical duration outage	Notificati on mode	Notifica tion period	Alterna te arrangement	Officer responsible
1	2	3	4	5	6	7	8
1	Planned	Major Shutdowns such as major pipeline segment, installing new pumps, or upgrading treatment	More than 12 Hours	Utility's website or Print media or electronic media and social media channels, SMS Text	Actual dates will be notified (7) days in advance	NA	Concerned EE/SE
2	Planned	Minor maintenance such as cleaning filters, inspecting pipelines, or repairing valves	Less than 12 Hours	Phone calls or Text messages or through the utility's website	Actual dates will be notified (2) days in advance	NA	Concerned EE/SE

2.2. Planned Outages format

A) Details of Planned Outages (to be uploaded by the concerned Executive Engineer):

1	Reasons for outage (General Maintenance, Leakage arrest)	::	
2	Name of the Infrastructure (Source, WTP, OHBR, OHSR, SUMP, Pumps, Transmission Lines)	::	
3	Duration to be taken for maintenance/Repairs (No.of days)	::	

	a) From Date	::	
	b) To Date	::	
4	a) Areas Affected	::	
	b) Name of bulk consumers affected, if any		
5	Alternate arrangements for outages	::	
6	Information given through any other agencies (Press note/Website/Telephonic Message/Email)	::	

2.3 Facilities Available to Bulk Consumer for obtaining information

- a. Help desk at Grid Division level offices to answer the queries of the industrial consumers.
- b. Website: The Departmental website is to provide comprehensive information to industrial consumers on every aspect of water related services and transactions.
- c. Provision under RTI Act for information of APIOs, PIOs and Appellate Authorities is available in the department as per the norms.

3. Grievance/Complaint Monitoring Mechanism

- i. The grievance/complaint received will be redressed as per the time frame mentioned in the Departmental Key Services and Service Standards document.
- ii. If a registered grievance/complaint is not solved within the specified period, the consumer may contact/address the next level officer.

3.1 Grievance Redressal Mechanism:

Grievance:– To establish online Grievance Mechanism, define working procedures and escalation matrix (including service timelines, reverting to business etc.) for Grievance handling.

3.2 Grievances MB Department Key Services and Service Standards

Sl. No	Nature of complaints	Documents Required	Maximum time frame	Office rendering the service	Office to be contacted for delay or default in service
1	No water supply	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned SE / CE MB Circle
2	Low water pressure	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned SE / CE MB Circle
3	Polluted water supply	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned SE / CE MB Circle
4	Water leakage	Proof of Complaint	2 days	Concerned EE Grid Divn.	Concerned SE / CE MB Circle
5	Change of category of water consumption	Proof of Complaint	14 days	Concerned EE Grid Divn.	Concerned SE / CE MB Circle

3.3 Grievance / Redressal Format

A) Details of Grievance : (To be uploaded by the Consumer)

1	Nature of Grievance: (Quality/Quantity/Billing)	::	Quality/Quantity/Billing
2	Details of Grievance (explain in words)	::	
3	Document proof in support of Grievance (optional)	::	UPLOAD
4	Name of Complainant & Phone number	::	
5	Email.ID	::	

B) Redress Details (To be uploaded by the Concerned Executive Engineer)

6	Details of response to the Grievance	::	
7	Time taken for completing the Redressal	::	
8	Status of Grievance	::	

4. External/Internal water installation works and Third Party Inspection and Third Party Qualification:

The execution of external works outside the premises of the bulk consumers are being executed by the department or the bulk consumers themselves. The internal works are being executed by the consumers themselves as of now. The works must be typically carried out by a licensed professional/company. As such, an empanelled list of executing agencies for execution of both external and internal works is uploaded in the website for the convenience of the bulk consumers, for their choice. However, the works executed by the department shall be through calling for tenders and duly following departmental norms.

The quality inspection is carried out by the Vigilance and Quality control (V&QC) wing as per G.O.Rt.No.1562, Dt.05.10.2013 of PR&RD (RWS.II.A) Dept for the external works executed by the department. It is mandatory to have a third party quality control check for the works carried out for both the external and internal water installation works. As such the list of empanelled/chartered Engineers obtained from the Institution of Engineers India (IEI), Engineering Staff College of India (ESCI), NAC & WAPCOS is uploaded in the website for picking up by the consumer at their choice.

The minimum experience and qualification (No.of years) required for third party inspection team is as follows.

Sl. No	Qualification	Experience in No.of years
1	Degree in Civil / Mechanical Engineering from the Recognized University/College	3 Years
2.	Diploma in Civil/Mechanical Engineering from the Recognized University/College	5 Years

The Third Party Inspection authorities / Chartered Engineers have to upload the inspection certificate in the following format:

4.1. Third Party Inspection Certificate format for internal works executed by the firms:

A) Details of third party inspecting team:			
	Name of the Organization (ESCI, IEI, NAC, WAPCOS)	::	
	Name of the inspecting person	::	
	Qualification of the Inspecting Person	::	
	Experience (in years)	::	
	Date of Inspection	::	
B) Details of inspections of Internal water installation works:			
1	Name of the Establishment/Unit/Firm Inspected	::	
2	Address / Location of unit	::	
3	Water Demand approved (in KLD)	::	
4	a) Capacity of Sump constructed (KL)	::	
	b) Is it sufficient to the demand approved (Whether the capacity of the reservoir is sufficient as per the norms of the department)	::	
	c) Hygiene conditions surrounding the Sump (Good / Bad)	::	
5	Details of Pipeline executed by the agency internally	::	
	a) Dia in mm	::	
	b) Length of Pipe (Rmt)	::	
	c) Type of Pipe (PVC/HDPE/MDPE/GI etc.,)	::	
	d) Type and size of valves provided		
	e) Any leakages in pipeline/valves (Yes / No)		
6	Type/make of bulk meter		
7	Whether the pipeline work and its accessories are as per the standards (Yes / No)	::	
8	Suggestions if any	::	

Annexure-I

Procedure For Obtaining Bulk Water Supply Connection

- The applicant visits the online website (Example: www.https://mbbulk.telangana.gov.in (or) www.https://ipass.telangana.gov.in) for applying new Bulk Water Connection.
- In the application form, applicant needs to select concerned district, Constituency, Mandal, Panchayat and Habitation.
- The applicant need to fill all the required fields along with the location details and to upload the following mandatory documents regarding Bulk Water connection:
 - Ownership Document*
 - Aadhar* of authorized individual / company
 - GST * (if applicable)
 - Self Declaration Form*
- After submission of application form, the Applicant will get an email with unique application request number, the applicant at any instance can track the status of the request using the unique application request number shared via email.
- Online application form submitted will be scrutinized in various steps viz..., Verification, Field feasibility inspection, etc. for EE, SE and CE approval.
- After verification of the request, the applicant will receive an email with the link for payment of initial fees which includes Connection charges, Security Deposit, Road cutting, Laying Pipe line Charges, Drilling and Tapping charges etc.,
- Applicant shall pay the fee through online using unique Application Request Number.
- The work execution process will be initiated once the MB Department/TDWSCS procedures are completed. సంబంధిత అనుబంధం, అనుబంధం పేరు
- Once the work execution is completed, the applicant will be issued with Consumer Identification Number (CIN), which can be used for further correspondence and transactions regarding water consumption and tariff.

Annexure-II

SELF DECLARATION
TO BE SUBMITTED ALONG WITH APPLICATION FORM FOR NEW BULK
WATER SUPPLY CONNECTION

(To be executed on a non-judicial stamp paper of Rs. 100/-)

I _____ S/o. _____ Aged _____ years, Residing at _____, who is the _____ (Designation) of _____ M/s. _____ (Name of the Firm/Company etc with official address), hereby give the following undertaking :

1. I/ We/ Our firm / Company is proposing to set up a project/ already existing at _____ DISTRICT (Location with full site address of the Firm/Company etc), to manufacture / to provide services as mentioned below.

(i)

(ii)

(iii)

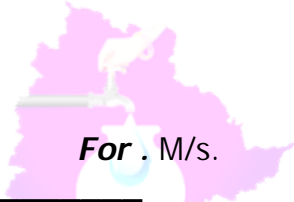
2. I / We certify that the particulars furnished in the Common Application Form are true, correct and complete to the best of my / our knowledge and undertake to adhere to the declarations made here under.

3. I / We hereby specifically confirm that I / we are fully aware of the Acts / Rules / Regulations of each department from which approvals/clearances are requested and undertake to strictly comply with all the provisions of Acts / Rules / Regulations as applicable to our industry.

4. I / We also hereby categorically certify that in the event of our Firm / Company failing to comply with the requirements / conditions of the Acts / Rules / Regulations or any conditions that may be required to be fulfilled by any authority in connection with my / our present application, the same shall result in withdrawal / cancellation of the clearances and further will make us liable for legal action as specified under the respective Acts / Rules / Regulations and my / our Firm / Company shall be made directly liable for penal action as per agreement conditions and any other Law in force also if the particulars furnished are found to be false / incorrect or incomplete and on our failure to adhere to the declarations made.

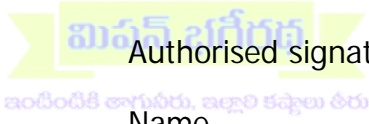
5. I / We also certify that I / we take complete responsibility and liability against any losses to personal or public property caused due to wrong certification by myself / our firm / company and further confirm that the same shall be liable to be borne by myself / our firm / company unconditionally.
6. I / We hereby certify that our proposed site / industry do not fall in any of the banned / restricted area / category as notified by both the Central & State Governments.
7. I / We hereby certify that my / our proposed site complies with the citing guidelines of the TSPCB.
8. I / We shall pay the water tariff regularly as fixed by the Mission Bhagiratha Department/TDWSCL, Govt of Telangana.
9. I / We also agree that this water connection is only to meet my / our daily water requirement. This water connection will not be used by me / our firm / company to claim any right on the property nor would claim be made against unauthorized usage.
- 10.I/ We also undertake the responsibility of all provisions of the agreement prepared by the Mission Bhagiratha Department in Toto.

MISSION BHAGIRATHA



Place : _____ **For . M/s.**

Date : _____ **Authorised signatory**



.....
Name

.....
Designation

Annexure-III

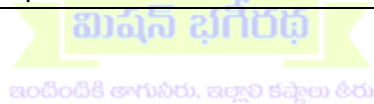
Guidelines to all the prospective customers for obtaining new Bulk Water Supply Connections/ enhancement of existing connections

1. The Mission Bhagiratha Department introduced new online web based application enabling the consumers to apply for new Bulk water supply connections to Domestic / Industrial / Commercial / Residential establishments/ Private/ Govt Institutions.
2. *The individuals/ company shall submit an application online by visiting web site www.https://mbbulk.telangana.gov.in or concerned District Superintending Engineer, MB Department. They can seek any guidance from the Superintending Engineer, MB Department.*
3. Enhancement of quantity of existing connection will be sanctioned based on technical feasibility.
4. **Non Refundable Fees:**
 - 1) Connection charges based on water requirement and feasibility.
5. **Terms & Conditions for sanction:**
 - 1) Connections shall be sanctioned by Mission Bhagiratha Department / TDWSCL Ltd., subject to technical feasibility and availability of water.
 - 2) Sanction of Bulk Water Supply connection shall not confer any right or evidence to the applicant with regard to ownership of the premises.
 - 3) The applicant is required to acquaint themselves with the relevant rules & Regulations in force from time to time which are to be followed.
 - 4) The applicant has to pay the connection charges (non-refundable), deposits and enhancement charges etc., as directed by the Mission Bhagiratha Department/ TDWSCL, within the prescribed period.
 - 5) To construct a sump having storage capacity to store water for (2) days requirement and water meter chamber before connection is released.
 - 6) The Mission Bhagiratha Department is not responsible for any reduced supply or no supply due to unavoidable circumstances.
 - 7) The applicant should also abide the additional terms and conditions as mentioned in Annexure-VI.

Annexure-IV

Connection Charges and Tariff for Industrial/Commercial.

BULK SUPPLIES with Minimum 25 KLD or size of connection more than 1" dia	Size of connection	Connection charges	Advance Deposit	Tariff Charge		
Industrial / commercial connections requiring water supply of 25KL per day or more	>1 Inch	15.00/- Per Liter (Min:Rs. 3,75,000/-)	60 Days of consumption charges	a) Industries (located in TGIIC parks & received through TGIIC)	Rs.75/ KL	
				b) Industries (Rest of Industries not referred through TGIIC)	Rs.150/ KL	
				Commercial	Rs. 90/KL	
				Cantonment Board , Residential colonies/ Gated communities	Rs.25/ KL Upto Agreed Quantity	Rs.54/ KL Beyond Agreed Quantity
*A Minimum of 60% of Their Demand is Levied Even if the Consumer Consumes less than 60% of approved quantity in respect of industrial/commercial bulk connections.						



BULK SUPPLIES with below 25 KLD or size of connection is less than or equal to 1 " dia	Size of connection	Connecti on charges (in Rs.)	Advance Deposit	Tariff Charge		
				Slab- KL/ Month	Commer cial - Rate/ KL	Industri al- Rate/KL
Industrial / commercial connections requiring water supply of below 25KLD per day or less than 1" dia	1/2" dia	50,000	Rs. 1200/- for Commercial Rs. 1500/- for Industrial (Month Min 15 KL) or 60 days consumption charges (whichever is higher)	0-15	Rs 40.00	Rs.50.00
	3/4" dia	1,50,000	Rs. 3860/- for Commercial Rs. 4540/- for Industrial (Month Min 34 KL) or 60 days consumption charges (whichever is higher)	16-100	Rs 70.00	Rs.80.00
	1" dia	2,70,000	Rs.6660/- for Commercial Rs.7740/- for Industrial (Month Min 54KL) or 60 days consumption charges (whichever is higher)	101-200	Rs 100.00	Rs.120.00
				Above 200 (entire Qty)	Rs 150.00	Rs.150.00

Annexure-V
Details of Officers working in Mission Bhagiratha Dept.

Sl. No	Designation	Districts Covered	Contact Details
1	2	3	4
1	Chief Engineer-I	Medak, Sangareddy, Medchal, Siddipet.	O/o Engineer-in-Chief, SRTGN Bhavan, Irrumanzil Colony, Hyderabad - 500 082. ce-mdk-rwss@telangana.gov.in, tdwspmedak@gmail.com. Ph.No:8978442344
	Superintending Engineer	Medak, Sangareddy	O/o Superintending Engineer, MB Circle sangareddy, opposite ZPP, old collectorate sangareddy Town & Dist - 502001. se_rws_mdk@telangana.gov.in, sembcirclesgrd@gmail.com. Ph.No:9100122268
	Superintending Engineer	Siddipet, Medchal, Karimnagar (Part) & Medak (part)	O/o SE, MB, Circle, Siddipet, backside of Govt Hospital, Filterbed, Komaticheruvu, Siddipet-502103. sembcirclesdpt@gmail.com & se-sdpt-rws@telangana.gov.in. Ph.No:9100122264
	Executive Engineer	Medak (part), Sangareddy (Part)	O/o Executive Engineer, MB Grid, Project Monitoring Complex, Near Children Park, Medak-502110. eetdwspmedak@gmail.com. Ph.No:9100120468
	Executive Engineer	Medchal - Malkajgiri	O/o the EE MB Grid Division Hyderabad, Uppal, eembgridhyd@gmail.com. Ph.No:9100120926
	Executive Engineer, MB Grid Division, Sangareddy	Sangareddy	O/o Executive Engineer, 1st floor, North East Block, New Collectrate, Sangareddy-502001. ee_tdvsp_srd@telangana.gov.in Ph.No:9100122256
	Executive Engineer	Siddipet & Medak (part)	O/o Executive Engineer, MB Grid Division, Komatibanda Hilllock, Gajwel, Siddipet - 502278. ee_tdvsp_gjwl@telangana.gov.in, eembgridgajwel@gmail.com. Ph.No:9100121009
2	Chief Engineer-II	Hanumakonda (Part), Jaya Shankar Bhupalpally, Mulugu, Warangal (Part), Jangaon (Part)	O/o Engineer-in-Chief, SRTGN Bhavan, Irrumanzil Colony, Hyderabad - 500 082. ce-wgl-rwss@telangana.gov.in, cetdwsp5@gmail.com. Ph.No:9100122212

Sl. No	Designation	Districts Covered	Contact Details
1	2	3	4
	Superintending Engineer	Hanumakonda (Part), Jaya Shankar Bhupalpally, Mulugu, Warangal (Part),Jangaon(Part)	O/o Superintending Engineer, MB Circle, Hanamakonda, Bhagiratha Bhavan, Opp : Hasanparthy Police Station Hasanparthy, Hanmakonda (Dist.) Pin Code : 506371. se-wglu-rws@telangana .gov.in serwswgl@gmail.com. Ph.No:9100122250
	Executive Engineer, MB Grid, Hanumakonda	Hanumakonda (Part), Warangal (Part) Jangaon(Part)	O/o Executive Engineer, MB Grid, Hanumakonda, Bhagiratha Bhavan, Opp : Hasanparthy Police Station Hasanparthy, Hanmakonda (Dist.) Pin Code : 506371. eembgridhnk@gmail.com; Ph.No:9100120491
	Executive Engineer, MB Grid, Parkal	Hanumakonda (Part), Jaya Shankar Bhupalpally, Mulugu, Warangal (Part)	O/o Executive Engineer, MB Grid Division Parkal, MPDO compound, Near LIC office, Parkal, Hanamkonda 506164. eembgridparkal@gmail.com; ee_tdvsp_prkl@telangana.gov.in; Ph.No:9100122260
3	Chief Engineer-III	Bhadradri , Khammam & Mahabubabad	O/o Engineer-in-Chief, SRTGN Bhavan, Irrumanzil Colony, Hyderabad - 500 082. ce-kmm-rwss@telangana.gov.in Ph.No:9100122216
	Superintending Engineer	Bhadradri , Khammam & Mahabubabad	O/o Superintending Engineer, MB Circle KHAMMAM, NSP camp, Ramalayam street, Beside SC Boys Hostel Khammam-507002. se_rws_kmm@telangana.gov.in. Ph.No:9100122208
	Executive Engineer MB GRID DIVISION KOTHAGUDEM	Bhadradri , Khammam&Mahabubabad	O/o Executive Engineer , MB GRID DIVISION KOTHAGUDEM, at 145MLD Water treatment Plant,Thoggudem Road,Jagannathapuram(V),Palvancha(M),Bhadradri Kothagudem(D)-507115 eetdwspktdm@gmail.com, ee_tdvsp_ktdm@telangana.gov.in Ph.No:9100122238
	Executive Engineer MB GRID DIVISION KHAMMAM	Khammam & Bhadradri	O/o Executive Engineer , MB GRID DIVISION KHAMMAM, NSP camp, Ramalayam street, Beside SC Boys Hostel Khammam-507002 eetdwspkmm@gmail.com, ee_tdvsp_kmm@telangana.gov.in Ph.No:9100122237

Sl. No	Designation	Districts Covered	Contact Details
1	2	3	4
4	Chief Engineer-IV	Mahabubnagar, Narayanpet, Nagarkurnool and part of Rangareddy & Vikarabad, Nalgonda, Wanaparthy , Jogulamba Gadwal, Suryapet & Part of Yadadri	O/o Engineer-in-Chief,SRTGN Bhavan, Irrumanzil, Hyderabad mbn-rwss@telangana.gov.in Ph.No:9100122219
	Superintending Engineer, MB Circle, Mahabubnagar	Mahabubnagar, Narayanpet, Nagarkurnool and part of Rangareddy & Vikarabad.	O/o Superintending Engineer, MB Circle, Mahabubnagar setdwsp1mbnr@gmail.com, se_tdws_pmbnr@telangana.gov.in Ph.No:9100122248
	Superintending Engineer, MB Circle, Wanaparthy	Wanaparthy, Jogulamba Gadwal, part of Mahabubnagar and Narayanpet	O/o Superintending Engineer, MB Circle, Wanaparthy sewnprwss@gmail.com, se-wnp-rws@telangana.gov.in Ph.No:9100122221
	Superintending Engineer, MB Circle, Nalgonda	NALGONDA, SURYAPET & 3 MANDALS OF Yadadri District	O/o Superintending Engineer, MB Circle, Nalgonda, Beside MB University, opposite someshwaraya Temple, Panagal, 508001 se_rws_nlgd@telangana.gov.in, serwsnlgd2016@gmail.com Ph.No:9100120082
	Executive Engineer, MB GRID Division, Mahabubnagar	Mahabubnagar (719/878) Narayanpet(414/417) Nagarkurnool (8/691) TOTAL-1141habs	O/o Executive Engineer, MB GRID Division, Mahabubnagar, Kidwaipet, opposite DSP guest house. eetdwspmbnr@gmail.com Ph No:9100122242
	Executive Engineer MB GRID Division Kollapur	Nagarkurnool,Wanaparthy and Mahabubnagar	O/o Executive Engineer, MB GRID Division, Kollapur,Opposite Madawaswamy Templeeembgridklpr@gmail.com Ph.No:9100120597
	Executive Engineer MB Grid division Gadwal	Jogulamba gadwal	O/o Executive Engineer, Room no 28, Second Floor, IDOC building, Gadwal, eetdwspgdw@gmail.com Ph.No:9100122241
	Executive Engineer MB Division Wanaparthy	Wanaparthy, Narayanpet, Mahabubnagar	O/o Executive Engineer, Room no 214, Second Floor, IDOC building, Wanaparthy eerwsswnp@gmail.com Ph.No:9100122247

Sl. No	Designation	Districts Covered	Contact Details
1	2	3	4
	Executive Engineer, MB GRID Division, Shadnagar	Rangareddy, Vikarabad	O/o Executive Engineer, MB GRID Division, Shadnagar beside TSWREIS-Kammadanam Shadnagar- 509216, eetdwspsdnr1@gmail.com Ph.No:9100122211
	Executive Engineer, MB Grid Division Nalgonda	Nalgonda, Suryapet, Yadadri Bhongir	O/o Executive Engineer, MB Grid Division Nalgonda, Vishweshwarayya bhavan, Opp. Chayasomeshwara temple, Panagal Rural, Nalgonda-508001 ee-nlg-mbg@telangana.gov.in, eembgridnlg@gmail.com Ph.No:9100120482
	Executive Engineer, MB GRID Division, Suryapet	Suryapet & Nalgonda	O/o Executive Engineer, MB Grid Division, Suryapet, 95 MLD WTP Immampet, Near Model School, Suryapet district - 508213 eetdwsp Suryapet1@gmail.com Ph.No:9100120590
5	Chief Engineer-V	Adilabad, Asifabad, Mancherial, Nirmal	O/o Chief Engineer-V, 4th floor, SRTGN Bhavan, Erramanzil, Hyderabad ce-mncl-rwss@telangana.gov.in Ph.No:9100121008
	Superintending Engineer, MB, Circle-Mancherial	Mancherial, KB Asifabad, Adilabad(part) & Nirmal(part)	O/o Superintending Engineer, MB, Circle-mancherial, Tollavagu, Shri Shri Nagar, Mancherial-504208, se-mncl-rws@telangana.gov.in & semancherialtdwsp@gmail.com Ph.No:9100121008
	Superintending Engineer, MB, Circle-Adilabad	Adilabad(part) & Nirmal(part)	O/o SE,MB Circle , Adilabad, Behind Zilla Praja Parishad,Adilabad-504001 serwsadilabad@gmail.com Ph.No:9100121006
	Executive Engineer, MB Grid Division, Nirmal	Nirmal (14 mandals)	O/o Executive Engineer,MB Grid Division, Nirmal, H.No:1-2-43, Eidgaon, Opp.HP Petrol bunk, Opp.HDFC Bank -Nirmal - 504106 eenirmalmbgrid@gmail.com Ph.No:9100122253
	Executive Engineer, MB Grid Division, Mancherial	Mancherial (part) & Nirmal(part)	O/o Executive Engineer,MB Grid Division, Mancherial, Near Ananda Nilayam, Thollavagu, Mancherial - 504208 ee_tdvsp_mcl@telangana.gov.in ph.No:9100122251

Sl. No	Designation	Districts Covered	Contact Details
1	2	3	4
	Executive Engineer, MB Grid Division, Asifabad	Asifabad, Part of Adilabad Part of Mancherial	O/o Executive Engineer, MB Grid Division, Asifabad, Sandeep Nagar, Asifabad - 506293 eeasfddwsp@gmail.com Ph.No:9100120445& 9533570735
	Executive Engineer, MB Grid Division, Adilabad	Adilabad	O/o Executive Engineer, MB Grid Division, Adilabad, Behind ZPP Office, ZP Complex Adilabad District-504001 eembgridadb@gmail.com Ph.No:9100120675
6	Chief Engineer-VI	Nizamabad Dist & Kamareddy Dist	O/o Engineer-in-Chief, SRTGN Bhavan, Irrumanzil Colony, Hyderabad - 500 082 ce-nzb-rwss-ts@telangana.gov.in, ce4nzbmb@gmail.com Ph.No:9100122214
	Superintending Engineer	Nizamabad Dist & Kamareddy Dist	O/o The Superintending Engineer, Mission Bhagiratha Circle Nizamabad, zp Compound, Subhash Nagar, Pin-503002, se_rws_nzbd@telangana.gov.in Ph.No:9100122209
	Executive Engineer, MB Grid Division Banswada	Kamareddy, Nizamabad	O/o The Executive Engineer, MB Grid Division Banswada, Banswada(M), Kamareddy Dist. PIN-503187, ee_tdvsp_bnwd@telangana.gov.in eebanswadatdwsp2@gmail.com Ph.No:8125473450
	Executive Engineer, MB Grid Division Armour	Nizamabad, Part of Kamareddy	O/o The Executive Engineer, MB Grid Division Armour, Argul (WTP), Jakranpally Mandal, Nizamabad District- PIN-503224. ee_tdvsp_armr@telangana.gov.in eearmurmb2@gmail.com, Ph.No:9100120477
7	Chief Engineer-VII	Yadadri-Bhongiri, Jangoan & Mahabubabad	SRTGN Bhavan, 4th floor, Erramanzil colony, Hyderabad ce.tdwsp4@gmail.com Ph.No:9100122269
	Superintending Engineer, MB Circle Bhongir	Yadadri-Bhongiri, Jangoan	O/o Superintending Engineer, Beside Govt ITI Collage, Warangal High way, Bhongir 508116 se-bng-rws@telangana.gov.in Ph.No:9100120084

Sl. No	Designation	Districts Covered	Contact Details
1	2	3	4
	Superintending Engineer, MB Circle Warangal	Mahabubabad (16 Mandals), Warangal (7 Mandals) & Mulugu (Tadvai Mandal 9 habs)	O/o Superintending Engineer, MB Circle, Warangal, Bhagiratha Bhavan, Opp : Hasanparthy Police Station Hasanparthy, Hanmakonda (Dist.) Pin Code : 506371 se_rws_wgl@telangana.gov.in Ph.No:9100122213
	Executive Engineer MB Grid Division Choutuppal	1.Nalgonda 2.Yadadri Bhongir	O/o The Executive Engineer, MB Grid Division Choutupal, koyalagudem Yadadri Bhongir District- PIN-508252, akbrbackup@gmail.com, Ph.No:7995660831
	Executive Engineer MB Intra Division Bhongir	Yadadri-Bhongir	O/o Executive Engineer, Intra Division , Beside Govt ITI Collage, Warangal High way , Bhongir 508116, districtengineerydr1@gmail.com Ph.No:9100120915
	Executive Engineer MB Grid Division Mahabubabad	Mahabubabad (16 Mandals), Warangal (7 Mandals) & Mulugu (Tadvai Mandal - only 9 habs)	O/o Executive Engineer MB Grid Division Mahabubabad, Behind : ZP Office Mahabubabad PinCode : 506101, ee_tdvsp_mhbd@telangana.gov.in Ph.No:9100122261
	Executive Engineer MB Grid Division Jangaon	Jangaon,Siddipet, Mahabubabad	O/o Executive Engineer Mission Bhagiratha Bhavan, Opposite Dist Court , Jangaonmbgrid, eejgn@gmail.com Ph.No:9100120487
8	Chief Engineer-VIII	Karimnagar, Rajanna Sircilla, Jagtial, Peddapalli	SRTGN Bhavan, 6th floor, room no. 601, Erramanzil colony, Hyderabad chiefengineermb08@gmail.com Ph.No:9100122215
	Superintending Engineer, MB Circle, Karimnagar	Karimnagar, Peddapalli	O/o Superintending Engineer, Mission Bhagiratha Circle, Karimnagar, premises of 125 MLD WTP, LMD Colony, Mahatma nagar, Karimnagar-505527 se_rws_krmn@telangana.gov.in , Ph.No:9100122215
	Superintending Engineer, MB Circle, Sircilla	Rajanna Sircilla & Jagtial	Room No. S 32 & 33, IInd Floor, Integrated District Offices Complex, Sircilla, Rajanna-Sircilla Dist. 505301, semsircilla2022@gmail.com Ph.No:9100121090

Sl. No	Designation	Districts Covered	Contact Details
1	2	3	4
	Executive Engineer MB Grid Division Sircilla	Rajanna Sircilla, Jagtial, Karimnagar, Peddapalli	Office of the Executive Engineer, MB Grid Division, Sircilla, 120 MLD WTP Agraharam, Gurravanipally(V), Vemulawada(M)-505302. ee_tdvsp_srcl@telangana.gov.in, eembgridsircilla2024@gmail.com. Ph.No:9100120986
	Executive Engineer, MB Grid Division, Huzurabad	Karimnagar, Hanamkonda, Rajanna Sircilla, Siddipet	Office of the Executive Engineer, MB Grid Division, Huzurabad, KC Camp Huzurabad - 505468. eembgridhzb2022@gmail.com ee_tdvsp_hzbd@telangana.gov.in Ph.No:9100122235
	Executive Engineer, MB Grid Division, Jagtial	Jagtial & Peddapalli	Office of the Executive Engineer, MB Grid Division, Jagtial, Dharoor Camp, APHB Colony, Jagtial - 505327. eembgridjagtial@gmail.com ee-mbg-jgtl-rws@telangana.gov.in Ph.No:9100122232
	Executive Engineer, MB Grid Division, Peddapalli	Peddapalli	Office of the Executive Engineer, Mission Bhagiratha Grid Division, Railway Station Road Peddapalli-505172. eembgridpdp2@gmail.com. Ph.No:9100120574
9	Chief Engineer-IX	Ranga Reddy, Vikarabad and Gandeed mandal of Mahabubnagar dist	Office of the Engineer in Chief, Mission Bhagiratha, Hyderabad. rangareddygrid@gmail.com. Ph.No:9121051440
	Superintending Engineer	Ranga Reddy, Vikarabad and Gandeed mandal of Mahabubnagar dist	Office of the Superintending Engineer, Mission Bhagiratha Circle, Hyderabad. 1sembhyd@gmail.com Ph.no:9553634019
	Executive Engineer, MB Grid Division, Vikarabad	Rangareddy, Vikarabad, MB NR	Office of the Executive Engineer, MB Grid Division, Vikarabad, near police training center, Burugupally, Parigi Naskal road, Vikarabad. 501201. eetdwspvkb@gmail.com Ph.No:9100121002
	Executive Engineer	Rangareddy	O/o the EE MB Grid Division Hyderabad, Uppal, eembgridhyd@gmail.com, Ph.No:9100120926

Annexure – VI
Website Terms and Conditions:

This website is designed, developed and maintained by MIS Wing, Mission Bhagiratha. Though all efforts have been made to ensure the accuracy and concurrence of the content on this website, the same should not be construed as a statement of law or used for any legal purposes. In case of any ambiguity or doubts, users are advised to verify/check with the Department(s) and/or other source(s), and to obtain appropriate professional advice.

Under no circumstances this Department is liable for any expense, loss or damage including, without limitation, indirect or consequential loss or damage, or any expense, loss or damage whatsoever arising from use, or loss of use, of data, arising out of or in connection with the use of this website.

These terms and conditions shall be governed by and construed in accordance with the Indian Laws. Any dispute arising under these terms and conditions shall be subject to the jurisdiction of the courts of Hyderabad, TG, India.

The information posted on this website could include hypertext links or pointers to information created and maintained by non-Government/private organizations. Department is providing these links and pointers solely for your information and convenience. When you select a link to an outside website, you are leaving the Department website and are subject to the privacy and security policies of the owners/sponsors of the outside website.

Department, does not guarantee the availability of such linked pages at all times. Department, cannot authorize the use of copyrighted materials contained in linked websites. Users are advised to request such authorization from the owner of the linked website.

Department, does not guarantee that linked websites comply with Indian Government Web Guidelines.

*** **DISCLAIMER** ***

Once registered as a consumer of Mission Bhagiratha / TDWSCL, the details including name, house number, mobile number, email address and any other documents submitted will be with Mission Bhagiratha/ TDWSCL. They cannot be withdrawn by the consumer at any time. Changes to any details must be requested by the consumer to the concerned official. The details of the consumer will be shared across other government departments to provide better services and for effective governance.

Annexure-VII

Privacy policy (Terms and Conditions for Online-Payments)

The Terms and Conditions contained herein shall apply to any individual/firm ("User") using the services of Mission Bhagiratha website for making payments through an online payment gateway service ("Service") offered jointly by Bank of Baroda and Payment Gateway Service provider, Bill Desk through Mission Bhagiratha website i.e. mbbulk.telangana.gov.in. This payment gate way is only for the users of **Bulk commercial connections**. Each User is therefore deemed to have read and accepted these Terms and Conditions.

A. Privacy Policy

Govt. of Telangana's Mission Bhagiratha website respects and protects the privacy of the individuals who access the information and use the services provided. Individually identifiable information about the User is not willfully disclosed to any third party without receiving the User's permission, as covered in this Privacy Policy. This Privacy Policy describes Mission Bhagiratha website's treatment of personally identifiable information that is collected when User is on the website. Mission Bhagiratha website does not collect any unique information about the User except when the User specifically and knowingly provide such information on the Website. Please be aware, however, that Mission Bhagiratha website will release specific personal information about the User if required to do so in the following circumstances:

- a) In order to comply with any valid legal process such as a search warrant, statute, or court order, or
- b) if any of User's actions on Mission Bhagiratha website violate the Terms of Service or any of Mission Bhagiratha guidelines for specific services, or
- c) to protect or defend Mission Bhagiratha Department's/ Telangana Drinking Water Supply Corporation Limited(TDWSCl)'s legal rights or property, the Mission Bhagiratha site, or Mission Bhagiratha Users; or

d) To investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the security, integrity of Mission Bhagiratha website/offerings.

B. General Terms and Conditions for Online-Payments

1. Once a User has accepted these Terms and Conditions, he/ she/they may apply for bulk water supply connection. User may enter in any other manner as may be specified by Govt. of Telangana's Mission Bhagiratha website from time to time.

2 Mission Bhagiratha's/TDWSCL's rights, obligations, undertakings shall be subject to the laws in force in India, as well as any directives/ procedures of Government of India, and nothing contained in these Terms and Conditions shall be in derogation of Mission Bhagiratha's/TDWSCL's right to comply with any law enforcement agencies request or requirements relating to any User's use of the website or information provided to or gathered by Mission Bhagiratha/TDWSCL with respect to such use. Each User accepts and agrees that the provision of details of his/ her/their use of the Website to regulators or police or to any other third party in order to resolve disputes or complaints which relate to the Website shall be at the absolute discretion of Mission Bhagiratha Department /TDWSCL.

3. If any part of these Terms and Conditions are determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth herein, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of these Terms and Conditions shall continue in effect.

4. These Terms and Conditions constitute the entire agreement between the User and Mission Bhagiratha Department /TDWSCL. These Terms and Conditions supersede all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between the User and Mission Bhagiratha Department /TDWSCL. A printed version of these Terms and Conditions and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based

upon or relating to these Terms and Conditions to the same extent and subject to the same conditions as other business documents and records originally generated and maintained in printed form.

5. Refund for Charge Back Transaction: In the event there is any claim for/ of charge back by the User for any reason whatsoever, such User shall immediately approach Mission Bhagiratha Bulk Supply Section with his/ her/their claim details by sending mail to mbbulk.hyd1@gmail.com. Such refund (if any) shall be effected only after careful scrutiny by concerned officials of the Mission Bhagiratha Department/TDWSCSCL via payment gateway or by means of a NEFT/RTGS or such other means as Govt. of Telangana deems appropriate. No claims for refund/ charge back shall be made by any User to the Payment Service Provider(s) and in the event such claim is made it shall not be entertained.

6. In these Terms and Conditions, the term "Charge back" means approved and settled card (Debit or Credit) or net banking purchase transactions which are at any time refused, debited or charged back to Merchant account (shall also include similar debits to Payment Gateway Service Provider's accounts, if any) by the Acquiring Bank for any reason whatsoever, together with the bank fees, penalties and other charges incidental thereto.

7. Refund of Transactions: Payments made by the user towards connection charges, supervision charges are nonrefundable. The User shall directly write to mbbulk.hyd1@gmail.com for refund of transactions arising due to duplicate payment. It shall be resolved after proper scrutiny by concerned official of Mission Bhagiratha Department/TDWSCSCL as per the policies and rules in vogue.

8. Cancellation Policy: Payment once made while submitting the application cannot be cancelled and refunded.

9. Server Slow Down/Session Timeout: In case the Website or Payment Service Provider's webpage, that is linked to the Website, is experiencing any server related issues like 'slow down' or 'failure' or 'session timeout', the User shall, before initiating

the second payment, check whether his/her/their Bank Account has been debited or not and accordingly resort to one of the following options:

(I) In case the Bank Account appears to be debited, ensure that he/ she/they does not make the payment twice and immediately thereafter write to mbbulk.hyd1@gmail.com to confirm the status of the payment.

(ii) In case the Bank Account is not debited, the User may initiate a fresh transaction to make payment. However, the User agrees that under no circumstances the Mission Bhagiratha Department/TDWSCL/ Payment Gateway Service Provider shall be held responsible for such fraudulent/duplicate transactions and hence no claims should be raised to Mission Bhagiratha Department/TDWSCL Payment Gateway Service Provider. No communication received by the Mission Bhagiratha Department/TDWSCL /Payment Service Provider(s) in this regards shall be entertained by the Mission Bhagiratha Department/TDWSCL /Payment Service Provider(s).

C. Limitation of Liability:

1. Govt. of Telangana has made this Service available to the User as a matter of convenience. Mission Bhagiratha Department/TDWSCL expressly disclaims any claim or liability arising out of the provision of this Service. The User agrees and acknowledges that he/ she/it shall be solely responsible for his/ her/their conduct and that Govt. of Telangana reserves the right to terminate the rights to use of the Service immediately without giving any prior notice thereof.

D. Debit/Credit Card, Bank Account Details:

1. The User agrees that the debit/credit card details provided by him/ her/them for use of the aforesaid Service(s) must be correct and accurate and that the User shall not use a debit/ credit card, that is not lawfully owned by him/ her/them or the use of which is not authorized by the lawful owner thereof. The User further agrees and undertakes to provide correct and valid debit/credit card details.

2. The User may pay his/ her/their Bulk Connections/Consumption Charges to TDWSCL by using a debit/credit card or through online banking account. The User warrants, agrees and confirms that when he/ she/they initiate a payment transaction and/or issues an online payment instruction and provides his/ her/their card / bank details:

i. The User is fully and lawfully entitled to use such credit / debit card, bank account for such transactions;

ii. The User is responsible to ensure that the card/ bank account details provided by him/ her/them are correct;

3 The User is authorizing debit of the nominated card/ bank account for the payment of Bulk Connection/Consumption Charges to TDWSCL selected by such User along with the applicable Transaction Fees.

i. The User is responsible to ensure sufficient credit is available on the nominated card/ bank account at the time of making the payment to permit the payment of the dues payable on the bill(s) selected by the User inclusive of the applicable Transaction Fee.

E. Personal Information

1. The User agrees that, to the extent required or permitted by law, Mission Bhagiratha website/TDWSCL and/ or the Payment Service Provider(s) may also collect, use and disclose personal information in connection with security related or law enforcement investigations or in the course of cooperating with authorities or complying with legal requirements.

2. The User agrees that any communication sent by the User vide e-mail, shall imply release of information therein/ therewith to Mission Bhagiratha website. The User agrees to be contacted via e-mail on such mails initiated by him/ her.

3. In addition to the information already in possession of Mission Bhagiratha website and/ or the Payment Service Provider(s), Mission Bhagiratha/TDWSCL may have collected similar information from the User in the past. By entering the Website

the User consents to the terms of Mission Bhagiratha/TDWSCL information privacy policy and to Mission Bhagiratha/TDWSCL continued use of previously collected information. By submitting the User's personal information to Mission Bhagiratha website, the User will be treated as having given his/her/their permission for the processing of the User's personal data as set out herein.

4. The User acknowledges and agrees that his/ her/their information will be managed in accordance with the laws for the time in force.

5. Once registered as a consumer of Mission Bhagiratha, the CIN details including name, house number, mobile number and any other documents submitted will be with Mission Bhagiratha. They cannot be withdrawn by the consumer at any time. Changes to any details must be requested by the consumer to the concerned official. The details of the consumer will be shared across other government departments to provide better services and for effective governance.

F. Payment Gateway Disclaimer

The Service is provided in order to facilitate access to view and pay fee for Bulk Supply Connection/Consumption and Transaction User Charges online. Mission Bhagiratha Department /TDWSCL or the Payment Service Provider(s) do not make any representation of any kind, express or implied, as to the operation of the Payment Gateway other than what is specified in the Website for this purpose. By accepting/ agreeing to these Terms and Conditions, the User expressly agrees that his/ her/their use of the aforesaid online payment Service is entirely at own risk and responsibility of the User.

**Director, TDWSCL &
ENC MB Hyderabad**

Annexure-VIII

FAQs

Bulk Supply Connection to Industrial/Commercial Establishments, Mission Bhagiratha Dept, Telangana State

1. How do I apply for a new water connection?

Click the link "<https://ipass.telangana.gov.in/IpasLogin.aspx> /[www. https://mbbulk.telangana.gov.in](https://mbbulk.telangana.gov.in)" applying new water connection and upload the necessary documents like Aadhar, GST, PAN, Owner ship deed/document and self-declaration etc.,

2. What is the eligibility criteria for getting a water connection?

- Only Eligible for Drinking purpose to Gated communities / Commercial establishments / Educational establishments /Hospitals/ Industrial Establishments/Gracious establishments.
- The application will be scrutinized duly verifying the documents uploaded as part of the application and decision will be taken accordingly by MB officials based on the eligibility criteria/Feasibility.

3. How long does it take to get a new water connection approved?

- It may take (3) days for Pre Scrutiny and (14) days for feasibility approval and (3) to (6) months for giving connection, it depends upon the Demand, Pipeline length, and mode of execution.

4. What are the charges associated with a new water connection?

- For getting water connection from Mission Bhagiarha ,the following necessary charges are required.
 1. Connection charges.
 2. Two months tariff as advance deposit
 3. Construction/pipeline laying charges - these charges are depending upon the demand applied by the consumer and length of the new pipeline to be laid.

5. Can I apply for a water connection online?

- Yes, one can apply water connection by online by visiting web link "<https://ipass.telangana.gov.in/IpasLogin.aspx> /[www. https://mbbulk.telangana.gov.in](https://mbbulk.telangana.gov.in)"

6. What type of water meters are to be used?

- The applicant shall procure the meters at his/their own cost from the suppliers finalized by the department and fix the meter at their own cost as per the directions of the department.

7. What should I do if there is a water leak or issue with my connection?

- The consumer to inform the MB officials immediately for rectifying the leakages if any.

8. How can I check my water consumption and bills online?

- Once the water connection and supply is started, CIN (Consumer Identity Number) will be allotted. Further correspondence to be done duly mentioning the CIN number.

9. How can we contact MB Officials for water-related queries?

- Once the application is approved and demand notice is paid fully, the details of MB Officials concerned will be shared through an email to the

Individual .The applicant/contact person will be contacted by MB Officials based on the information provided in the application.

10. **Do I need to be present during the installation of the water connection?**

- Yes, customer needs to be at on-site during the installation.

11. **What quality standards are maintained for the water supply?**

- MB Drinking Water supply is from surface water sources and complies to BIS potable standards i.e., IS 10500-2012.

12. **Are there any restrictions on water usage or conservation guidelines?**

- The consumer shall have to make its own arrangements to receive the agreed quantity of water to be supplied in a storage sump constructed by themselves near to the delivery point in their premises. The storage sump may be of two days capacity of allotted quantity, as the corporation shall supply the water as per the availability & scheduled by the corporation authority from time to time. Such sump is to be constructed at suitable place where it can receive supply of water by gravity flow from the main line under normal working conditions
- The Minimum charges payable shall be as fixed by the corporation from time to time and the consumer shall pay the amount without any objections. If the water is drawn more than the agreed quantity, charges will be levied by the corporation as per the norms revised from time to time and the consumer shall pay the amount without any objections.

13. **How do I disconnect my water connection temporarily or permanently?**

- Once the water connection is given, there is no option for temporary disconnection. In any case, if the water supply is disconnected due to improper payments, or any other reasons, the requests for resuming of water supply will be treated as new connection and all the above charges related to new connection shall be paid to resume the water supply.

14. **What happens if I fail to pay my water bills on time?**

- The consumer shall pay the full amount as demanded in the invoice within 15 days. If the consumer fails to pay the consumption charges for 2 consecutive months, the corporation has the right to disconnect the water supply without any further notice.

15. **Where can I find information on water quality reports and historical data for my area?**

- The information can be obtained by contacting the concerned Superintending Engineer, Mission Bhagiratha.

(Remember to keep your FAQs updated as policies and procedures change, and consider organizing them into categories for easier navigation on your website)

**Director, TDWSCL &
ENC MB Hyderabad**