

ANNEXURE: CITIZEN CHARTER FOR SERVICES

- **Sanctioning of water supply and sanitary connection to the premises.**
 - a. As per regulation 5.1 BWSS Act, the owner, lessee or occupier, who desires to have a water supply and sanitary connection, shall make an application for connection to the authorized Engineer of the Board by applying directly through online “<https://www.bwssb.gov.in/>” or through a licensed plumber by the Board.
 - b. As per delegation of powers of various Officers are empowered for sanctioning the water supply & sanitary connections after collecting the necessary prorata & other charges for both water supply & sanitary connections.

- **Three types of service connections:**
 - a. Domestic /Domestic HR (High Rise)
 - b. Non Domestic
 - c. Partial Non Domestic

- **The time duration for sanction of each type of connections is as per Karnataka Sakala Services Act-2011.**
 - a. Permission for new connection / additional connection for water supply & underground drainage for residential buildings (excluding apartments) : **14 days.**
 - b. Permission for new connection / additional connection for water supply & underground drainage for multi-storied buildings : **42 days.**

- **Documents to be furnished by the applicant at the time of submission of application for New Connection, Increase in bore size, additional water supply taps and sanitary points and Conversion of type of service connections.**
 - a. Sanctioned plan
 - b. Tax Paid Receipt
 - c. Khata Extract / sale deed / Khata Certificate / EC

- d. Road Cutting Endorsement / receipt
- e. Rain Water Harvesting arrangements made in the premises.
- f. Installation of Sewage Treatment Plant along with dual piping system in the premises & production of Consent For Operation (CFO) issued by KSPCB is mandatory for the following buildings.
 - (i) Building having 20 and above residential apartments or residential buildings measuring 2,000 sq.Mtrs. and above
 - (ii) Commercial building measuring 2,000sqmtrs and above; and
 - (iii) Buildings of educational institutions measuring 5,000 sqmtrs and above.
- g. Occupancy Certificate is required for the residential / multi dwellings / apartments with 5 dwelling units & above and commercial buildings within 300 sqm of total area.
- h. In case of existing connection the RR Number should be mentioned along with a copy of recent bill with no dues who are applying for increase in bore size and for any additional water supply taps and sanitary points.

➤ **Application fee & other type of fees**

- a. Application form charges
- b. Attachment fees
- c. 3 MMD deposit (D/ND/PND)
- d. Water Meter Cost
- e. Water Meter Fixing Charges
- f. Prorata Charges
- g. Inspection Charges
- h. Sanitary Points Charges
- i. Penalty Charges for unauthorized connections.
- j. GBWASP charges/Beneficiary Capital Contribution (BCC) Charges.
- k. The demand note issued is valid for 90 days from the date of issue of demand note.

- All the above mentioned charges/ Deposits to be made shall be in the form of DD drawn in favor of Chairman, BWSSB

- **Change of Owner Ship/name**
 - a. Apply to the concerned sub division by paying prevailing charges for change of name.
 - b. Khatha certificate
 - c. Sale Deed
 - d. Tax paid receipt
 - e. Latest water supply charges paid bill with no dues.
 - f. Affidavit towards the change of name.
 - g. Time required for sanction-3 Working days.

