

अंडमान तथ निकोबार प्रशासन
ANDAMAN AND NICOBAR ADMINISTRATION
सचिवालय
SECRETARIAT

NOTIFICATION

Port Blair, dated the April, 2022

No. /2022. F.No.3-75/2021/PR. WHEREAS the draft Andaman and Nicobar Islands (Rural Area) Water Supply Bye-Laws, 2021 were published in the official Gazette as required under sub-section 1 of Section 202 of the Andaman and Nicobar Islands (Panchayats) Regulation, 1994(No. 1 of 1994) inviting suggestions and objections from the general public with 30 days from the date of their publication vide Press Note F.No. 3-75/2021/PR dated 28.04.2021.

AND WHEREAS the suggestions and objections received in the matter has been examined and incorporated suitably in the Bye-Laws.

Now therefore, in exercise of powers conferred under Sub-Section (1) of Section 203 of Andaman & Nicobar Islands (Panchayats) Regulation, 1994, the Lieutenant Governor (Administrator), Andaman & Nicobar Islands hereby make the following Bye-laws with immediate effect.

1. Short Title:

- i) These Bye-laws may be called- the A & N Islands (Rural area) Water Supply Bye-laws, 2022.
- ii) These Bye-laws shall come into force from the date of its publication in the Official Gazette.

2. Definitions: In these bye-laws, unless the context otherwise, requires: -

- i) "**Capacity**" in relation to storage cistern means the capacity of the cistern measured upto the waterline/level.
- ii) "**Commercial Premises**" means any wherein any business, trade or profession is carried on for profit and includes journalistic, or printing establishment and premises in which business of banking, insurance, stocks and share, brokerage or produce exchange is carried on or which is used as hostel, restaurants boarding, chicken & mutton stalls, slaughter houses, catering house, theatre, cinema done or other place of public entertainment or bhawans running commercial activities in the premises, farm houses & paying guests accommodation where food is cooked & served to the paying guests and also includes the premises where new construction or renovation of old building.
- iii) "**Communication Pipe**" means
 - a) where the premises supplied with water abuts the part of the street/roads in which the main is laid, and the service pipe enters those premises otherwise than through the outer wall of a building abutting on the street and has a stopcock placed in those premises and as near to the boundary of that street/roads as is reasonably practicable, so much of the service pipe as lies between the main and that stopcock;
 - b) in any other case, so much of the service pipe as lies between the main and the boundary of the street in which the main is laid, and includes the ferrule or other method of connection at the junction of the service pipe with the main to support intermittent water distribution network in coming years subject to availability of water by Department entrusted with water supply in that area and also-

- (i) where the communication pipe ends at a stopcock, that stopcock, and
- (ii) any stopcock fitted on the communication pipe between the end thereof and the main;
- iv) "**Connection pipe**" means any pipe from the ferrule upto the stop tap connecting the city supply main with a service pipe;
- v) "**Consumer**" means any corporate body, person or persons supplied or applying to be supplied with, or using water from the Rural area water works, or any person or persons otherwise liable for the payment of water charges;
- vi) "**Consumer's pipe**" / "**Consumer's fittings**" means all pipes, fittings such as taps, cocks, valves, meters, cisterns, baths, water closets, lavatory basins and other similar apparatus used in connection with the supply and use of water from the Water Works, which are not the property of the Water Supply Department/Agency.
- vii) "**Corrosion Resisting Alloy**" means an alloy which is highly resistant to corrosion by the water supplied by the Water Supply Department/Agency.
- viii) "**Cylinder**" means a cylindrical closed vessel capable of containing water under pressure greater than atmospheric pressure.
- ix) "**Distributing Pipe**" means any consumer's pipe, which is trunk not main, but conveys water supplied by the Water Supply Department/Agency, from a storage tank/reservoir, and under pressure from such cistern only;
- x) "**Ferrule**" means a ferrule connecting a connection pipe with the distribution pipe;
- xi) "**Functional House Hold Tap**" means a piped water tap connection provided to a household or within its premises for supplying drinking water supply
- xii) "**Gram Panchayat**" means Gram Panchayat constituted under Sub-section (I) of section 11 of the Andaman and Nicobar Islands (Panchayats) Regulation, 1994;
- xiii) "**House**" means dwelling house, whether a private dwelling house or otherwise and includes any part of a building, if that part is occupied as a separate dwelling house or any land to which water from the Rural Water Supply network is supplied;
- xiv) "**Indian Standard Specification**" means standard or specification issued by the Bureau of Indian Standards.
- xv) "**Residential Premises**" means used wholly for human habitation and includes all garages, stables and other out buildings appurtenant thereto and being used for purposes subservient to residence.
- xvi) "**Service Pipe**" means so much of any pipe for supplying water from a main to any premises as is subject to water pressure from that main, or would be so subject but for the closing of some tap;
- xvii) "**Stand Post**" means a point of public water supply provided with a tap or other mechanical contrivance for opening or closing the supply;
- xviii) "**Storage Tank**" means any tank, other than a flushing cistern, having a free water surface under atmospheric pressure from which water supplied from the Rural water supply network is delivered for use otherwise than through a draw of tap fixed to the cistern;

- xix) **"Stop Tap"** means stopcock, stop valve and any other device fitted at the end of a connection pipe furthest away from Rural water supply network, for the purpose of shutting of or regulating the supply of water from the main to any house, building or land;
- xx) **"Tank"** means a non-cylindrical closed vessel capable of containing water under pressure greater than atmospheric pressure;
- xxi) **"Temporary Purpose"** in relation to the use of any pipe means building, demolition or constructional work for such period as the work is in progress, or any other temporary purpose for a period not exceeding six months or such longer period as the Water Supply Department/Agency may approve in any particular case;
- xxii) **"Village Water and Sanitation Committee (VWSC)"** means standing committee under Gram Panchayat/Tribal.
- xxiii) **"Warning Pipe"** means an overflow pipe so fixed that its outlet is in an exposed and conspicuous position where the discharge of any water there from may be readily seen.
- xxiv) **"Water Line"** in relation to a cistern means the top water line at which the overhead tank/ cistern is designed to work;
- xxv) **"Water Supply Department/Agency"** means Divisions of Andaman Public Works Department / Gram Panchayat/ Zilla Parishad responsible for supply of drinking water as well as operation and maintenance of water supply in rural area under jurisdiction.
- xxvi) **"Zilla Parishad"** means Zilla Parishad constituted under Section 144 of the Andaman and Nicobar Islands (Panchayats) Regulation, 1994;

PUBLIC WATER SUPPLY

3. Use of Public Stand Post/Functional House hold Tap Connection (FHTC):

- (i) No person, unless otherwise duly authorized by the Water Supply Department/Agency shall open or in any way interfere with any main pipe, valve or fire-plug or fire hydrant connected with the Rural water supply network.
- (ii) No person shall willfully or negligently cause the water from a stand post/FHTC to run waste, and every person after using the stand post shall turn off the tap.
- (iii) No person shall use stand post or public tap/FHTC with the object of securing a supply of water for a purpose other than a domestic purpose.
- (iv) No person shall use the stand post for bathing or for washing of clothes or other articles or animals.
- (v) No person shall use water derived from the stand post, public tap or fire hydrants/FHTC for building operation or for the purpose of any manufacturing or for any commercial purpose.
- (vi) All public stand post providing water free of charges to be removed out and metered stand post/Functional House Hold Tap Connection (FHTC) will be sanctioned to each individual/a group of people, residents association, market association etc. on applying for metered public stand post/FHTC and recommendation of **VWSC** of respective area. The authorized person on behalf of above association shall be sanctioned with ½ inch metered connection subject to the following condition:-

1. He/ She shall pay the tariff regularly as notified by Water Supply Department/ Agency time to time failing which the stand post will be disconnected.
2. He/ She will be responsible for payment of water charges and ensure maintenance of metered public stand post/FHTC, wastage of water and other relevant provisions of these Bye-laws as applicable to other consumers.

(vii) The consumers presently availing benefit from existing public stand post(if any)are also to apply the same manner as stated in clause (vi) in the prescribed form within one month of Notification of this Bye-laws failing which the public stand post will be disconnected.

Explanation:- For the purpose of these bye-laws, water for a domestic purpose shall not be deemed to include water for:

- (a) Any trade, manufacture or business; or for any commercial purpose.
- (b) Fountains, swimming baths or for any ornamental or mechanical purpose including that for cooling, air conditioning and water softening plants; or
- (c) Gardens or for purposes of irrigation; or
- (d) Watering roads or paths; or
- (e) Construction purposes; or
- (f) For washing vehicles or animals.

MAKING ALTERATION OR EXTENSION OR PRIVATE CONNECTION

4. Application for Connection :-Subject to the provisions of **Bye-law 38**, no connection with the Rural water supply main for private connection and no alteration or extension of any such existing water connection shall be made in any private premises or house except on an application of the owner of such premises or house or of his/her recognized agent, who shall be registered as the consumer and shall be responsible for the observance of these Bye-laws so far as the connection on his/her house or premises is concerned.

5. (i) Regular Connection:

The consumer shall apply for 1st regular connection in prescribed form by paying basic connection chargers of Rs 300/- and for 2nd or subsequent regular connection by paying additional charges of Rs 200/- per connection over and above the basic charges or as notified from time to time along with the documents specified by the Water Supply Department/Agency. The consumer has to clear all the due water charges of Water Supply Department/Agency in the area before applying for 2nd or otherwise subsequent regular connection. On receipt of the intimation regarding sanctioning of connection, the applicant shall deposit the water meter security as per actual cost (refundable security for recovery of water charges in case of default) connection charges & other material will be supplied by the **applicant** as specified by Water Supply Department/Agency in the area. The meters shall be provided, installed & maintained by the **applicant** at his own cost after getting it tested from the Water Supply Department/Agency in the area. In case the Water Supply Department/ Agency provides/replaces such meters, the consumer would be required to deposit the cost of water meter & other allied material required for connection. Connection charges for the water connection **shall** only be **raised** in the name of owner or registered General Power of Attorney Holder.

- (a) Connection charges shall be **as notified by** Water Supply Department/Agency **from time to time**.
- (b) **All material required** for connection shall be made available by consumer at his own cost including necessary excavation at site,
- (c) Consumer has to pay road cutting charges (If any) as **per rate decided** by Road Construction Agency.

- (ii) All such applications shall be accompanied by the documents specified by the Water Supply Department/Agency.
- (iii) On receipt of the complete application, in hard copy or online as applicable, the connection shall be sanctioned, if found in order as per Byelaws.
- (iv) No new water connection will be provided for commercial premises of area more than 500 Sqm, without operational rainwater harvesting in place.
- (v) In the event of non-payment of water charges or any other due by the Consumer, the Water Supply Department/Agency may recover the arrears out of the security deposited by the Consumer. If the security deposited by the consumer is inadequate to recover the full arrears of the Water charges/ or any other due, the Water Supply Department/Agency shall be authorized to disconnect the connection in default of non-payment.
- (vi) In case, the meter has been damaged or rendered defected, the Water Supply Department/Agency may direct consumer in writing to replace or repair/rectify the meter within 48 hours failing, which the water connection will be disconnected. However, subject to the provisions of Byelaw 5(i), in general, the meters of required higher sizes shall be purchased & replaced at the cost of consumer.

Sub-Registrar/Revenue department will ensure that No Dues Certificate is obtained from the Water Supply Department/Agency in respect of water charges and other due charges before granting NOC for sale of property.

Transfer of Ownership Fee of Rs. 500/- per connection will be charged by the Water Supply Department/Agency to change the name of the consumer.

6. Sanction for Alteration or Extension:

- (i) If, on receipt of the estimate (cost of material & labour for excavation etc.) the applicant wishes to have the alteration or extension carried out, he/she shall deposit in the office of the authorized officer of Water Supply Department/Agency the amount of the estimate (cost of material & labour for excavation etc.), and if alteration or extension is sanctioned by Water Supply Department/Agency, the work of laying communication pipe and fittings shall be executed by the Water Supply Department/Agency. The remaining work of pipes laying and consumer's fittings and service pipes shall be done by licensed plumber in accordance with these Bye-laws. If any conditions of limitations are imposed by the Water Supply Department, while conveying sanction to the connection, such conditions or limitations shall be binding on applicant.
- (ii) The licensed plumber, after completion of the work shall submit a completion report in prescribed form.

(iii) Competent Authority for the grant of water connection / alternation / extension shall be as under:-

Sl. No.	Description	Size of connection	Competent authority to sanction the water supply connection
1.	Regular Domestic, Commercial, Industrial and Institutional connection (Other than for construction purposes)	Upto 15mm	Executive Engineer
2.	Regular Domestic, commercial, Industrial and Institutional connection (Other than for construction purposes)	20mm to 40mm	Superintending Engineer
3.	Water connections of all categories	Above 40mm	Superintending Engineer
4.	All types of temporary water connections	a) Upto 15mm only b) Above 15mm	Executive Engineer Superintending Engineer

7. **Requirement of Meter:-** All existing connections for water supply shall be metered as per the schedule separately notified by Water Supply Department/Agency at the cost of the consumer.
8. **Requirement of Rain water harvesting:** All establishments of area more than 500 Sqm without/Non functional rainwater harvesting & recycling of waste water must ensure installation within six months of notification of these Bye-laws. All other household shall also comply with guidelines related to rainwater harvesting as issued time to time.
9. **Connection to mains:-** All consumer's pipes and consumer's fittings shall be provided and laid in accordance with these Bye-laws and shall be perfectly sound and water-tight before the water supply is commenced. On completion of the work, a completion report in prescribed form duly signed by the licensed plumber shall be submitted to the Water Supply Department/Agency. Water supply will not be supplied to any house or premises unless compliance of the above provisions is made.
10. **Alteration or removal of Consumer's Pipes and Fitting: -** No consumer's pipes shall be altered or extended except with prior permission of Water Supply Department/Agency in accordance with these bye- laws
11. **To curb leakage of waterline between Ferrule and Water Meter:**
On observing leakage on any such points, notice will be served to the consumer asking him/her to get the leakage rectified within a period of 2 days. In case of non-compliance, leakage shall be got repaired at the risk and cost of the consumer and the amount so involved will be intimated to the bill section of Water Supply Department/Agency along with the fine of Rs. 500/- which will be recovered in the ensuing water bill.

12. A consumer may be permitted to have his own meter subject to the following conditions:

- (a) Meter shall be of a type approved by the Water Supply Department/Agency and in proper working condition.
- (b) A consumer may have his own sub-meter installed with the sanction of Water Supply Department/Agency but the Water Supply Department/Agency shall not be responsible for its maintenance or repair etc. or for reading of a Sub Meter.
- (c) In case of loss or theft of water meter, the consumer shall file an FIR/DDR or an affidavit duly attested by the Magistrate/Public Notary and submit an application for installation of the new meter along with copy of any of these documents to Water Supply Department/Agency, after depositing the requisite water meter cost and installation charges as per actual.
- (d) **Reinstallation /disconnection charges:** The following reinstallation/disconnection charges shall be recovered from the consumer:

Meter Size	Reinstallation/Disconnection charges
15mm or ½ "i/d	Rs. 50/-
20mm or ¾" i/d	Rs.60/-
25mm or 1" i/d	Rs.75/-
40mm or 1 ½" i/d	Rs.100/-
50mm or 2" i/d	Rs.200/-
More than 50mm up to 100mm or 2" upto 4" i/d	Rs.300/-
More than 100m	Rs.500/-

13. Charges for Water Consumed:

The charges for the water payable by the consumer shall be as follows per month:

(i) The water consumed for domestic use in residential premises shall be charged at the following rates slab:-

- (a) First 15 Kilolitres. @ Rs. 3.00 per Kilolitre.
- (b) From 15 Kilolitres upto 30 Kilolitres @ Rs. 5.00 per Kilolitre.
- (c) From 30 Kilolitres upto 60 Kilolitres @ Rs. 7.00 per Kilolitre.
- (d) Above 60 Kilolitres @ Rs. 9.00 per Kilolitre.
- (e) For non-metered every first connection @ Rs. 50/per connection/month.
- (f) For non-metered every second connection @ Rs. 80/per connection/month
- (g) For non-metered every third connection @ Rs. 120/per connection/month

For all subsequent connections increment @50% over rate of previous connection charges as prescribed above shall be applicable.

Consumers can also pay in advance the water charges subject to condition that final adjustment against such advance payment shall be based on actual meter reading at the end of the period of advance.

Consumer will be required to install water meters within prescribed time limit from the date of notification (notice to be issued separately by the Water Supply Department/Agency) failing which chargeable rate shall be double the rate mentioned at 13 (e) & (f) . It shall be realized from the consumer in subsequent bill.

Provided that the Water Supply Department/Agency with the approval of the Administrator may give certain rebate to a particular category of persons like Divyang (disabled persons) etc **as per the notification issued from time to time.**

(ii) The minimum Rates for Commercial Premises/Establishment** shall be as under:-**

Sl. No.	Description	Minimum rates Chargeable PM
1.	Booths (Trade of fast food/dhabas etc.)	Rs. 60/- per ton
2.	Hotels, Cinema, Shopping Malls, Restaurants/Bars/Garages and Wine Liquor shops (with A/C facilities) Commercial/Clinic & other commercial coaching establishment	Rs. 120/- per ton
3.	All Hotels, Restaurants, Lodges and Guest Houses with (Non- A/C facilities) Residential building or any part these of being used for professional purpose.	Rs. 110/- per ton
4.	Under Charitable (Category - A) One ½ dia tap provide at religious institutions will be treated as domestic connection.	Rs. 50/- per ton
5.	Under Charitable (Category - B) All other connection will be treated as commercial connection as per the quantity measured by the water meter	Rs.60 /- per ton
6.	Educational Institutions (per ton) a) Government b) Private	Rs.100/- per ton Rs.100/- per ton
7.	Government Departments	Rs.200/- per ton
8.	Ship Supply	Rs.300/- per ton
	Tanker Supply	
9.	Domestic Consumption Tanker Supply (Card)	Rs.80/- (per month for 200 liters per day)
10.	Casual Supply (Per 200 ltrs)	Rs. 30/- per 200 ltrs
11.	Commercial Supply (per ton)	Rs.180/- per ton
12.	Charitable Supply (per ton)	Rs.60/- per ton
13.	Education Purpose (per ton)	Rs.50/- per ton
14.	Govt. Department Supply (per ton)	Rs.200/- per ton
15.	Ship Supply (per ton)	Rs.300/- per ton
16.	Temporary Connection (1/2") per connection subject to Max 1000 lit/day	Rs.450/- per ton

The above charges are subject to change from time to time through Notification by Water Supply Department/Agency in consultation with **Village Water and Sanitation Committee**. Premises not covered by clauses I & II shall be charged at 255 per kilolitre

(iii) Enhancement of Water Charges /Penalty Levied:-

Rate as **per tariff/ penalty** mentioned in this Bye-laws will be enhanced **additionally @ 3%** with respect to the rates of predecessor year on yearly basis and will be reviewed in every 3 years.

14. (A) A consumer who fails to pay the water charge by the due date shall be liable to pay interest and fine as under :

- (1) Interest @12% per annum for the delay period beyond 12 months.
- (2) Fine of Rs.50/- for a delay period of 15 days and in case of further continuing breach with a further fine of Rs.5/- per day.

In case the delay in payments exceed more than 03 months from the due date indicated in the original bill then the original bill shall be deemed to be notice and water supply to the premise shall be disconnected without any further notice. Thereafter, in case of reconnection, the consumer will be liable to pay interest and fine as per above along with reconnection fee:

Provided that the Water Supply Department/Agency may:-

- i) Allow the arrears of water charges to be paid in such number of installments as deemed fit by the Department; and
- ii) Waive the penalty levied for non-payment of water charges by the due date in the following cases:-
 - (a) Where the meter reading recorded on the bill is found to be incorrect; or
 - (b) Where the meter found to be not in proper working order.

14 (B) Special provisions for Housing Societies:

1) Charges for Societies: Water connection shall be allowed to only those Societies which have been approved by Andaman & Nicobar Administration/Town & Country Planning. Connection charge shall be levied as per rates fixed by Water Supply Department on total household basis and charged in the name of society only.

2) Tariff Structure for the Housing Societies:

Water shall be supplied to the Societies through bulk meters. The water will be supplied only to the underground tank of the society considering it as only one unit in such cases, the Society may installed separate water sub-meter for individual flat/house. Water supply shall not commence unless the bulk water meter is installed. Mere deposit of the Tee Connection charges/fee will not entitle commencement of water. The Society shall be responsible for the payment of the total water supplied to it.

The charges for the water payable by the consumer to be calculated for each dwelling unit shall be same as per the tariff proposed above under Bye-law-13(i).

15. Position of Meters:

- (i) Every meter shall be placed as near to the stopcock as possible and in a position where it can be conveniently examined. The position shall be selected by the Water Supply Department/Agency, who shall have exclusive control of meter and stopcock.

(ii) An account of the service and cost of repairs of the meters installed by the Water Supply Department/Agency shall be kept in **Form "A"** in the **Annexure**.

(iii) **Interference with meter:** No meter shall be disconnected from the service pipe or otherwise interfered with, except with the permission of the Water Supply Department/Agency.

16. The Water Supply Department/Agency may withdraw or restrict water supply during peak demand hours for non-domestic use or at any other time, if it appear necessary to do so in order to maintain sufficient supply of water for domestic purposes.

17. **Correctness of meter:** Water Supply Department/Agency has full power to check the correctness of meter through authorized agency or itself. Applicable fee for testing charges are as below:-

18.

Sl. No.	Size of the Meter	Amount of Testing Fee
i)	½" or 15 millimeters	Rs. 200.00
ii)	¾ " 1" to or 20 millimeters to 25 millimeter	Rs. 250.00
iii)	1 1/2" or 40 millimeter	Rs. 300.00
iv)	2" to 3" 50 millimeter to 80 millimeters	Rs. 350.00
v)	4" to 100" millimeters	Rs. 400.00
vi)	6" to 8" 150 millimeter to 200 millimeters	Rs.450.00
vii)	10" to 12" or 250 millimeter to 300 millimeters	Rs. 500.00

Provided that in case the meter is found tampered with, the following penalty shall be imposed: -

- ½" dia Rs.500/-
- ¾" dia Rs.750/-
- 1" dia Rs.2000/-
- Above 1" dia Rs.3000/-

The competent authority for levying the said penalty shall be the authorized officer/Executive Engineer of the Water Supply Department/Agency.

19. Replacement of Meter:

(i) The Water Supply Department/Agency shall cause a meter to be removed from service pipe and be replaced by a new meter or by a meter which has been satisfactorily repaired and tested.-

(a) When the meter-reading book shows that the consumption has fallen off and the cause of the fall cannot be ascertained.

(b) Where the meter is damaged or is not recording or is otherwise out of order;
or

(c) After continuous service of 24 months.

(ii) A meter removed under clause (i) shall be examined and if necessary shall be repaired, cleaned and oiled.

(iii) The meter shall then be tested and shall not be passed for service unless its readings are accurate within five percent.

20. Authenticity of Consumption: Entries in the register of a meter shall be *prima facie* evidence of the quantity of water consumed.

21. The proper working of water meter shall entirely rest with the consumer. Any noticed defect shall be intimated with a remark on the water bill itself. Such consumers shall be required to replace their water meter within a maximum period of four months from the date of issue of last bill bearing the remarks that the meter is defective. The charges for the period for which the meter remained defective will be on the basis of average consumption during the last one year. In case of non-replacement of water meter within four months, the water supply shall be disconnected without any further notice.

22. Bill of Demand: The bill of demand for meter rent and water consumed shall be presented by the Water Supply Department/Agency and shall be paid within fifteen days from the date of presentation of the bill.

Explanation: - For the purpose of this bye-law, a bill shall be deemed to have been duly presented, if it is sent to the registered address of the consumer or e-mailed/SMS to the consumer.

23. Connections:-

(i) Every private connection shall be fitted with at least a ferrule or any other method of connection a stopcock, **water** meter, service pipe and a tap. If in any house or premises the connection is found to be without above fittings, water supply shall be disconnected as laid down in **Bye-law (31)**.

(ii) All pipes, ferrules, stopcocks, **water** meters and other fittings of the connection shall be under the control of the authorized officer of Water Supply Department/Agency. Access to these shall be made by any official authorized by the Water Supply Department/Agency, at any time for repairing and altering the said pipes, taps etc. or for reading the meters.

(iii) No portion of any water connection or the pipe or main leading to it or meter shall be tampered with by any consumer in any way whatsoever, whether for the purpose of repair, alteration or any other purpose except with the written permission from the Water supply department/Agency.

(iv) The registered consumer shall be liable to pay the cost of damage and/or for loss of meter, its surface box or any other material installed by the Water Supply Department/Agency for providing connection to his/**her** house or premises provided that in the event of damage to the meter which, if found by the Water Supply Department as willful, the connection shall be closed as provided for in "bye-law 31".

24. Maintenance of Consumer's Pipes and fittings:

(i) Every consumer shall maintain the stop taps, pipes and other fittings inside the house or premises in water-tight conditions and in thorough working order.

(ii) The Water Supply Department/Agency shall be entitled to depute an official to inspect the water supply installations within the house or premises of the consumer at any time during the day between 8.00 a.m. and 5.00 p.m. During night time, after the supply hours, only an officer of the rank of Junior Engineer or above shall be authorized for inspection.

If the installation or any part thereof is found to be defective, the Water Supply Department/Agency may serve a notice to the consumer to rectify the defect within 24 hours. In the case of serious defect involving heavy wastage of water or endangering safety of the residents or building, water supply shall be disconnected without notice as provided for in bye-law 31.

25. Consumer's Fitting, Testing and Stamping- All consumer's fittings of whatsoever kind shall conform to the provisions and specifications to such further standards as may from time to time be prescribed by the Water Supply Department/Agency and whether so specified or not shall be produced for approval to the Water Supply Department/Agency before being fixed. All such fittings shall be maintained, repaired and renewed at the consumer's expense to the satisfaction of the authorized officer of Water Supply Department/Agency. All consumer's fittings or apparatus used in connection with the water supply of rural area shall be tested and stamped by the Water Supply Department/Agency or/and shall bear a test mark or stamp approved by the Water Supply Department/Agency as guaranteeing conformity with these bye-laws.

26. Consumer's Pipes and Fittings- All consumer's pipes and fittings shall be provided and laid at the consumer's cost and no consumer shall be entitled to supply of water unless and until such pipes, fittings laying and fixing thereof are approved by the Water Supply Department/Agency on compliance with these Bye-laws **and unless proper drainage arrangements have been made.**

27. Erection of water Closets to be Approved:- No connection shall be ordered for the supply of water to any water-closet or urinal unless its erection is approved by the Water Supply Department/Agency and sufficient storage is provided as specified in the building bye-laws.

28. Separate Communication/Delivery Pipe to every Premise: - Every house or premises supplied with water by the Water Supply Department/Agency shall have its own separate communication/Delivery pipe. No communication pipe shall be used to supply water to more than one house or premises.

29. Duties of Consumer:

(i) No consumer shall

(a) Use **or permitted** to use a connection in such a way as to cause waste or unauthorized use of water.

(b) Fix any tap in any court-yard, passage or outside any houses or premises, so as to be available for use by the public without special permission in writing from the Water Supply Department/Agency, or fix any tap in close proximity to places where injurious fumes are likely to be produced, or fix any cock or connection to any tank or reservoir so as to permit any part of the contents of the said tank or reservoir to siphon back into the consumer's pipes.

(c) Re-open any connection that has been stopped or re-connect the connection pipe with the Rural water supply main when the connection pipe has been severed from the said main except with permission of the Water Supply Department/Agency.

(d) Alter the index to any meter or prevent any meter from duly registering the quantity of water supplied.

(e) Obstruct or use water before it has been registered by a meter set for the purpose of measuring the same.

(ii) A consumer shall pay for all water registered by meter fixed in his/her house or premises subsequent to a burst in the service pipes if the Water Supply Department/Agency is satisfied that adequate precautions had not been taken.

30. Prohibited Connections of Consumer's Pipes: - No Service pipe shall be connected to any Water closet, urinal, steam boiler or to any hot water system or any apparatus used for heating or any closed vessel other than through a cistern of such size and description as directed/suggested by the Water Supply Department/Agency.

31. Disconnection: -Every water supply connection shall be disconnected on the request of the consumer or by order from the Water Supply Department/Agency in the area because of the following reasons:-

- a) in the interest of water works.
- b) for the purpose of effecting repairs to any part of the water supply system.
- c) If the bill for water supply and meter remains unpaid for a period of three month from the date of presentation of the bill to the consumers.
- d) in case, wherein assumed by the Water Supply Department/Agency, the use of water causes the house or premises to become unsanitary.
- e) in case, wherein assumed by the Water Supply Department/Agency, adequate drainage arrangements have not been made for disposal of waste water.
- f) if, anticipated by the Water Supply Department/Agency, danger is involved to the occupants of the house or premises or to the structural stability of such houses or premises or parts thereof.
- g) for misuse or infringement of any bye-law; or
- h) in case, as directed by Water Supply Department/Agency the commercial establishment does not install rain water harvesting & waste water recycling as mentioned in this Bye Laws.
- i) in case, where the owner or occupier has used or dealt with the premises in a manner contrary to any condition imposed on the transfer of land/building by the A &N Administration, as the case may be, however the water connection shall not be disconnected unless the owner or the occupier as the case may be, has been given reasonable opportunity of being heard.
- j) in case the other dues of the Water Supply Department/Agency are not being paid by the consumer' for last 6 months.

Explanation: The Disconnection of a water connection means merely the closing of stop tap and removing of the meter.

32. List of Licensed Plumbers: The Water Supply Department/Agency shall issue plumbing license as per the qualification and procedure through proper Notification. It shall also maintain a list of licensed plumbers in public domain for providing services related to water supply connection.

33. Work to be done by Licensed Plumbers: All work likely to be taken up by consumers in connection with the water supply or use of water as permissible and allowed under any of these bye-laws shall only be executed by listed a licensed plumber by water supply department/Agency or their authorized worker only.

34. Plumber's Name to be Furnished:- Every person who employs a licensed plumber to execute any such work shall furnish to the Water Supply Department/Agency the name of the plumber.

35. Penalty for infringement of Bye-laws: Any person who commits a breach of any of these bye-laws shall be punished with fine of Rs.50/- and in case of further continued breach a further fine of Rs. 5/- for every subsequent day during which the breach continues:

Provided that levy of fine as per above will not absolve the person from paying interest @ 12% per annum for the delay period and compensating for the loss, if any, suffered by the Water supply department/Agency because of infringement of bye-laws.

36 (i) The Gram Panchayat shall implement provision of Notified /UT Guidelines on Ground Water Extraction as effective on date in the matter of charges, penalty and other applicable compensation content in guidelines in toto.

Further Gram Panchayat shall also follow Provision and Guidelines issued by Central Ground Water Authority or UT Ground Water Monitoring Committee as applicable on date including the requirement of NOC through NOCAP Web application of CGWB in matter of ground water extraction as well as registration of drilling rigs and various other matters as content in these guidelines and notification and their amendments.

37. Change of Water Tariff from Commercial to Domestic:

For change of water tariff from commercial to domestic, an affidavit shall be submitted by the consumer stating that the commercial activity was previously carried out but subsequently stands discontinued henceforth. The tariff shall be changed by the authorized officer of Water Supply Department/Agency based on an application along with affidavit to this effect.

38. Illegal use of Pumps and Motors:

No direct on line water boosting arrangement shall be installed by the consumer. In case, it is found to be installed on the direct water supply system within the premises, the following action shall be taken against the consumer:-

- a) Confiscation of pump/motor and fine of Rs. 500.00 for first offence.
- b) Confiscation of pump/motor and fine of Rs. 1000.00 for second offence.
- c) Disconnection of Domestic/Commercial water connection.
- d) Confiscated pump will be released to consumer only after paying of fine.

39. Illegal Restoration of already disconnected Water Supply:

To streamline the levy of water charges in cases where disconnected supply is restored without proper authority, the consumers shall be charged water charges for the consumption at the penal rates of double the applicable rates of the tariff structure along with defaulting amount. Additional Charges of Rs.500/- will also be charged for disconnection of water supply from the ferrule for each such attempt.

40. Disputes Settlement & Redressal Committees:

i) Any question, dispute or difference, whatsoever arising in respect of water connections obtained by the consumers from the Water Supply Department/Agency under these Bye-laws regarding water tariff, charges, penalties etc. imposed by the competent authority in accordance with or on account of violation of the said bye-laws shall be referred to the following Dispute Redressal Committees(**DRC**) constituted to settle the disputes.

ii) The various Reviewing and Appellate Authorities shall be as under: -

A) If the Water Supply Department/Agency is Andaman Public Works Department

Sl. No.	Competency for settlement of dispute	Reviewing Authority	Appellate Authority
1.	Up ₹ 1,00,000/-	EE Level Dispute Redressal Committee	SE Level Dispute Redressal Committee.
2.	Above ₹ 1,00,000/-	SE Level Dispute Redressal Committee	CE Level Dispute Redressal Committee.

B) If the Water Supply Department/Agency is Zilla Parishad/Gram Panchayat

Sl. No.	Competency for settlement of dispute	Reviewing Authority	Appellate Authority
1.	Up ₹ 1,00,000/-	Block Level Dispute Redressal Committee	District Level Dispute Redressal Committee.
2.	Above ₹ 1,00,000/-	District Level Dispute Redressal Committee	UT Level Dispute Redressal Committee.

The following committees shall act as Review/Appellate Authorities for settlement of Dispute in the Water Charge Bills in case the Water Supply Department/Agency is APWD: -

A. Executive Engineer Level Dispute Redressal Committee:-

i.	E.E, APWD(concerned)	Chairman
ii.	Chairperson, Village Water Sanitation Committee (VWSC)	Member
iii.	AAO, APWD (concerned)	Member
iv.	Assistant Engineer (concerned)	Member
v.	J. E (concerned)	Member Secretary

This Committee shall be the Reviewing authority for the disputes involving an amount upto Rs 1,00,000/-

B. SE Level Dispute Redressal Committee: -

i.	S.E, APWD	Chairman
ii.	E.E, APWD (concerned)	Member
iii.	Chairperson, Village Water Sanitation Committee (VWSC)	Member
iv.	AAO, APWD (concerned)	Member
v.	A. E, APWD (concerned)	Member Secretary

- APWD means Andaman Public Works Department
- S.E, APWD means Superintending Engineer, Water Supply Department with jurisdiction over the area.
- E.E, APWD means Executive Engineer, Water Supply Department with jurisdiction over the area.
- AAO means Assistant Account Officer of concerned Division of APWD.
- A.E, APWD means Assistant Engineer, APWD with jurisdiction over the area.
- J.E means Junior Engineer, APWD with jurisdiction over the area.

This Committee shall be the Reviewing authority for the disputes involving an amount beyond ₹ 1,00,000/ - & shall act as an Appellate Authority for the disputes involving upto ₹ 1,00,000/-

C. CE Level Dispute Redressal Committee: -

i.	CE, APWD	Chairman
ii.	SE, APWD (concerned)	Member
iii.	Chairperson, Village Water and Sanitation Committee(VWSC)	Member
iv.	FO to CE, APWD	Member
v.	EE, APWD (Concerned)	Member Secretary

This committee shall act as an Appellate Authority for the disputes beyond ₹ 1,00,000/-.

The following committees shall act as Review/Appellate Authorities for settlement of Dispute in the Water Charge Bills in case the Water Supply Department/Agency is Zilla Parishad/Gram Panchayat: -

A) Block Level Dispute Redressal Committee:-

i.	Assistant Commissioner (concerned)	Chairman
ii.	Chairperson, Village Water Sanitation Committee (VWSC)	Member
iii.	Block Development Officer(concerned)	Member
iv.	Revenue officer (concerned)	Member
v.	Panchayat Secretary(concerned)	Member Secretary

This Committee shall be the Reviewing authority for the disputes involving an amount upto Rs. 1,00,000/-

B) District Level Dispute Redressal Committee: -

i.	Deputy Commissioner(concerned)	Chairman
ii.	Assistant Commissioner(concerned)	Member
iii.	Chairperson, Village Water Sanitation Committee (VWSC)	Member
iv.	Tehsildar (concerned)	Member
v.	Block Development Officer (concerned)	Member Secretary

This Committee shall be the Reviewing authority for the disputes involving an amount beyond ₹ 1,00,000/ - & shall act as an Appellate Authority for the disputes involving upto ₹ 1,00,000/-

C) UT Level Dispute Redressal Committee: -

i.	Secretary, Department of Rural Development	Chairman
ii.	Deputy Commissioner (concerned)	Member
iii.	Chairperson, Village Water and Sanitation Committee(VWSC)	Member
iv.	Director, Department of Rural Development	Member
v.	Assistant Commissioner (concerned)	Member Secretary

This committee shall act as an Appellate Authority for the disputes beyond Rs.1,00,000/-

iii) Procedure For Making An Application

In case, the consumer is not satisfied with the billed amount, he/ she will have to make a written request to the Member Secretary of the concerned Committee alongwith 50% of the billed amount in the shape of the Demand Draft payable to Water supply department/agency. The Member Secretary shall arrange a meeting of the Dispute Redressal Committee once in a month and place all such requests before the Committee for decision.

In case, the consumer is not satisfied with the decision of concerned Dispute Redressal Committee (Reviewing Authority), he can make an appeal to the Appellate Authority in writing within 15 days from the decision of Reviewing Authority.

In all these Dispute Redressal Committees, the Consumer and/or his authorized representative shall be given full opportunity to put his / her case before the concerned Dispute Redressal Committee. Normally, these committees shall try to arrive at a consensus decision. In case of difference of opinion amongst the Chairman / Members thereof, the case will be decided with a majority opinion present. The Dispute Redressal Committee shall pass speaking Orders/Decisions and specify clearly, if any relaxation of rules is involved in the case. The Committee Members, if required, can also inspect / visit the premises to access the factual position. Each Dispute Redressal Committee shall decide the cases by holding maximum two meetings for any disputed case and in case the consumer or his/her authorized representative fails to turn up in the meeting, the decision of the Review/Appellate Authority shall be considered as final. Atleast one meeting will be convened in a period of one month by each committee to decide the case.

Decision of the Appellate Authority will be final **and binding** and no further appeal shall be entertained. These Committees shall review and decide all the cases including waiving off irrecoverable amounts. Further these Committees shall consider/review all the disputed cases of the consumers, who have been sanctioned water **supply connection**.

Meter connections including cases relating to excessive charging of water bills due to following reasons:

- a) Premises remained locked after construction but water bills kept on increasing every month.
- b) Premises initially occupied but thereafter remained locked for considerable period.
- c) Excessive water bill on account of high average consumption due to any technical defect in water meter including recording of wrong water meter reading.
- d) Excessive water charges bill due to leakage within the premises of the consumer.

- e) Water connection got sanctioned but physically no water connection was installed at site and the construction was not commenced or only a part of the building constructed but remained incomplete.
- f) Excessive water bill due to levy of commercial charges where the commercial activity was not carried out at all or was carried out for a limited period.
- g) To settle disputed bills, where the Water Supply Department/Agency disconnected the water supply but the same was reconnected by the consumer without the permission of Water Supply Department/informing the Water Supply Department/Agency.
- h) Building was not fully occupied, only a Chowkidar/ Watchman residing for watch and ward.

All the pending cases lying for consideration/ review shall be forwarded to the concerned committees by the respective Member secretary of the area under their jurisdiction within a month from the issue of this Notification. However, the cases already decided prior to the formation of these committees shall not be reopened.

- 41.** Every connection must have float valve at the end point of discharge mouth for control on over flow/wastage of water, it is mandatory or else the connection will be disconnected. Water Supply Department/Agency limits its responsibility of providing water at reasonable pressure upto a height of 1.0 m from the ground level of the building, Consumers are required to construct Storage Tanks / Sump Tanks within the height limit mentioned above for collecting water through the communication pipe.
- 42.** No person shall construct any Latrine or Cesspool within Five meters of any well, tank, water pipe or in any position where such well, tank or pipe is likely to be injured or water therein polluted.

(Admiral D.K. Joshi)
PVSM, AVSM, YSM, NM, VSM (Retd)
Lieutenant Governor
Andaman & Nicobar Islands
By order and in the name of Lieutenant Governor

(Sheela Devi)
Deputy Secretary (RD/Panch)

