

i. WATER SUPPLY CONNECTION

Details	Time Schedule / Response
I. Water Supply :	
1.a) Issue of application for new water supply house service connection	At the Information Centre on all working days on the spot
b) Receipt of filled applications with fees	At the information centre on all working days
c) Issue of acknowledgement	On the spot
d) Intimation to the applicant on rectification of defects noticed in the application	Within one week
e) After rectification of defects, issue of notice / challan for remittance of fees for water supply connection	15 days
f) Effecting Water Supply House service connection	30 Days from the receipt of application
II Complaints / Defects :	
1. Rectification of pollution in drinking water supply	Within 24 Hours
2. Arresting of Leakage of water in the mains	Within 24 hours
3. Minor repairs	2 days
4. Major repairs	3 days
5. Repairs to hand pumps	3 days
6. Repairs to public fountain	2 days
7. Repairs to India Mark 2 pumps / Bore wells	7 days
8. Deficiency in chlorinating	24 hours
9. For prevention of Fire	At once
III. Special Demand:	
1. Supply of water through lorry Tanker	Within 24 hours, if piped water supply is interrupted
2. Supply of water through lorry for Marriage / Festival	One day prior the function