

New Water Connection

Stage at which service applicable (Pre-establishment or Pre-operation)	Pre-establishment
Eligibility - Please list down who all can apply for service (property/ business/ industry, etc.)	Private, commercial and industries can apply for new water connection, however depending upon the availability of bulk water
Inspection Required Is inspection required in this process?	Yes, inspection is required
Validity: The validity period (if any) of the service/ certificate/ license is required to be stated.	NA
Processing Time/ Timeline: The overall time required within which the service will be provided by the Department/ Agency.	30 days

Step by step process:

Instruction: Kindly illustrate the detailed step wise procedure for obtaining the service. The details of levels that the application passes through also needs to be mentioned; such as Scrutinizing, Verification & Approval. For every step, the involved authority should also be mentioned. You may also illustrate the process through a flow chart>

<State to fill up

Step 1 – Application by consumer for new water supply connection

Step 2- Scrutinizing of application as well as availability of bulk water for new consumer

Step 3- Verification of site and preparation of deposit work estimates for new connection thereof

Step 4- Approval for new connection

Step 5- Providing of water supply connection

Acts/ Rules / Notification/ Government Orders:

Instruction: Please list down and share the copies of the relevant applicable Acts /Rules / Notification/ Government Orders with respect to providing the service.

Name of Document	Description	Type: Acts /Rules / Notification/ GO
Nagaland Drinking water supply consumer rules 1998 (1 st Amendment 2011)	Rules for PHED and water consumers for streamlining the delivery service to consumers, distribution of water, water tariff, prevention of water supply infrastructures etc.	Rules
Nagaland Water Policy 2016	Policy for long-term water resource management programme of the State	Policy

Approving Authority:

Application will be submitted to Scrutiny officer and will be forwarded to Approval Authority for final approval issued.

Name of the Authority	Specific Industrial Area/ State Level	Remarks
JE/SDO/EE	Domestic level	EE of Division is approval authority
Chief Engineer	State Level	CE to approve based on recommendation of Divisions EE

Required Documents:

List down the documents that are required to be submitted along with the application in the Online SWS by the applicant as under:

#	Document Name	Description of Document	Mandatory/ Non-Mandatory
1	Identification	Voter Card, Adhaar card, Govt ID card etc	Mandatory
2	House identification documents	Panchayat certificate, electricity bill or any other	Mandatory

Forms:

Please provide the scanned copy of the form (s) so applicable for applying for the service.

Name of Form	Description
Application form for new Drinking Water Supply Connection	For applying new water supply connection
MOU by Consumers for supply of water by PHED	MoU with the PHE Department on water supply connection

Fees Structure:

The detailed fees which the applicant is required to pay for availing the service is required to be stated.

The fee structures are as per the details given below:

WATER SUPPLY CONSUMERS RULES, PROCEDURES AND TARIFFS

On revenue collection and related matters, the Department follows the Nagaland Water Supply Consumer Rules 1998, the rates of which have been revised w.e.f. 9th April / 2010 as under:

Sl. No	Item	Unit	Rate w.e.f. 01.04.2010 (in Rupees)
1	Cost of application & MoU formats	1 No.	20.00
2	Application fee for new normal connection	1 No.	100.00
3	Application fee for temporary connection	1 No.	150.00
4	Reconnection application fee for defaulters	1 No.	50.00
5	Reconnection charges for defaulters	1 No.	250.00
6	Security deposit (refundable)	1 No.	1000.00
7(a)	Water charges for metering system		
	Domestic use	1000 litres	50.00
	Commercial use	1000 litres	100.00
	Industrial use	1000 litres	150.00
	Meter fee PM	1 No.	30.00
7(b)	Non metering system		
	Domestic consumer	1 Point	100.00
	Commercial consumer	1 Point	350.00
	Industrial consumer	1 Point	500.00
8	Penalty for late payment of bills	2 nd Month 3 rd Month	10% of arrear 25% of arrear
9	Reservoir 2000 litres provided	1 No.	200.00
10	Meter Testing fee	1 time	50.00

Application for new connections from interested consumers can be submitted in the form prescribed by the Department. The Department shall supply the application form along with the Agreement form on a written request duly accompanied by a sum of Rs 20/- (Rupees Twenty) only addressed to the Executive Engineer concerned.

Final Certificate:

Please share the scanned copy of the samples of certificate/ license / approval so provided to the applicant, with respect to this service.

-Enclosed below-

1. Application for new water supply connection:

Annexure III

Application for Drinking Water Supply Connection: Rule I Part I

PERMANENT/TEMPORARY/RECONNECTION (Strike off whichever is not applicable)

To

The Executive Engineer

PHE Division _____ (write name of Division in Capital letters)
Nagaland

Name of Applicant (in Capital letters) : _____
Father's/Husband's Name : _____
Sex : Male/Female (strike off whichever is not applicable)
Date of Birth : _____
Quarter No. (where water supply is required) : _____
Full Address : _____
Phone Nos. a) Landline : _____
b) Mobile : _____

8. Category of Consumer : **DOMESTIC/COMMERCIAL/INDUSTRIAL/TEMPORARY**
(strike off whichever is not applicable)

9. Ownership of house : **OWN/RENTED** (strike off whichever is not applicable)
If Rented, Certificate of Consent from owner to be attached, vide Rule 3 (a)

10. Whether the intended water supply pipeline crosses another's land : **Yes/No**
If Yes, Certificate of Consent from land owner to be attached, vide Rule 3(b)

11. No. of water outlet taps required : _____ (write number in letters, e.g one/two etc.)

12. Whether drainage system, for disposal of waste water is available, vide Rule 17 (a): **Yes/No**
(If No, estimate preparation to be delayed till such arrangement is made and certified in written)

13. Whether Water Reservoir (2000 liters unit) is required : **Yes/No**

If Yes, how many: **ONE/TWO/THREE/FOUR** (strike off whichever is not applicable)

I undertake to abide by the Nagaland Water Supply Consumers Rules 1998 (amended from time to time), and that all information, in this application, are true to the best of my knowledge and belief.

Yours faithfully,

Signature

Place

Date

Name

(Name in full in Capital letters)

Check list : for application

Whether requisite application fee is enclosed

Certificate of Consent from Owner of building, vide SI No. 9 of application

Certificate of Consent from land owner, vide SI No. 10 of application

Whether drainage system, for disposal of waste water is available, vide SE No. 12 of application

2. MoU by consumer for supply of water by PHED:

ANNEXURE IV

MEMORANDUM OF UNDERTAKING BY CONSUMER FOR
SUPPLY OF WATER BY PHED
Rule 3(c) at Part I & Rule 21 at Part VI

Name of the Consumer.....

Present address (If Govt.Servant, Name of the Office Should be mentioned)

.....

.....

House No. (with location).....

Permanent Address

.....

Date of taking water connection to the house..... (dd/mm/yy)

(Date of execution of MOU)

Purpose of taking water connection:

Domestic Consumption

Commercial Consumption

Industrial Consumption

No. of Taps with Size in mm

No. of reservoir with capacity in litres (If provided)

I, Shri/Smti, after reading carefully the Nagaland Water Supply Rules 1998(First Amendment) of the Public Health Engineering Department, do hereby, agree to abide by these rules and take charge of the water supply to the house, mentioned above.

I, further, on this day __/__/__ (dd/mm/yy) do hereby bind myself and my legal heirs, as per these rules, to the liabilities, etc to be incurred in connection with supply of water to my house/office.

Signed in the presence of Sub Divisional Officer, PHED Sub Division

Signature of the consumer

Date :

Place :

Countersigned:

(Concerned Executive Engineer with Official seal)