

Water Supply and Sanitation Department (HEAD), Mantralaya

Citizen Charter

Introduction :-

A new ministerial administrative department, namely Water Supply and Sanitation Department, has been created as per the General Administration Department, Notification No. Shakani-1095/CR-289/18 (R. & Ka.), dated November 9, 1995. As per the said notification, the following subjects have been assigned to this department.

Subject list:-

- 1) Establishment of Water Supply and Sanitation Department (itself), Ground Water Survey and Development System under the Department and Rural Water Supply Departments of Zilla Parishads.
- 2) Policy to provide clean and sufficient drinking water to the rural areas.
- 3) To coordinate and monitor the work of Maharashtra Jeevan Pradhikaran, Zilla Parishads and Ground Water Survey and Development Agency in connection with the implementation of sanitation programs in urban and rural areas.
- 4) To take action on statutory, constitutional, policy and establishment matters of Maharashtra Jeevan Pradhikaran..

Main functions of the department:-

- 1) To formulate policies for water supply and sanitation and sanitation programs and to coordinate and monitor through the implementation agencies.
- 2) To prepare budgets and provide funds for water supply and sanitation programs..
- 3) Implementing urban and rural water supply and sanitation programs directly through local government bodies or through Maharashtra Jeevan Pradhikaran on behalf of local self-government bodies through.
- 4) Implementing rural water supply and sanitation programs through the Rural Water Supply Department of the Zilla Parishad.
- 5) Handling matters related to groundwater survey, conservation and control at the regional level through the Groundwater Survey and Development Mechanism.

To achieve the above objectives and implement various schemes of the State Government, the following regional offices, authorities and institutions are functioning under the department.

- 1) Maharashtra Jeevan Pradhikaran.
- 2) Groundwater Survey and Development Agency.
- 3) State Water and Sanitation Mission.

As per the guidelines of the Central Government, the Water and Sanitation Support Organization was established by a government decision dated March 12, 2012 to handle the implementation and monitoring of the schemes of the Water and Sanitation Department in the state. However, as per the department's order dated 4th September 2020, the State Water and Sanitation Mission has been established under the Jal Jeevan Mission, and the Water and Sanitation Support Organization has been merged into it. The said organization is under the control of the Mission Director. The office of the State Water and Sanitation Mission is located at CIDCO Bhavan (South Room), 1st Floor, CBD, Belapur, Navi Mumbai-400 614.

Department structure:-

Policy decisions of rural and urban water supply and rural and urban sanitation, solid waste management, etc. are taken by the Water Supply and Sanitation Department. The Hon'ble Minister (Water Supply and Sanitation) is the head of the department while the Principal Secretary is the administrative head of the department. Joint Secretary/Deputy Secretary/Chief Engineer and Officer on Special Duty /Under Secretary/Desk Officer and other staff are working under the control of the administrative head of the department. To ensure smooth functioning of the department, the following work allocation has been made. Accordingly, citizens can seek the information they require from the concerned Under Secretary/Cell Officer and can also get their complaints/requests resolved.

The offices of the Water Supply and Sanitation Department are at the following locations:.

- (1) Gokuldas Tejpal Hospital Complex, 7th & 8th Floor, Near Crawford Market, Lokmanya Tilak Marg, Mumbai-400 001.
- (2) State Water and Sanitation Mission, 1st Floor, CIDCO Bhavan, CBD Belapur, Navi Mumbai 400 614.

Sr.No.	Controlling Officer	Desk Name	Subject
1	Mr. Rajendra Gengje, Deputy Secretary	PAPU 01	Establishment-related matters of WSSD(Own)
		PAPU 15	Establishment-related matters of the Groundwater Survey and Development

	a) Maharashtra Jeevan Authority (Establishment)		Agency
	b) Groundwater Survey and Development Agency (Establishment)	PAPU 23	Establishment-related matters of Maharashtra Jeevan Pradhikarn
	c) Department's Own Establishment	Cash Section	Cash Section of WSSD (Own)
	d) Department's Cash Section / Computer Section	Computer Section	Computer Section of WSSD (Own)
2	Mrs. Geeta Kulkarni, Joint Secretary a) Coordination of Legislative Assembly and other works b) Budget Section c) Scarcity d) Audit e) Urban Water Supply and Sewerage f) Registry Section g) Atal Bhujal Yojana / Groundwater Policy	PAPU 02	Registry Section WSSD (Own)
		PAPU 03	Legislative Assembly work and other coordination matters
		PAPU 04	Budget Section
		PAPU 14	Rural and Urban Water Scarcity related matters
		PAPU 19	Atal Bhujal Yojana / Groundwater Policy
		PAPU 20	Audit and expenditure reconciliation matters of WSSD (Own)
		PAPU 22	Urban Water Supply and Sewerage related matters
3	Mr. Bapu Pawar (IAS), Joint Secretary a) Jal Jeevan Mission b) Water Quality and Monitoring	PAPU 07	New policy matters related to rural water supply
			Work of Jal Jeevan Mission in Chhatrapati Sambhajinagar Division
		PAPU 04	Work of Jal Jeevan Mission in Konkan Division
		PAPU 10	Implementation, fund distribution, statistical data/fund-related information, IMIS and SLSSC system of Jal Jeevan Mission
		PAPU 13	Work of Jal Jeevan Mission in Amaravati Division
		PAPU 12	Work related to water quality and monitoring in rural areas

		PAPU 22	Work of Jal Jeevan Mission in Pune Division
		PAPU 17	Work of Jal Jeevan Mission in Nagpur Division
		PAPU 18	Work of Jal Jeevan Mission in Nashik Division
4	Mrs. Netra Mankame, Deputy Secretary	PAPU 08	Policy matters/fund distribution under Swachh Bharat Mission
		PAPU 16	Implementation of schemes under Swachh Bharat Mission
5	Mr. Prashant Bhamre, Chief Engineer & V.K.A.	PAPU 04	Work of Jal Jeevan Mission in Konkan Division
		PAPU 07	Work of Jal Jeevan Mission in Chhatrapati Sambhajinagar Division
		PAPU 13	Work of Jal Jeevan Mission in Amravati Division
		PAPU 17	Work of Jal Jeevan Mission in Nagpur Division
		PAPU 18	Work of Jal Jeevan Mission in Nashik Division
		PAPU 22	Work of Jal Jeevan Mission in Pune Division
		PAPU 19	Chief Minister's Rural Drinking Water Programme
6	Mrs. Ulka Naik, Joint Director (Statistics)	PAPU 05	Statistics Section of the Department
7	Shree.A.S.RANGA NAYK (I.A.S) Mission Director JJM	PAPU 25	Matters related to the establishment of the State Water and Sanitation Mission
		PAPU 11	Jalswarajya-२ World Bank Assisted Project - Jalswarajya Phase ०१ and Phase ०२

8	Mr. Bapu Pawar (IAS), Joint Secretary Swachh Bharat Mission	PAPU ०6	Matters related to rural water supply schemes related to the revenue divisions of Konkan, Amravati, Pune, Nashik, Chhatrapati Sambhajinagar and Nagpur (State Water and Sanitation Mission)
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Maharashtra Jeevan Pradhikaran :-

For the rapid development and implementation of urban and rural water supply and sewerage programs in the state, the Maharashtra Water Supply and Sewerage Board was established on 1st January 1977 under the Maharashtra Water Supply and Sewerage Board Act, 1976. In 1997, an amendment was made to the said Act, and the Maharashtra Water Supply and Sewerage Board was renamed as the Maharashtra Jeevan Pradhikaran..

With the approval of the Hon^{ble} Cabinet, the Government issued a Government Resolution on 23rd March 2017, deciding that the salaries, allowances, and pensions of the officers/employees of the Maharashtra Jeevan Pradhikaran would henceforth be paid by the Government from 23rd March 2017 onwards.

The headquarters of the Maharashtra Jeevan Pradhikaran is located in Mumbai under the control of the Member Secretary. The divisional offices of the Chief Engineers are functioning at Pune, Nashik, Aurangabad, Amravati, Nagpur, and Thane, and the districts in each division are under their jurisdiction..

Groundwater Survey and Development Agency:-

As a result of the Agricultural Credit Project Agreement between Government of Maharashtra and International Development Association (World Bank Project), the Groundwater Surveys and Development Agency (GSDA) came into existence on 16th July 1971. The work related to groundwater surveys and development, which was earlier carried out through the Agriculture Department, the Directorate of Geology and Mining, and the Irrigation Department, was entrusted to this agency. Initially, the agency functioned as a part of the Directorate of Geology and Mining. However, from 15th November 1972, the agency was given the status of an independent directorate to scientifically implement the following schemes:

- (a) Conducting surveys related to groundwater.
- (b) Groundwater assessment, conservation, and management.

The Maharashtra Groundwater (Development and Management) Act, 2009 has been in force in the state since 1st June 2014. The amended Act aims to ensure continuous availability of groundwater for all types of groundwater users and to protect public drinking water sources. For this purpose, demand- and supply-based measures are to be implemented with public participation, ensuring that groundwater development and management are carried out through people's involvement.

The headquarters of the Groundwater Surveys and Development Agency is located in Pune under the control of the Director. Divisional offices of the Deputy Directors are functioning at Pune, Nagpur, Chhatrapati Sambhajnagar, Nashik, Amravati, and Konkan (Navi Mumbai), and the districts in each division are under their jurisdiction. The offices of the agency are located in all districts under the control of Senior Geologists..

State Water and Sanitation Mission:-

Functions and responsibilities of State Water and Sanitation Mission:-

- 1) Handling matters related to the operational aspects (software aspects) of the rural water supply and sanitation sector.
- 2) Acting as a link between the Government's Water Supply and Sanitation Department (Head Office), Maharashtra Jeevan Pradhikaran, Groundwater Surveys and Development Agency, and the Zilla Parishad.
- 3) Assisting Panchayati Raj Institutions and Rural Water Supply and Sanitation Committees in preparing Water Security Plans, and in implementing and carrying out operation and maintenance of rural water supply schemes based on these plans.
- 4) Undertaking work related to human resource development, information, education, and communication.
- 5) Conducting evaluation and impact assessment studies of the water supply and sanitation programs, undertaking research and development activities, and submitting the findings to the Government for making improvements in various programs.
- 6) Developing MIS, computerization, GIS mapping, and online monitoring systems for water quality monitoring, surveys, and other related matters.\
- 7) Monitoring and reviewing the physical and financial progress of schemes such as Jal Jeevan Mission and Swachh Bharat Mission (Rural).
- 8) Monitoring and coordinating the work of consultants and staff in the District Water Supply and Sanitation Missions and Resource Centers.
- 9) Coordinating with Maharashtra Jeevan Pradhikaran, Groundwater Surveys and Development Agency, and Zilla Parishads in relation to Jal Jeevan Mission and Swachh Bharat Mission (Rural) and other such programs.
- 10) Complying with instructions received from time to time from the Central and

Important schemes implemented by the department:-

(1) Atal Bhujal Yojana :-

To address the challenges related to groundwater, the Government of India is implementing the World Bank-assisted Atal Bhujal Yojana (Atal Jal). For the implementation of the Atal Bhujal Yojana in seven states of the country, funding and leadership are being provided by the Ministry of Jal Shakti, Department of Water Resources, River Development & Ganga Rejuvenation (DoWR, RD&GR), as well as the Department of Drinking Water & Sanitation, Government of India. In each participating state, as defined by the Central Ground Water Board (CGWB), the focus is on over-exploited, critical, and semi-critical watershed areas.

Under the Atal Bhujal Yojana, for Maharashtra State, a provision of ₹ **188.26** crore as a grant and ₹ **737.51** crore as incentive assistance—based on performance criteria linked to the achievement of project objectives—has been made.

For the implementation of this scheme, **1,443** villages from **1,339** Gram Panchayats, located in **73** watershed areas of **38** talukas in **13** districts of Maharashtra, have been selected. The Groundwater Surveys and Development Agency (GSDA) has been designated as the Project Implementing Agency (PIA) for the execution of the Atal Bhujal Yojana in the state. The scheme period is from **01.04.2020** to **31.03.2025** (**5** years), and it has been granted an extension until March 2026.

(2) Registration of public drinking water sources:-

As per the Government Resolution dated **20/07/2022**, instructions have been issued to entrust to the Executive Engineer (Rural Water Supply), Zilla Parishad, the tasks of: updating on the Central Government's website (IMIS) the taluka-wise numerical information of geo-tagged public water supply schemes, their components, and public drinking water sources carried out through the Water Supply and Sanitation Department; updating on IMIS the information, obtained from the Panchayat Samiti level, of newly commissioned public drinking water sources under various schemes in the villages and permanently closed sources; geo-tagging the components of public drinking water sources and water supply schemes and updating the same on IMIS.

(3) Water Quality and Monitoring:

Under the Jal Jeevan Mission, in accordance with the Central Government's WQMS guidelines, the Groundwater Surveys and Development Agency (GSDA), Pune, operates **6** divisional, **28** district-level, and **144** sub-divisional laboratories in the state. Among these, the **6** divisional and **28** district-level laboratories have obtained NABL accreditation for chemical testing, while out of the **144** sub-divisional laboratories, **143** have received NABL recognition for chemical

testing, and the recognition process for the remaining laboratory is in progress. These laboratories carry out chemical testing of water once a year and biological testing twice a year.

At the Gram Panchayat level, for biological water quality testing, the procedure for the use, procurement, and distribution of biological FTK-H₂S vials has been determined as per the Government Resolution of the Water Supply and Sanitation Department, No. WQM 2019/PR.No.85/PAPU-12, dated 02.02.2022. As per the Central Government's WQMS guidelines, water sample testing is to be done from the sources of schools, Anganwadis, and household tap connections. To ensure the supply of clean and safe drinking water at the village level, water samples from registered public drinking water sources/distribution points in the Gram Panchayat are to be tested once every month using Field Test Kits (FTKs) by trained women volunteers from the village. In cases where drinking water samples fail quality standards, immediate corrective action is to be taken by the concerned Gram Panchayat as per the issued instructions.

(4) Bringing Public Health Department's Water Quality Testing Laboratories under the control of the Water Supply and Sanitation Department:

To implement the Water Quality Monitoring and Surveillance Programme, 138 sub-divisional laboratories from the State Health Department have been transferred to the Groundwater Surveys and Development Agency (GSDA). Additionally, approval has been received for 10 new sub-divisional laboratories, and the process of setting them up is in progress. Out of these, 6 laboratories (Akkalkot, Kurduwadi, Sengao, Navegaon Bandh, Tiroda, and Amgaon) have already been established. Work is also underway to establish a State-level laboratory in Pune. In total, 182 laboratories have been approved – comprising 6 divisional, 28 district-level, and 148 sub-divisional laboratories – of which 182 laboratories are currently operational.

(5) Swachh Bharat Mission (Gramin):

i) Swachh Bharat Abhiyan (Gramin) Phase-2

In July 2020, the Central Government issued guidelines for Swachh Bharat Abhiyan (Gramin) Phase-2. With the aim of ensuring complete rural sanitation and sustaining cleanliness, under Phase-2 of the Mission, planning is being undertaken for public toilet construction in rural areas, solid waste and wastewater management, Gobardhan (cow dung management), faecal sludge management, and plastic waste management. The detailed process and criteria for implementation under Swachh Bharat Mission (Gramin) Phase-2 have been specified in the

guiding instructions.

In the State Cabinet meeting held on **28/07/2021**, approval was granted to implement the Centrally Sponsored Swachh Bharat Abhiyan (Gramin) Phase-2 in the state from the financial year **2020-21** to **2024-25**. Accordingly, guidelines for the implementation of Swachh Bharat Abhiyan (Gramin) Phase-2 were issued through the Government Resolution of the Water Supply and Sanitation Department dated **11/10/2021**.

Further, instructions regarding the construction of public toilets under Phase-2 were issued by the Government Resolution dated **12/04/2022**. Government Resolutions dated **18/10/2021**, **26/11/2021**, and **02/12/2021**, along with the Government Corrigendum dated **08/09/2022**, issued instructions regarding solid waste and wastewater management in rural areas of the state under Phase-2 of the Mission.

Also, as per the Government Resolution dated **29/10/2021**, guidelines have been issued for declaring and verifying villages as Open Defecation Free Plus (ODF+) under Swachh Bharat Abhiyan (Gramin) Phase-2.

Under Phase-2 of the Swachh Bharat Abhiyan (Gramin), the following main components are eligible for grants as per the directions of the Central Government: –

Component		Grant Amount
1. All families below the poverty line (BPL) and families just above the poverty line belonging to Scheduled Castes, Scheduled Tribes, small farmers, marginal farmers, landless agricultural laborers, physically disabled persons, and women-headed families, upon constructing and starting use of an individual household toilet.		Eligible beneficiary family: ₹ 12,000/-,
2. Solid Waste and Wastewater Management	At the village level, 30% of this amount shall be spent by the Gram Panchayat from the grant received under the 15th Finance Commission.	In villages with a population up to 5,000: ₹60/- per person for solid waste management and ₹280/- per person for wastewater management.
		In villages with a population above 5,000: ₹45/- per person for solid waste management and ₹660/- per person for wastewater management.

	At the district level	For a Plastic Waste Management Unit (1 per taluka):	Up to ₹ 16.00 lakh.
		Faecal sludge management	Up to ₹ 230/- per person.
		Gobar-Dhan Project (only at the district level, 1 per district)	Up to ₹ 50.00 lakh (per district)
3.	Community Sanitation Complex	₹ 3.00 lakh – out of which 30% must be spent by the Gram Panchayat from the grant received under the 94th Finance Commission.	
4.	Information, Education, and Communication (IEC) & Human Resource Development	3% of the total expenditure.	
5.	Administrative Expenses	1% of the total expenditure.	
6.	Revolving Fund	5% of the project cost, subject to a maximum of ₹ 1.50 crore per district.	
7.	Flexi Fund	May be used at the state level for meeting local needs and for innovative technology development as per the guidelines of the Government of India	

For the construction of drains, expenditure under the Swachh Bharat Mission (Gramin) Phase-2 is not permissible. Funds received from the 15th Finance Commission and MGNREGA are to be utilized for this purpose. In addition, the State Government may permit additional grants from funds obtained through other state-level/central schemes, MP/MLA funds, CSR funds, and other such sources.

ii) Sant Gadge Baba Gram Swachhta Abhiyan:-

The primary objective of the rural sanitation programme is to improve the health standards of the rural population. To enhance the health and living standards of people in rural areas by adopting hygienic practices, the Government has been implementing campaigns/programmes to create sanitation-related assets, provide new sanitation facilities in villages, bring about a change in citizens' mindset towards cleanliness, and ensure active and continuous participation of all rural citizens in the cleanliness movement across villages.

To motivate villagers and make them realise the ownership and importance of the programme, a comprehensive competition has been organised at the Gram Panchayat, taluka, and district levels, evaluating progress in various aspects of cleanliness. This initiative, known as

the Sant Gadge Baba Gram Swachhta Abhiyan, has been implemented since **2000-01**.

From **2002-03** onwards, a scheme of special awards at the taluka, district, divisional, and state levels was introduced for Gram Panchayats that carried out outstanding work in specific areas related to cleanliness and rural development.

To make the implementation of the Abhiyan simpler, more transparent, and inclusive, and to encourage participation from all Gram Panchayats in Maharashtra, earlier Government Resolutions regarding the Abhiyan were superseded, and new guidelines were issued through the Government Resolution dated **25/04/2018**, subsequently amended on **23/07/2019** and **25/11/2021**. As per these guidelines, competitions at the Zilla Parishad group level for **2020-21-22** have been completed and results announced, and inspections for the **2018-19** and **2019-20** state-level competitions have been completed.

In line with the objective of sustaining total rural sanitation under Swachh Bharat Abhiyan (Gramin) Phase-2, all ongoing works in the state, such as construction of public toilet complexes in rural areas, solid waste and wastewater management, Gobardhan, faecal sludge management, and plastic waste management, are to be completed so that the state can be declared Open Defecation Free Plus (ODF+).

To accelerate these works and encourage the participation of villagers and officials, suitable modifications have been made to the competition under the Sant Gadge Baba Gram Swachhta Abhiyan. Accordingly, new consolidated guidelines for the **2022-23** and subsequent campaigns have been issued through the Government Resolution dated **07/11/2022**.

(6) Jal Jeevan Mission:

Since **2019**, the National Rural Drinking Water Programme has been restructured and renamed as Jal Jeevan Mission. According to the operational guidelines of the Jal Jeevan Mission of the Central Government, the main objective of the Mission is to provide every rural household in the state with a minimum supply of **55** litres per person per day of quality drinking water through individual tap connections by **2024**.

For the implementation of the Jal Jeevan Mission in the state, a State Water and Sanitation Mission is functioning at the state level, and a District Water and Sanitation Mission at the district level. At the village level, the Rural Water and Sanitation Committee will act as the planning, implementation, and operation & maintenance agency under the Mission.

The plans prepared under the Mission are to be approved by the District Water and Sanitation Mission and then by the District-level Committee chaired by the Hon. Guardian Minister. At the state level, these plans require the approval of the Committee chaired by the Hon. Minister (Water Supply & Sanitation). The target under this Mission is to benefit a total of **1.42** crore households in rural areas of the state.

(7) World Bank-Assisted Hydrology Project:

The Hydrology Project is being implemented by the Central Government with financial

assistance from the World Bank, and in the state, various groundwater-related development works are being undertaken through the Groundwater Surveys and Development Agency (GSDA). The project has been expanded nationwide and is now being implemented under the name National Hydrology Project.

The funds received under the National Hydrology Project are in the form of **100%** grants for a period of **8** years, from **2016-17** to **2023-24**. The Central Government has approved an allocation of **₹36.00** crore for Maharashtra State. As per Central Government directions, the groundwater project action plan for Maharashtra has been revised from **₹36.00** crore to **₹27.00** crore.

Under the National Hydrology Project, activities such as establishing a hydrological information system, decision support systems for flood control, and conservation of water resources will be undertaken. Other works include repair or rehabilitation of deep borewells or tubewells, procurement of equipment for video conferencing, training of agency officers for project-related purposes, and conducting public awareness campaigns on groundwater.

The revised administrative approval for the action plan submitted by GSDA to expedite these activities was granted by the Water Supply and Sanitation Department through the Government Resolution dated **10 November 2020**.

(8) Delivery of Services under the Maharashtra Right to Public Services Act, 2015:

To provide transparent, efficient, and timely public services to eligible individuals/institutions in the state, the Maharashtra Right to Public Services Act, **2015** was enacted. Under its provisions, a total of **16** services have been notified under the Water Supply and Sanitation Department through the Maharashtra Jeevan Pradhikaran.

Sr. No.	Name of Public Service	Timeframe for Service Delivery (Working Days)	Designated Officer	First Appellate Officer	Second Appellate Officer
1	Providing tap connection to consumers under water supply centers operated through MJP	30 days after submission of a complete application with all required documents	Concerned Executive Engineer	Superintending Engineer	Chief Engineer
2	Resolution of complaints related to water bills	30 days	Concerned Executive Engineer	Superintending Engineer	Chief Engineer

Also, a total of two services have been notified through the Groundwater Survey and Development System under the Water Supply and Sanitation Department.

Sr. No.	Name of Public Service	Timeframe for Service Delivery (Working Days)	Designated Officer	First Appellate Officer	Second Appellate Officer
1	Borewell/Well Site Survey (Hydrogeological and Geophysical)	30 days	Junior Geologist/Assistant Geologist (Senior Geologist at District Office)	District Senior Geologist	Divisional Deputy Director, Groundwater Survey and Development Agency
2	Chemical and Biological Analysis of Water Sample	30 days	For Deputy Director Office–Chemist at Deputy Director Office	For Deputy Director Office–Senior Geologist at Deputy Director Office	Divisional Deputy Director, Groundwater Survey and Development Agency
			For District Office Monitoring Officer/Chemist at District Office	For District Office–Senior Geologist at District Office	Divisional Deputy Director
3	New Tap Connection	15 days	Executive Engineer	Superintending Engineer	Chief Engineer
4	Change of Ownership	7 days	Executive Engineer	Superintending Engineer	Chief Engineer
5	Change in Tap Connection Size	15 days	Executive Engineer	Superintending Engineer	Chief Engineer
6	Temporary/Permanent Disconnection of Tap Connection	7 days	Executive Engineer	Superintending Engineer	Chief Engineer
7	Reconnection	15 days	Executive Engineer	Superintending Engineer	Chief Engineer
8	Change in Usage	15 days	Executive Engineer	Superintending	Chief

				Engineer	Engineer
9	Preparation of Water Bill	3 days	Executive Engineer	Superintending Engineer	Chief Engineer
10	Plumber License	15 days	Executive Engineer	Superintending Engineer	Chief Engineer
11	Renewal of Plumber License	15 days	Executive Engineer	Superintending Engineer	Chief Engineer
12	No Dues Certificate	3 days	Executive Engineer	Superintending Engineer	Chief Engineer
13	Complaint Regarding Faulty Meter	7 days	Executive Engineer	Superintending Engineer	Chief Engineer
14	Complaint Regarding Unauthorized Tap Connection	7 days	Executive Engineer	Superintending Engineer	Chief Engineer
15	Complaint Regarding Water Pressure	3 days	Executive Engineer	Superintending Engineer	Chief Engineer
16	Complaint Regarding Water Quality	3 days	Executive Engineer	Superintending Engineer	Chief Engineer
17	Resolution of Water Bill Related Complaint	30 days	Executive Engineer	Superintending Engineer	Chief Engineer
18	Shifting of Tap Connection	30 days	Executive Engineer	Superintending Engineer	Chief Engineer

(9) Measures to be Taken for Drought (Water Scarcity) Mitigation:

As per the provisions of Sections 25 and 26 of the Maharashtra Groundwater (Development and Management) Act, 2009, the authority of the concerned district, based on the advice of the Groundwater Surveys and Development Agency (GSDA), or by considering factors such as the amount and nature of rainfall, data on water table levels in the watershed area, or any other relevant matter, may declare any area as “water scarcity affected” for a period not exceeding one water year, during the monsoon season or any time thereafter. In such areas, prescribed measures are implemented to ensure the supply of drinking water.

In rural areas of the state, detailed guidelines for the mitigation of drinking water scarcity have been issued through a standing order under the Government Resolution dated 03.02.1999 of this department. Furthermore, as per Government Resolution No. Scarcity 2025/Pr.Kr.39/PAPU-14 dated 24.04.2025, measures for source strengthening have been incorporated into these guidelines.

For scarcity mitigation, appropriate measures from the following permissible options are implemented:

1. Deepening of wells / removal of silt from wells.

2. Acquisition of private wells.
3. Supply of water through tankers / bullock carts.
4. Special repairs to piped water supply schemes.
5. Special repairs to borewells.
6. Drilling of new borewells.
7. Implementation of temporary supplementary piped water supply schemes.
8. Digging of infiltration wells / excavation of trenches in dams or lakes.
9. Completion of ongoing piped water supply schemes.
10. Source strengthening near the source of a piped water supply scheme.

However, as per Government Resolution No. Scarcity **2022/Pr.Kr.38/PAPU-14** dated **20.04.2022**, in scarcity situations in the state, the powers for managing tanker operations have been delegated to the Sub-Divisional Officer and Sub-Divisional Magistrate.

