

Water Works

Details of Business Transacted by Water Work Branch of S.M.B. for Quality and Efficient Water Supply System

- Providing water connection from both municipal line and P.H.E line.
- Provision / maintenance of public taps.
- Maintenance repair and cleaning of water sources, water tanks, water lines.
- Regulations of timings of water supply by designated key men.
- Provision of additional water supply by water tankers.
- Regulation of certified plumbers - issue of license, regulation of fees, etc.
- Inspection of wells, perinial water and declaration of closure of the same if found not fit for using
- Tapping water resources.

Water Works																		
Frequently Asked Questions	Answers	Timeline	Concerned officer															
How to obtain a water connection?	By submitting an application in the prescribed form and duly recommended by the Headman/Rangbah Shnong. Also supported with the receipt of up to date tax payed.	1-2 weeks from the date of submission of complete application	Superintendent, Waterworks 9863024481															
What is to be done if a household is not getting enough water, No Water, Bad quality water or if there are any pipe leakages?	Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website	24 hours provided there is a breakdown in the individual distribution system/pipe connection. If there is a breakdown in the main transmission lines then the same might take around 2-3 days	Water Works Incharge, Waterworks 9863066029 Water Works Incharge, Waterworks 9774656381															
How to obtain water through water tankers?	The applicant has to make a make application in the prescribed form and pay the fees as follows. Applicant can register their request complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website	Within 12 hours of the request.																
	<table border="1"> <thead> <tr> <th>Tanker Capacity (Ltr)</th> <th>Area</th> <th>Present Rate (INR)</th> </tr> </thead> <tbody> <tr> <td>6000 -7000</td> <td>Within SMB</td> <td>700</td> </tr> <tr> <td>6000 -7000</td> <td>Outside SMB</td> <td>1100</td> </tr> <tr> <td>4000</td> <td>Within SMB</td> <td>600</td> </tr> <tr> <td>4000</td> <td>Outside SMB</td> <td>800</td> </tr> </tbody> </table>	Tanker Capacity (Ltr)	Area	Present Rate (INR)	6000 -7000	Within SMB	700	6000 -7000	Outside SMB	1100	4000	Within SMB	600	4000	Outside SMB	800		
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	<i>Note: The above rates are subject to revision from time to time</i>																	

Expectation from Residents

- Regular payment of tax.
- Minimizing wastage of water.
- Cooperation in maintenance of water lines.
- Periodic checking of private lines and reporting leakages etc.
- Report of theft of water supply equipments, tampering, etc. of water line.
- Cooperation and people's participation in successful delivering of services.
- Adherence to terms and conditions of the laid in the water connection permit.