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BANGALORE WATER SUPPLY AND SEWERAGE BOARD

Cauvery Bhavan, K.G. Road, Bangalore-560009

No. BWSSB/EIC/CE(M)/ACE(M)-III/DCE(M)-I/TA(M)-III/ 3690/2016-17 Dated: 02/7/2016

To,
The Additional Chief Secretary to Government,
Department of Personnel and
Administrative Reforms (Janaspandana),
Karnataka Government Secretariat,
II Floor, V.V.Main Tower,
Dr.Ambedkar Veedhi,
Bengaluru-560001.

Sir,

Sub: Regarding references made to various Government Departments by Dr.Malati Das IAS (Retd), Former Chief Secretary, Government of Karnataka, Advisor, Janaagraha Centre for Citizenship and Democracy.

Ref: D.O.Letter No.DPAR76/2016, dated:15.06.2016.

In the Janaagraha meeting held on 09.02.2015 two complaints I.D.No.98018 and 114473 related to replacement of water meter in place of stolen water meter and sanctioning of new water supply connection respectively referred to BWSSB.

The consumer Mr.Ravi, Cell No.9448114940 has made his grouse about providing new water meter in place of stolen one. In this regard, when the consumer approached BWSSB office, he was asked to produce acknowledgment issued by the Police Department for having lodged complaint towards theft of water meter. Due to this the consumer might have got annoyed and made a complaint in the Janaagraha. Further he has also asked to publish the procedure to be followed in case of theft of water meter for getting new water meter installed in the BWSSB website.

The complaint has been reviewed and it is ascertained that new water meter has been installed after following necessary procedure and receipt of new water meter cost from the consumer. Monthly water bills are being issued regularly to the consumer.

As desired by the complainant, the details of procedure to be followed while getting new water meter in place of stolen one is published in the BWSSB website.

Similarly, Mr.Murali, cell No.8105899334 has expressed his unhappiness about delay in getting water supply connection sanctioned from Sahakaranagar sub-division [AEE(N)-III].

A ½" dia water supply connection has been sanctioned in the name of Smt.Nagaveni, No.8, Balaji Layout, Kodigehalli on 10.06.2014. The RR number of the water supply connection is N3-14812 having monthly average consumption of 28000 liters. The consumer has paid upto date water bills.

Presently there is no any complaint from the above said consumers.
This is for kind information.

Yours faithfully,


27/8/2016
Engineer-in-Chief
BWSSB

1. Copy submitted to Additional Chief Secretary, Urban Development Department, Government of Karnataka for kind information.
2. Copy submitted to Chairman, BWSSB, for kind information.
3. Copy submitted to Smt. Dr. Malati Das IAS(Retd), Former Chief Secretary, Government of Karnataka, Advisor, Janaagraha Centre for Citizenship and Democracy, 4th floor, UNI Building, Thimmaiah Road, Vasanth Nagar, Bangalore, for kind information.
4. Copy to EE(N)/EE(N)/AEE(S)-II and AEE(N)-II/PRO for information and necessary action.