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The Powers and duties of its officers and employees

Chairman

The Chairman is the Chief Executive of the Board. He is assisted by five Chief Engineers, a Chief Administrative Officer cum Secretary, one Financial Advisor, a Chief Accounts Officer (Revenue/Expenditure/Projects), a Public Relations Officer and other officers in the work of day-to-day administration.

Chief Administrative Officer and Secretary

His/her responsibilities include supervision of administrative matters, organizing board meetings and implementation of the decisions of the board. The officers who function under the CAO-Secretary include Personnel Manager, Legal Officer, Medical Officer, Public Relations Officer and Assistant Personnel Manager.

Project Director

As a coordination officer, the Project Director will have the authority to correspond with KUIDFC, newly added urban local bodies, Civic Administration Directorate, all stake holders of the city, consultants and other organizations of Bruhat Bangalore with regard to water supply and sewerage schemes.

Financial Advisors and Chief Accounts Officer

Financial Advisors and Chief Accounts Officer supervise the work of Assistant Controller (Accounts)/Accounts Officer (K&P)/Accounts Officer (Internal Audit), Accounts Officer (Revenue) and account and finances of the board. They also have the responsibility of advising the board on matters related to finance.

Chief Engineer (Kaveri)

The Chief Engineer (Kaveri) is assisted by an Additional Chief Engineer and 13 sub divisions headed by Five Executive Engineers and Assistant Executive Engineers. His/her key functions are delineated below.

- Preparation of tender document with the help of consultants for the implementation of the 2nd Phase - 4th Stage of Kaveri Water Supply Scheme.

- Implementation of the 1st Phase - 4th Stage of Kaveri Water Supply Scheme and related works like acquisition of land, looking after main pipelines and treatment of waste water.
- Rejuvenation of Arkavathi works.
- Implementation of Bruhat Bangalore Projects.
- Processing of Kaveri-Arkavathi water and transporting of processed water to the city and implementation of major works from the point of receiving water.

Chief Engineer (Maintenance)

The Chief Engineer (Maintenance) is assisted by two Additional Chief Engineers, one Deputy Chief Engineer (Executive Engineer), two Technical Assistants (Assistant Executive Engineers). The Maintenance Division will have six Executive Engineers and 22 Assistant Executive Engineers. The key functions of the Chief Engineer (Maintenance) are as follows.

- Equitable distribution of water to the citizens of Bangalore, maintenance of water pipelines and underground drainage having a diameter of 400 mm or less.
- Sanctioning of water supply and sewerage connections for domestic and non-domestic consumption.
- Collection of revenue from consumers for providing water supply and sewerage facilities, maintenance of water meters and sewerage lines, responding to daily complaints and requests and taking appropriate actions on them.
- Maintenance of sewerage works from deposits contributed by BBMP, BDA and private organizations.

Chief Engineer (Project)

The officers who function under Chief Engineer (Project) include one Additional Chief Engineer, two executive assistant engineers, four assistant executive engineers and one technical assistant.

The responsibilities that fall under the purview of the Chief Engineer (project) include providing water supply and creation of sewerage system

in the layouts formed by BBMP, BDA and other government organizations under deposit contribution.

Under BBMP's deposit contribution works, works for providing water and sewerage system to partially developed wards, newly added wards and slum areas have been taken up and implemented. Under BDA's deposit contribution works, water supply and sewerage system works have been taken up and completed in the following layouts.

1. Anjanapura Layout
2. BTM Layout 4th and 6th Stage
3. 8th and 9th Phase of JP Nagara
4. Banashankari 5th Stage
5. Jnyana Bharathi Layout, 1, 2 and 3rd Blocks of Valagerahalli and 1st and 4th Blocks of Nagadevahalli

Chief Engineer (Corporate Planning and Waste Water Management)

He/she is assisted by an Additional Chief Engineer, Four Executive Engineers and Nine Assistant Executive Engineers. The following are the key functions of this official.

- Preparation of reports related to alternative sources identified for enhancing water supply and sewerage facilities in Bangalore city.
- Making financial arrangements through obtaining assistance from foreign funds and direct loans from Indian financial agencies for the implementation of various projects.
- Implementation of new technologies and projects in BWSSB.
- Dealing with other departments of the Government on behalf of the Board.
- Maintenance of sewerage pipelines having a diameter of 400 mm and less.
- Processing of wastewater up to specific stages before disposing it to water sources and natural valleys and maintenance of processing units.
- Remodeling and rejuvenation of sub pipelines of sewerage water, main pipe and emission pipes.

Chief Engineer (Quality Assurance)

He/she is assisted by an Additional Chief Engineer, one Technical Assistant (Assistant Executive Engineer) and three Executive Engineers.

The main functions include supplying of all materials (exclusive of turnkey projects) required for all the maintenance and project works through a central warehouse.

Public Relations Officer

Has the responsibility of providing publicity and enhancing the image of BWSSB.

Duties and responsibilities of Meter Readers (Domestic and Partial Non-domestic Consumers)

- Visiting consumer meter and noting the readings of meter.

- Visiting, taking readings of the meter for the Water Audit and UFW studies, whenever necessary.

- Reporting of MS/MD/DNV/ Gate Lock/Things collected/ Abnormal/sub-normal cases.

- Issuing bills to consumers.
- Reporting of illegal water supply connections, illegal drawing of water.

- Reporting of unauthorized sanitary connection.

- Reporting and taking action for conversion from domestic to partial non domestic and ND & vice versa.

- Reporting of buildings which attract prorata charges.

- Reporting of water supply leaks, pipe bursts, sanitary overflow, sanitary chokage etc.

- Reporting any breakages or theft of Board properties, damaged manholes, damaged valve chambers, pits, to superior officers.

- Disconnection of water supply and sanitary for nonpayment of arrears/replacement of defective meters by new meters/repared meters, furnishing meter reading to ledger section for generation of bills, assisting in drives for collection of arrears, long water stopped arrears, issue of notices regarding collection of arrears as “arrears of land revenue”, related cases and issue of connected notices.

- Persuading the consumers to pay water supply and sanitary charges regularly.
- Receiving consumer complaints and reporting to his superiors.
- Proper up-keeping of meter reading cards, ledgers, electronic gadgets connected with meter reading, billing/revenue.
- Helping the water inspector and Assistant Engineer in taking measurements, reporting cases where meters are tampered and any other works entrusted from time to time.
- Reporting about any open /protruding/broken manholes, valves, fire hydrants or any other BWSSB fixtures obstructing or posing danger to public safety/movement of traffic.
- Maintaining and developing cordial relations with customers, customer groups and general public
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Water Inspector

- All the duties and responsibilities listed under Meter Reader will apply to Water Inspector.
Additionally, he will take the readings of ND connections.
- If Meter reader goes on leave, he has to be take readings assigned to the Meter Reader in addition to his own duties.
- Inspections, repairs and rectifications of valve chambers, manholes leakage, pits and depressions in back filling.
- Inspection and recommendations for sanctioning domestic, non-domestic, partial non domestic water supply and sanitary connections.
- Reporting to AE about buildings which attract prorata charges.

- Supervision of the works of Meter Readers, issue of bills, supervising drilling of bores and giving house connections, fixing of meters for new connections and reconnections.
- Maintenance of leak register, complaints register, water sample register, meters account, service station DCB account.
- Attend consumer complaints, helping the AE in taking measurements, coordinating with plumbers and consumers for servicing of new connections and making arrangements to send sewer cleaning machines for attending sanitary complaints.
- Watching the consumption of major consumers and service station consumption account.
- Changing of defective meters.
- Co-ordinating with ledger section for timely generation of bills and deliver the same to the meter readers and to self.
- Getting electricity bills in time from BESCO.
- Maintaining of pump house log books.
- Maintaining of scour valves, furnishing and disinfection of distribution lines.
- Attending inspection by elected representatives, verifying and reporting buildings which attract prorated charges.
- Distribution of water, monitoring of valve operation, attending water supply complaints, co-coordinating with sanitary staff in attending sanitary complaints, supervision of filling points and tanker supplies.
- Inspecting and recommending conversion cases.
- Maintenance of chlorinators.
- Reporting and preventing illegal water supply and sanitary connections.
- Supervision of disconnections for nonpayment of water supply arrears.
- Reconnection where payments are received, proper maintenance of all types of valves and any other fixtures.
- Any other work entrusted from time to time.

Assistant Executive Engineer

- Supervising the works of AE/Water Inspector /Meter Reader/Sanitary Staff/ Valve Man, Maintenance of water supply distribution and sanitary system and attending to customer's complaints.
- Overseeing of billing, collection of revenue, levy and collection of prorata charges, inspection of manholes, valve cisterns, trench excavation works, taking care of safety measures to prevent loss of life, property, taking care of public safety, maintenance of chlorinators, proposing development works, attending inspection by higher officers and elected representatives.
- Review of DCB monitoring of water quality, consumption of water at service station and sub division, monitoring of water meters status, attending meetings, maintenance of ledgers, computers, attending audits, detection of illegal water supply and sanitary connections, regularization of unauthorized connections, pursuing court cases regarding unauthorized connections like disputes, prorata charges etc.
- Bank related issues, water quality tests, levy and collection of charges like NOC, ETP and other connections charges, cases pertaining to conversion, bill cases, water adalat matters. Monitoring of water supply pressures. Attending meetings, supervision of remittances of revenue, collection and remittances of cash from cash counters.
- Attending leaks, sanitary overflows, blockages, chockages, arranging for materials, repairs, rectification of water supply and sanitary installations, payment of electricity bills, telephone bills work bills, store bills and any other bills.
- Any other work entrusted from time to time.
- Being available to public/customers at specified time of the day in office.
- Managing staff and disciplining them to ensure courteous behavior with customers, especially staff manning cash-counters, ledger clerks, meter readers, inspectors, valve man etc.
- Proper display of services provided in sub-divisions to public, timing of services, name, phone numbers etc. of field officers.
- Display status of applications of water supply and sanitary connections.

Assistant Engineer/Junior Engineer

- Maintenance of water supply and sanitary infrastructure in the entire service station jurisdiction.
- Recommending sanction of water supply and sanitary connections.
- Over-seeing of billing, collection of revenue, attending consumer's complaints, attending leaks. Attending sanitary overflow, chokages, inspection of man holes, valves cisterns and rectifications, execution of new works, looking after the water supply and sanitary installation from the point of public and vehicular traffic safety, taking preventive measures to avoid accidents, loss property and loss of life.
- Arranging materials for works, payments of electricity bills and work bills, maintenance of chlorinators, supervision of work, area inspection with elected representatives and superior officers.
- Supervision of works of Meter Readers, Water Inspectors, Valve man, Helpers, Watchman and Sanitary staff.
- Maintenance of registers, accounts, maintenance, of Assets of the Board, proposing development works, attending Audit Paras, preventing illegal connections, detecting and regularizing of illegal connections, checking of plumbing license applications, supervising the work of plumbers, inspection of show rooms of the plumbers, checking readings of Meters, where readings are taken by Meter Readers and Water Inspectors, attending dispute cases, Water Adalat cases, Appeal Committee cases, levy and collection of prorata charges, monitoring of tanker supplies/supervision of filling points/tanker supplies.
- Any other work entrusted from time to time.
- Monitoring public taps that are not required/being misused and need closure.
- Monitoring misuse of public facilities like energized bore wells, mini water supply scheme etc.
- Maintaining and developing good rapport with customers customer groups and local Associations/NGOs
- Putting efforts to take slums/ urban poor into BWSSB customer fold.