



Your Service is your Duty

WATER SUPPLY AND SANITATION DEPARTMENT

The Maharashtra, Right to Public Services Act, **2015** is enacted and is in force since **28.04.2015** to ensure that notified services are provided to the citizens in a transparent, speedy and time-bound manner by various Government Departments and Public Authorities under the Government. Its objective is to provide easy, prompt and time bound services to the citizens

The Maharashtra State Commission for Right to Public Service has been constituted under the above Act to monitor, coordinate, control and improve the public services being provided by the Government. The Commission consists of a Chief Commissioner and six Commissioners. The headquarter of the Commission is at the New Administrative Building, Opposite Mantralaya, Mumbai and the Divisional Offices of the Commissioners are at the six Divisional Headquarters.

If any notified service is not provided to any eligible person within stipulated time or is rejected without proper grounds, the concerned person may file **1st and 2nd** appeals with the higher authorities and if he is not satisfied with their decision, he may prefer third appeal to the Commission. The erring officer is liable for a penalty up to **Rs 5000/-** per case. Notified Services rendered by this Department are as per enclosed proforma.

Website of the Maharashtra State Commission for Right to Service is :- <https://aaplesarkar.mahaonline.gov.in>

Maharashtra Right To Public Services Act, 2015
WATER SUPPLY AND SANITATION DEPARTMENT
List of Notified Services

Sr. No	Office/ Departments Name	Public Service Details (Public Service Name)	Time limite for providing service	Designated Officer	First Appellate Authority	Second Appellate Authority
1	Maharashtra Jeevan Pradhikaran	New water connection 1.Application in prescribed format 2.Ownership documents 3.No dues certificate	15 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
2	Maharashtra Jeevan Pradhikaran	To change Ownership Rights 1.Application in prescribed format 2.Ownership documents 3.No dues certificate	7 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
3	Maharashtra Jeevan Pradhikaran	To change size of water connection 1.Application in prescribed format 2.No dues certificate	15 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
4	Maharashtra Jeevan Pradhikaran	To disconnect temporary/permanent water connection 1.Application in prescribed format 2.No dues certificate	7 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
5	Maharashtra Jeevan Pradhikaran	Reconnect the connection 1.Application in prescribed format 2.No dues certificate	15 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
6	Maharashtra Jeevan Pradhikaran	Change in use 1.Application in prescribed format 2.No dues certificate	15 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
7	Maharashtra Jeevan Pradhikaran	To prepare water bill 1.Application in prescribed format	3 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
8	Maharashtra Jeevan Pradhikaran	Plumber License 1.Application in prescribed format 2.No dues certificate	15 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
9	Maharashtra Jeevan Pradhikaran	Renewal of Plumber License 1. Application in prescribed format 2.Education Qualification Certificate 3.No dues certificate	15 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
10	Maharashtra Jeevan	No dues certificate Application in Prescribed	3 days	Executive Engineer In	Superintending engineer	Chief Engineer

	Pradhikaran	Format		Charge of Water Works		
11	Maharashtra Jeevan Pradhikaran	To complain about faulty meter Application in Prescribed Format	7 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
12	Maharashtra Jeevan Pradhikaran	Complaint about Unauthorised water connection Application in Prescribed Format	7 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
13	Maharashtra Jeevan Pradhikaran	Complaint About water pressure Application in Prescribed Format	3 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
14	Maharashtra Jeevan Pradhikaran	Complaint about quality of water Application in Prescribed Format	3 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
15	Maharashtra Jeevan Pradhikaran	To solve Complaints regarding Bills of water charges 1.Application in prescribed format 2.No dues certificate	30 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
16	Maharashtra Jeevan Pradhikaran	Shifting of water connection 1.Application in prescribed format 2.Ownership documents 3.No dues certificate	30 days	Executive Engineer In Charge of Water Works	Superintending engineer	Chief Engineer
17	Ground Water Survey and Development Agency	Bore/well site survey (Hydrological and geophysical)	30 days	Junior geologist Assistant Geologist in the office of the District senior Geologist	district senior geologist	Divisional Deputy Director Ground Water Survey and Development Agency
18	Ground Water Survey and Development Agency	Chemical and Bacteriological Analysis of any water	30 days	Chemical in the office of the district senior Geologist	district senior geologist	Divisional Deputy Director Ground Water Survey and Development Agency

A Third and Final appeal can be filed in the office of the Respective State Commissioner Right to Service Konkan/Pune/Nashik/Aurangabad/Amravati/Nagpur.

