The Governor of Punjab is pleased to notify Revenue Collection Strategy (RCS) for Rural Water Supply Schemes operated by Department of Water Supply & Sanitation in Punjab w.e.f. 03.01.2018. The revenue collection strategy is as under:

**Revenue Collection Strategy (RCS) for Rural Water Supply Schemes operated by DWSS in Punjab**

Department of Water Supply and Sanitation, Govt of Punjab, is responsible for providing safe drinking water in villages of the Punjab. There are 13,559* rural habitations in the State of Punjab which are covered with piped water supply. Water supply in 4,738* habitations is being operated by Gram Panchayat Water and Sanitation Committees (GPWSC) and in balance 8,821* habitations water supply is being operated by Department of Water Supply and Sanitation (DWSS). Presently there are 8.43* lac private connections present (household & commercial) in 8,821* habitations where water supply is being operated by DWSS and 5.84* lac connections in habitations in which Water Supply is being managed by GPWSC & GPs. The State has granted full freedom to GPWSCs to frame their own by-laws and revenue collection arrangement. Many GPWSCs have adopted innovative practices and are running their schemes successfully. In order to streamline the collection of revenue in DWSS run scheme the following RCS has been framed.

The Billing and Revenue collection strategy will have the following effective components:

1. Connections
2. Tariffs and Penalties
3. Institutional Arrangement for Revenue collection
4. Consumer dispute redressal mechanism
5. One-time measures regarding
   a. Verification of existing consumers,
   b. Regularisation of illegal connections,
   c. Digitisation of consumer records
   d. AADHAR linking of private connections
1. Water Supply Connections

Department of Water Supply and Sanitation (DWSS), Govt of Punjab, has notified Punjab Water Supply and Sanitation Policy 2014 vide notification number 13/168/2013 B&R II dated 16.05.2014. The primary objective of the policy is to provide free of cost water connection to every household. Therefore, according to the policy, there shall be no connection fee for new connection. The cost of connection shall be borne by consumer which shall comprise of cost of pipes & fittings, labour and road cutting charges etc.

a. The consumer shall apply for the water connection using the prescribed application form (copy enclosed at Annexure C) along with copy of AADHAR card and submit it to the Sub Divisional Engineer. The Sub Divisional Engineer shall enter the application online at pbdwss.gov.in through data entry operator. The online entries shall be made after relevant data entry module is operationalized.

b. The Sub Divisional Engineer shall forward this application to the concerned Junior Engineer within one day from the date of receipt of application.

c. The Junior Engineer shall visit the village to verify the application and assess feasibility of the same. He/she shall then submit his/her report within 4 days to the Sub Divisional Engineer.

d. If the connection is assessed to be feasible, the Sub Divisional Engineer shall sanction the connection by issuing the sanction order to consumer within next two days.

e. In case the connection is not assessed to be feasible, the SDE shall decline the request for sanction of new connections and convey the same to the consumer in writing stating the reasons for declining the request.

f. The consumer shall install the connection in presence of the Pump operator in-charge of the scheme, bearing the cost himself/herself. The connection shall be verified by the Pump Operator, who shall report the date of installation to Sub Divisional Engineer through Junior Engineer.

g. The Consumer shall be liable to pay water charges from date of actual installation of connection.
h. Consumer can get his/her connection disconnected by submitting a written request to Sub Divisional Engineer after payment of outstanding dues, if any. The cost of disconnection shall be borne by the consumer.

2.0 Tariffs and Penalties:

2.1 Tariffs for Rural areas:

2.1.1 Types of Connections:
The water supply tariff shall vary according to the types of connections. The connections shall be classified in two categories:

a. Domestic: The connections installed at Residential premises shall be classified as Domestic.

b. Commercial: The connection installed at shops, factories, and cattle sheds (being used exclusively for housing of cattle head only) and other commercial establishment shall be designated as Commercial.

2.1.2 Monthly Tariffs for various types of connections:

a. Domestic Connection:
The rates revised Vide Memo No. 7/19/2001-6B&R-II/ 1057984/1 dated 06-09-2017 shall be charged from domestic consumers. The revised rates are as under:-

a. Rs. 100/- per month for schemes designed at 40 LPCD. Wherever Water supply is increased at such schemes to 70 LPCD or more on account of additional pumping etc then the rates shall be Rs 125/- PM

b. Rs. 125/- per month for schemes designed at 70 LPCD or more

c. These rates are applicable w.e.f 1.10.2017 for a period of one year i.e. up to 30-09-2018. Thereafter, the tariff will be increased @10% per year.

b. Commercial Establishments:
The rates for commercial establishments shall be three times the applicable domestic tariff, only if monthly usage shall not be more than 30 Kilolitres. Any consumption more than 30 KI shall be charged @Rs 30 per KL. The consumer falling under commercial category shall be responsible to install and maintain water meters at his/her own cost. The policy for consumers with more than 30 KL of demand shall be notified separately.

2.1.3 Billing Frequency and due date

Bills shall be generated once in two months and the due date for collection of bills without surcharge shall be 15th of the billing month.
2.2 Penalties:

The consumers shall be liable to various penalties and fines for various violations as described below:

2.2.1 Surcharge and Interest on Non Payment of Bills by due date:

In order to calculate the surcharge on non-payment of bills, the user charges shall be divided in two categories:

a. Current Billing cycle charges that would hereafter be called 'Current Bill'

b. Arrears accumulated from previous billing cycles (including late payment surcharge, interest, fines, penalties etc) that would hereafter be termed as 'Arrears'

2.2.1.1 Surcharge on Non-payment of current Bill: Every consumer who fails to pay current bill or partially pays the current bill amount within due date shall be liable to pay a surcharge of 4%* per month on outstanding principle amount.

*Note: The exact value of surcharge should be mentioned in the bill.

2.2.2 Penalty for installation of Tulu Pump/ Booster Pump directly on water supply distribution pipe line:

- Installation of Booster Pump directly on water supply distribution pipeline causes loss of pressure and increases the chances of contamination of water. Installation of direct online booster pump is, therefore, prohibited. In case any consumer is found to have installed booster pump directly on water supply pipeline, he/ she shall be immediately be fined and issued a written notice to remove the booster pump.

- A penalty of Rs 50/- per day shall berecoverable till he / she dismantles the pump from pipe line subject to maximum of Rs. 1500/- which can be levied on the consumer.

- If a consumer fails to remove the booster pump from pipeline even after 30 days from date of issuance of notice, his/ her connections will be disconnected without any further notice. The cost of disconnection on actual basis but not more than Rs. 2000/- shall be recoverable from the consumer.

- Booster pump fine, as defined above, along with pending bills and fines shall be recoverable from the consumer as arrears land revenue.

- It must be noted that there is no bar on installation of Booster pump though storage tank.
2.2.3 Penalty for Non installation of Ferrule:

Installation of a 6 mm i/d Ferrule at household service connection at tapping point from distribution system is essential to ensure equitable distribution of water among consumers.

- At present, there may be many connections in the village which are without 6 mm i/d ferrules. It is practically not possible to carry out digging and installation of Ferrule at the tapping point with distribution pipe. In such cases, a union with 6 mm i/d washer must be installed in the connection pipe outside the consumer premises by DWSS. This one-time cost of the fitting shall be borne by the DWSS.

- If any consumer removes such a fitting, he may be asked to reinstall the ferrule or union with 6 mm i/d washer, bearing the cost of the same. He/ she shall be liable to pay a fine of Rs 20/- per day from the date of issue of notice till he or she reinstall the desired fitting subject to a maximum of Rs 600/-.

- In case a consumer fails to install such fitting within 30 days from date issue of notice, the fitting shall be installed by DWSS and cost of installation shall be charged to the consumer on actual basis subject to maximum of Rs 500/-. This cost shall be in addition to accrued fine of Rs 600/-. 

- In case the consumer commits 3 repeated violations of the ferrule requirement his/her water connection shall be disconnected.

2.2.4 Penalty for non repair of leakage in connection pipe (Service Pipe):

- Leakage in the consumer connection pipes causes water wastages and increases the risk of contamination of drinking water supply. All leakages in water connection pipe must be repaired by the consumer immediately to avoid the wastage and contamination of drinking water.

- In case the consumer fails to repair such leakages within two days, it shall be repaired by DWSS. The cost of repair on actual basis subject to maximum of Rs. 3000/- and Rs. 100/- penalty shall be charged from the consumer.

2.2.5 Penalty for installation of Illegal connection:

- DWSS shall regularize all illegal connections as a one-time measure. However, in case any consumer takes an illegal connection after that or re-connects a disconnected connection on his/her own without prior permission of the DWSS, he/ she shall be liable for prosecution under relevant provisions of Damages to Public Property Act 1984 for tampering with Government property.
• He/she shall be further liable to pay Rs 500/- penalty and penal charges @ 2 times of monthly bill till he/she gets his connection regularised.

• If the consumer fails to get his/her connection regularized within 60 days from that date of issuance of notice, the connection shall disconnected and the cost of disconnection on actual basis (but not more than Rs. 2000/-) and outstanding bills shall be recovered from him/her as arrears of land revenue.

2.2.6 Fee for reconnection of Disconnected Connection:

• Any consumer household where the connection is disconnected shall be allowed to reinstall the connection if he/she pays the outstanding charges along with interest on outstanding amount @ 2% per month till payment and Rs. 500/- as reconnection fee. The cost of connection shall be borne by the consumer.

2.2.7 Disconnection of Water Connection and Collection of over-due charges after disconnection of service

• The concerned Executive Engineer/SDE/JE/Revenue collector shall make his/her best efforts to recover outstanding dues from consumers.

• However, in case a consumer fails to pay the outstanding dues for 3 months, he/she may be issued final notice through registered post giving 21 days notice to pay the outstanding amount failing which the connections may be disconnected at the consumers cost.

• The cost of disconnection shall be charged to consumer on actual basis but not more than Rs 2000/-.

2.2.8 Water wastage Charges:

There is need to curb water wastage and unauthorised usage of water like use of water for agriculture purpose in order to especially establish and sustain longer hours of supply. Any domestic Consumer who is found wasting water or using water for unauthorised purpose like agriculture etc, shall be issued notice advising him/her to stop wastage of water as 1st instance. However if consumer fails to stop water wastage within 4 days from date of issuance of notice, he or she shall be liable to pay charges applicable to commercial consumer till he or she stops water wastage.

2.3 Recovery of Outstanding dues from consumers:

• All outstanding dues including cost of disconnection shall be recovered from consumer by the DWSS through Revenue collectors.
• If consumer fails to pay the outstanding dues despite of best efforts by the DWSS. The Executive Engineer shall recover the outstanding dues from consumers through revenue courts as arrears of land revenue.
• Recovering agency to be paid incentive @ 10% of amount recovered as arrears of land revenue.

3. Institutional arrangement for Revenue collection:

The concerned Executive Engineer shall engage Revenue Collectors to distribute bills, collect revenue and inspect house hold connections regularly to detect various violations.

a. Every Executive Engineer in charge DWSS shall have the flexibility to engage pump operators, Technicians or any other field employee of DWSS as Revenue Collectors on incentive basis in addition to their routine work.

b. However, in case pump operators, Technicians or any other field employee of DWSS are not available in adequate numbers or are not willing to take up the responsibility of Revenue Collection, the Executive Engineer may engage revenue collectors on incentive basis from amongst the following categories of persons:
   I. Retired Government officials like teachers, ex-serviceman or other retired personnel who have retired from State or Central Government service.
   II. Banking correspondents appointed by State Bank of India or any other scheduled bank

c. The concerned Executive Engineer DWSS shall invite applications from the categories of officials or ex officials as specified in Para 3b through newspaper /written notice along with their choice of schemes in the month of November every year and select most suitable persons for one year.

d. Wherever collection falls below 75% consistently over 3 months the services of Revenue Collector can be dispensed with by the Executive Engineer even before the expiry of one year.

e. The Executive Engineer/ SDE shall intimate the following details to the Sarpanch in writing:
   - Name
   - Telephone Number
   - Photo
   - Period of engagement of Revenue Collector for the village.

Executive Engineer shall register the Revenue Collector on MIS of DWSS (Photo & adhar card). This data shall also be available on web to the public at large for information.
3.1 Eligibility conditions for Revenue Collectors:

The revenue collectors must comply with the following eligibility conditions

a. Shall have a minimum education qualification as 10th pass/ ITI diploma holder from any recognised institution.

b. Shall posses personal conveyance (Motorised or no motorised), given that revenue collection shall involve local travelling

c. Shall own an Android phone with data connection and the ability to use mobile applications - (for this training can be provided if other conditions are fulfilled).

d. The Police verification should also be made mandatory as eligibility conditions if revenue collector is from retired Govt. official category, Banking correspondent (refer clause 3 b (land II).

3.2 Payment of incentive for collection of revenue and other penalties:

Revenue collection shall require extra effort on the part of employee/ex employee in addition to their duties and they shall incur extra cost towards travelling and data charges etc. Therefore, Revenue Collectors shall be paid following incentives for bill distribution/collection and deposit of revenue/ arrears /penalties and updation of data.

a. Incentive on collection of current Bill :
   The Revenue collector shall be paid an incentive @ 4% on amount collected.

b. Incentive on collection of penalties :
   The revenue collector shall be responsible to inspect the connections regularly and detect various violations. He/she shall be paid extra incentive for these efforts as per Table 1.

Table 1 – Incentive for recovery of various types of penalties

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Type of Fine</th>
<th>Percentage of fine to be paid to revenue collector</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Penalty for wrong installation of Tullu Pump /Booster Pump</td>
<td>50%</td>
<td>Para 2.2.2</td>
</tr>
<tr>
<td>2</td>
<td>Fine for Non installation of ferrule/ 6MM id washer</td>
<td>50%</td>
<td>Para 2.2.3</td>
</tr>
<tr>
<td>3</td>
<td>Penalty for non repair of leakage in connection pipes</td>
<td>50%</td>
<td>Para 2.2.4</td>
</tr>
<tr>
<td>4</td>
<td>Detection of illegal connection</td>
<td>Rs 200/- per connection</td>
<td>Para 2.2.5</td>
</tr>
<tr>
<td>S.No.</td>
<td>Type of Fine</td>
<td>Percentage of fine to be paid to revenue collector</td>
<td>Remarks</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------------------------------</td>
<td>--------------------------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>5</td>
<td>Fee for reconnection of disconnected connection</td>
<td>25% of the reconnection fee</td>
<td>Para 2.2.6</td>
</tr>
</tbody>
</table>

The incentive on various types of fines shall be paid on actual realisation of the fines from the consumer. Balance amount shall be treated as regular revenue. Out of which 75% shall be utilised to pay electricity charges and 25% shall be utilised for to finance cost of disinfection of water supply, and maintenances.

**Standard operating procedure for collection and deposition of revenue shall be as per Annexure B.**

**4.0 Shikyat Nivaran Kendar (Toll Free Help Line)**

DWSS shall make earnest efforts to provide regular quality water supply to the rural habitations of Punjab and encourage all consumers to raise their grievances through a Toll free help line (Phone number: 1800-180-2468) to ‘Shikyat Nivaran Kendra’. This number shall be given due publicity and shall be painted every year in the month of November at 4 prominent places in each village.

**5.0 Dispute Redressal Mechanism**

The consumer who is aggrieved on account of poor service, levy of penalty and fines may approach appellate authorities to redress his/her grievances. The following appellate authorities shall be constituted to redress the grievances of the consumer:

**5.1 1st Appellate Authority: The 1st appellate authority shall comprise of following officers**

<table>
<thead>
<tr>
<th>Executive Engineer in charge</th>
<th>Chairman</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub Divisional Engineer In charge</td>
<td>Member Secretary</td>
</tr>
<tr>
<td>Divisional accountant</td>
<td>Member</td>
</tr>
</tbody>
</table>

- All disputes shall addressed to 1st appellate authority by the consumer and appellate authority shall dispose off the application of the consumer in transparent and time bound manner. They shall pass appropriate speaking order on the application of the consumer and convey it to the consumer.
• The consumer shall have the liberty to approach the second appellate authority, if he or she is aggrieved with decision of 1st appellate authority within 45 days of the decision.
• The 1st Appellate Authority will hold its meeting at least once a month to dispose off pending complaints.

5.2 II\textsuperscript{nd} Appellate Authority:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Superintending Engineer in charge</td>
<td>Chairman</td>
</tr>
<tr>
<td>Executive Engineer from other division</td>
<td>Member Secretary</td>
</tr>
<tr>
<td>Circle /Budget Superintendent</td>
<td>Member</td>
</tr>
</tbody>
</table>

The consumer shall have the liberty to approach the second appellate authority, if he or she is aggrieved with decision of 1st appellate authority within 45 days of the decision.

5.3 The Final appellate authority shall comprise the following officers:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chief Engineer in charge</td>
<td>Chairman</td>
</tr>
<tr>
<td>Controller Finance and Accounts</td>
<td>Member Secretary</td>
</tr>
<tr>
<td>Executive Engineer (Works)</td>
<td>Member</td>
</tr>
</tbody>
</table>

The Final appellate authority shall have full and final jurisdiction on all the disputes referred to it by consumers.

6.0 One Time measures to streamline the revenue collection:

DWSS will implement following one time measures to streamline revenue collection:

a. Verification of existing consumers,
b. Regularisation of illegal connections,
c. Digitisation of consumer records,
d. ADHAR linking of private connections,
e. One time settlement to recover already accumulated arrear of bills.

These measures shall be implemented in time bound manner and shall be completed by 28.02.2018.

The detailed guidelines regarding para 6 are as per Annexure A.

This policy will institutionalize the revenue collection and shall increase the revenue collection efficiency. The enhanced revenue shall enable the department to improve water
supply service standards in Rural Areas. The provisions of the policy shall be reviewed regularly to assess their efficacy and further improvements if required may be carried out.

Jaspreet Talwar, IAS  
Secretary to Government of Punjab  
Department of Water Supply & Sanitation

No. 13/3-2018-5-E/2/30  
Date: 11/1/2018

A copy is forwarded to the Controller, Printing and Stationery, Punjab, S.A.S. Nagar (Mohali) with the request that the above said notification may please be got published in the next issue of the Punjab Government Gazette (Ordinary) and supply 50 copies thereof to this Department for official use.

Special Secretary to Government of Punjab  
Department of Water Supply & Sanitation

No. 13/3-2018-5-E/31  
Date: 11/1/2018

A copy is forwarded to the following for information and necessary action:

i) The Accountant General, Punjab, Chandigarh.

ii) The Secretary, Finance (FE-IV Branch)

Superintendent

No. 13/3-2018-5-E/32

A copy is forwarded to the following for information and necessary action:

i) Head of the Department, DWSS, SAS Nagar
ii) Chief Engineer (North/Central/South) Water Supply & Sanitation Department, Punjab
iii) Controller (Finance & Accounts), DWSS, Patiala

Superintendent
Revenue Collection Strategy (RCS) for Rural Water Supply Schemes operated by DWSS in Punjab

Annexure A

One time Measures to be adopted by DWSS to streamline the Revenue collection

The DWSS shall implement the following one-time measure in order to streamline the revenue collection:

1.0 Verification of consumers, Regularisation of illegal connections and digitisation of consumer record and ADHAR linking of private connections

1.1. Verification of consumers:

At present, DWSS does not have AADHAR card and phone numbers of the consumers and has identified a need to verify them. The Executive Engineer shall carry out verification of all present consumers through Revenue Collectors and collect the following ‘Know Your Customer’ (KYC) documents in a time bound manner.

- AADHAR Card of the head of the household
- Mobile number of consumer or of any of his family member living in the same premises where connection is installed

All such verifications must be completed by 31.01.2018. The abovementioned documents shall be collected during verification.

The Revenue collectors shall be paid an incentive of Rs 10/- per consumer for verification of consumers. This cost shall be paid from revenue receipts. The Junior Engineer and Sub Divisional Engineer shall supervise the verification drive and cross verify the data/documents collected by Revenue Collector on random basis.

1.2 Identification of Defunct connections and waiver of their charges as charge not due:

- There is a possibility that defunct connections exist in the villages. These connections may be on the books but not be functional. Arrear may accrue on such accounts in the ledger books only. It must be noted that, if any house hold is not provided with water supply service, it shall not be liable to pay any charges.
- To identify such connections an application may be obtained from consumer requesting waiver of charges which are not due
• The application shall be certified by the Gram Panchayat and cross verified by Pump operator/ JE/ SDE in charge.

• The concerned Executive Engineer shall sample check at least 10% such applications. The divisional accounts branch shall also check the record submitted by the Sub Divisional Engineer.

• Once Executive Engineer concludes that the case for waiver of charges as not due, it shall be submitted by the Executive Engineer to 1st appellate authority comprising of concerned Executive Engineer, Divisional accounts officer and Sub divisional Engineer once a month.

• Once a month the 1st appellate authority shall scrutinise the record and send its recommendation for waiver to Second appellate authority.

• Once a quarter, the second appellate authority comprising of Concerned Chief Engineer, Chief Controller Finance and accounts and Superintending Engineer shall deliberate the recommendations of 1st Appellate Authority and waive off the charges as charge not due, if recommendations are found in order.

1.3 Illegal Connection Detection and Regularisation:

a. All the illegal connections must be detected during verification drive and must be regularised by collecting one time regularization fee of Rs 1000/- latest by 28.2.2018.

b. In case any consumer fails to get his/her connection regularised under one time settlement till 28.2.2018, his/her connection must be disconnected and Rs 2000/- compounding fee may be charged to him/her towards unauthorised usage of water in the past; in addition to the cost of disconnection on actual basis but not more than Rs 2000/-

c. In case the consumer refuses to pay the compounding fee and other charges, such charges may be recovered as arrear land revenue by filing an application in the appropriate revenue court.

d. This verification must be done through Revenue collectors and they shall be paid one time incentive of Rs 200/- per illegal connection detected and regularised by them. This cost shall be paid from regularisation charges collected from illegal connections.
1.4 Digitisation of Consumer Records:

All consumer records must be digitised by outsourcing data entry teams on job work basis. The consumer data must be uploaded at DWSS web site www.pbdwss.gov.in. The digitisation work must be completed by 15-03-2018. The cost of digitisation may be charged to maintenance head and funds may be arranged from Head, DWSS.

1.5 One time measures to recover already accumulated arrears of bills: One time settlement

a. Over a period of time each division has accumulated huge arrears of water bills. These arrears comprise of monthly bill charges and accumulated interest or surcharges.

b. As a one-time goodwill gesture, consumers shall be encouraged to pay actual user charges subject to maximum of Rs 2000/-, in six monthly interest free instalments while his/her penalty and late payment fees shall be waived.

c. The Department shall issue press advertisements and encourage consumers to opt for this scheme. The concerned Executive Engineer shall give it wide publicity through IEC campaigns at village level.

d. To opt for this scheme consumer shall submit duly signed self declaration form.

e. Last date for adopting this scheme shall be 28.02.2018. However, in case consumer fails to opt for this scheme by 28.02.2018 he or she shall be liable to pay all the accrued charges including penalties and late fee.

f. Under this scheme all the past arrears shall be recovered in 6 easy interest-free instalments. However, in case outstanding amount is high and the consumer finds it difficult to pay it in 6 instalments then he/she may be allowed to pay it in 12 monthly instalments subject to the condition that he or she shall be liable to pay interest @ 4% per month on outstanding amount at the end of 6 months.

g. Following example illustrates Para C.

<table>
<thead>
<tr>
<th>Arrear due</th>
<th>1200 in Rs.</th>
<th>Interest</th>
<th>Payable (in Rs.)</th>
<th>Balance (in Rs.)</th>
</tr>
</thead>
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<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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<tr>
<td>Instalments</td>
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<tr>
<td>1st six month instalments</td>
<td>100 PM</td>
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<td>100</td>
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</tr>
<tr>
<td>Assuming Balance at the end of six months</td>
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<td></td>
<td>600</td>
</tr>
<tr>
<td>Month instalment</td>
<td>7th</td>
<td>8th</td>
<td>9th</td>
<td>10th</td>
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<td>4%</td>
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</tbody>
</table>

The revenue collector shall be paid an incentive @ 4% or arrear collected under this scheme.
Revenue Collection Strategy (RCS) for Rural Water Supply Schemes operated by DWSS in Punjab

Annexure B

SOP for Revenue collection, deposit and other terms and conditions

a. The revenue collector shall collect the revenue for the village and deposit in the bank account designated for deposit of user charges by the Executive Engineer.

b. The revenue collector shall submit the bank deposit receipt along with details of revenue collected in three parts to Sub Divisional Engineer through concerned Junior Engineer.
   I. The first part shall contain detail of collection of current Bill
   II. The second part shall contain details of arrears collected by him/ her
   III. The third part shall contain details of penalties collected by him/ her

c. The Junior Engineer and Sub divisional Engineer in charge of the scheme shall sample check receipts issued by Revenue collector and compare it with record submitted by Revenue collector to the department.

d. Minimum sample size for JE shall be 5% and for SDE it shall be 2% of receipts issued by Revenue collector per month. They shall select the sample on random basis.

e. The Sub Divisional Engineer in charge shall assign Sub divisional clerk or any other ministerial staff working in the sub division to cross check all the record submitted by the revenue collector on regular basis.

f. The Sub Divisional Engineer shall submit the record every month to the Executive Engineer after its scrutiny

g. The Executive Engineer in charge shall ensure that ministerial staff working with Divisional Accounts branch shall cross check 10% record submitted by Revenue Collector regularly

h. The DWSS shall organise trainings to build the capacity of revenue collectors on various aspects like handling of consumers, improvement in collection efficiencies, use of mobile app, book keeping etc. It shall be mandatory for revenue collectors to attend such trainings

1.0 Other Terms and conditions for engagement of Revenue Collectors:

b. No extra TA DA or any other incidental charges shall be payable to Revenue Collector apart from above incentive. The above incentive shall be paid to revenue collector after deposit of revenue with the concerned bank account specified by the Executive Engineer.
c. The revenue collector shall be liable for penal action & disciplinary action/ dismissal if he/she is found indulging in any kind of fraud or corrupt.

d. The incentive money shall be transferred to the bank account of the Revenue Collector once in a month, preferably within 10 days of succeeding month.

e. Incentive shall be paid from the revenue collected by the Revenue Collector and shall be part of 25% maintenance component of the user charges as per order No. Dated

f. Responsibility of paying tax if any on the said incentive shall be of the revenue collector.

g. The concerned Executive Engineer/ SDE shall duly sign the receipt book along with list of consumers and their outstanding amounts and issue to the Revenue Collector for each billing month.

h. DWSS is in the process of developing a mobile application which shall be used by Revenue Collectors to collect revenue. Once this mobile application is developed the revenue collectors shall be provided hands on training to use the app. The Revenue collector shall be using the mobile app to collect the revenue and cost of data or SMS charges shall be borne by the Revenue collector out of incentive money.

i. The revenue collector in consultation with Gram Panchayat and concerned Junior Engineer shall fix date for bill distribution (house to house) and the time, date and place for revenue collection. Place for revenue collection shall with in the village at a location convenient to all consumers.

j. Venue for revenue collections must be intimated to the villagers well in advance.

k. Revenue collector shall be issued badge or id card by SDE his/her depicting name, photo, date of issuance and expiry date. The badge shall be jointly signed by Executive Engineer and Sub Divisional Engineer.

l. Revenue Collector will return the ID card to the office of SDE on completion of tenure.

m. A register shall be maintained in the office of SDE & Executive Engineer to keep the record of ID cards issued.

n. Revenue collector shall be responsible to deposit the ID card, receipt books issued to him in the office sub divisional engineer at the expiry of his engagement. The revenue collector's last dues shall be paid only after deposit of ID card/ Badge, receipt books or any other record in his/her custody. Responsibility regarding the same shall be of the SDE & Executive Engineer Office.

o. The ID card/Badge shall be valid for one year only. Sample Format for ID Card is as below:
Department of Water Supply and Sanitation Executive Engineer DWSS
Divisions_____

REVENUE COLLECTOR

Name of Revenue Collector: ______ Father/Spouse Name______ Phone
Number

Address

_________________________________________________________________

Name of Villages assigned _________________________________________

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