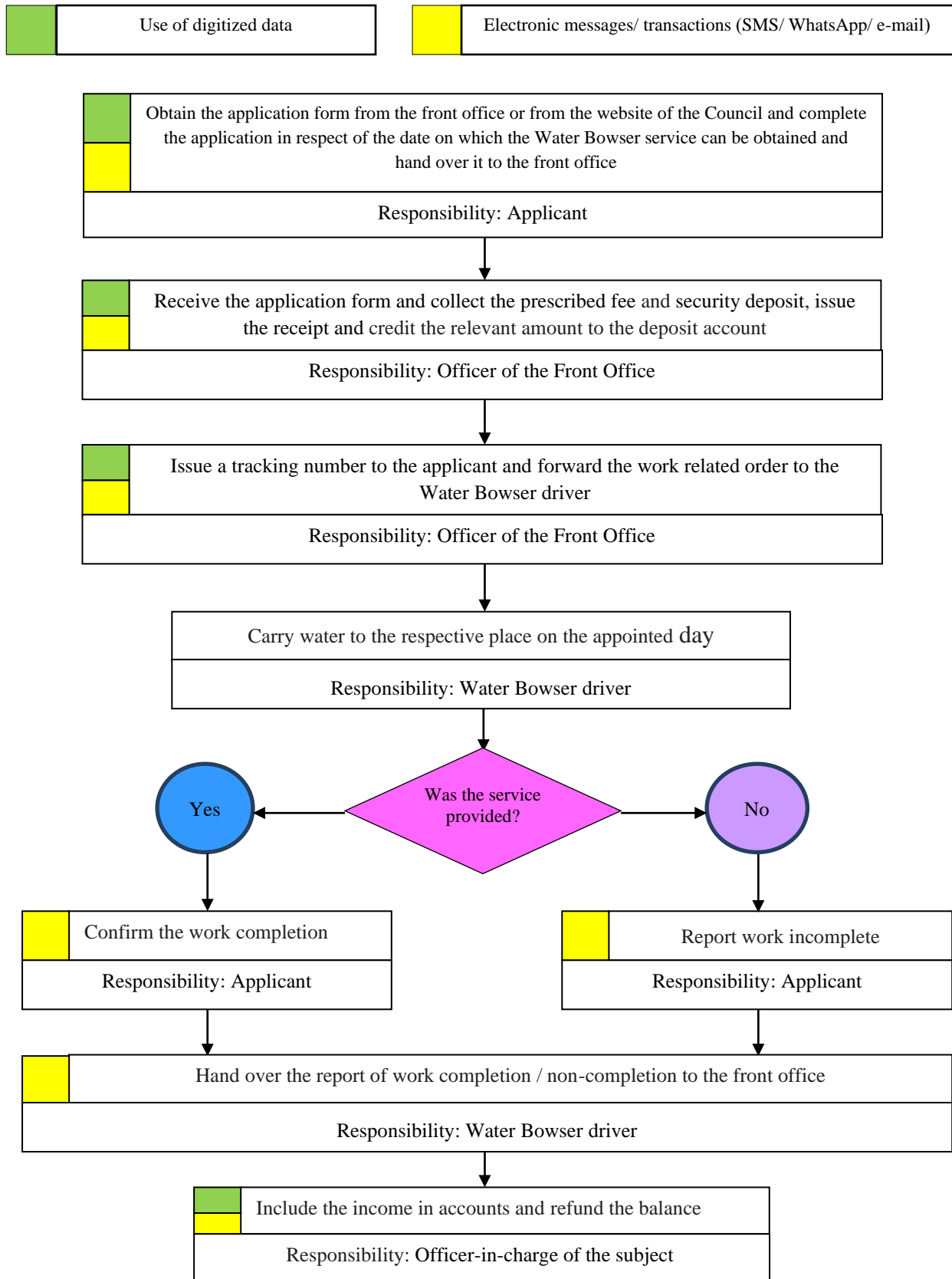


21.Providing Water Bowser Service - Flow Chart



Performance Indicator



21. Providing Water Bowser Service

1. Introduction

In the event that water is required for drinking requirement or other purposes in excess of the normal amount for the use of the people in the Local Government Institution area, the Local Government Institution has the authority to provide a request for that amount of water to be provided by Bowser as a public utility service and charge a fee for the same.

2. Legal Authority

- (a) Paragraph 40 (1) (T) of the Municipal Councils Ordinance (Chapter 252);
- (b) Paragraph(A) of the Urban Councils Ordinance (Chapter 255);
- (c) Paragraph(A) of the PradeshiyaSabhas Act No. 15 of 1987;

3. Eligibility

Any person in need of water will be eligible for this service. When the person requiring service is a resident outside the area, an additional fee shall be paid in addition to the normal fee.

4. Fees

- (a) A fee determined by the Local Government Institution from time to time.
- (b) Taxes fixed by the government from time to time corresponding to the fee paid.
- (c) A refundable security deposit as determined by the local authority from time to time

Note: For the service provided to a place outside the area (as determined by the local authority from time to time) shall be payable in excess of the normal fare.

5. Documents to be submitted

The application form given in the schedule should be duly completed and submitted.

Note: The application form can be collected and submitted through the website Councilor by visiting the front office.

6. Procedure(when service was provided)

| Procedure | Duration | Authority |
|--|----------|-----------------------------|
| Visiting the website of the Council or the front office and identifying the date on which the service is available according to the waiting list, completing the application form as applicable to that date and sending it to the front office. | | Applicant |
| Receiving the application form and charging the service fee and security deposit to the deposit account as per the scale of fees | | Officer of the Front Office |

| Procedure | Duration | Authority |
|--|--|----------------------------------|
| prescribed by the Council and issuing a receipt. | | |
| Issuing a tracking number to the applicant and issuing the relevant order to the Water Bowser driver. | At the time of receipt of the application | Officer of the Front Office |
| Confirmation from the applicant that the work was done and the service was completed on the allotted date. | Date agreed to provide the service | Water Bowser driver |
| Completing the task performance report and handing it over to the Officer-in-charge of the subject through the front office. | On or after the day the service was provided | Water Bowser driver |
| Informing the applicant that if there is any amount that can be refunded to the Heads of Income for the fees related to the service, making the payment. | As soon as the driver's report is received | Officer-in-charge of the subject |

7. Procedure (when service was not provided)

| Procedure | Duration | Authority |
|--|--|----------------------------------|
| Reporting that the service could not be provided. | On the day of departure for service | Water Bowser driver |
| If there is an amount to be recovered and an amount to be refunded, submitting the same for approval. | As soon as the driver's report is received | Officer-in-charge of the subject |
| Granting approval for the amount to be charged and refunded. | Date of receipt of the recommendation | Technical Officer / Secretary |
| Crediting of receivables and refundable amounts from deposit account to Heads of Income and release of refundable amounts. | Date of receipt of approval | Officer-in-charge of the subject |

..... Council

Annexure

Application form for availing Water Bowser Service

1. Personal information

- (a) Name of Applicant :
- (b) National Identity Card Number :
- (c) Mobile Number :
- (d) Email Address :
- (e) Postal address :

2. Date of service required:

3. Water supply required;

- (a) Address of the Location:
- (b) GramaNiladhari Division's Number: Name:

4. Distance from the Council Office to that place (Approximately):Km.

5. Distance to the water holding tank from where the water supply is expected to be obtained (Distance from which the Water Bowser can reach): Meters

I agree to accept the terms and conditions of the above service stipulated by the Council. Please provide this service to me.

Date: 20

.....
Signature of the Applicant

For office use only

The applicant is a resident in the area/ a resident outside the area. Having considered the fact, fees have been charged as follows.

| Matter | | Amount |
|-------------------------|--|-------------------|
| (a) Distance to travel: | | |
| i. | Distance from office to respective location |Km. |
| ii. | Distance from the respective location to the sewage disposal site. |Km. |
| iii. | Distance from sewage disposal site to the office |Km.Km. |
| (a) | Transport cost (as per total distance on completion of work)[..... Km.XRs.] | Rs. |
| (b) | Water Bowser charges | Rs. |
| (c) | Tariff imposed by the government(1) | Tariff imposed by |
| Rs.(d) | | |

the government(2)
 Rs.(e) Refundable
 deposit amount Rs.
 Total amount charged
 Rs. Receipt number and date:

Date: 20

Officer of the Front Office

----- Detach here and hand it over to the Water Bowser driver-----

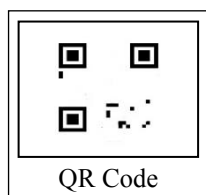
Copy of Water Bowser Driver

Water Bowser Driver,

The applicant named below has made payments for availing Water Bowser service. Accordingly, provide the relevant service. If it is not possible to provide the service, report it immediately to the Engineer/Secretary for further action.

1. Date on which service to be provided - 20
2. Name of the Applicant -
3. Mobile No. -
4. Address of service provider -
5. No. of Water Bowsers - (..... In letters.)

Date 20 :



.....
 Officer of the Front Office
 Municipal Commissioner for Chairman
 (Official Seal)

Copy : To applicant- Note and sign on the sheet in charge of the driver whether or not the service was provided on the due date.

 Officer-in-charge of the subject

1. The above work was completed today i.e., on 20) Details of the turns were entered in the daily running charts. The details are given below.

| Places of travel | Meter reading | | |
|---|---------------|-------|---------|
| | Start | End | Km. |
| (a) Water filling station from office | | | = |
| (b) From water filled place to service provided place. | | | = |
| (c) From service provided place to the office | | | = |
| Total distance travelled Km. = | | | |

2. It was not possible to complete the work due to the following reasons.

.....

Date: 20

.....
 Water Bowser Driver

Secretary/ Engineer,

I hereby certify that the relevant work has been successfully completed/ service could not be obtained on the dates from 20 / 20 to 20 upon the request made by me.

Date: 20

..... (Signature of service recipient)

..... (Name of service recipient)

Secretary/ Engineer,

According to the statement of the driver of the Water Bowser above, it has not been possible to provide the relevant service. Therefore, approval is sought to charge the fees as mentioned below and refund the remaining amount.

| Description | Amount |
|--|------------|
| (a) Total amount paid by the applicant to the Council | Rs. |
| (b) Amount to be charged for turns [Km. X Rs.] | Rs. - |
| (c) Refundable amount / Further recoverable amount | Rs. |

Date: 20

.....
Officer-in-charge of the subject

Officer-in-charge of the subject

I approve the payment of the refundable amount to the applicant by entering the amount charged for turn to the correct income head.

Date: 20

.....
Engineer / Secretary

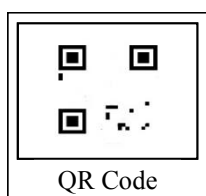
----- Separate here and hand over the lower part to the applicant -----

Copy of the applicant

Water Bowser Driver,

The applicant named below has made payments for availing Water Bowser service. Accordingly, provide the relevant service. If it is not possible to provide the service, report it immediately to the Engineer/Secretary for further action.

1. Date on which service to be provided - 20
2. Name of the Applicant -
3. Mobile No. -
4. Address of service provider -
5. No. of Water Bowsers - (..... In letters.)



Date:20

.....
Officer of the Front Office
Municipal Commissioner for Chairman
(Official Seal)

Copy :To applicant- Note and sign on the sheet in charge of the driver whether or not the service was provided on the due date.

Conditions for Water Bowser Hiring

1. Water Bowers owned by the Council should be provided only in the order in which the applications are received. The order will not be changed at any time.
2. The daily fee and refundable deposits charged for providing Water Bowser service are given below. Before availing Water Bowser service, the refundable deposit amount and fee amount must be paid in advance and the Water Bowser should be booked.

| Description | Charges |
|--|---------|
| (i) Water Bowser charge (in the area) | |
| (ii) Water Bowser charge (outside the area) | |
| (iii) Additional charges for distance traveled (in case of providing service outside the area) | |
| (iv) Refundable deposit amount | |

In addition, the tariff imposed by the government from time to time must also be paid.

3. If the service cannot be provided due to any of the following unavoidable reasons, the amount charged will be refunded and the charges will be collected in the manner noted for the respective case.
 - (i) If the Water Bowser has to be deployed for repair, when the Water Bowser is unable to be deployed to provide the relevant service or after the Water Bowser has moved to the relevant location to provide the service, if the Water Bowser stops working or is unable to provide the service for any other reason, the full amount paid will be refunded. In case of failure of Bowser after collection of money or due to reason not fault of the applicant, service should be provided by following alternative method.
 - (ii) In case the applicant fails to provide adequate holding tanks or other form of storage to collect the water after traveling to the relevant place for providing the Water Bower service, the travelling fee for the distance traveled to and from that place will be charged and only the balance will be refunded.
 - (iii) If the reservation is canceled at the request of the applicant after booking the Water Bower, only the remaining amount will be refunded after charging an administrative fee as determined by the Council from time to time.
4. As for the amount charged for the turns of the Water Bowser, at the time of booking, the applicant will be charged a fee according to the mileage indicated under No. 4 of the application form. However, if the distance exceeds that amount, the refundable deposit will be used to recover the amount due. In such a case, only the balance of the deposited amount will be paid after recovery of that amount and other related tariff.

