

Circular No:CMWSSB/Fin/B&C/BR-146/2023/2 dated: 29.09.2023

CIRCULAR

Sub: CMWSSB – Fin (B&C) – Closure of Depot Cash Counters & stopping of Cash mode of collection – Updated Roles and Responsibilities of Depot Managers - Instructions issued – Reg

Ref: Board Resolution No. 146/2023 dated-10.07.23

In the reference cited, the Board has resolved to stop Cash Collection, wind up Depot Collection Counters and to introduce Drop Box facility for collecting the Cheque/DD in all the depot offices and Area offices with effect from 01.10.2023.

Necessary press release has been issued on 26.09.23 and Drop Box facility has been introduced already.

In view of closure of Depot Cash Counter and non-acceptance of cash mode of payment, the updated roles and responsibilities of Depot Managers with effect from 01.10.2023 are as below:

Collection Activities:

1) Each Depot Manager should devote his/her whole attention to the collection of Water & Sewerage Tax and Charges dues of the concerned Depot

2) Depot Managers should go for field level door-to-door collection and compulsorily wear official ID card. They should always be polite and courteous while dealing with Assessee/Consumers.

3) Depot Managers should be aware of the important provisions relating to Water and Sewerage Tax and charges in the CMWSSB Act and Regulations so as to address queries raised by Assessee/Consumers during field level collection. They should have the Act and Regulations book and updated tariff sheet handy for reference at the time of door to door collection.

4) Depot Managers should have complete list of streetwise Assessee/Consumers in their Depots and also defaulters list of their Depot with them. They should adopt a streetwise approach for effective door-to-door field collection. They should meet atleast 25 Assessee/Consumers per day.

5) Mode of Collection:

a) Depot Managers have to collect the due amount through crossed Cheques, DDs, valid Credit/Debit cards, UPI, BBPS QR and receipt to be generated & issued to the Assessee/Consumer on the spot using i-PoS machines to be issued shortly. **No cash collection is permitted.**

b) Until i-PoS machines are issued for collection, as a temporary measure, Depot Managers have to adopt the below procedure during door to door collection:

- i) Depot Managers to carry BBPS QR code printout with them so that Assesseees/Consumers can pay the dues immediately by scanning the QR code.
- ii) Depot Managers should carry the existing PoS machines of their Depots during door-to door collection. After card payment by consumer, Depot Managers should generate receipt immediately using their login by accessing B&C web application through their mobile. Assesseees/Consumers may be asked to download receipts from the Assesseees/Consumers logins.
- iii) Depot Managers to carry printed copies of Cheque/DD pay-in slip format with them and can collect crossed cheques/DD from the Assesseees Consumers along with filled in pay-in slip. They should generate receipt immediately for the cheque/DD payments using their counter login by accessing B&C web application through their mobile. Assesseees/Consumers may be asked to download receipts from the consumer login.

6) They are fully responsible for the Drop box functioning in the Depot counters. They have to generate receipts for the cheques/DDs deposited in Drop box on the same day itself to avoid disputes relating to surcharge

7) They have to deposit all the collected cheques/DDs (including drop box collections) along with relevant remittance report generated from the B&C software to their respective Area Office on the same day. Two copies of remittance report to be printed and signed by Depot Managers. One copy to be handed over to Area Office along with collected Cheques/DDs and the other copy to be retained by Depot Manager after obtaining acknowledgement from the Area B&C staff. Disciplinary action will be taken for any failure to remit the collected Cheques/DDs in the Area Offices on the same day.

8) They need to make atleast 50 phone calls to Assesseees/Consumers per day intimating the dues & requesting to pay the dues. Proper call log register should be maintained.

9) Depot Managers should obtain details of dishonoured cheques from the area office at regular intervals and serve notice to the Assessee/Consumer under Negotiable Instruments Act. They should take necessary action immediately to collect the demand arising out of dishonoured cheques along with applicable penalty if any

10) Serving of demand and other notices/letters to the Assesseees/Consumers should be made as far as possible on the Assesseees/Consumers themselves so that the question of improper serving of demand & other notices may not arise in future and proper acknowledgement signature should be obtained. Whenever notice is served to person other than Assesseees/Consumers, acknowledgement/signature with name of the person to whom the notice was served should be obtained. Proper acknowledged copies of the all kinds of notices/letters served to the Assesseees/Consumers should be maintained until the relevant dues are fully paid without any dispute.

11) Depot Managers need to identify & prepare list of cases for which Cut-Off notice, RR and Form -I notice to be issued so as to generate the same by the concerned Area Offices. They have to assist Depot Engineers for serving of cut-off notice and Tahsildars for serving RR and Form-I notice to Assesseees/Consumers and accompany during distraint action.

12) They need to maintain registers properly with day wise entries for issue of demand notice, Cut-Off Notice, RR Notice, Form-I notice and Phone calls made to Assesseees/Consumers. They need to maintain handbook/Diary recording their day to day activities and the same to be reviewed by concerned AO/SAO periodically.

13) Depot Managers should keep track of the payment of dues by the defaulters on a daily basis, so that recovery proceedings are not initiated in the already paid cases and thereby avoid unnecessary dispute. They should maintain Demand, Collection and Balance statement for the Taxes and charges for their respective Depots

14) Depot Managers are responsible for collection of Mobile water supply dues also. Details of Mobile water supply demand raised to be obtained by Depot Managers from the concerned Area Office each month and to be collected within the due date from the concerned Government Departments/Offices.

15) They should work towards achieving the collection targets fixed every month for their Depots.

Demand Raising & Withdrawal/Cancellation Activities:

16) Depot Managers are responsible for raising Meter demand every month for the metered consumers in their Depots from 26th to 30th of the current month for Mechanical meters and for AMR meters, meter demand should be raised within 5 working days from the date of receipt of readings from the Contractor. Meter demand dues should be collected within the due date.

17) For Government departments, meter demand should be informed to the concerned Government Department through proper intimation immediately after raising of demand.

18) Depot Managers should identify category/Building type change cases and raise necessary request for raising/withdraw demand following existing practice.

19) They should identify new/omission properties, sub-division or demolition ascertaining the effective period and take necessary action for updating of the same in the Board records

20) Depot Managers should ensure demand is raised immediately for the new connections given. They should raise demand for the left out cases of connection given but demand not raised by ascertaining the effective date of connection from the concerned Depot Engineers. They should take necessary action for demand cancellation by following due procedure, wherever water/Sewer connection is disconnected permanently for non payment of dues or other reasons.

Other Activities:

21) Depot Managers should exercise caution to avoid mistakes/errors while receipt generation during door-to-door collection to avoid unnecessary hassle of cancellation of receipts.

22) Depot Managers should assist Area Office in preparing counters affidavits, Plaints, legal notice, appeal etc for court cases relating to water and sewer tax and charges of their depots wherever necessary.

23) They should also extend support to Area office in preparing and furnishing reply to consumer representation/grievance relating to Tax and charges for their respective depots as they will be aware of the field level facts.

24) Depot Managers should furnish necessary replies to the audit objections from Internal Audit or AG Audit, Statutory Audit and other external audit relating to tax and charges of their respective depots, through their Area Office.

25) Depot Managers should update/verify the Mobile number, email ID of the Assesseees/Consumers in the B&C software at the time of door-to-door collection

26) Depot Managers should keep the official mobile numbers provided to them active always.

27) All other existing administrative practices relating to Depot Managers remains same.

Sd/-29.09.2023
Managing Director

To,


All Area SAOs/AOs

All Depot Managers & Sr.Depot Managers through their Controlling Officer

Copy to:

- 1) CE(O&M)-I
- 2) GM
- 3) All Territorial SEs
- 4) All Area Engineers

/t.c.f.b.o/


29/9/23
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