

Standard Operating Procedure and Checklist

Name of Department	Public Health Department
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1. Standard Operating Procedure for Applicant

Application for	Non availability of water supply from water supply agency
Type	For Commercial Connection
Mandatory supporting documents required for <u>Provisional Recognition</u>	For Provisional approval <ol style="list-style-type: none"> 1. Land Details (Ownership document Sales deed, Lease deed, etc.) 2. Site Plan with Location Map 3. EPIC or Other Identification
Process description	<ul style="list-style-type: none"> ➤ Step 1: Submission of online application along with supporting documents. ➤ Step 2: Review of application by Executive Engineer, PHE ➤ Step 3: Site inspection by SDO, Public Health Engineering Department ➤ Step 5: Certificate of Non availability of water supply from water supply agency <p>Applicant then can proceed to apply of CGWA website http://cgwa-noc.gov.in/LandingPage/index.htm</p>
Procedure for Fees payment	No fees
List of Reference Documents	Guidelines/Criteria for evaluation of proposals/requests for ground water abstraction by Central Ground Water Authority
Timeline for completing the process	30 days
Checking of Application Status	Application status can be tracked through Single window portal
Departmental Workflow	<ul style="list-style-type: none"> ➤ Online Application > Verification by EE, WRD > Site Inspection by SDO, PHE > Issuance of Certificate of Non availability of water supply from water supply agency by EE, WRD

2. Inspection Procedure:

A. Pre-Inspection

1. A quality check shall be done on the documents submitted by the applicant in terms of completeness and correctness of the information furnished by Executive Engineer, PHE
2. Verification of compliance of submitted document done by SDO, PHE

B. Inspection

1. Inspection shall be made during regular working hours except when special circumstances indicate otherwise.
2. At the beginning of the inspection, the inspector shall locate the applicant and inform about the purpose of the proposed inspection.
3. The inspector shall inspect the following:
 - a. Name of the Applicant
 - b. Name of the Applicant
 - c. Detail of land holding of the Applicant
 - d. Postal Address of the Applicant
 - e. Contact No. of the Applicant
 - f. Email ID of the Applicant
 - g. Quantum of water requirement (Litres)
 - h. Existing availability of water supply (State quantity supplied and the source of supply)-
 - i. Quantum of shortage in water supply
 - j. Permission granted/ not granted
 - k. Justification for permission granted/ not granted
 - l. Any other information
4. The SDO, PHE should collect photographic evidence if any non-compliance has been observed.
5. The SDO, PHE may seek information / clarifications or documentary evidence from the representative to ascertain the correctness of the application.
6. If applicant wilfully delays or obstructs the inspection, the same shall be recorded in the inspection report for taking further necessary action in the matter.
7. At the end of the inspection, the SDO, PHE may inform the applicant about apparent non-compliance observed during inspection so that the applicant may initiate necessary corrective action wherever required.

C. Post Inspection

1. Inspection report should be submitted within 48 hrs of completion of the inspection and a copy of the same should be issued to the applicant.
2. All observations of the inspection along with photographic evidence of non-compliance should be included as part of the report.
3. Noncompliance areas should be listed in the report along with additional measures that need to be taken by the applicant to ensure compliance.

C. Checklist of Documents for Inspection

- Information provided in [Annexure A (Application form with Enclosures)]
- Inspection report format (Annexure B)