

CITIZEN CHARTER

MAHARAHSTRA JEEVAN PRADHIKARAN

Maharashtra Jeevan Pradhikaran
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Table of Contents

1. Introduction	3
2. Vision.....	3
3. Primary Responsibilities of the MJP	4
4. Departmental Structure	5
5. List of 16 Notified Services of the Maharashtra Jeevan Pradhikaran	8
6. Water Tariff Rates of the Maharashtra Jeevan Pradhikaran	11
7. MJP Citizen Portal	31
7.1 Web-Links.....	31
7.2 Online payment options	31
7.3 Meter reading Mobile APP	31
7.4 Notifications	32
8. Organization Chart.....	33

Citizen Charter

1. Introduction

The Maharashtra Water Supply and Sewerage Board (MWSSB) was established in accordance with the MWSSB Act of 1976. The primary objective of MWSSB was to facilitate the rapid development and proper regulation of water supply and sewerage services in the state of Maharashtra, India. The establishment of MWSSB aimed to address the growing demand for reliable and efficient water and sewerage infrastructure.

In 1997, MWSSB was renamed as Maharashtra Jeevan Pradhikaran (MJP). Maharashtra Jeevan Pradhikaran (MJP) aims to provide reliable and sustainable water supply and sewerage services to both urban and rural areas in Maharashtra. The organization focuses on improving water quality, enhancing operational efficiency, and promoting water conservation practices. Additionally, Maharashtra Jeevan Pradhikaran (MJP) plays a crucial role in promoting awareness about water-related issues and implementing measures to address challenges such as water scarcity.

Overall, Maharashtra Jeevan Pradhikaran (MJP) serves as a key institution in the state's efforts to ensure access to safe and adequate water supply, promote sanitation, and contribute to the overall well-being and development of the people of Maharashtra.

2. Vision

"To ensure sustainable access to safe drinking water and efficient sanitation services to residents of Maharashtra, fostering a healthier and more prosperous society."

The vision of Maharashtra Jeevan Pradhikaran (MJP) reflects its commitment to improving the quality of life for the people of Maharashtra by providing reliable and sustainable water supply and sanitation services. The MJP envisions a future where every individual has access to clean drinking water and proper sanitation facilities, contributing to their overall well-being and development.

The key elements of the MJP's vision are as follows:

- 1. Sustainable Access:** MJP aims to ensure sustainable access to safe drinking water for all residents of Maharashtra. This includes adopting innovative and environmentally friendly technologies, optimizing water resource management, and promoting water conservation practices to meet the present and future water needs of the state.
- 2. Efficient Sanitation Services:** MJP strives to provide efficient sanitation services to the people of Maharashtra. This involves implementing appropriate sewage and waste management systems, promoting hygiene practices, and addressing the challenges associated with sanitation infrastructure in both rural and urban areas.

3. Healthier Society: By ensuring access to clean drinking water and improved sanitation facilities, the MJP aims to create a healthier society. Adequate water supply and sanitation contribute to the Prevention of water-borne diseases, reduce health risks, and enhance overall public health, leading to improved quality of life for the people of Maharashtra.

4. Prosperity: MJP recognizes that access to safe water and sanitation is crucial for economic development and prosperity. By providing reliable water supply and efficient sanitation services, the MJP aims to create an enabling environment for social and economic growth, promoting sustainable livelihoods and enhancing the overall prosperity of individuals and communities.

3. Primary Responsibilities of the MJP

Maharashtra Jeevan Pradhikaran (MJP) is responsible for the planning, implementation, and management of water supply and sewerage schemes in the state. It plays a crucial role in ensuring the provision of safe and reliable water supply, effective sewerage management, and sustainable waste management practices. The MJP also provides guidance, support, and expertise to the government and local bodies in decision-making processes, annual planning, and rate/tax structure establishment

- **Planning, Designing, and Implementation of Water Supply and Sewerage Schemes:**

MJP is entrusted with the task of planning and designing water supply and sewerage schemes. This includes identifying areas in need of improved water supply and sewerage services, assessing infrastructure requirements, and formulating plans for their implementation. MJP also ensures availability of necessary financial provisions for executing these schemes.

- **Operation and Maintenance of Water Supply and Sewerage Schemes:**

MJP is entrusted with the operation and maintenance of water supply and sewerage schemes as directed by the Government of Maharashtra. This involves overseeing proper functioning and upkeep of the infrastructure, ensuring the delivery of safe and reliable water supply, and effective management of sewerage systems.

- **Establishment of Service Level Benchmarks:**

MJP plays a crucial role in establishing service level benchmarks for the water supply and sewerage sector. These benchmarks help in assessing the quality and efficiency of services provided by different stakeholders, thereby setting standards for performance improvement.

- **Management of Solid and Liquid Waste:**

MJP assists the government and local bodies in managing solid and liquid waste. This includes providing guidance and expertise in waste management practices, implementing appropriate disposal methods, and promoting environmentally sustainable solutions.

- **Guidance on Water Supply and Sewerage Schemes:**

MJP acts as an advisory body, providing guidance to the government and local bodies regarding water supply and sewerage schemes. It offers technical expertise, recommendations, and best practices to ensure effective planning, implementation, and management of these schemes. The MJP assists in decision-making processes and supports the adoption of appropriate technologies and strategies.

- **Support in Annual Action Plan and Rate/Tax Structure:**

MJP assists the government in the preparation of the Annual Action Plan related to water supply and sewerage. It collaborates with relevant stakeholders to formulate strategies, identify priority areas, and allocate resources effectively. Additionally, the MJP provides support in establishing or revising water supply rates, taxes, and cess structures to ensure sustainable financing for water supply and sewerage projects.

4. Departmental Structure

Maharashtra Jeevan Pradhikaran (MJP) operates under the Department of Water Supply and Sanitation, Government of Maharashtra. The organizational structure of the MJP consists of various offices and centres located across the state. Here is an overview of the departmental structure:

1. **Regional Offices:** MJP has six regional offices strategically located in Pune, Konkan, Aurangabad, Amravati, Nagpur, and Nashik. These regional offices serve as administrative hubs and coordinate the activities of various offices within their respective regions.
2. **Circle Offices:** There are 14 circle offices headed by Superintending Engineers. These offices oversee the implementation and management of water supply and sewerage schemes within their designated circles. They provide technical guidance, monitor project progress, and ensure compliance with standards and regulations.
3. **Divisional Offices:** MJP has 37 Divisional offices, each headed by an Executive Engineer. These offices are responsible for the execution and supervision of water supply and sewerage projects within their respective divisions. They manage the day-to-day operations, coordinate with field staff, and address any technical or operational issues that may arise.
4. **Subdivision Offices:** Under each Divisional office, there are 131 Subdivision Offices headed by Deputy Engineers. These offices are responsible for the implementation and maintenance of water supply and sewerage infrastructure at a more localized level. They coordinate with contractors, supervise field staff, and ensure the efficient functioning of the systems within their subdivisions.
5. **Training Centre:** The MJP operates a dedicated training center called the Maharashtra Environmental Engineering Training and Research Academy (MEETRA), located in Nashik. MEETRA serves as a hub for training and capacity building initiatives for MJP staff and other stakeholders in the water supply and sanitation sector. It is headed by a Director who oversees the training programs and other activities conducted at the centre.

4.1 Controlling Officers and Subjects

To ensure the smooth execution of departmental tasks, the allocation has been made based on the subject matter. This enables citizens to obtain the necessary information by submitting the required application to the respective section or officers.

Controlling Officer	Desk Number / Section Information	Concern Officer	Subjects
Administrative cum Establishment officer	Desk Officer – Establishment -1	Chief Administrative Officer	Technical Administration, Dy. Engineers Establishment, CRT-CRF
Administrative cum Establishment officer	Desk Officer – Establishment -2	Chief Administrative Officer	Training and CR, Departmental enquiries
Administrative cum Establishment officer	Desk Officer – Establishment -3	Chief Administrative Officer	Class-3 and Class-4 establishment
Administrative cum Establishment officer	Desk Officer – Establishment -4	Chief Administrative Officer	Board Meetings, Medical related matters, preparation of yearly reports
Administrative cum Establishment officer	Desk Officer – Establishment -5	Chief Administrative Officer	Central Offices staff establishment
Administrative cum Establishment officer	Desk Officer – Establishment -6	Chief Administrative Officer	Assistant Engineers, Junior Engineers establishment
Deputy Engineer	Estate	Chief Administrative Officer	Estate / assets related matters
Establishment officer Vigilance	Desk Officer – Establishment -2	Chief Administrative Officer	Vigilance related matters
Deputy Chief Account Officer – I	Finance	Director Finance	Pension, GPF, NPS, Investment, Loan, Recovery
Deputy Chief Account Officer – II	Finance	Director Finance	Budget, Fund Management, Accounts, Internal Audit, Cash sections
Deputy Engineer, IT Cell	IT Cell	Superintending Engineer, Head Quarter	Development of required IT solutions and management, Other Information Technology related matters
Executive Engineer, Head Quarter	EE HQ	Superintending Engineer, Head Quarter	Contractor, Vendor Registration, Pipe Supply management

Executive Engineer, MS Office	EE MS Office	Superintending Engineer, Head Quarter	
Deputy Engineer	CPDM	Superintending Engineer, CPDM	
Deputy Engineer	Mechanical Section	Superintending Engineer, Mechanical	

5. List of 16 Notified Services of the Maharashtra Jeevan Pradhikaran:

"LIST OF WATER SUPPLY RELATED SERVICES" MAHARASHTRA PUBLIC SERVICE RIGHTS ACT, 2015 (DETAILS OF PUBLIC SERVICE TO BE DISCLOSED BY MAHARASHTRA JEEVAN PRADHIKARAN UNDER SECTION 3)

Sr. No.	Name of Public Service	Required Documents	Charges	Time limit for Providing service (working days)	Designated Officer	First Appellate Officer	Second Appellate Officer
1)	2)	3)	4)	5)	6)	7)	8)
1	New water connection	1.Application in prescribed format 2.Ownership documents 3. No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	15 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
2	To Change Ownership Rights	1. Application in prescribed format 2.Ownership documents 3. No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	7 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
3	To change size of water connection	1. Application in prescribed format 2.No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	15 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
4	To disconnect temporary/permanent water connection	1.Application in prescribed format 2.No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	7 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
5	Reconnect the connection	1.Application in prescribed format 2.No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	15 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer

Sr. No.	Name of Public Service	Required Documents	Charges	Time limit for Providing service (working days)	Designated Officer	First Appellate Officer	Second Appellate Officer
1)	2)	3)	4)	5)	6)	7)	8)
6	Change in use	1.Application in prescribed format 2.No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	15 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
7	To prepare water bill	Application in prescribed format	Rate fixed at Maharashtra Jeevan Pradhikaran level	3 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
8	Plumber License	1.Application in prescribed format 2.No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	15 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
9	Renewal of Plumber License	1.Application in prescribed format 2.Ownership documents 3. No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	15 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
10	No dues certificate	Application in prescribed format	Rate fixed at Maharashtra Jeevan Pradhikaran level	3 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
11	To complain about faulty meter	Application in prescribed format	Rate fixed at Maharashtra Jeevan Pradhikaran level	7 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
12	Complaint about Un-authorized Water Connection	Application in prescribed format	Rate fixed at Maharashtra Jeevan Pradhikaran level	7 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer

Sr. No.	Name of Public Service	Required Documents	Charges	Time limit for Providing service (working days)	Designated Officer	First Appellate Officer	Second Appellate Officer
1)	2)	3)	4)	5)	6)	7)	8)
13	Complaint about water pressure	Application in prescribed format	Rate fixed at Maharashtra Jeevan Pradhikaran level	3 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
14	Complaint about quality of water	Application in prescribed format	Rate fixed at Maharashtra Jeevan Pradhikaran level	3 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
15	To solve Complaints regarding Bills of water charges	1.Application in prescribed format 2.No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	30 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer
16	Shifting of water connection	1.Application in prescribed format 2.Ownership documents 3. No dues certificate	Rate fixed at Maharashtra Jeevan Pradhikaran level	30 days	Executive Engineer In Charge of Water Works.	Superintending Engineer	Chief Engineer

6. Water Tariff Rates of the Maharashtra Jeevan Pradhikaran:

Sub: Revision of water rates for supply of form water Maharashtra Jwater Pradhikaran's Urban: Rural Water supply Schemes. Tourism Hilly water supply schemes and Peri Urban water supply schemes from 1st July 2023.

No. MJP/FA-II/Fund/147-The Maharashtra Jeevan Pradhikaran hereby orders that the water rates as indicated along with statements shall be charged from 1st July 2023 for supply of water to the Urban, Rural water supply scheme. Tourism/Hilly water supply schemes and Peri Urban Water supply schemes until further orders.

Appendix-1- water supply schemes & water works

Statement---- (1) Urban part

Statement---- (2) Kural part

Appendix-2- Rural Water supply schemes & water works

Statement---- (3) Rural part

Statement ---- (4) Rural part

Appendix-3- Tourism & Hilly water supply schemes & water works

Statement---- (5) Tourism & Hilly Area

Statement ---- (6) Tourism & Hilly Area

Appendix-4- Peri Urban water Supply Schemes & water works

Statement---- (7) Peri Urban part

Statement---- (8) Peri Urban part

Appendix-5 -- Urban water Supply Schemes & water works (High production Cost)

Statement---- (9) Dehu (Hand Over Scheme)

Statement---- (10) Urban Part

Appendix-6-- Rural water Supply Schemes (High production Cost)

Statement---- (11) Malapathar, Langhapur

Statement---- (12) Rural Part

Statement---- (13) Ambarnath, Badlapur water works

Statement---- (14) Non Project Area water works

Statement---- (15) Rural water supply Scheme

(2) New Bulk Supply :-

(i) Security Deposit - A New Bulk consumer shall pay to the M.JP Deposit in advance, equivalent to the demand registered for three months requirement.

(ii) Minimum Charges - The minimum charges shall be levied, which shall be specified in the agreement.

(iii) Connection from Board Transmission main-The meter at tapping point on Board's Transmission main will be fixed by the bulk consumers and responsibility of its maintenance shall rest with the consumer.

3) Minimum Charges for bulk supply:-

In case of Bulk supplies the minimum Charges shall not be less than the charges for a supply of 2 ML, water per month per connection.

(4) Rebate for early payment:-

(1) Consumer is required to pay the bill within 15 days from the date of issue of the bill under section 44(a) of MJP Act, 1976. The consumer is entitled to rebate of 2 % on the amount of current bill, if the consumer pays the bill including arrears within 10 days from date of issue of the bill.

(2) The consumer having no arrears is entitled to a rebate of 5% on the amount paid in advance of the next twelve months anticipated bill. Anticipated bill shall be based on the average consumption billed in previous two bills.

(5) Delayed Payment Charges:-

A Consumer who fails to pay water charges (including arrears) in period of 15 days from the date of issue of bill shall be charged delayed payments charges at the rate of 1% per month on all the water charges outstanding against him (including arrears after deducting delayed payment charges) on the date of which the period of 15 days after issue of bill ends. In case he fails to pay the delayed payment charges for a continuous period of six months, his supply is liable to be discontinued.

Appendix—1

**Urban Water Supply Schemes & Water works (water rate in Rupees per 1000 liters statement ----1
(Urban Part)**

Sr. No	Category of supply	1. Govane	2. Nhava Sheva	3. Ambernath	4. Defence	5. Amravati
		Rate	Rate	Rate	Rate	Rate
1	2	3	4	5	6	7
1	Domestic Metered					
	Upto 15000 Litrs (Urban)			14.63		20.90
	Upto 15000 Litrs (Rural)					
	15001 to 25000 Litrs (Urban)			22.66		32.23
	15001 to 25000 Litrs (Urban)					
	Above 25000 Ltrs (Urban)			29.26		43.89
	Above 25000 Ltrs (Rural)					
2	DOMESTIC Unmetered					
3	NON DOMESTIC Metered			67.32		
4	NON DOMESTIC UnMetered					
5	NON DOMESTIC A Class					
6	CHARITY (Urban)					
	CHARITY (Rural)					40.26
7	Hotel					
	A Class					
8	COMMERCIAL (Urban)			33.66		96.69
9	COMMERCIAL (Rural)					
10	Bulk Supply					
	CIDCO		11.77			
	JNPT		32.23			
	CORPORATION		13.20			
	GRAMPANCHAYAT	9.68				
	GRAMPANCHAYAT (19 Villages)		5.17			
	GRAMPANCHAYAT (5 Villages)		13.20			
	RAILWAY	96.98				
	TARAPUR PROJECT	38.61				
	COLONY 1 & 2	19.25				
	BARC	19.25				
	COLONY 3 & 4	19.25				
	ITI INSTITUTE	96.58				
	ITI Colony	19.25				
	Police Station	19.25				
	TATA Housing	38.61				
	1 & 2 Police Chauki	96.58				
	Irrigation Colony	19.25				
	PWD Quarters	20.90				
	Kurgaon Gram Panchayat					
	Ordanance Factory	19.25		32.23		
11	Raw water Bada Pokharan	1.43				
	Raw Water DMC	1.43				
12	Institutional		96.69	32.23		
	GOVT Institutions					
13	Industrial					
14	Other				38.61	

Appendix--1

Urban Water Supply Schemes & Water works (water rate In Rupees per 1000 liters statement—1 (Urban Part)

Sr.No	Category of Supply	6.	7.	8.	9.
		Yavatmal Rate	Akot Rate	Wens Rate	Gondia Rate
1	2	3	4	5	6
1	Domestic Metared				
	Upto 15000 Litrs (Urban)	20.90	20.90	20.90	20.90
	Upto 15000 Litrs (Rural)				
	15000 to 25000 Litrs (Urban)	32.23	32.23		32.23
	15001 to 25000 Litrs (Rural)				
	Above 25000 Ltrs (Urban)	43.89	43.89		43.89
	Above 25000 1trs (Rural)				
2	DOMESTIC Unmetered				
3	NON DOMESTIC Metered				
4	NON DOMESTIC UnMetered				
5	NON DOMESTIC A Class			96.69	
6	CHARITY (Urban)		40.26	40.26	40.26
	CHARITY (Rural)	40.26			
7	Hotel				
	A Class				96.69
8	COMMERCIAL (Urban)	96.69	96.69		96.69
9	COMMERCIAL (Rural)				
10	Bulk Supply			38.61	
	CIDCO				
	JNPT				
	CORPORATION				
	GRAMPANCHAYAT				
	GRAMPANCHAYAT(19 Villages)				
	GRAMPANCHAYAT(5 Villages)				
	RAILWAY				
	TARAPUR PROJECT				
	COLONY 1 & 2				
	BARC				
	COLONY 3 & 4				
	ITI INSTITUTE				
	ITI Colony				
	Police Station				
	TATA Housing				
	1&2 Police Chauki				
	Irrigation Colony				
	PWD Quarters				
	Kurgaon Gram Panchayat				
	Ordanance Factory				
11	Raw water Bada Pokharan				
	Raw Water DMC				
12	Institutional				
	GOVT Institutions				
13	Industrial				
14	Other				

Appendix--1		
1 - Rural Water Supply Schemes & Water Works (Water rate in Rupees per 1000 liters)		
Statement-2		
Sr. No	Category of Supply	156 VILLAGES & 2 TOWNS (Rural Part)
1	DOMESTIC Metered	
	Upto 15000 Litrs (Urban)	20.90
	Upto 15000 Litrs (Rural)	11.44
	15001 to 25000 Litrs (Urban)	31.35
	15001 to 25000 Litrs (Rural)	17.27
	Above 25000 Ltrs (Urban)	41.69
	Above 25000 Ltrs (Rural)	22.88
2	Non Domestic Metered	
3	CHARITY (Urban)	41.69
	CHARITY (Rural)	41.69
4	COMMERCIAL (Urban)	104.39
	COMMERCIAL (Rural)	70.42

Appendix-2								
Rural Water Supply Schemes & Water works (Water rate in Rupees per 1000 liters)								
Statement-3								
Sr. No	Category of Supply	CHAKAN	DONGARGAON KUSGAON	MLAMATHA	AKOT 84	MAHADULA	AHERI	GOREGAON
		Rate	Rate	Rate	Rate	Rate	Rate	Rate
1	2	3	4	5	6	7	8	9
1	DOMESTIC Metered							
	Upto 15000 Litrs	9.68	183.70 (Per Month)			20.79		
	15001 to 25000 Litrs					33.00		
	Above 25000 Ltrs					43.89		
2	DOMESTIC Unmetered			2195.60 (Per Year)			183.70 (Per Month)	146.41 (Per Month)
3	NON DOMESTIC Metered		51.92					
4	NON DOMESTIC UnMetered						447.26	365.97
5	COMMERCIAL							
6	Corporation							
7	Grampanchayat				9.68			
8	INSTITUTIONAL	45.21	29.26				403.26	33.88
9	Bulk Supply						24596.88	

Appendix-2			
Rural Water Supply Schemes(Water rate in Rupees per 1000 liters)			
Statement -4			
Sr. No	Category of Supply	105 VILLAGES	79 VILLAGES
		Rate	Rate
1	2	3	4
1	DOMESTIC Metered		
	Upto 15000 Litrs	11.44	10.45
	15000 to 25000 Litrs	17.27	15.62
	Above 25000 Ltrs	22.88	20.79
2	DOMESTIC Unmetered		
3	NON DOMESTIC Metered	70.40	
4	NON DOMESTIC UnMetered		
5	COMMERCIAL		
6	Corporation		
7	Grampanchayat		
8	INSTITUTIONAL	47.63	41.58

Appendix-3				
Tourism & Hilly Water Supply Schemes & Water Works (Water rate in Rupess Per 1000 Liters)				
Statement -5				
Sr. No	Category of Supply	PACHGANI	IGATPURI	MAHABALESHWAR
		Rate	Rate	Rate
1	2	3	4	5
1	DOMESTIC Metered			
	Upto 15000 Litrs	22.55	20.90	19.36
	15001 to 25000 Litrs	33.66	31.90	
	Above 25000 Ltrs	45.32	43.89	
2	NON DOMESTIC "A" Class			95.59
	NON DOMESTIC "B" Class		59.62	
3	CHARITY	58.52	26.95	58.52
4	Hotel			
	A Class	178.75		
	B Class	142.01		
	C Class	118.58		
5	COMMERCIAL		96.69	
6	OTHER		9.68	

Appendix-3			
Tourism & Hilly Water Supply Schemes & Water Works (Water rate in Rupees per 1000 liters)			
Statement -6			
Sr. No	Category of Supply	MATHERAN	CHIKHALDARA
		Rate	Rate
1	2	3	4
1	DOMESTIC Metered		
	Upto 15000 Litrs	26.62	22.55
	15001 to 25000 Litrs	39.82	33.66
	Above 25000 Ltrs	53.57	45.32
2	NON DOMESTIC Metered		
3	CHARITY	69.19	58.52
4	Hotel		
	A Class	178.64	
	B Class	141.35	
	C Class	118.58	
5	COMMERCIAL	69.19	118.58
6	OTHER		

Appendix-4				
Peri Urban Water Supply Schemes & Water Works (Water rate in Rupees per 1000 liters)				
Statement -7				
Sr. No	Category of Supply	JALOCHEE	PIMPRI MEGHE	ARVI
		Rate	Rate	Rate
1	2	3	5	6
1	DOMESTIC Metered			
	Upto 15000 Litrs	20.90	20.90	20.90
	Upto 15001 to 25000 Litrs	32.23	32.23	32.23
	Above 25000 Ltrs	43.89	43.89	43.89
2	DOMESTIC Unmetered			
3	NON DOMESTIC Metered	59.62		40.26
4	COMMERCIAL		96.69	96.69
5	INSTITUTIONAL	40.26		
6	OTHER		40.26	

Appendix-4		
Peri Urban Water Supply Schemes & Water Works (Water rate in Rupees per 1000 liters)		
Statement -8 (Actual Cost of water)		
Sr. No	Category of Supply	OZAR SAKORE
		Rate
1	2	3
1	DOMESTIC Metered	
	Upto 15000 Litrs (Per Month)	11.44
	Upto 15001 to 25000 Litrs	
	Above 25000 Litrs	
2	DOMESTIC Unmetered	
3	NON DOMESTIC Metered	
4	COMMERCIAL	
5	INSTITUTIONAL	
6	OTHER	47.63

Appendix-5		
Urban Water Supply Schemes & Water Works (HIGH PRODUCTION COST)		
(Water rate in Rupees per 1000 liters)		
Statement – 9 (Urban part)		
Sr. No	Category of Supply	Dehu (This Scheme is Handovered)
		Rate
1	2	3
1	DOMESTIC Metered	
	Upto 15000 Litrs	
	Upto 15000 to 25000 Litrs	
	Above 25000 Ltrs	
2	NON DOMESTIC "A" Class	
	NON DOMESTIC "C" Class	
3	CHARITY	
4	Hotel	
	C Class	
5	COMMERCIAL	
6	RAW WATER	
7	INSTITUTIONAL	
8	INDUSTRIAL	
9	OTHER	

Appendix-5							
Urban Water Supply Schemes & Water Works (HIGH PRODUCTION COST)							
(Water rate in Rupees per 1000 liters)							
Statement -10 (Urban part)							
Sr. No	Category of Supply	AMBOLI	SATARA	KARANJA	JALGAON JAMOD	PATUR	BALLARPUR
		Rate	Rate	Rate	Rate	Rate	Rate
1	2	3	4	5	6	7	8
1	DOMESTIC Metered						
	Upto 15000 Litrs	26.62	20.90	24.20	24.20	24.20	20.90
	Upto 15000 to 25000 Litrs	39.82	31.46	36.30		36.30	31.46
	Above 25000 Ltrs	53.57	41.80	48.40			41.80
	NON DOMESTIC "A" Class		104.61			68.97	
	NON DOMESTIC "C" Class				68.97		
	CHARITY	69.19	41.80	47.36	47.63		41.80
4	Hotel						
	C Class	140.14					
5	COMMERCIAL			114.18	68.97	68.97	104.61
6	RAW WATER						
7	INSTITUTIONAL						
8	INDUSTRIAL						
9	OTHER				4416.50	47.63	

Appendix-6			
Rural Water Supply Schemes & Water Works (HIGH PRODUCTION COST)			
(Water rate in Rupees per 1000 Litters)			
Statement -11			
Sr. No	Category of Supply	MALPATHAR	LANGHAPUR
		Rate	Rate
1	2	3	4
1	DOMESTIC Metered		
2	DOMESTIC Unmetered (Per Month)	242.000	217.03
3	NON DOMESTIC UnMetered		
4	COMMERCIAL		
5	BULK SUPPLY		
6	INSTITUTIONAL		
7	INDUSTRIAL		
8	OTHER		

Appendix - 6						
Rural Water Supply Schemes & Water Works (HIGH PRODUCTION COST) (Water rate in Rupees per 1000 liters)						
Statement -12 (Rural Part)						
Sr. No	Category of Supply	GANDHINAGAR	SHIRBHAVI	TANANG	CHANDVAD	DAHIWAL
		Rate	Rate	Rate	Rate	Rate
1	2	3	4	5	6	7
1	DOMESTIC Metered					
2	Upto 15000 Litrs	24.20				
3	DOMESTIC Unmetered			2604.91 (Per Year)	13.09	26.18
4	NON DOMESTIC UnMetered			6342.38		2604.91 (Per Year)
5	COMMERCIAL	70.40	51.92		113.30	
6	BULK SUPPLY (RURAL)	22.88	13.09	11.44		
7	INSTITUTIONAL	47.63	34.65		47.63	
8	INDUSTRIAL		51.92			
9	OTHER	47.63			47.63	

Appendix-6			
Appendix - 6- Rural Water Supply Schemes (HIGH PRODUCTION COST)			
(Water rate in Rupees per 1000 liters)			
Statement -12 (Rural part)			
Sr. No	Category of Supply	NAIGAON	MANORA
		Rate	Rate
1	2	9	10
1	DOMESTIC Metered	12.10	
2	Upto 15000 Litrs		
3	DOMESTIC Unmetered		238.92 Per Month
4	NON DOMESTIC UnMetered		
5	COMMERCIAL	51.92	
6	BULK SUPPLY (RURAL)		
7	INSTITUTIONAL	34.65	
8	INDUSTRIAL		
9	OTHER		

Statement-13			
Ambernath- Badlapur Water Works:-			
(II) Minimum charges per month per connection for metered connection:-			
(Rate in Rupees)			
The following minimum charges shall be charged in respect of consumers whose connections are metered but who have notified the closure of the connections due to closure of premises as also in cases where the monthly water charges recoverable are less than the amount indicated below shall be follows :-			
Diameter of the connection	Retail domestics supply per month	Supply to Institutions not run for profit as specified in (4)and(5) above per month	Retail Non-domestic supply per month
15mm	273.90	633.60	1219.90
20mm	497.20	1159.40	2251.70
25mm	730.40	1442.10	3264.80
32mm	1081.30	2524.50	4843.30
40mm	1881.00	4394.50	8456.80
50mm	2387.00	5534.10	10698.60
65mm	2924.90	6801.30	13126.30

(III) Minimum charges per month per connection for unmetered connection:-			
All connection are to be metered and where the meters fixed are not working for more than three months the consumers shall be charged the minimum tariff indicated below provided the average of three months bill is less than the minimum charges. In cases where three months average bill is more than the minimum charges, the average bill shall be charged			
(Rate in Rupees)			
Diameter of the connection	Retail domestics supply per month	Supply to Institutions not run for profit as specified in (4) and (5) above per month	Retail Non-domestic per month
15mm	370.70	730.40	1614.80
20mm	633.60	1267.20	2864.40
25mm	1304.60	2610.30	5845.40

Statement-14				
Non project Area Water Works				
(II) Minimum Charges per month per connection for metered connection :-				
The following minimum charges shall be charged in respect of consumers whose connections are metered but who have notified the closure of the connections due to closure of premises as also in case where the monthly water charges recoverable are less than the amount indicated below				
(Rupees)				
Diameter of the Connection	Retail domestic supply per month per connection		Supply to Institutions not run for profit as specified in (2) B (3) above per connection	Retail Non-domestic Supply per Month per Connection
	urban	Rural		
15mm	204.60	102.30	433.40	1007.60
20mm	422.40	195.80	867.90	1993.20
25mm	792.00	380.60	1695.10	3996.30
32mm	1202.30	574.20	2527.80	6164.40
40mm	1635.70	760.10	3391.30	7964.00
50mm	2054.80	946.00	4203.10	9979.20
65mm	2609.20	1212.20	5486.80	12966.80

(iii) Minimum Charges per meter per Connection for metered Connection at Hill Stations					
Rate in Rupees per month per connection					
Diameter of the Connection	Retail domestic supply per month per Connection	Retail Non-domestic supply per connection per month			Other Consumer
		A class Hotels	B class Hotels	C class Hotels	
15mm	237.60	2138.40	1604.90	1305.70	1007.60
20mm	433.40	4151.40	3083.30	2219.80	2004.20
25mm	842.60	8313.80	6164.40	4703.60	3996.30
32mm	1171.50	12576.30	9495.20	7047.70	6164.40
40mm	1695.10	15669.50	12340.90	9035.40	7964.00
50mm	2219.80	20890.10	15430.80	11354.20	9985.80
65mm	2877.60	27300.90	19934.20	14754.30	12966.80

(iv) Minimum Charges per meter per connection for unmetered connections :-			
All connection shall be metered, and where meters fixed are not working for more than three months, and the three months average bill is less than minimum charges The consumers shall be charged by below rates In case where three months a verge bill is more that the minimum charges, the average bill shall be charged.			
(Rupees)			
Diameter of the connection	Domestic	Supply to Institutions not run for profit (2) &(3)	Non-Domestic
	Urban		
15mm	616.00	946.00	2372.70
20mm	946.00	1881.00	4746.50
25mm	1828.20	4746.50	9533.70

(v) Minimum Charges for unmetered connections at Hill Stations minimum charges per month per connection					
(Rupees)					
Diameter of the connection	Retail domestic per connection per month		Non-domestic per connection per month		
	Urban	Rural	A Class Hotel	B Class Hotel	C Class Hotel
15mm	513.70	225.50	4986.30	3677.30	2909.50
20mm	1007.60	443.30	10686.50	8003.60	6012.60
25mm	2004.20	863.50	17534.00	14479.30	11405.90

(VI) Minimum Charges for unmetered public stand posts are as under		
(Rupees)		
Diameter of the Connection		
15mm dia	Public stand post	3801.60 (Per Month)
20 mm dia	Public stand post	9145.40 (Per Month)
25mm dia	Public stand post	19603.10 (Per Month)

Statement -15			
Rural Water Supply Scheme			
Following rates to be applied where rates are not mention under the schemes			
(1) Un-metered Water Supply:-			
Diameter of the connection in mm	Domestic	Institutions	Non-Domestic
15mm	183.70	402.60	447.70
20mm	359.70	622.60	622.60
25mm	534.60	842.60	842.60

(2) Public Stand Post :-	
Diameter of the Connection in mm	
15mm	2195.60
20mm	5271.20
25mm	10980.20

7. MJP Citizen Portal

MJP has created online Consumer Portals to offer its services conveniently to the citizens.

1. New Tap Connection
2. Redressal of Grievances regarding water Billing
3. Making Changes in Ownership water connection
4. Change in size of pipe
5. Temporary / Permanent disconnection of Tap
6. Reconnection of Tap Water
7. Changing usage plan as per tariff rate
8. Generation of Water Bill
9. Plumber License
10. Renewal of Plumber License
11. Issuance of No dues certificate
12. Complaint for faulty meter
13. Complaint for Unauthorized connection
14. Complaint for Water pressure
15. Complaint for quality of the water
16. Change in location of connection

7.1 Web-Links

Below are the web-links to access the aforementioned online services:

- <https://mjpwms.in/>
- <https://mjpregistration.in/>

7.2 Online payment options

In addition to MJP's cash counters, there are various payment facilities offered by MJP for bill payments.

- (a) Payment through Debit Card/ Credit Card by swiping PoS machines available in all MJP counters.
- (b) Online payment through Net Banking, Debit / Credit Card/Wallet through MJP WMS Consumer Portal.
- (c) Payment through NEFT/RTGS.

7.3 Meter reading Mobile APP

The billing process incorporates the use of GPS-enabled mobile devices and an Android-based Meter Reader mobile app. This app allows for the capturing of meter images and readings, thereby preventing consumer complaints regarding inaccurate or incorrect water bills. Additionally, the mobile app captures the latitude and longitude of the water meters.

7.4 Notifications

Registered mobile consumers receive SMS notifications regarding billing-related activities.

8. Organization Chart:

