

From

The Principal Secretary to Government Haryana,  
Urban Local Bodies Department, Haryana, Chandigarh.

To,

1. The Principal Secretary to Government Haryana, Town and Country Planning Department, Haryana.
2. The Director General, Urban Local Bodies Department, Haryana.
3. The Director, Town and Country Planning Department, Haryana.
4. The Chief Administrator, Haryana Shehri Vikas Pradhikaran.
5. The Managing Director, Haryana State Industrial Infrastructure Development Corporation.
6. All the Deputy Commissioners in the State of Haryana.
7. All the Commissioners of Municipal Corporations in the State of Haryana.

**Memo No. 14/33/2018-4C-I**

**dated: 27.04.2018**

**Subject: Water ATM (Automated Teller machine) Policy for Municipal Corporations in the State of Haryana.**

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Reference DGULB single file system Dy. No. DULB-24579 dated 20.04.2018 on the subject noted above.

2. It is to inform that the Government has approved the policy for installing Water ATMs (Automated Teller Machine) within the limits of Municipal Corporations in the State of Haryana. The Policy is hereby issued for information and immediate necessary action w.r.t implementing the policy which was as under:-

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**1. Introduction:**

Water is Nation's natural, limited and essential resource. It is one of the basic essential service required to be provided by the State Government by Public Health Department, HUDA and Municipalities. As per existing procedure and methodology water connection/ services is provided to an individual or public/ institutional/ complex in building via a metered or lump-sum connection. Further, public taps are also provided around colonies and public gathering spaces. Despite, these efforts, there is still need to create/ develop infrastructure for providing potable water accessible at approachable distance and affordable cost. Considering the said, the Government has decided that a methodology may be devised to create such infrastructure and thus this policy is needed to be framed.

**2. Objective of Policy:**

To create an infrastructure for providing 24 x 7 potable water vending facility to general public at approachable distance and at affordable cost.

**3. Policy framework:**

- (i) The policy is to be devised as self sustainable model with reliable service. For self sustainable Model, the said infrastructure is to be created on Build-Own-Operate (Basis) or Build-Operate-Transfer (BOT) or Corporate Social Responsibility (CSR) basis. The said framework shall involve tender process for BOO or BOT basis. However, under CSR, tender process is not required as such water ATM is to be installed by the Corporate on its land as per parameters specified in this policy.

- (ii) The Municipal Corporation shall float e-tender for calling bids for installing water ATMs at identified locations.
- (iii) In case of BOO or BOT, the Municipal Corporation shall invite tender for spaces identified on the basis of parameters defined under this Policy and shall allow the highest bidder to install, operate, own or transfer water ATMs across the municipal limit. For feasibility of the project, the awardee company shall be given advertisement rights on the ATM as per provision of the Haryana Municipal Corporation Advertisement Byelaws and amendment from time to time. The advertisement on water ATM shall be as per Category "A5" defined in Annexure-5 of the Byelaw.
- (iv) The tender value of water ATM shall be determined by the Committee constituted under the chairpersonship of Commissioner, Municipal Corporation with Chief Engineer and Executive Engineer as permanent members. The Committee if desire shall be allowed to add 2 more members from any water Purifier Company for technical expertise.
- (v) With regard to water ATM on CSR basis, the advertisement rights shall be granted to corporate also as per provision of the Haryana Municipal Corporation Advertisement Byelaws (amended from time to time).

**4. Time period of contract agreement:**

The Municipal Corporation shall get into contract agreement under this policy with the Company for maximum period of 10 years. However, the company has to get permission for advertisement rights separately from the Municipal Corporation as per provision of the Haryana Municipal Corporation Advertisement Byelaws.

**5. Policy parameters:**

- (i) **Site selection parameter:** The area required for installing Water ATM shall be 4 square metres with tentative dimensions of 2 x 2 metres.
- (ii) **Tentative location:** The ATM may be installed at Bus Stops, public avenues, Parks, entrance/ exit of metro Station, Bus Stations, parking areas, transport nagar, open gathering place and any other place identified by the municipal Corporation, There shall be minimum distance of 400 metres between 2 ATMs (i.e. the distance easily approachable by a person on foot). The site shall not interfere with pedestrian movement and therefore the ATM shall be installed within the ROW (as per the provisions of the Haryana Municipal Corporation Advertisement Byelaws), only with any existing structure like public utility kiosk, bus stop, etc.
- (iii) **Water quality and quantity:**
  - a. The ATM shall dispense potable water system operated vide 5 stage cleaning system (including Reverse osmosis membrane and UV filter compulsory). The dispenser shall have a real time water quality showing monitor. The company has to get certified the system 3<sup>rd</sup> party certified every year. The ATM shall dispense water amounting minimum to 150 ml for per unit of cost decided by Municipal Corporation through an agreement with the Company. Paper cup shall be provided for dispensing water.
  - b. The company shall update the filtration mechanism of the ATM as per available technology in every 5 years.

- c. The ATM unit shall be coin operated, which shall dispense paper cup and water on inserting coin. Further, the rate list per unit of cup shall also be displayed and the ATM unit shall be calibrated accordingly.
- d. The ATM unit shall be equipped with real sensing technology connected via a central server and shall shut down unit whenever water quality fall off from following parameters:
- TDS shall not greater than 150PPM and temperature above 20 degree Celsius.
- BOD (Biochemical Oxygen Demand) Level shall not be above 1-2 ppm.
- e. In case of automatic shut-down, the Company shall restore the ATM unit to full function through contracted water Purifier Company within 06 hours of notification issued by central server.
- (iv) **For operation/ maintenance of the ATM unit:** The Company shall get in the contract agreement with the water purifier company (e.g. Hindustan Lever, LG or any other ISI certified company (for reference only)), for operation/ maintenance of ATM units installed, which the company has to submit at the time of getting in agreement with Municipal Corporation. The purifier company shall submit self certification through the company to Municipal Corporation for water quality. The Municipal Corporation get inspected the claim/ self certification through 3<sup>rd</sup> party Certification (i.e. by any other purifier company).
- (v) **Cleanliness around Water ATM unit:** Recycle tubes dustbins shall be attached with the ATM unit for disposal of paper cups.
- (vi) **Real Time Location of ATM:** All the ATMs shall be located vide a GPS system installed by the company, for showing real time location of ATM at Municipal Corporation's website.
- (vii) **Water Source for the ATM:** The Company shall arrange water source for the ATM by obtaining water connection from competent authority on the area at commercial basis. Further, the company may construct an underground tank to collect storm water with permission of Municipal Corporation for utilizing as water source for an ATM or more ATMs in vicinity. The underground tank may be installed near the ATM or at any place available.
- (viii) **Water Disposal Method:** Waste water generated through RO filtration shall be reutilized through separate collection mechanism and distribution system, which shall be utilized by Municipal Corporation for maintaining parks/ garden and plantation around Town. Waste water generated through drinking shall be disposed via constructing ground water recharging well by the Company.
- (ix) **Electrical Connection:** The Company shall obtained separate metred connection from the concerned DISCOM for each Water ATM and shall be liable to pay charges for using electricity.
- (x) **Registration of company for advertisement rights:** The Company shall get itself register with Municipal Corporation for seeking permission for display of advertisement under the Haryana Municipal Corporation Advertisement Byelaws. The company has to pay license fee to Municipal Corporation at the rate specified by the Government from the time to time.
- (xi) **Advertisement permitted on ATM unit:** The advertisement shall be permitted only on three sides of the ATM unit (except the rear), which shall be pasted as wall wrap on the unit in the ratio of 70% of total surface area. The unit shall be

installed along the existing structure like public utility kiosk, bus stop, etc. In case there is no structure nearby and there is requirement to install an ATM, then a 250 mm wide wall measuring 2 metres length and 1.5 metres in height shall be constructed parallel to road and the ATM shall be installed towards the road, so that it shall be visible. The 20% surface of the rear of wall may be utilized for advertisement by the company and another 20% by Municipal Corporation for public messages.

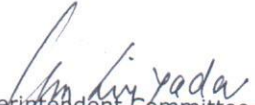
- (xii) **ATM capacity/ no. of taps:** The ATM unit shall be installed as per required capacity calculated on the basis of number of users around it. The single dispenser unit shall not take more than 15 seconds from inserting coin to release of paper cup to dispensing of water. If the number of user exceeds more than 2 minutes of water dispensing ability then 2 tap shall be installed and so on till maximum number of 4 taps ATM unit.

**6. Termination of contract and penalty:**

The Municipal Corporation vide the contract agreement shall reserve right to terminate the contract agreement, if the company violates any of above said regulations and following conditions:

- (i) The company terminates its contract with the water purifier company and didn't get in contract with any other within 7 days period.
- (ii) The company continue flouting of provisions of the policy in 3 separate instances.
- (iii) The company violates provisions of the Haryana Municipal Corporation Advertisement byelaws, 2016 in separate 3 instances.

Further, apart from terminating the contract agreement, Municipal Corporation shall penalize the company by taking over the ATMs and raising penal charges as decided by the committee constituted by Municipal Corporation.

  
Superintendent Committee-I  
for Principal Secretary to Government Haryana,  
Urban Local Bodies Department, Haryana.