



Right To Service

Right to services gives the list of services that will be rendered by the Kerala Water Authority along with the stipulated time limit as per Kerala State Right to Service Act 2012. Designated officers, first appellate authority and second appellate authority for these services are as follows.



Sl No.	Service	Stipulated Time Limit	Designated Officer	Ist Appellate Authority	IInd Appellate Authority
1	Providing Water Connection Urban Area	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
	Providing Water Connection Rural Area	30	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
2	Sewerage Connection	60	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
3	Shifting of Domestic Connection (on request of consumer)	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
4	Disconnection of Domestic/ Non Domestic Connection (on request of consumer)	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
5	Reconnection of Domestic/ Non Domestic Connection	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
6	Change of ownership/ changing of category of connection	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
7	Meter reading complaint redressal	30	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
8	Sewerage Connection change of ownership	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer

			Engineer		Engineer
6	Change of ownership/ changing of category of connection	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
7	Meter reading complaint redressal	30	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
8	Sewerage Connection change of ownership	15	Assistant Executive Engineer	Executive Engineer	Superintending Engineer
9	Water sample of private wells Quality test (Physical and Chemical)	10	Assistant Executive Engineer	Executive Engineer/ Quality Control Division	Chief Engineer



Kerala Water Authority

Kerala's Nodal Agency For Drinking
Water Supply And Sewerage Services

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Official info

📍 Kerala Water Authority, Jalabhavan,
Vellayambalam Thiruvananthapuram,
Kerala, India 695033

☎ +91 471 2738300

☎ 1916

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