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KERALA WATER AUTHORITY
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Kerala - India

File No. KWA-JB/2475/2024-
AE2(OP)

Dated: 04-04-2024

Circular

Sub: State Business Reform Action Plan- Reform recommendations for Kerala Water Authority-notifying of planned outages (planned repair & maintenance works) to the customers- direction issuing reg.

Ref: File No. KWA-JB/1300/2024-LDC VI(IT), Dated: 12-02-2024, forwarded by Secretary KWA.

The State Business Reform Action Plan - As a part of the reforms recommendations insisted by the Govt of Kerala, Kerala Water Authority has to publish the details of planned outages (planned repair & maintenance works) to the customers one month in advance. At present KWA is using 'Service Interruption Module' (SIMS) to provide intimation to the registered consumers of KWA regarding the major pipe burst, break down of schemes and other emergencies via SMS. In the wake of above said reforms, It is directed to all the concerned Assistant Engineers / Assistant Executive Engineers to inform consumers in case of water supply interruption due to planned outages including disrupted areas at least one month in advance through SIMS. The same is also to be published in the website by contacting IT wing.

Manu B

Signed by
Manu B

CHIEF ENGINEER

To
Executive Engineers
All Divisions
Date: 04-04-2024 14:30:33