



ఆంధ్రప్రదేశ్ రాజపత్రము
THE ANDHRA PRADESH GAZETTE
PUBLISHED BY AUTHORITY

W.No.35

AMARAVATI, WEDNESDAY, SEPTEMBER 2, 2026

G.498

PART VII

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NOTIFICATIONS BY GOVERNMENT

**PANCHAYAT RAJ & RURAL DEVELOPMENT
DEPARTMENT
(RWS.II)**

CITIZEN CHARTER FOR DRINKING WATER SERVICE TO THE RURAL HOUSEHOLDS IN THE STATE IN ACCORDANCE WITH 2.1.3 OF REFORM MATRIX UNDER COMPREHENSIVE IMPLEMENTATION PLAN (C.I.R.P) IN ACCORDANCE WITH JJM 2.0 GUIDELINES.

[G.O.Rt.No.829, Panchayat Raj & Rural Development (RWS.II), 1st September, 2026.]

Read :-

From the Commissioner, PR&RD, Lr.No.3337321/CPR&RD/D10/2026,
[Dated.13-08-2026.](#)

ORDER:

In the reference 1st read above, the Commissioner, PR&RD, Tadepalli, informed that, "the Jal Jeevan Mission (JJM) was launched in 2019 with a transformative goal to provide every rural household with a functional tap connection. The initial phase focused on rapid infrastructure creation significantly expanding access to household water supply. As the mission advanced, the next challenge lied in ensuring long term functionality, sustainability and reliable service delivery on the created systems.

2) Accordingly, JJM extended phase necessitates a shift from a construction led, Department driven model to a utility-based service-oriented governance framework wherein, rural water supply systems are professionally managed with clearly defined operational roles performance standards and accountability mechanisms.

3) In accordance to the above, the NJJM, Government of India vide Lr.No.11012/24/2019-Water-1-Part (3), dt.27.03.2026 has developed a detailed Comprehensive Implementation and Reform Plan (CIRP) wherein, under Reform Matrix in accordance with 2.1.3, a broad timeline viz., June 2026 has been stipulated for inclusion of drinking water services in Public Service Guarantee Act /Citizen Charter by the State Government Gazette Notification and amended provisions in a Public Service Guarantee Act /Citizen Charter "

4) Government after careful examination of the matter, hereby issue the Citizen Charter with a transformative goal to provide every rural household with a functional tap connection in accordance with the JJM 2.0 Operational Guidelines.

Citizen Charter for Rural Drinking Water Services in the State

Disclaimer:

The aim and purpose of this charter is to confirm publicly, the service assurance given to the consumers, who pay their taxes/user charges as per laws/bye- laws regularly for drinking water with regard to providing services to its consumers, and to address their obligations. This Charter is not a legal document for enforcement against either the issuing authority or the end users.

1. Short Title

This Charter is called as the Andhra Pradesh Rural Drinking Water Citizen Charter, 2026.

2. Applicability

2.1 As per Andhra Pradesh Panchayat Raj Act 1994 (Act No.13 of 1994) as amended by Act No.1 of 2021 w.r.e.f.20-02-2020, the subject of Drinking Water comes under General Powers and Functions of Panchayats (Schedule I, Sections 45,161 and 192 of PR Act).

2.2 This charter ensures adequate and safe drinking water regularly at predetermined timings.

This Charter shall apply to:

I. All Gram Panchayats.

II. Services delivered by Panchayat Raj & Rural Development Department.

III. "Multi-village Schemes maintained by ZPPs" and "single-village Schemes and in-village infrastructure of MVS maintained by GPs, local bodies or authorized agencies".

3. Objectives

1. To ensure regular and accountable drinking water services.
2. To define service standards and grievance timelines.
3. To improve transparency, reliability and citizen satisfaction.
4. To safeguard public health through potable water supply.

4. Designated Officers

Level	Designated Officer	First Appellate Authority	Second Appellate Authority
GP	Panchayat Secretary with the technical assistance of Engineering Assistant	Deputy MPDO	MPDO with the technical assistance of Assistant Exe/ Assistant Engineer, RWS&S
Mandal	MPDO with the technical assistance of the Assistant Executive/Assistant Engineer, RWS &S	DDO	CEO, ZPP with the technical assistance of the Executive Engineer, RWS&S
District	Dy. CEO, ZPP with the technical assistance of the Executive Engineer, RWS&S	CEO, ZPP	District Collector

5. Notified Public Services and Timelines

Sl.No	Service	Time Limit
1	Registration of complaint on non-supply of drinking water	Immediate / same day
2	Restoration of minor local supply interruption	Within 24 hours
3	Restoration of pump / motor repair	Within 48 hours
4	Emergency tanker supply in scarcity village	Within 24 hours of approval
5	Repair of pipeline leakage affecting water supply	Minor: Within 24 hours Major: Within 72 hours
6	Water quality complaint inspection and sampling	Within 24 hours
7	Communication of routine test results	Chemical: 24 hours and Bacteriological: 48 hours
8	Chlorination / disinfection after contamination report	Within 24 hours
9	New household tap connection where infrastructure exists and formalities complete	Within 15 working days
10	Reconstruction of damaged public stand post	Within 7 working days
11	Updating consumer / household service records	Within 7 working days
12	Redressal of billing / user charge complaint, where applicable	Within 7 working days

6. Service Standards

- i. Quantity : Assures 55 litres per capita/day.
- ii. Quality : Assures to provide safe and potable water.
- iii. Residual Chlorine to be maintained in the water supplied
- iv. Minimum : 0.20 ppm
- v. Maximum : 1.00 ppm
- vi. Schedule of supply: Adheres to the notified timings locally.
- vii. In case of any disruption in regular piped water supply, the details shall be notified on the notice board of GP concerned or public addressable system before 24 hours.

7. Mode of Access : Citizens may avail services through:

- i. Gram Panchayat Office.
- ii. Village Secretariat / Ward Secretariat where applicable.
- iii. Toll-free helpline / district control room.
- iv. Mobile application / online grievance portal.
- v. Mandal / District RWS Engineering offices.

8. Grievance Redressal Mechanism:

- i. Every complaint shall be assigned a complaint number.
- ii. Delay beyond timeline shall be escalated automatically to the next authority.
- iii. Repeated unresolved complaints shall be reviewed monthly at district level.
- iv. Water quality emergencies shall receive highest priority.

9. Compensation / Accountability (where provided under law)

Where, any notified service is not delivered within the prescribed time without sufficient cause, responsibility will be fixed and action will be taken under applicable service rules.

10. Duties of Citizens

- i. Prevent wastage of drinking water.
- ii. Protect village water assets and pipelines.
- iii. Pay approved user charges.
- iv. Report leakages, contamination or illegal connections promptly.
- v. Support rainwater harvesting and source sustainability measures.

11. Monitoring

District Technical Units / District Water & Sanitation Missions shall review compliance with this Charter every month and submit reports to Government.

12. Power to Relax / Clarify

The competent authority issue clarifications, amendments or revised timelines time to time.

5. The Engineer-in-Chief, RWS&S and the Commissioner, PR&RD shall take further necessary action.

KANTILAL DANDE,
Special Chief Secretary to Government (FAC).

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