

## **PWD URGES CONSUMERS TO PAY BILLS DIGITALLY**

October 14, 2022

Ashwin 22, 1944

The Public Works Department (PWD) has urged water supply consumers with sewerage/without sewerage connections to pay bills via digital mode. It may be informed that P.W.D. has implemented Bharat Bill Payment System (BBPS) and now the water supply bills can be easily paid through digital platforms on any UPI enabled App.

Consumers also have the option of payment of water supply bills at designated banks (list of banks available at <https://pwd.goa.gov.in>), payment through QR code facility can also be adopted, RTGS/NEFT or bills can also be paid through [goaonline.gov.in](http://goaonline.gov.in).

Consumers are requested to clear all outstanding water bill payments immediately to avoid delay payment charges and disconnection. All water connections with payments due for more than 2 months are liable for disconnection. Reconnection shall be affected only after payment of arrears and applicable reconnection charges. Reconnection of disconnected service connections can be availed only within 1 year from the date of disconnection. The water connection of all defaulting consumers will be disconnected immediately. Notice and Final bill will be issued by the Department and action will be initiated as per law/notifications etc.

PWD has further informed nonpayment of bill within due date and not paid for last 2 months attracts disconnection of the connection and re-connection shall be affected only after the payment of arrears, applicable charges etc., within the period of 1 year from the date of disconnection. For all such default consumers, the water supply will be disconnected on the spot and notice and final bill will also be issued by the Department and action will be initiated as per laws/notification including consumers whose water connection is already disconnected for nonpayment of dues.

It has also come to the notice of PWD that consumers who are having water connections in the domestic category are using the water for non domestic

purposes. All such consumers are hereby advised to immediately approach the concerned Water Supply Sub Division to change the water connection to appropriate category as per applicable tariff and Notification in force issued by PWD on or before **October 31, 2022** failing which PWD shall initiate proceedings to change the water connection to appropriate category without any formal request/application by the consumer.

If consumer having metered water connection or whose connection are disconnected are found tampering or using unauthorized/illegal means to draw water from the distribution network or are found using pumps directly on service pipelines, they are liable to be penalized as per prevailing laws/notification and the water supply will also be liable for disconnection.

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