

CUSTOMER CONTACT CENTER

Dear valued Customers,

We are delighted to introduce our Helpline information for all customers to enable user friendly experience and check all meter and consumer payment, billing details, consumption pattern, usage and related account details.

Customer Care: FAQ's

1. How can I get to know basic details related to 24*7 water supply of Coimbatore corporation?

R.S.PURAM

CCMC TAX COLLECTION CENTER, METTUPALAYAM ROAD,
NEAR RAMAR TEMPLE, NAVARATHINA SIGNAL
COIMBATORE – 641002

SUNGAM

CCMC TAX COLLECTION CENTER
TRICHY ROAD, SUNGAM
OPP TO SVC CO OPERATIVE BANK
COIMBATORE- 641018

VARATHARAJAPURAM

VARATHARAJAPURAM WATER TANK
SOWRIPALAYAM ROAD, SINGANALLUR
NEAR AAVIN TEA SHOP
COIMBATORE- 641005

TATABAD

TAX COLLECTION CENTRE,
DR.ALAGAPPA CHETTIYAR RD,
MARUDHAMALAI PAZHAMUDHIR NILAYAM BACKSIDE,
POWER HOUSE,
TATABAD, COIMBATORE - 641012.

RAYAPPA NAGAR

RAYAPPA NAGAR WATER TANK OFFICE,
CCMC TAX COLLECTION CENTER,
SANGANOOR MAIN RD,
RAYAPPA NAGAR,
GANAPATHY,COIMBATORE – 641006



How to contact through mobile for quick services?

You can contact through CALL CENTRE HELPLINE number 0422-6610000 (OR)
WhatsApp services number @ 98650-60708

Operations timing for CALL CENTER/ CUSTOMER FACILITY CENTRES?

Operating timing for CALL CENTRE (Monday to Saturday 9:00am to 6:00pm)
Operating timing for CUSTOMER FACILITY CENTRES (Monday to Saturday 9:00am to 5:30pm)

How to reach call centre after operating hours?

VOICE MAIL
WHATSAPP 98650-60708

What are the facility available in CUSTOMER FACILITY CENTRES?

Queue Management System in FIFO Logic
Hotlines facility

In what types of heads can we approach the CALL CENTRE & CUSTOMER FACILITY CENTRE related 24*7 water services?

READING
BILLING
COLLECTION
NEW CONNECTION
METERING
OPERATION & MAINTANSES
Water supply issue
Low pressure
Contamination
Main pipe leakage
GENRAL QUERY

What type of facility available for customer to register complaints in non-operational hour?

Customer Portal
Kiosk
Mobile Application

9.Can I able to pay the other tax in CUSTOMER FACILITY CENTERS?

Yes can be able to pay other tax through Kiosk (online services)

During supply if there is any leakage whom should I contact?

If there is any leakage, need to contact CALL CENTRE and CUSTOMER FACILITY CENTRES they will resolve the complaint.

Can I pay the water tax in government holidays or non-working hours in CUSTOMER FACILITY CENTERS?

Yes can able to pay through Kiosk (online services)

IF CUSTOMER IS NOT SATISFIED WITH THE CONCERNS REGARDING WATER SUPPLY COMPLAINTS TO WHOM SHOULD WE CONTACT.

**FIRST LEVEL: CALL CENTER HELPLINE NUMBER 0422-6610000 OR
WHATS-APP 98650-60708**

(OR)

R.S.PURAM

[HTTPS://GOO.GL/MAPS/GPAOWNGM91MYD6S59](https://goo.gl/maps/gpaowngm91myd6s59)

SUNGAM

[HTTPS://GOO.GL/MAPS/TC4MPVJWC2P3LGBM8](https://goo.gl/maps/tc4mpvjwc2p3lgbm8)

VARATHARAJAPURAM

[HTTPS://GOO.GL/MAPS/GDTEXKDNWDDLUIZHR8](https://goo.gl/maps/gdtxkdnwddluizhr8)

TATABAD

[HTTPS://MAPS.APP.GOO.GL/SWSTDCR58Z5123BD6](https://maps.app.goo.gl/SWSTDCR58Z5123BD6)

RAYAPPA NAGAR

[HTTPS://MAPS.APP.GOO.GL/U1KELSGTB75IFEYF9](https://maps.app.goo.gl/U1KELSGTB75IFEYF9)

(OR)

SECOND LEVEL: 24WSP@CCMC.GOV.IN

Collection

1. Can I pay the WATERT TAX payment through online?

YES, Click the below link:

<https://tnurbanepay.tn.gov.in>

2. How to make payment in online portal?

Below demo link will guide how to make payment in online.

<https://www.bing.com/videos/search?q=how+to+pay+water+tax+through+online+for+coimbatore+corporation&docid=603545194046895616&mid=5337180CE5A9FD4DF95A5337180CE5A9FD4DF95A&view=detail&FORM=VIRE.>

3.What types of MODES OF PAYMENT available in CUSTOMER FACILITY CENTERS?

- (1) CASH
- (2) CARDS (Credit Card/Debit Card)
- (3) CHEQUE
- (4) ONLINE
- (5) DEMAND DRAFT
- (6) QR CODE

4.If payment has not updated in portal what is the procedure?

ONLINE: Server loading time issues need to wait for 8 working days whether payments getting credit or not

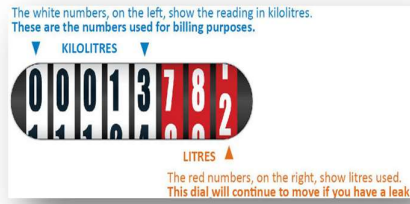
If not Kindly contact our CALL CENTRE HELPLINE NUMBER @ 0422-6610000

CASH: If paid through cash mode need to reach out where you have made the payment

METER READING

How to read meter?

- On the meter face there are two sets of numbers, black on the left and red on the right.
- The black numbers show the number of kilolitres used, while the red ones and the dials show litres.
- Only read the black numbers (Only KL Reading/m³) are taken for calculating the consumption & further bill. Please note the image is shown here is indicative purpose only. Some of meter dials may look



When will meter reader visit consumer premises for reading?

- Generally, meter reading will happen once in 2 months.

From last reading date, next reading date will be between 55 to 65 days.

DURING METER READING, I'M OUT OF TOWN & BILL RECEIVED ON METER INACCESSIBLE. WHAT SHOULD I DO TO GET ACTUAL BILL?

IN CASE OF PREMISES CLOSED BILL WILL BE GENERATED ON ASSESSED BASIS. ENSURE IN NEXT CYCLE PREMISES IS OPEN & METER READING CAN BE OBTAINED DURING READING CYCLE. ONCE ACTUAL READING OBTAINED CONSUMPTION WILL BE CALCULATED FROM LAST ACTUAL READING & BILL WILL BE CALCULATED ACCORDINGLY.

WHAT IF I RECEIVE BILL SMS STATING METER INACCESSIBLE?

WE WERE UNABLE TO READ YOUR METER DUE TO ANYONE OF THE FOLLOWING REASONS.

- METER BURIED
- METER BOX JAM
- METER LOCKED
- PREMISES LOCKED
- METER MOISTURE/DISPLAY NOT VISIBLE CLEARLY
- MERGED IN WATER
- UNSAFE/RISKY CONDITION
- OBSTACLE TO TAKE READING
- METER NOT AVAILABLE IN WATER CONNECTION
- METER FIXED IN OPPOSITE DIRECTION

- To avoid this, during meter reading period keep premises open and always keep the meter surroundings clean & hygiene and meter can be reached easily. No objects are placed above meter/meter box. Meter box chamber is in open condition to access the meter.
- To ensure safety of meter readers, tie your pets at safe distance from meters and away from the path to take reading. Ensure Meter is installed correctly with help of licensed plumbers or authorized persons only. Contact our call centre for further assistance.

What if I receive bill SMS stating meter faulty?

- Meter installed in respective water connection is not functioning properly or meter digits not visible. Meter to be replaced.
- Frequently Check the meter readings on your own during supply hours. If reading not visible clearly or reading not progressive, contact our call centre for further assistance.

My connection is in live status & no person came for taking reading for long-time. What to be done for this?

- This happened may be due to incorrect address details & unavailability of contact details in our records.
- Provide nearby landmark, correct address, contact numbers through our call Centre or any CFC centres. Our representative will visit the site to investigate & initiate further actions.

Where can I register complaints/requests related to meter reading?

- Consumers can contact our call centre number 0422-6610000 for any queries or complaints.
- Consumers can also visit our CFC.

New Connection Management

1.How to apply for new water connection?

To apply for new water connection go to the municipal water board office in nearby your area and fill the connection request form with mandatory documents after completion documents & site verification within 15 days connection will be provided by the CCMC

The following documents are mandatory for applying the new water connection request, Address Proof (Aadhar Card), Property Tax Receipt, Declaration of rainwater harvesting, NOC from owner (**if you are in tenant**).

If the property tax not paid / clear means your request will be rejected

3.What is the Deposit Charge / Cost for new water connection request?

For Domestic connection Rs.5000/- and Non-Domestic Connection charge will be Rs.10,000/- and After completion of payment reference number will be generated for your further actions.

4.Who will conduct the site verification / Inspection?

After Completion documents updation and payment your respective area JE / AE will be conduct the site inspection.

5.When Connection will be provided?

After completion of JE / AE Site verification, connection will be providing within 15 days by the licensed plumber.

6.How to update the mobile number for exiting connection?

For mobile number updation or deletion purpose call the customer care number helpline number (0422-6610000) or customers facility centre in your nearby area.

Need to get a form from the zonal office and fill the documents with mentioned documents and submit a form in the zonal office..

8.How many days taking for tariff change?

Once we receive the request for tariff change your tariff will be changed in a Maximum of 15 days

9.What is the procedure of Name correction?

BILLING

1. What is the process of updating the ledger now and how would I pay the bill amount?

Currently reader will take the reading and update the details in the database. Bill will be calculated based on reading and the details of the bill will be sent to the consumer.

2. Is there any change in Tariff or billing amount (I mean increase or decrease)?

There is no change in Tariff, Rate are defined Coimbatore regulations and are followed from 2013.

3. What is the Billing tariff rates and how it is applied?

Billing rates are applied based on tariff category and connection size

The below table indicates tariff category with connection size with slab rates

S.No	Tariff Category	Connection size	Monthly consumption in KL	Charges per KL in Rs.	MMC Rates (in Rs.)
1	Domestic	upto 20mm radius	up to 15	*Minimum Charges	100/-
			15 to 20	6	
			20 to 150	8	
			> 150	10	
2	Non- Domestic	upto 20mm radius	Upto 7.5	10.5	525/-
			7.5 to 10	13.5	
			10 to 150	18	
			> 150	22.5	
3	Domestic	More Than 20mm radius	Upto 7.5	5.25	900/-
			7.5 to 10	6	
			10 to 150	8	
			> 150	11	
4	Non- Domestic	More Than20mm radius	Upto 7.5	10.5	1350/-
			7.5 to 10	13.5	
			10 to 150	18	
			> 150	22.5	

4. Is the reader who is taking reading belongs to CCMC or any agency if yes how would we recognize them for our surety/confirmation?

Yes, the reader works for CCMC, He will carry a CCMC tag with him.

5. Why the process of CCMC has been changed, what advantage we can get from this?

All the reading are noted and maintained digitally, and these would be available for minimum of 3 years in our centralized database. Bills are calculated after two level of validation so that consumer gets accurate bill.

6. We received SMS regarding the Water Tax Bill amount. Is this from CCMC? Do we need to show this message when I pay my bill in the collection centre?

Yes, the SMS is from CCMC only and we don't have to show this SMS at the collection centre, HSC connection number is only needed to make the payment at the counter other information can be fetched from the system.

7. Can I receive the hard copy of bill too?

Currently bill details are sent only in digital format through SMS.

8. May I know the total unit which I consumed basis that this bill is generated?

Details of reading and value will be sent to the consumer for every bill month. If more bill details required, the consumer can contact the call centre and Contact Centre.

9. I Received the order copy now ...can you revise my previous bill.

Bill can be revised only from next cycle from the date mentioned in the order copy.

10. What is BCND? and why my bill is high?

If the water tax property building is under construction, the tariff rate of commercial will be applied. Hence the bill would be comparatively high, With domestic tariff bill rate.

11.I did not receive any SMS regarding water bill.

Need to check whether mobile number registered with CCMC or not, go to CFC or contact Call centre to check with the below helpline numbers.

Meter Management

What are all parameters will be Considered as Meter Anomalies?

- ❖ Meter showing same reading even after consuming water (Meter Stop)
- ❖ Can't be able to read Meter digits due to Moisture (Dial Not Clear)
- ❖ External Tampering / Unauthorized work in meter (Meter Tampered)
- ❖ Meter Not found during reading (Meter Missing)
- ❖ Meter showing negative consumption while comparing to previous reading (Meter Reverse)

How to replace if My meter gets Faulty?

- If the **meter** was installed by CCMC and its mechanism gets failure (no physical damage) then Contact Customer Care or CFC Centre and register a complaint for Meter Replacement. Concern department will replace a New Meter Free of Cost within 7 working days from the date of Complaint registration along with Consumer's Acknowledgement copy.
- If the **meter** was installed by Consumer and it found Faulty / Damage / Missing, then Contact Respective AE / CCMC and get Meter Replaced on their Own with the help of Licensed CCMC Plumber.

How to rectify leakage / running in reverse direction of My meter?

- If the **meter** was installed by CCMC (CAPEX) and leakage / running in reverse direction found, then Contact Customer Care or CFC Centre and register a complaint for Meter Replacement. Concern department will rectify the issue Free of Cost within 7 working days from the date of Complaint registration along with Consumer's Acknowledgement copy.
- If the **meter** was installed by Consumer and leakage / running in reverse direction found, then Contact Respective AE / CCMC and get it rectified on their Own with the help of Licensed CCMC Plumber.

How to Update My New Meter Details?

- Once Consumer Owned Meter Replacement done then Contact Customer Care or CFC Centre and register a request for Meter Details Updation. Concern department will visit the premises and capture New Meter Details within 7 working days from the date of request registration.

How to Test My meter Accuracy?

- If the **meter** was installed by CCMC and its consumption recording is doubtful (no physical damage) then Contact CFC Centre, Make Meter Testing Fee of Rs.250/- and register a request for Meter Testing. Concern department will remove Your Meter for Testing by fixing a Temporary Meter along with Consumer's Acknowledgement copy.
- If the Meter Testing result found **PASS**, then same Meter will be fixed in premises along with Test Certificate. Also, Internal Network Audit will be done Free of Cost within 7 working days from the date of Meter Testing to help Consumer to identify their invisible Leaks within their Internal Water Network.
- If the Meter Testing result found **FAIL**, then New Meter will be fixed in premises along with Test Certificate. Also Meter Testing Fee & Previous Demand will be adjusted.

How to Proceed if CCMC Meter not replaced for Me but replaced in other Houses in My Street?

If the **meter** was not installed by CCMC particularly in Your premises in that street, make sure Someone was available during the execution, ensure proper Provision is there to fix Meter in Wall, make sure All Bill Payments have been cleared. If above said condition applicable, then Contact Customer Care or CFC Centre and register a complaint for Meter Not Installed. Concern department will Install a New Meter Free of Cost within 7 working days from the date of Complaint registration along with Consumer's Acknowledgement copy.