

REPUBLIC



OF CYPRUS

MINISTRY OF AGRICULTURE, NATURAL RESOURCES & ENVIRONMENT

**WATER DEVELOPMENT DEPARTMENT**



**CITIZEN'S CHARTER**

# **Water Development Department**

## **Citizen's Charter**

**2005**



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## BRIEF HISTORY, STRUCTURE AND GENERAL RESPONSIBILITIES OF THE WATER DEVELOPMENT DEPARTMENT

### ESTABLISHMENT

The Water Development Department was established in 1896 as a Section of the Public Works Department, with responsibility for domestic water supply and irrigation. In 1939 it was set up as an independent Department known as the "Water Supply and Irrigation Department", and in 1954 the name was changed to "Water Development Department," still being used today. With the establishment of the Republic of Cyprus in 1960 the department came under the Ministry of Agriculture, Natural Resources and Environment and was restructured to include several divisions for implementing the water policy of the new Republic more effectively.

### RESPONSIBILITIES

The Department is responsible for the implementation of the water policy in order to achieve a more rational development and management of the water resources of Cyprus. In this framework the responsibilities of the Department extend over a large and varied area, which includes the following:

- i) Collecting, processing, classifying and archiving hydrological, hydro-geological, geotechnical and other data.
- ii) Studying, designing, constructing, operating and maintaining water projects, such as dams, ponds, irrigation, domestic water supply and sewage networks, water treatment works, units for the processing and re-use of waterwaste and desalination plants.
- iii) Protecting water resources.
- iv) Helping to create public awareness for water saving.

### HUMAN RESOURCES

The Department is staffed by scientific and technical personnel with wide professional experience, such as Civil Engineers, Topographer Irrigation Engineers, Hydrologists, Sanitary Engineers, Electrical / Mechanical Engineers, Geologists and Chemists. In addition it employs experts and Consultant Engineers from time to time. It also employs a labour force of all trades on both a regular and temporary basis.

### ORGANISATION CHART

The organization of the Department has changed since the establishment of the Republic of Cyprus. It presently consists of the following Sectors and Divisions:

**SECTOR I - WATER RESOURCES AND WASTE WATER**

Division of Telemetry  
Division of Water Resources  
Division of Hydrology  
Division of Wastewater and Recycling

**SECTOR II - PLANNING AND DESIGN**

Division of Planning  
Division of Design  
Division of Rural Projects, Tenders and Contracts  
Coordination of District Offices  
European Union Consultative Committee

**SECTOR III - CONSTRUCTION, OPERATION AND MAINTENANCE**

Division of Management, Operation and Maintenance of Government Domestic Water Supply Systems  
Division of Management, Operation and Maintenance of Government Irrigation Works  
Division of Construction  
Division of Electromechanical Services

**SECTOR IV- DISTRICT OFFICES**

Nicosia District Office  
Limassol District Office  
Larnaca / Famagusta District Office  
Paphos District Office

**SECTION V - AUDIT PANEL**

Internal Audit Team

**SECTOR VI - AUXILIARY SERVICES**

Registry  
Accounts

**GENERAL DIVISIONAL RESPONSIBILITIES / COMPETENCES****DIVISION OF TELEMETRY**

Tel. No.: 22803396

Fax No.: 22803195

e-mail : [telemetry@wdd.moa.gov.cy](mailto:telemetry@wdd.moa.gov.cy)

- i) Monitoring the Southern Conveyor Project using the Telemetry system.
- ii) Updating of the Department's Webpage.
- iii) Monitoring the other Divisions of the Department and keeping them posted on European Union programmes and directives.
- iv) Organising educational and training schemes for the Department's personnel.
- v) Publicity matters.
- vi) IT and Computerisation issues.

**DIVISION OF WATER RESOURCES**

Tel. No.: 22451404

Fax No.: 22451256

e-mail : [waterres@wdd.moa.gov.cy](mailto:waterres@wdd.moa.gov.cy)

- i) Monitoring the stream flow using about 60 self-recording gauging stations.
- ii) Collection of water samples, measurements of hydrological and natural parameters in surface waters (rivers, dams) for use in chemical and other parameters, and also measurements of hydrological and natural parameters (many of the works are carried out within the context of implementing European Union directives, Intercalibration Exercise)
- iii) Monitoring the quantitative and qualitative situation of underground water systems through specified monitoring networks.
- iv) Carrying out hydrological surveys in selected aquifers in cooperation with Consultants.
- v) Participation in the Intercalibration Exercise in the context of Directive Framework 2000/60/EU for Water.

### **DIVISION OF HYDROLOGY**

Tel. No.: 22451402

Fax No.: 22304539

e-mail : ydrologi@wdd.moa.gov.cy

- i) Hydrological Surveys for surface and underground waters.
- ii) Hydro-geological Surveys.
- iii) Water management studies.
- iv) Setting out policy on issues of exploitation/use and management of water resources (surface and underground).
- v) Participation in issues of implementing European Union Directives relating to water.

### **DIVISION OF WASTEWATER AND RECYCLING**

Tel. No.: 22404500

Fax No.: 22304726

e-mail : wwrd@wdd.moa.gov.cy

- i) Implementation of the Waste Systems Law 108(I) of 2004 regarding project studies, promoting the construction of wastewater works in communities and military camps and monitoring their operation.
- ii) Handling specialized issues in regard to public health and environmental protection.
- iii) Planning, studying and promoting the construction of sewage projects in communities pursuant to the implementation of Directive 91/271/EEC for Urban Waste and preparing progress reports to the European Union.
- iv) Coordination with the Urban Sewage Boards about their own contribution to the implementation of Directive 91/271/EEC.
- v) Management of the Vathia Gonia Station for the Treatment of Domestic Wastewater and Industrial Waste.

### **DIVISION OF DESIGN**

Tel. No.: 22803225

Fax No.: 22675019

e-mail : design@wdd.moa.gov.cy

- i) Studies, construction designs, technical specifications and analytical bill of quantities for large water projects such as dams, ponds, water conveyors, irrigation networks and recharge projects.

- ii) General supervision and coordination of works undertaken by Consultant Engineers, who carry out studies for the Department.
- iii) Verification of structural calculations and tender documents prepared by private designers or contractors of water projects.
- iv) Preparation of detailed designs or amendment of existing designs during the construction of projects designed by the Design Division.
- v) Participation in Tender Evaluation Committees invited by the Department for the supply of materials, study Consultants' services and the construction of water projects.
- vi) Keeping and Archiving of all the designs and photographic material of the Department.
- vii) Keeping a library with books of a technical content, tender documents, and reports for the study and construction of the Department's water projects.

### **DIVISION OF RURAL PROJECTS, TENDERS AND CONTRACTS**

Tel. No.: 22803261

Fax No.: 22675019

e-mail : ruralpro@wdd.moa.gov.cy

- i) Processing claims submitted by communities through the Department's District Offices or other competent Authorities for the purpose of securing financial credit towards the construction of water supply and irrigation projects.
- ii) Preparing the budget for water supply and irrigation projects.
- iii) Drawing up the tender documents for supplies, works and services concerning the Department.
- iv) Publication of the tender results and award of contracts.
- v) Preparing statistical data for the contracts signed by the Department.

### **DIVISION OF PLANNING**

Tel. No.: 22803213

Fax No.: 22803209

e-mail : planning@wdd.moa.gov.cy

- i) Feasibility studies and proposals for the formulation of water policy.
- ii) Water development projects, financial studies, examination of requests for water project studies.

- iii) Environmental reports, drawing up terms of reference, study monitoring.
- iv) Re-evaluation of projects, collection of data, analysis of the effectiveness of completed works, preparing reports and proposals for improvements / reviews.
- v) Suggestions and alternative proposals for the use of water.
- vi) Study for implementing a Geographical Information System in the Department.
- vii) Geotechnical investigations, laboratory tests on soil, rock and concrete materials, quality control of constructions, quality control of non active materials.
- viii) Collection and processing of measurements for the monitoring of dams, evaluation of dam behaviour, creation of a data basis using accelerographs and data processing.
- ix) Land survey works, impressions, cross sections, design, monitoring of dam sliding, drawing and tracing of geotechnical investigations.

#### **DIVISION OF MANAGEMENT, OPERATION AND MAINTENANCE OF GOVERNMENT DOMESTIC WATER SUPPLY SYSTEMS**

Tel. No.: 22803128

Fax No.: 22803141

e-mail : [domestic@wdd.moa.gov.cy](mailto:domestic@wdd.moa.gov.cy)

- i) Management, operation and maintenance of the Government Water Supply Systems (GWSS) in Nicosia, Limassol, Larnaca / Famagusta and Paphos and the supply of drinking water to towns and villages.
- ii) Supply of drinking water in bulk to Local Authorities, such as Water Boards, Municipalities and Community Councils. In their turn the local authorities undertake the supply of water to the consumers.
  - The wholesale price of water to the GWSS is the same for the areas of Nicosia, Larnaca / Famagusta and Limassol excepting Paphos. A single price island-wide for all Government Water Supply Systems at a later stage remains the ultimate aim.
  - These prices are set by the Council of Ministers and are based on the principle of compensating for the full cost of drinking water.
  - Retail water prices are determined directly by the Municipalities and the Community Councils, whereas an approval by the House of Representatives is needed in the case of the Water Boards.

- iii) Supply of drinking water to government and semi-official installations, army camps, private individuals, industrial plants, firms, organizations and charity institutions.
- iv) Conducting quantitative and qualitative checks on the water of dams and boreholes, as well as on the water produced in refineries and desalination plants.
- v) Monitoring the water quality in boreholes, springs, rivers and dams as dictated by the relevant European Union Directives 2000/60/EU, 79/869/EEC and 98/83/EU.
- vi) Recording the water quantity supplied and issuing water bills based on the fees applicable, as well as collecting such fees.
- vii) Monitoring the payment of bills in accordance with the provisions of Law 57(I)99.

### **DIVISION OF MANAGEMENT, OPERATION AND MAINTENANCE OF GOVERNMENT IRRIGATION WORKS**

Tel. No.: 22803394

Fax No.: 22675019

e-mail : [ommirr@wdd.moa.gov.cy](mailto:ommirr@wdd.moa.gov.cy)

- i) Coordinating work related to the management, operation and maintenance of Government Irrigation Works.
- ii) Formulating and implementing policy as regards water management in Government Water Works, subject to the Government Water Works Law (Cap.341 and amendment Laws).
- iii) Building the scenarios for the allocation of water reserves existing at a given time to various uses (water supply, irrigation for agriculture production, livestock farming, industry, environmental irrigation), in accordance with the water situation and the policy prevailing for the time being.
- iv) Implementing the pricing policy for the consumption of water supplied by the Government Water Works. The formulation of this policy is determined by the Laws of the Republic of Cyprus and in accordance with the European Union Directive Framework for Water.
- v) Monitoring the inflow of water to the dams and preparing daily balance sheets for the information of all concerned. The balance sheet is included in the Department's webpage at [www.moa.gov.cy/wdd](http://www.moa.gov.cy/wdd)

The Irrigation Systems that come under Government Water Works and which are managed by the Department are the following:

- Southern Conveyor Project (Irrigation networks of Kokkinokhoria, Kiti-Mazotos-Alaminos, Athienou, Akrotiri and Parekklesia)
- Vasilikos - Pentaskinos Project (Irrigation networks of Lefkara, Maroni, Zygi, Kalavassos, Ayios Theodoros, Skarinou)
- Paphos Major Irrigation Project
- Chrysochous Irrigation Project
- Xyliatos Irrigation Project
- Vyzakia Irrigation Project
- Vathia Gonia Recycled Water Irrigation Project
- Limassol Recycled Water Irrigation Project
- Larnaca Recycled Water Irrigation Project

#### **DIVISION OF CONSTRUCTION**

Tel. No.: 22803151

Fax No.: 22803191

e-mail : constr@wdd.moa.gov.cy

- i) Monitoring the projects under construction and assigning staff to the sites for the supervision of the works.
- ii) Carrying out geotechnical investigation and specialized work on scheduled, existing and ongoing Department projects.
- iii) Monitoring work progress on projects under construction by the Department's District Offices.
- iv) Maintaining the Department's building installations and obtaining the office equipment necessary for the smooth functioning of the Department.
- v) Managing the warehouses, releasing materials and tools to the construction sites and the personnel of the Department under the responsibility of the latter.
- vi) Expropriation and requisition of land required for carrying out various works by the Department.

The Construction Division works closely with the Land and Surveys Department of the Ministry of the Interior, which is responsible for such matters. All relevant actions and procedures are pursued in accordance with the provisions of the law in force.

- vii) Issues concerning the labour staff of the Department paid on an hourly basis.
- viii) Matters of professional safety and health in the various activities of the Department. Monitoring and coordinating the functioning of Safety Committees.

### **DIVISION OF ELECTROMECHANICAL SERVICES**

Tel. No.: 22305850

Fax No.: 22305392

e-mail : demserv@wdd.moa.gov.cy

- i) Studying and designing the mechanical and electrical equipment for water supply, irrigation and sewage projects.
- ii) Inviting / evaluating tenders for the supply of mechanical and electrical equipment.
- iii) Manufacturing electrical mechanical equipment and installing it at water supply and irrigation works.
- iv) Supervising the construction of mechanical and electrical installations for major water supply and water waste treatment works (e.g. desalination plants, biological stations, water refineries etc).
- v) Maintaining mechanical and electrical equipment for refineries, pumping stations etc.
- vi) Maintaining specialized equipment for water meters and other instruments.
- vii) Maintaining the telemetry system.
- viii) Providing for the supply and movement of vehicles, electrical mechanical equipment and tools for the needs of the Department as a whole.

### **DISTRICT OFFICES IN NICOSIA, LIMASSOL, LARNACA / FAMAGUSTA AND PAPHOS**

Tel. No.: 22404500

Fax No.: 22304726

e-mail : wddnic@wdd.moa.gov.cy

**NICOSIA**

Tel. No.: 25802702

Fax No.: 25305364

e-mail : wddlim@wdd.moa.gov.cy

**LIMASSOL**

Tel. No.: 24304895

Fax No.: 24360323

e-mail : wddlca@wdd.moa.gov.cy

**LARNACA / FAMAGUSTA**

Tel. No.: 26802800

Fax No.: 26961877

e-mail : wddpaf@wdd.moa.gov.cy

**PAPHOS**

The District Offices constitute the agencies for implementing the Department's policy in the respective District and their duties consist of the following:

- i) Planning, studying and designing irrigation and water supply works of a rather local or regional nature on a district basis.
- ii) Building and extending irrigation and water supply works on a district basis.
- iii) Operating and maintaining government water projects, which provide water to Communities and Municipalities for irrigation and domestic water supply purposes.
- iv) Collecting hydrological data for underground and surface water in the respective District (in the Nicosia District the collection of data is done by the Water Resources Division).

### **INTERNAL AUDIT TEAM**

Tel. No.: 22803177

Fax No.: 22803191

e-mail : director@wdd.moa.gov.cy

- i) The Internal Audit Team functions in a preventive and regulatory way, its main aim being to provide assistance to all of the Divisions of the Department in maintaining work of a high standard and preventing as well as avoiding accounting and technical omissions or oversights.
- ii) The findings and remarks of the team are set out in its reports.

### **ARCHIVE**

Tel. No.: 22803270

Fax No.: 22675019

e-mail : director@wdd.moa.gov.cy

- i) Receiving, stamping and filing all incoming correspondence.
- ii) Registering and mailing all outgoing correspondence.

**REGISTRY**

Tel. No.: 22803108

Fax No.: 22675019

e-mail : [director@wdd.moa.gov.cy](mailto:director@wdd.moa.gov.cy)

- i) Making payments.
- ii) Receiving payments.
- iii) Processing all accounting works.

There are accounts offices functioning at the Head Office of the Department and also at the Limassol and Paphos District Offices. Bills for water consumption and other fees are payable also at the accounts office of the District offices in Yeroskipou, Chrysokhou, Kissonerga, Ypsonas, Kiti, Athienou and Ormidhia.

## SERVICES DIRECTLY LINKED TO THE CITIZEN

- i) Obtaining or renewing a licence as a drilling machine operator.
- ii) Leasing a government borehole.
- iii) Supply of water from Government Water Works for irrigation and other purposes.
- iv) Checking / Replacing water meter.
- v) Supply of drinking water from Government Water Supply Systems.
- vi) Supply of recycled water.
- vii) Soil and concrete testing.
- viii) Providing hydrological and hydro-geological information.
- ix) Disposal of industrial waste at the Vathia Gonia Central Wastewater Treatment Plant.
- x) Subsidy for the connection of boreholes with lavatories.
- xi) Subsidy for boreholes in house gardens.
- xii) Subsidy for the installation of a recycling system for grey water.
- xiii) Invitation for tenders.
- xiv) Water Development Department webpage.

***Applications / claims should be addressed and submitted to the Director of the Department (Head Office) or to the District Engineers at the District / Local Offices. Applications / claims may also be submitted through the webpage of the Department at [www.moa.gov.cy/wdd](http://www.moa.gov.cy/wdd)***

***The public may obtain the special forms at the Head Office, the District / Local Offices of the Department or through the Department's webpage at [www.moa.gov.cy/wd](http://www.moa.gov.cy/wd)***

***Government subsidies through the Department are implemented as part of the policy for the conservation of potable water.***

**i) Obtaining or renewing a licence as a drilling machine operator**

The Department keeps a list of licensed drilling machine operators whose licence expires on the 31st of December of each year.

In order to obtain a drilling machine operator's licence one has to submit an application for consideration by the Water Resources Division jointly with the Geological Survey Department. The application is either accepted or rejected upon verification of the applicant's skills.

**ii) Leasing a government borehole**

The purpose for using the borehole and the quantity of the water to be pumped should be stated in the application. The Water Resources Division is responsible for examining the application, in cooperation with the Geological Survey Department.

In case the decision is a positive one, the applicant will be invited to sign the lease document with the Department owing the borehole (either the Water Development Department or the Geological Survey Department). Subsequently, the successful applicant will be invited to sign a contract for the approved annual quantity of water to be pumped out of the borehole.

The annual lease charge for the borehole, as well as the estimated amount for the approved annual quantity of water to be drawn shall be payable in advance.

**iii) Supply of water from Government Water Works for irrigation and other purposes**

The Government Water Works are used to supply water for irrigation purposes, for agricultural and non-agricultural produce, for livestock feeding, industrial consumption and the cultivation of decorative fish.

For the above purposes water is only granted to landed estates included in the inventory of the Project, as this has been approved by the Council of Ministers. According to the procedure in force, each beneficiary owner must submit an application to the Department for connecting his plot to the Project and, provided the application is approved, he will be invited to sign a contract setting out his rights and obligations, in accordance with the law and the relevant Regulations.

Each interested consumer must submit an application every year for approval to use a quantity of water from the irrigation work. For better planning, it is recommended that applications be submitted during the period January-March. The quantities of water approved for each plot are determined in accordance with the quantities of water available in each Project, the overall demand for water, as well as the purpose of its usage (e.g. area and kind of crop).

Any consumption of water exceeding the approved annual quantity by 10% will be charged with an over-consumption fee, which is much higher than average. Furthermore, in cases of over-consumption the Department is entitled to interrupt the supply of water.

**iv) Checking / Replacing water meter**

Consumers may apply to the Department to have their water meter checked. In case of replacement or in case it is proven that the water meter is not defective, the consumers will pay the specified fee.

**v) Supply of drinking water from Government Water Supply Systems**

In special cases the Division of Management, Operation and Maintenance of Government Domestic Water Supply Systems may consider citizens' requests for the supply of drinking water from the Government Domestic Water Supply Systems.

**vi) Supply of recycled water**

The number and the sheet / plan of the plot must be stated in the application, as well as the intended use and the quantity of recycled water needed by the applicant.

**vii) Soil and concrete testing**

The Geotechnical and Concrete Laboratory under the Planning Division may carry out tests on behalf of private individuals upon payment of a fee when there is no service available in the private sector. The confined untrained compression strength and shear box-consolidated drained are examples of such tests.

**viii) Providing hydrological and hydro-geological information**

The Division of Water Resources provides hydrological and hydro-geological information for a fee.

**ix) Disposal of industrial waste at the Vathia Gonia Central Wastewater Treatment Plant**

An application must be submitted to the Department, stating the quantity and the chemical analysis of the waste. Following an examination of the application, the waste is classified and the relevant approval is granted, which is also communicated to the Environmental Service for monitoring. There is a charge for the disposal of the waste.

**x) Subsidy for the connection of boreholes with lavatories**

The subsidy covers the connection of boreholes with the lavatories of houses, schools, office premises, shops, institutions etc., which are connected to all Municipal and Communal water supply systems.

The subsidy refers to new connections of boreholes with lavatories and is granted upon fulfillment of the following conditions:

- The applicant must file an application prior to the commencement of any connection work.
- The existing borehole must first be inspected by the Department and technical advice be given on the method of connection (the inspection is carried out after the submission of the application and prior to the installation).
- The borehole is then connected to the lavatory (subject to approval by the Water Development Department).
- The subsidy is granted after the connection is completed and after it has been inspected by the officers of the Department (the applicant must notify the Department to this effect). The officers must remain satisfied that the connection has been carried out in accordance with the Department's instructions.

The subsidy for every house / office premises / shop, institution etc has been fixed as follows:

- a) CY£200 where the borehole is connected with one or two houses / office premises / shop.
- b) CY£160 where the borehole is connected with three and up to five houses / offices / shops.
- c) CY£140 where the borehole is connected with more than five houses / offices / shops.
- d) CY£60 for every point of water supply installed at institutions, schools etc.

**xi) Subsidy for boreholes in house gardens**

The subsidy for boreholes is granted to make use of their water for the irrigation of gardens in plots connected to the Municipal and Communal water supply systems.

The subsidy applies to new boreholes and is available to applicants who meet the following requirements:

- Valid borehole licence from the respective District Office.
- The place where the borehole is to be drilled must first be inspected by the Department. (The inspection is carried out after the application has been filed to the District Office and before the drilling of the borehole).
- The borehole must be drilled by a person with a professional licence. (Applicants may be furnished with a list of licensees at the Water Resources Division or at the Department's District Offices).

The subsidy amounts to £200 and is granted after the borehole has been drilled and the relevant form has been completed.

**xii) Subsidy for the installation of a recycling system for grey water**

The subsidy covers the installation of a recycling system for grey water in houses, schools, playgrounds, institutions, swimming pools, gyms, hotels, industrial units etc., which are connected to Municipal and Communal Water Supply Systems in Cyprus.

The subsidy is granted upon fulfillment of the following conditions:

- Prospective beneficiaries must file an application for the installation of the system prior to the commencement of any work.
- The sewage system of the building must first be inspected by the Department and all the necessary advice be given for the installation of the system for the recycling of grey water (the inspection is carried out after the application has been filed and before the installation of the system).
- Installation of the recycling system (upon approval obtained by the Water Development Department).
- The subsidy is granted after the system has been installed and inspected by the officers of the Department (the applicants having notified the Department to this effect). The officers must remain satisfied that the installation has been carried out in accordance with the directions of the Department).

The subsidy granted to every house amounts to CY£400 whereas for all other buildings the subsidy covers 40% of the cost including the installation of the grey water recycling system.

**xiii) Invitation for tenders**

All invitations for tenders are published in the Official Gazette of the Republic and in at least one local newspaper, as well as in the Department's webpage.

[http://www.moa.gov.cy/moa/wdd/Wdd.nsf/tenders\\_gr/tenders\\_gr?OpenDocument](http://www.moa.gov.cy/moa/wdd/Wdd.nsf/tenders_gr/tenders_gr?OpenDocument)

In cases where the contract prices exceed the minimum as provided in Law 101(I)/2003, the publication is repeated in the Official Gazette of the European Union.

<http://ted.publications.eu.int/official/>

**xiv) Water Development Department webpage**

In the effort to keep the citizen informed on a daily basis, the Department has set up its own webpage in Greek and English.

Through the Department's webpage the public may learn about the background of water resources development in Cyprus. There is an update of the water currently held in the dams while statistical data are provided for the collection and use of water in Cyprus. Various application forms concerning the Department can also be found in the webpage, as well as publications, photographic material and links to the European Union and other sites about water.

<http://www.moa.gov.cy/moa/wdd>

## SERVICES PROVIDED TO OTHER GOVERNMENT DEPARTMENTS AND ORGANISATIONS

- i) Supply of drinking water
- ii) Supply of non-potable water to the Nicosia area from government boreholes.
- iii) Design of sewage projects.
- iv) Maintenance and repair of electrical-mechanical equipment for water supply and irrigation works.
- v) Soil and concrete testing.
- vi) Protection / Removal of Department pipes and installations affected by works of other government Departments or Organizations.

*Claims must be addressed and submitted to the Director of the Water Development Department (Head Office) or to the District Engineers at the District Offices.*

### **i) Supply of drinking water**

The Division of Management, Operation and Maintenance of Government Domestic Water Supply Systems examines requests for the supply of drinking water to local Authorities. Exceptionally, it also examines requests for the supply of drinking water in the following cases:

- Communal or public utility institutions (non-private enterprises)
- Existing businesses close to the ceasefire line where the water supply has been affected by the Turkish invasion.
- Existing enterprises which have their water supply seriously impaired and their suspension of operation would have grave socio-economic consequences on the country.
- Enterprises or industries relying for their smooth and continuous operation on the supply of adequate quantities of water, which cannot be obtained from another source in an economically feasible way.
- Companies / contractors executing government projects (provisional supply).
- Industrial units and livestock areas.

### **ii) Supply of non-potable water to the Nicosia area from government boreholes**

The Division of Management, Operation and Maintenance of Government Domestic Water Supply Systems examines requests for the supply of non-potable water from government boreholes for the irrigation of gardens and for the purpose of cleanliness in Government Departments, Government residences and other Organisations in Nicosia. The price charged has to be approved by the Ministry of Finance and must cover the full cost of the water.

**iii) Design of sewage projects**

The Sewage and Recycling Service receives requests from Villages, Municipalities, Army Camps or District Offices and processes them in the following manner:

- The request is evaluated and a preliminary feasibility study is carried out.
- A suitable site for the construction of the waste treatment plant is found in cooperation with the local Authorities.
- The most suitable waste treatment method is considered and chosen for each particular case.
- Following the preparation of the construction designs, the costing documents for the networks of waste collection and transport are drawn up.
- Ways of disposing of the recycled water are investigated and established in cooperation with the local Authorities and the District Offices.
- In accordance with the Assessment of the Consequences of Certain Works on the Environment Law 57(I)/2001 and depending on the size of the Work, a Preliminary Assessment of Consequences on the Environment (PACE) or an Assessment Report of Consequences on the Environment (ARCE) is submitted to the Environmental Committee.
- Sewage Boards are set up in cooperation with the local Authorities, followed by the raising of financial credit and the determination of the sewage charges.
- The technical terms and specifications are drafted for the invitation of tenders to construct the sewage work.
- A Disposal Licence is obtained for the disposal of the recycled water, as provided in the Water and Soil Pollution Control Law of 106(I)/2002.

**iv) Maintenance and repair of electrical-mechanical equipment for Water Supply and Irrigation Works**

The Electromechanical Service may examine requests for the supply of services to Communal and Municipal Councils, to Water Boards, as well as to Irrigation Departments and Irrigation Committees. There is a charge for these services, which basically involve technical advice or maintenance and repair of defects on the electrical-mechanical equipment of water supply and irrigation works.

**v) Soil and concrete testing**

The Geotechnical and Concrete Laboratory under the Planning Division undertake tests on behalf of other Government Departments. The confined untrained compression strength and the shear box-consolidated drained are examples of such tests. These services carry a fee.

**vi) Protection / Removal of Department pipes and installations affected by works of other government Departments or Organizations**

The Department undertakes the protection / removal of pipes and installations belonging to it, which are affected by Works of other Government Departments, CYTA, EAC, Sewage Boards etc.

**ADVISORY SERVICES TO OTHER GOVERNMENT DEPARTMENTS CONCERNING THE CITIZEN**

- i) Town Planning and Housing Department
- ii) District Offices
- iii) Land and Surveys Department
- iv) Environmental Service
- v) Technical advice on electrical-mechanical equipment for water supply and irrigation works.

**i) Town Planning and Housing Department**

The Town Planning and Housing Department may solicit the Water Development Department's opinion on the issuing of a building licence required for various development projects. The Department may consider the request and take the following steps:

- Recommend the best way of obtaining water supply for the proposed development.
- Impose conditions for the protection of water supply conveyors and other installations, in case the proposed works by private individuals is likely to affect the Department's installations.
- Check for possible interference with underground and surface aquifers (streams / rivers) and suggest ways of protecting them.
- Monitor the implementation of the terms of the issued town planning licence relating to the Department.

## ii) District Offices

The District Offices may ask the Department for its views on various issues concerning the Department in respect of issuing a final approval certificate. The Department examines the request and proceeds to take the following steps depending on each case:

- Application for obtaining a borehole licence for irrigation and water supply purposes

The application must be submitted to the District Administration offices. The District Officer shall investigate and then send the file to the District Offices of the Water Development Department.

An on-the-spot investigation by the Water Resources Division is required for each application in cooperation with the District Offices. The District Officer is then informed about the opinion of the Department.

Prospective applicants may obtain application forms and the relevant instructions from the District Offices or through the Department's webpage [www.moa.gov.cy/wdd](http://www.moa.gov.cy/wdd).

- Water supply of plots for housing or development within the Water Supply boundaries  
The Department undertakes the construction, design and supervision, as well as the issuing of a final approval certificate, for a fee.
- Water supply of premises outside the Water Supply boundaries  
Having considered the request, the Department expresses its views to the District Officer.
- Diversion and use of water from streams / rivers  
The Department considers the applications submitted by communities or organized groups and gives its opinion to the District Officer.
- Monitoring the implementation of the technical conditions of the issued town planning licence concerning the Water Development Department  
The Department gives its opinion to the District Officer after it has carried out the relevant checks.

## iii) Land and Surveys Department

The Land and Surveys Department may ask for the Department's views on various issues concerning the Water Development Department such as:

- Rights of passage through or over streams / rivers
- Abolition, ceding or diversion of streams / rivers

- Granting or exchanging state land
- Division of land into rural plots

**iv) Environmental Service**

- Waste disposal licence

The application must be submitted to the Environmental Service, which in special cases may ask the Department for its opinion. The Environmental Pollution Inspectors of the Department in cooperation with the Sewage and Recycling Service give their opinion to the Environmental Service.

**v) Technical advice on electrical-mechanical equipment for water supply and irrigation works**

The Electromechanical Service may examine requests for the supply of services, which basically involve technical advice on electrical and mechanical equipment of water supply and irrigation works to Communal and Municipal Councils, Water Boards, as well as to Irrigational Departments and Irrigational Committees.

**PARTICIPATION IN COMMITTEES OF OTHER GOVERNMENT SERVICES AND ORGANISATIONS**

- i) Committee for the assessment of environmental consequences from certain works (independent Committee chaired by the Director of the Environmental Committee).
- ii) Committee for schemes offering government grants for protection from industrial pollution (Section of Industry and Environment, Ministry of Commerce and Industry).
- iii) Land Consolidation Committees.  
(Chaired by the District Officer of the Consolidation Department).
- iv) Committees of the Technical Services of Municipalities (Chaired by the Mayor).
- v) Committee for the monitoring of the Products Testing Directive. DIRECTIVE 89/106/EEC (standing committee of the Ministry of the Interior).
- vi) Technical Committee CYS TC 64 for concrete  
(under the Cyprus Standardisation Committee).
- vii) Technical Committee for Gravel  
(under the Geological Survey Department).

**Water reserves are not inexhaustible.  
The problem of water shortage persists.  
Water saving is a must.  
Water wastage should be avoided.**

***WATER-SAVE IT don't waste it!***

