

Water Utility	AHMEDABAD MUNICIPAL CORPORATION Address : Water Project Division, 2 nd Floor, Sardar Patel Bhavan, Danapith, Ahmedabad – 380 001, India Telephone : (91-79) 2539 1811 Fax : (91-79) 2538 1746 E-mail : tmlad@egovamc.com Head : Mr. T. M. Lad, Special City Engineer																																																																						
Mission Statement	No mission statement																																																																						
General Data About Water Utility	Connections : 556,734 Staff : 1,200 Annual O&M Costs : Rs 318,086,000 Annual Revenue : Rs 222,600,000 Annual Billings : Rs 330,000,000 Total Capital Expenditure (Over the last 5 years) : Rs 1,189,330,000 Average capital expenditure/connection/year: Rs427.25 Source of Investment Funds : no data																																																																						
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">METERED</th> <th style="width: 15%;">Residential</th> <th colspan="2" style="width: 30%;">Non residential</th> <th colspan="2" style="width: 30%;">FLAT RATE: Annual Water and Sewerage Charges</th> </tr> <tr> <th>Pipe size</th> <th></th> <th>Commercial</th> <th>Aircon/Chantar</th> <th>Residential</th> <th>Annual rates</th> </tr> </thead> <tbody> <tr> <td>½", ¾", 1" dia.</td> <td>Rs3/m³</td> <td>Rs8/m³</td> <td>Rs20/m³</td> <td>Chawls up to 25 m²</td> <td>Free</td> </tr> <tr> <td colspan="4" style="text-align: center;">ANNUAL PRORATA CHARGES (Rs/year) – 3" to 4" main</td> <td>25 – 50 m²</td> <td>Rs100</td> </tr> <tr> <td>½"</td> <td>Rs 879</td> <td>Rs2,344</td> <td>Rs5,860</td> <td>50 – 100 m²</td> <td>Rs200</td> </tr> <tr> <td>¾"</td> <td>Rs2,424</td> <td>Rs6,464</td> <td>Rs16,160</td> <td>Above 100 m²</td> <td>Rs300</td> </tr> <tr> <td>1"</td> <td>Rs4,986</td> <td>Rs13,296</td> <td>Rs33,240</td> <td>Above 200 m²</td> <td>Rs1,500</td> </tr> <tr> <td colspan="4" style="text-align: center;">ANNUAL PRORATA CHARGES (Rs/year) – 4" to 9" main</td> <td>Non residential</td> <td>Annual rates</td> </tr> <tr> <td>½"</td> <td>Rs1,065</td> <td>Rs2,840</td> <td>Rs7,100</td> <td>Buildings</td> <td>Rs400</td> </tr> <tr> <td>¾"</td> <td>Rs2,958</td> <td>Rs7,888</td> <td>Rs19,720</td> <td>Industrial/Factories</td> <td>Rs600</td> </tr> <tr> <td>1"</td> <td>Rs6,105</td> <td>Rs16,280</td> <td>Rs40,700</td> <td>Buildings > 150 m²</td> <td>Rs1,500</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> Almost all consumers pay on flat rate annually with the property tax bill. Annual prorata charges are based on the connecting pipe size and the size of the water main to which it connects ranging from 3^{mm} to 12". There were 1,919 new connections in 2005-06. Prices of new domestic water connection are Rs100 for ½" diameter pipe, Rs600 for ¾" and Rs1,200 for 1" payable prior to connection. 					METERED	Residential	Non residential		FLAT RATE: Annual Water and Sewerage Charges		Pipe size		Commercial	Aircon/Chantar	Residential	Annual rates	½", ¾", 1" dia.	Rs3/m ³	Rs8/m ³	Rs20/m ³	Chawls up to 25 m ²	Free	ANNUAL PRORATA CHARGES (Rs/year) – 3" to 4" main				25 – 50 m ²	Rs100	½"	Rs 879	Rs2,344	Rs5,860	50 – 100 m ²	Rs200	¾"	Rs2,424	Rs6,464	Rs16,160	Above 100 m ²	Rs300	1"	Rs4,986	Rs13,296	Rs33,240	Above 200 m ²	Rs1,500	ANNUAL PRORATA CHARGES (Rs/year) – 4" to 9" main				Non residential	Annual rates	½"	Rs1,065	Rs2,840	Rs7,100	Buildings	Rs400	¾"	Rs2,958	Rs7,888	Rs19,720	Industrial/Factories	Rs600	1"	Rs6,105	Rs16,280	Rs40,700	Buildings > 150 m ²	Rs1,500
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Priority Needs of Utility	1. Regular, adequate, safe water supply to citizens. 2. All water supplies must be surface water. 3. Water audit.																																																																						
Consumer Service	Average monthly consumption is about 32.1 m ³ per connection. The water bill averages Rs 49.40 per month per connection. Water is available on an average of 2 hours a day to most users at average pressure of 1.5 meters. Applicants have to wait for about a week for a new connection to be made. The utility claims that sampling for chlorine residual is done daily and most pass the test. There were 30,000 consumers complaints recorded in 2005-06. Consumers can complain in person at the water utility office or by telephone or letter. The urban poor are provided with free water.																																																																						
Performance Highlights	AMC provides water at 171 lpcd to its consumers at an average of 2 hours per day to 74.5% of the population in its area of responsibility. Production is not metered and only 3% of total connections are metered but meters are being phased out. No reliable estimate of UFW can be obtained. While operating ratio at 0.96 shows billing can cover operations and maintenance costs, accounts receivable equivalent of 8.0 months requires more efforts in collection. Average tariff of Rs1.39/m ³ is just about able to cover production cost of Rs1.34/m ³ . Staff/1000 connections ratio is good at 2.2, the 4 th lowest. AMC needs to improve water availability and collection of its receivables. It should take serious efforts in measuring its production and service connections to determine its losses and reduce them as well. Water bills should also be based on actual consumption as a means to conserve water.																																																																						