

| Water Utility | MUNICIPAL CORPORATION, AMRITSAR Address : Town Hall, Amritsar, India Telephone : (91-183) 255 2528 Fax : (91-183) 254 5155 E-mail : amardeep.dhaliwal@rediffmail.com Head : Mr. Amardeep S. Dhaliwal, Superintending Engineer (O&M Cell) | | | | | | | | | | | | | | | | | | |
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| Mission Statement | No mission statement. | | | | | | | | | | | | | | | | | | |
| General Data About Water Utility | Connections | : 127,786 | | | | | | | | | | | | | | | | | |
| | Staff | : 617 | | | | | | | | | | | | | | | | | |
| | Annual O&M Costs | : Rs 233,666,000 | | | | | | | | | | | | | | | | | |
| | Annual Revenue | : Rs 171,980,000 | | | | | | | | | | | | | | | | | |
| | Annual Billings | : Rs 248,270,000 | | | | | | | | | | | | | | | | | |
| | Total Capital Expenditure (Over the last 5 years) | : Rs 211,867,000 | Average capital expenditure/connection/year: Rs331.60 | | | | | | | | | | | | | | | | |
| | Source of Investment Funds | : Internally generated reserves and government loan from HUDCO | | | | | | | | | | | | | | | | | |
| Tariff Structure | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: center;">UNMETERED CONNECTIONS (Domestic)</th> </tr> <tr> <th style="text-align: center;">Plot Size</th> <th style="text-align: center;">Rate (Rs/month)</th> </tr> </thead> <tbody> <tr> <td>Up to 5 marla*</td> <td style="text-align: center;">Rs60.00</td> </tr> <tr> <td>Above 5 marla & up to 10 marla</td> <td style="text-align: center;">Rs90.00</td> </tr> <tr> <td>Above 10 marla but less than 1 kanal</td> <td style="text-align: center;">Rs120.00</td> </tr> <tr> <th colspan="2" style="text-align: center;">METERED CONNECTIONS (Rs/m³)</th> </tr> <tr> <td>Domestic</td> <td style="text-align: center;">Rs3.20</td> </tr> <tr> <td>Commercial</td> <td style="text-align: center;">Rs6.40</td> </tr> </tbody> </table> <p>* Waived as of 11/07/2006. 5 marla = 125 sq yards 1 kanal = 500 sq yards Domestic metered connections are residences with plots of 1 kanal and above.</p> <p>Notes:</p> <ol style="list-style-type: none"> Institutional and commercial consumers pay on metered use. Domestic users pay a flat rate based on plot sizes with 5 marla domestic connections exempted from payments as of 11/07/2006. All consumers are billed every 3 months. Water bills are paid at the water utility office. There were 3,970 new connections in 2005 - 06. The price of a new domestic connection is Rs950 payable prior to connection. | | | UNMETERED CONNECTIONS (Domestic) | | Plot Size | Rate (Rs/month) | Up to 5 marla* | Rs60.00 | Above 5 marla & up to 10 marla | Rs90.00 | Above 10 marla but less than 1 kanal | Rs120.00 | METERED CONNECTIONS (Rs/m ³) | | Domestic | Rs3.20 | Commercial | Rs6.40 |
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| Priority Needs of Utility | 1. Institutional improvement. | 2. Access survey and management. | 3. Leak detection and control. | | | | | | | | | | | | | | | | |
| Consumer Service | Average monthly consumption is about 17.4 m ³ per house connection. The water bill averages Rs 136.86 per month per house connection. Water is available on an average of 11 hours a day to most users, second longest to Chandigarh's 12 hours, and at an average pressure of 2 meters. Applicants have to wait for about 2-3 days for a new connection to be made. Connection fee has to be paid prior to connection. Water quality is good with 92% of 125 water samples taken during the year passing the residual chlorine test. There were 1,000 consumers complaints recorded and 550 leaks repaired during the year. Consumers can complain in person at the water utility office or by telephone, e-mail and letter. The urban poor use public taps. | | | | | | | | | | | | | | | | | | |
| Performance Highlights | MCA provides water at 86 lpcd to its consumers at an average of 11 hours per day to 75.7% of the population in its area of responsibility. It has the second highest UFW at 57.4% among the utilities. Production is not metered and only 45% of commercial and industrial are metered making the UFW an estimate at best. Financial management needs improvement with operating ratio of 1.36 and accounts receivable of 5.6 months. Average tariff of Rs 9.34/m ³ should easily cover production cost but is prevented from doing it by its high NRW. Staff/1000 connections ratio is better than average at 4.8. MCA needs to reduce its NRW and improve on water availability and quantity. It also needs to improve on its collection efforts. The utility should meter production and further improve metering of connections to account for use. | | | | | | | | | | | | | | | | | | |