

Water Utility	BANGALORE WATER SUPPLY AND SEWERAGE BOARD Address : Cauvery Bhavan. K. G. Road, Bangalore – 560 009, India Telephone : (91- 80) 2294 5100 Fax : (91- 80) 2294 5100 E-mail : chairman@bwssb.org Head : Mr. N. C. Muniyappa, Chairman of the Board Bangalore Water Supply and Sewerage Board (BWSSB) is a city board established in 1964. It provides water supply and sewerage services for Bangalore Mahanagara Palike and surrounding areas developed by the Bangalore Development Authority which has a total population of 5,361,500 people. The present service area of BWSSB has a population density of 23,311 persons/km ² . The utility is responsible for water production, distribution and source development. It draws water from surface water sources with 90% coming from the Cauvery River and the rest from Arkavathi River. The private sector is involved in the operation and maintenance of the water treatment plant and pumping stations and the wastewater treatment plant through service contracts. BWSSB has a computerized billing system and accounting system as well as the operation of the sewage treatment plant. It has an annual report for 2005-06 that is available to the public. BWSSB follows a master development plan covering the period 2000 to 2025. The utility has a partly-developed management information system.																																																				
Mission Statement	No mission statement.																																																				
General Data About Water Utility	Connections : 486,850 Staff : 2,510 Annual O&M Costs : Rs 3,413,551,100 Annual Revenue : Rs 4,254,635,200 Annual Billings : Rs 3,800,407,300 Total Capital Expenditure (Over the last 5 years) : Rs 1,918,000,000 Average capital expenditure/connection/year: Rs787.92 Source of Investment Funds : All from internally generated reserves																																																				
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">DOMESTIC</th> <th colspan="2">NON DOMESTIC</th> <th colspan="2">OTHERS</th> </tr> <tr> <th>Consumption (m³)</th> <th>Rate (Rs/m³)</th> <th>Consumption (m³)</th> <th>Rate (Rs/m³)</th> <th>Category</th> <th>Rate (Rs/m³)</th> </tr> </thead> <tbody> <tr> <td>0 – 8*</td> <td>6.00</td> <td>0 – 10</td> <td>36.00</td> <td>Industries</td> <td>60.00</td> </tr> <tr> <td>8 – 25</td> <td>9.00</td> <td>10 – 20</td> <td>39.00</td> <td>BIDADI Industrial Area</td> <td>51.00</td> </tr> <tr> <td>25 – 50</td> <td>15.00</td> <td>20 – 40</td> <td>44.00</td> <td>Lorry loads (per load)</td> <td>250.00</td> </tr> <tr> <td>50 – 75</td> <td>30.00</td> <td>40 – 60</td> <td>51.00</td> <td>Swimming pool</td> <td>60.00</td> </tr> <tr> <td>75 – 100</td> <td>36.00</td> <td>60 – 100</td> <td>57.00</td> <td>Public taps</td> <td>3,000.00</td> </tr> <tr> <td>Above 100</td> <td>36.00</td> <td>Above 100</td> <td>60.00</td> <td></td> <td></td> </tr> </tbody> </table> <p>* There is a minimum charge of Rs48.00 for domestic consumers.</p> <p>Notes:</p> <ol style="list-style-type: none"> All consumers pay on metered use as 95.5% of service connections have functioning meters. Consumers are billed monthly. Water bills are paid at banks and automated teller machines (ATMs). There were 28,570 new connections in 2005 - 06. The price of a new domestic connection is Rs1,740 payable prior to connection. 					DOMESTIC		NON DOMESTIC		OTHERS		Consumption (m ³)	Rate (Rs/m ³)	Consumption (m ³)	Rate (Rs/m ³)	Category	Rate (Rs/m ³)	0 – 8*	6.00	0 – 10	36.00	Industries	60.00	8 – 25	9.00	10 – 20	39.00	BIDADI Industrial Area	51.00	25 – 50	15.00	20 – 40	44.00	Lorry loads (per load)	250.00	50 – 75	30.00	40 – 60	51.00	Swimming pool	60.00	75 – 100	36.00	60 – 100	57.00	Public taps	3,000.00	Above 100	36.00	Above 100	60.00		
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Priority Needs of Utility	1. Reduce unaccounted for water. 2. Reuse of water for potable uses and industries. 3. Ensure no flow of sewage in storm drains.																																																				
Consumer Service	Average monthly consumption is about 20.0 m ³ per house connection. The water bill averages Rs297.00 per month per house connection. Water is available on an average of 4 - 5 hours a day to most users which is just below the average and at an average pressure of 10 meters. Applicants have to wait for about 3-7 days for a new connection to be made. Connection fee of Rs 1,740 has to be paid prior to connection. Water quality can still be improved with only 85% of 19,523 water samples taken during the year passing the residual chlorine test. There were 25,500 consumers complaints recorded and the same number of leaks repaired during the year. Consumers can complain in person at the water utility office or by e-mail, letter or via IVRS. The urban poor pay only Rs500 for connection fee and Rs6.00/m ³ for up to 8 m ³ per month.																																																				
Performance Highlights	BWSSB provides water at only 74 lpcd to its consumers at an average of 4-5 hours per day to 92.9% of the population in its area of responsibility. It has the fourth highest UFW at 45.1% among 14 utilities. Production is fully metered and 95.5% of total connections have functioning meters. Operating ratio is good at 0.8 but accounts receivable of 7.1 months is fifth highest. Average tariff of Rs20.55/m ³ is the highest but high UFW keeps the total revenues just enough to cover costs. Staff/1000 connections ratio is just about the median at 5.2. BWSSB needs to reduce its NRW and improve on water availability. It also needs to improve on its collection efforts. It could further improve metering of connections to better account for use.																																																				