

Water Utility	MUNICIPAL CORPORATION, CHANDIGARH Address : Sector 17, Chandigarh, India Telephone : (91-172) 502 1402 Fax : (91-172) 272 1234 E-mail : xenph1_mcccl@chd.nic.in Head : Mr. P. S. Aujla, Municipal Commissioner																														
Mission Statement	No mission statement.																														
General Data About Water Utility	Connections : 139,300 Staff : 1,196 Annual O&M Costs : Rs 547,526,000 Annual Revenue : Rs 403,853,000 Annual Billings : Rs 428,942,660 Total Capital Expenditure (Over the last 5 years) : Rs 525,593,000 Source of Investment Funds : no data	Average capital expenditure/connection/year: Rs754.62																													
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: center;">METERED CONNECTIONS</th> </tr> <tr> <th colspan="2" style="text-align: center;">Domestic</th> <th colspan="2" style="text-align: center;">Non domestic</th> </tr> <tr> <th style="text-align: center;">Consumption (m³)</th> <th style="text-align: center;">Rate (Rs/m³)</th> <th style="text-align: center;">Category</th> <th style="text-align: center;">Rate (Rs/m³)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1-15 m³</td> <td style="text-align: center;">1.75</td> <td style="text-align: center;">Lawn/Irrigation</td> <td style="text-align: center;">2.50</td> </tr> <tr> <td style="text-align: center;">15 – 30 m³</td> <td style="text-align: center;">3.50</td> <td style="text-align: center;">Institutional</td> <td style="text-align: center;">9.00</td> </tr> <tr> <td style="text-align: center;">30 – 60 m³</td> <td style="text-align: center;">5.00</td> <td style="text-align: center;">Semi-commercial</td> <td style="text-align: center;">12.00</td> </tr> <tr> <td style="text-align: center;">Above 60 m³</td> <td style="text-align: center;">6.00</td> <td style="text-align: center;">Commercial</td> <td style="text-align: center;">11.00</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> About 79% of service connections are metered. Consumers are billed every two months. Those not metered pay a monthly flat rate. Water bills are paid at the water utility office, banks, Sampark and Collection Centers. There were 3,076 new connections in 2005–2006. The price of a new domestic connection is Rs530 for a half-inch connection payable prior to connection. 			METERED CONNECTIONS				Domestic		Non domestic		Consumption (m ³)	Rate (Rs/m ³)	Category	Rate (Rs/m ³)	1-15 m ³	1.75	Lawn/Irrigation	2.50	15 – 30 m ³	3.50	Institutional	9.00	30 – 60 m ³	5.00	Semi-commercial	12.00	Above 60 m ³	6.00	Commercial	11.00
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Priority Needs of Utility	1. Water supply	2. Sewage treatment plant	3. Storm water drainage																												
Consumer Service	Average monthly consumption is about 41.2 m ³ per connection. Water is available on an average of 12 hours a day to most users which is the longest duration among the utilities and at an average pressure of 11 meters. Applicants have to wait for only a day for a new connection to be made. Connection fee of Rs 530 for a ½" connection has to be paid prior to connection. Water quality is good with all of 3,700 water samples taken during the year passing the residual chlorine test. About 2,000 complaints were recorded and 1,500 pipe breaks and 5,000 leaks were repaired in 2005-06. Consumers can complain in person at the water utility office or by e-mail, letter or telephone. The urban poor are provided with stand posts in slum areas.																														
Performance Highlights	MMC provides water at 147 lpcd to its consumers at an average of 12 hours per day to all of the population in its area of responsibility. UFW is 38.9% which is sixth highest. Production is not metered while 79% of service connections are effectively metered. Operating ratio of 1.36 is the median and better than average. No data was given for accounts receivable. Average tariff of Rs 5.04/m ³ is not enough to cover operating costs due to high UFW. Staff/1000 connections ratio is also sixth highest at 8.6. MMC is doing well in customer service but needs to reduce UFW to manageable levels. It should consider metering of production and connections to better account for use. The utility should also look into improving the productivity of its staff.																														