

Water Utility	COIMBATORE CITY MUNICIPAL CORPORATION Address : Big Bazaar Street, Coimbatore – 641 001, India Telephone : (91- 422) 231 0261 to 63 Fax : (91- 422) 239 8702 E-mail : cbecorp@gmail.com Head : Mr. Muthu Veran, Municipal Commissioner																																					
Mission Statement	"To provide drinking water supply to all areas in the corporation's limits."																																					
General Data About Water Utility	<table border="0"> <tr> <td>Connections</td> <td>: 113,762</td> <td></td> </tr> <tr> <td>Staff</td> <td>: 452</td> <td></td> </tr> <tr> <td>Annual O&M Costs</td> <td>: Rs 111,000,000</td> <td></td> </tr> <tr> <td>Annual Revenue</td> <td>: Rs 135,000,000</td> <td></td> </tr> <tr> <td>Annual Billings</td> <td>: Rs 179,200,000</td> <td></td> </tr> <tr> <td>Total Capital Expenditure (Over the last 5 years)</td> <td>: Rs 543,202,000</td> <td>Average capital expenditure/connection/year: Rs954.98</td> </tr> <tr> <td>Source of Investment Funds</td> <td>: Internally generated reserves</td> <td></td> </tr> </table>			Connections	: 113,762		Staff	: 452		Annual O&M Costs	: Rs 111,000,000		Annual Revenue	: Rs 135,000,000		Annual Billings	: Rs 179,200,000		Total Capital Expenditure (Over the last 5 years)	: Rs 543,202,000	Average capital expenditure/connection/year: Rs954.98	Source of Investment Funds	: Internally generated reserves															
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Priority Need of Utility	1. Non revision of tariffs in nearly 10 years 2. Shortage of staff with ban on fresh recruitments 3. Limited role of private sector																																					
Consumer Service	Average monthly consumption is about 21.0 m ³ per house connection. The water bill averages Rs70.95 per month per house connection. Water is available on an average of 3 hours a day only to most users with an average pressure of 3 meters. Applicants have to wait for a month for a new connection to be made. Connection fee of Rs3,000 has to be paid prior to connection. Water quality is good with 90% of 3,650 water samples taken during the year passing the residual chlorine test. About 3,460 complaints were recorded and only 30 pipe breaks and 5,200 leaks were repaired in 2005-06. Consumers can complain in person at the water utility office, by letter or telephone. The utility sees to it that those below the poverty line are supplied with drinking water.																																					
Performance Highlights	CCMC provides water at 109 lpcd to its consumers at an average of 3 hours per day to 76.1% of the population in its area of responsibility. UFW is fifth highest at 41.3% with both production and consumption fully metered which gives an accurate measure of its losses. Financial management is good with an operating ratio of 0.82 and accounts receivable at 3.0 months, the sixth lowest but can still be reduced. Average tariff of Rs3.66/m ³ is enough to cover operating costs. Staff/1000 connections ratio is fair at 4.0 which is about half of the average. CCMC needs to reduce its UFW, increase the available hours of its supply and its coverage as well.																																					