

Water Utility	INDORE MUNICIPAL CORPORATION Address : M. G. Road, Indore – 452 004, M. P., India Telephone : (91- 731) 243 1610; 271 0695 Fax : (91- 731) 243 4489 E-mail : piuindore@hotmail.com Head : Mr. Vinod Sharma, Municipal Commissioner Indore Municipal Corporation (IMC) is a municipal corporation established in 1977. It provides water supply and sewerage services to the cities of Indore, Mhow and Dewas which have a total population of 2,200,000 people. The present service area of IMC has a population density of 12,222 persons/km ² . The utility is responsible for water production, distribution and source development. It draws water from Narmada and Gambhir Rivers and from 2,960 tube wells with pump sets. The private sector is not involved in the utility's operations. IMC has computerized billing and accounting systems. It does not have an annual report nor does it have a master development plan. The utility has a partly developed management information system.																																																		
Mission Statement	No mission statement.																																																		
General Data About Water Utility	Connections : 159,104 Staff : 2,979 Annual O&M Costs : Rs 880,616,080 Annual Revenue : Rs 165,264,590 Annual Billings : Rs 186,038,400 Total Capital Expenditure : Rs 543,202,000 Average capital expenditure/connection/year: Rs 353.95 (Over the last 5 years) Source of Investment Funds : 30% internally generated reserves; 70% commercial loan (State Bank of Indore)																																																		
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="4">FLAT RATE (Rs/month)</th> </tr> <tr> <th>Size</th> <th>Domestic</th> <th>Commercial</th> <th>Industrial</th> </tr> </thead> <tbody> <tr> <td>1/2"</td> <td>Rs150</td> <td>Rs300</td> <td>Rs600</td> </tr> <tr> <td>3/4"</td> <td>Rs250</td> <td>Rs600</td> <td>Rs1,200</td> </tr> <tr> <td>1"</td> <td>Rs500</td> <td>Rs1,400</td> <td>Rs2,400</td> </tr> <tr> <td>1-1/2"</td> <td>Rs1,000</td> <td>Rs2,400</td> <td>Rs5,000</td> </tr> <tr> <td>2"</td> <td>Rs2,000</td> <td>Rs5,000</td> <td>Rs10,000</td> </tr> <tr> <td>3"</td> <td>Rs4,000</td> <td>Rs10,000</td> <td>Rs20,000</td> </tr> <tr> <td>4"</td> <td>Rs8,000</td> <td>Rs20,000</td> <td>Rs35,000</td> </tr> <tr> <td>6"</td> <td>Rs14,000</td> <td>Rs38,000</td> <td>Rs76,000</td> </tr> <tr> <th colspan="4">METERED CONNECTIONS – Bulk rates (Rs/m³)</th> </tr> <tr> <td>Bulk rates</td> <td>Rs11.00/m³</td> <td>Rs14.00/m³</td> <td>Rs24.00/m³</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> Only a few 59 bulk connections are metered and not all are working. Most connections are on flat rate. The metered connections are billed monthly and the flat rate are billed quarterly Water bills are paid at the water utility office and through bill collectors. There were 2,524 new connections in 2005 - 06. The price of a new domestic connection is Rs 2,500 payable prior to connection. 			FLAT RATE (Rs/month)				Size	Domestic	Commercial	Industrial	1/2"	Rs150	Rs300	Rs600	3/4"	Rs250	Rs600	Rs1,200	1"	Rs500	Rs1,400	Rs2,400	1-1/2"	Rs1,000	Rs2,400	Rs5,000	2"	Rs2,000	Rs5,000	Rs10,000	3"	Rs4,000	Rs10,000	Rs20,000	4"	Rs8,000	Rs20,000	Rs35,000	6"	Rs14,000	Rs38,000	Rs76,000	METERED CONNECTIONS – Bulk rates (Rs/m ³)				Bulk rates	Rs11.00/m ³	Rs14.00/m ³	Rs24.00/m ³
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Priority Needs of Utility	1. Augmentation of water supply system capacity 2. Increase in revenue to make system sustainable 3. Upgrade of existing distribution system																																																		
Consumer Service	Average monthly consumption is about 28.4 m ³ per house connection. The water bill averages Rs 60.36 per month per house connection. Water is available on an average of 45 minutes a day only to most users with an average pressure of 1 meter. Applicants have to wait for 2 – 4 weeks for a new connection to be made. Connection fee of Rs 2,500 has to be paid prior to connection. Water quality is good with 98% of about 54,900 water samples taken during the year passing the residual chlorine test. About 550 complaints were recorded and 5,886 pipe breaks and leaks were repaired in 2005-06. Consumers can complain in person at the water utility office, by letter, e-mail or telephone. The urban poor are provided with free water through public taps, tube wells with pumps, and tankers																																																		
Performance Highlights	IMC provides water at 87 lpcd to its consumers at an average of 45 minutes per day to 77.3% of the population in its area of responsibility. With both production and connections not metered, production and consumption estimates given do not give a credible UFW value. Operating ratio is highest at 5.33. Accounts receivable is about average at 5.2 months. Average tariff of Rs 2.79/m ³ is lower than the high production cost of Rs 13.18/m ³ due to high cost of power most probably for pumping. Staff/1000 connections ratio is second highest at 18.7. IMC will need a lot of improvement starting with reducing its operating expenses and improving collections. Water availability of less than 1 hour a day is not acceptable and should be improved. Staff productivity needs to be enhanced. Production and all connections need to be metered to allow billing based on use and to account for total use and losses.																																																		