

Water Utility	<p>JABALPUR MUNICIPAL CORPORATION</p> <p>Address : Water Works Department, Jabalpur Municipal Corporation, Jabalpur, M. P., India Telephone : (91- 761) 240 3020 to 22 Fax : (91- 761) 241 0892 E-mail : commrjmc@yahoo.com.in Head : Mr. Adjay Sharma, Executive Engineer (Water Works)</p> <p>Jabalpur Municipal Corporation (JMC) was established as a municipal corporation in 1956. Its Water Works Department provides only water supply services to the city of Jabalpur which has a total population of 1,050,000 people. The present service area of JMC has a population density of 8,753 persons/km². The utility is responsible for water production, distribution and source development. It draws water from Narmada, Khandari-Gour and Pariyat Rivers and from 175 tube wells with pump sets. The private sector is not involved in the utility's operations. None of its operations is computerized nor does it have an annual report or a master development plan. The utility neither has a management information system.</p>																								
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Consumer Service	<p>Average monthly consumption is about 69.2 m³ per house connection. The water bill averages Rs 62.74 per month per house connection. Water is available on an average of 4 hours a day only to most users. Applicants have to wait for about 2 weeks for a new connection to be made. Domestic connection fee of Rs1,984 is paid prior to connection but can also be paid over a 12-month period. Water quality is good with 96% of 650 water samples taken during the year passing the residual chlorine test. About 700 complaints were recorded and 400 pipe breaks and leaks were repaired in 2005-06. Consumers can complain in person at the water utility office, by letter or telephone. The urban poor pay low monthly charges of Rs30 and connection charge of Rs300 only.</p>																								
Performance Highlights	<p>JMC provides water at 139 lpcd to its consumers at an average of 4 hours per day to 75.2% of the population in its area of responsibility. With both production and service connections not metered, UFW of 14.3% is at best an estimate. Operating ratio is 1.68 and accounts receivable equivalent is 3.0 months. Average tariff of Rs 1.50/m³ is fifth lowest and can not cover operating expenses. Staff/1000 connections ratio is lowest at 0.4. JMC needs to address its water availability, its low tariff and operating ratio of more than 1.0. Production and all connections need to be metered to allow billing based on use and to account for total use and losses.</p>																								