

<b>Water Utility</b>	<b>JAMSHEDPUR UTILITIES &amp; SERVICES COMPANY LIMITED</b> Address : Sakchi Boulevard Road, Northern Town, Bituspur, Jamshedpur – 831 001, India Telephone : (91- 657) 214 3507 Fax : (91- 657) 242 4219 E-mail : gsbasu@tatasteel.com Head : Mr. G. S. Basu, General Manager – Water Management  Jamshedpur Utilities & Services Co., Ltd. (JUSCO) is a private company that was formerly the Towns Division of Tata Steel but was spun off in 2003. The former entity built and has been operating the water supply system and other municipal services since 1919. JUSCO provides water supply and sewerage services to the city of Jamshedpur which has a total population of 615,500 people. The present service area of JUSCO has a population density of 9,959 persons/km <sup>2</sup> . The utility is responsible for water production, distribution and source development. It draws water mainly from River Subernarekha and from Dimna Lake for contingency only. All of the utility's operations are done by the private sector. Billing and accounting are computerized together with industrial water treatment, customer complaint management, network management and flow meter data handling and UFW analysis. JUSCO has a well developed management information system. Its annual report is available in its website and it follows a master development plan for 1986 to 2010.																																																					
<b>Mission Statement</b>	"Quality services for life. We will be the preferred provider of civic and allied services and a national leader in the water and sanitation business. Guided by Tata values, we will continuously strive to delight our customers through a team of happy and empowered employees."																																																					
<b>General Data About Water Utility</b>	Connections : 38,800 Staff : 218 Annual O&M Costs : Rs 328,300,000 Annual Revenue : Rs 531,669,000 Annual Billings : Rs 531,669,000 Total Capital Expenditure (Over the last 5 years) : Rs 188,400,000      Average capital expenditure/connection/year: Rs971.13 Source of Investment Funds : All from internally generated reserves																																																					
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">METERED</th> <th colspan="4">UNMETERED (Monthly Flat Rate)</th> </tr> <tr> <th>Type of user</th> <th>Rate (Rs/m<sup>3</sup>)</th> <th>Plot size</th> <th colspan="2">Domestic</th> <th colspan="2">Non domestic</th> </tr> <tr> <td></td> <td></td> <td>Sq ft</td> <td>Single storey</td> <td>Add'l floor</td> <td>Single storey</td> <td>Add'l floor</td> </tr> </thead> <tbody> <tr> <td>Domestic</td> <td>Rs7.90</td> <td>Up to 1600</td> <td>Rs120</td> <td>Rs110</td> <td>Rs450</td> <td>Rs350</td> </tr> <tr> <td>Educational</td> <td>Rs4.40</td> <td>Up to 2500</td> <td>Rs240</td> <td>Rs180</td> <td>Rs540</td> <td>Rs360</td> </tr> <tr> <td>Commercial</td> <td>Rs7.90</td> <td>2500-4000</td> <td>Rs450</td> <td>Rs300</td> <td>Rs600</td> <td>Rs400</td> </tr> <tr> <td>Industrial</td> <td>Rs9.90</td> <td>4000 &amp; above</td> <td>Rs540</td> <td>Rs360</td> <td>Rs600</td> <td>Rs400</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> <li>Only 335 connections are metered with a mix of industrial, commercial, institutional, domestic and bulk connections. The rest pay on flat rate monthly based on plot size.</li> <li>Water bills are paid at the water utility office.</li> <li>There were 2,538 new connections in 2005 - 06. The price of a new domestic connection is Rs 300 to 500 within an existing network payable prior to connection. For new network, new connection costs Rs3,000 – Rs9,000.</li> </ol>						METERED		UNMETERED (Monthly Flat Rate)				Type of user	Rate (Rs/m <sup>3</sup> )	Plot size	Domestic		Non domestic				Sq ft	Single storey	Add'l floor	Single storey	Add'l floor	Domestic	Rs7.90	Up to 1600	Rs120	Rs110	Rs450	Rs350	Educational	Rs4.40	Up to 2500	Rs240	Rs180	Rs540	Rs360	Commercial	Rs7.90	2500-4000	Rs450	Rs300	Rs600	Rs400	Industrial	Rs9.90	4000 & above	Rs540	Rs360	Rs600	Rs400
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<b>Priority Need of Utility</b>	1. Increase service coverage      2. 24 x 7 supply with 100% metering      3. Reduction of non revenue water																																																					
<b>Consumer Service</b>	Average monthly consumption is about 71.9 m <sup>3</sup> per house connection. The water bill averages Rs 81.08 per month per house connection. Water is available on an average of 6 hours a day only to most users with an average pressure of 5 meters. Applicants have to wait for about a month for a new connection to be made. Domestic connection fee of Rs300 – Rs500 is paid prior to connection but can also be paid over a 12-month period. Water quality is good with 96% of 840 water samples taken during the year passing the residual chlorine test. About 15,516 complaints were recorded and 1,189 pipe breaks and 1,604 leaks were repaired in 2005-06. Consumers can complain in person at the water utility office, by letter or telephone. The urban poor are provided with free water from 552 public stand posts and subsidized tariffs for those connected. Outside the network, bore wells with hand pumps provide free water.																																																					
<b>Performance Highlights</b>	JUSCO provides water at 203 lpcd to its consumers at an average of 6 hours per day to 74.4% of the population in its area of responsibility. While production is metered less than 1% of service connections are metered. UFW of 12.8% is the lowest. Financial management is very good with operating ratio of 0.62 and accounts receivable of 0.3 month. Average tariff of Rs4.51/m <sup>3</sup> is about average but covers expenses well. Staff/1000 connections ratio is less than average at 5.6. JUSCO is operating well except for water availability. It can further improve by full metering of all service connections.																																																					