

Water Utility	MATHURA MUNICIPAL COUNCIL Address : Water Works, near Fire Station, Bhuteshwar, Mathura, U. P., India Telephone : (91- 565) 290 0987 Fax : (91- 565) 250 5070 E-mail : npp_mtr@yahoo.com Head : Mr. Sumit Kumar, Chief Executive Officer		
Mission Statement	No mission statement.		
General Data About Water Utility	Connections : 24,643 Staff : 160 Annual O&M Costs : Rs 28,123,000 Annual Revenue : Rs 9,205,690 Annual Billings : Rs 8,662,000 Total Capital Expenditure (Over the last 5 years) : Rs 87,829,000 Source of Investment Funds : 15% internally generated reserves; 85% government grant	Average capital expenditure/connection/year: Rs712.81	
Tariff Structure	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>ALL CONNECTIONS ARE UNMETERED</p> </div> <p>A uniform water tax is levied for all users which is 12.5% of annual rental value. This is collected as part of the property tax. Different types of consumers pay according to this tariff structure with industrial users paying more since their annual rental values are higher.</p>		
Notes:	<p>1. Water tariff is paid annually with the property tax.</p> <p>2. There were only 12 new connections reported for 2005 - 06. The price of a new domestic connection is Rs500 payable prior to connection.</p>		
Priority Needs of Utility	1. Master plan for distribution system	2. Rehabilitation in core of city and expansion	3. Metering and computerization for billing and collection
Consumer Service	Average monthly consumption is about 52.5 m ³ per house connection. The water bill averages Rs32.66 per month per house connection. Water is available on an average of 1-3 hours a day at an average pressure of 5 meters to most users. Applicants have to wait for about 7 days for a new connection to be made. Domestic connection fee of Rs500 is paid prior to connection. Water quality is good with 97% of 308 water samples taken during the year passing the residual chlorine test. Complaints are not recorded. About 402 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 are treated no differently from other consumers except that slum dwellers pay lower water tax as their annual rental value is low.		
Performance Highlights	MMC provides water to its consumers at an average of 1-3 hours per day to 70% of the population in its area of responsibility. Both production and all service connections are not metered. Estimates given show consumption equal to production giving unrealistic values for per capita consumption and UFW. Financial management needs improvement with the third highest operating ratio of 3.05 and accounts receivable of 12.3 months which is the highest. Average tariff of Rs0.62/m ³ is the second lowest which can not cover expenses at all. Staff/1000 connections ratio is better than average at 6.5. MMC needs to cover its expenses through appropriate tariffs. It also needs to improve collection and water availability. Metering is necessary to account for water use and to determine the extent of losses.		