

Water Utility	<p>MUNICIPAL CORPORATION OF GREATER MUMBAI</p> <p>Address : Municipal Head Office, Fort, Mumbai – 400 001, India Telephone : (91- 22) 2262 0025 Fax : (91- 22) 2263 4329 E-mail : bmcbaicum@rediffmail.com, hebmc@mtnl.net.in Head : Mr. R.R. Hariname, Hydraulic Engineer</p> <p>Municipal Corporation of Greater Mumbai (MCGM) was established in 1888. MCGM has separate departments providing water supply and sewerage services to the city of Mumbai which has a total population of 13,000,000 people. The present service area of MCGM has a population density of 29,613 persons/km². The utility is responsible for water production, distribution and source development. It draws water mainly from the following surface water sources: Vaitarna, Tansa and Bhatsa Rivers and Lakes Vihar and Tulsi. There is no private sector involvement in the utility's operations. Billing, accounting, part of pumping and treatment operations are computerized. The utility has a partly developed management information system. It publishes an annual report that is available to the public. MCGM has no current master development plan.</p>																					
Mission Statement	<p>"To provide all users in Mumbai City with continuous, uninterrupted, reliable water treatment services to provide good quality supply of clean water in a safe, environmentally sound, and cost effective manner."</p>																					
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Consumer Service	<p>Average monthly consumption is about 156.3 m³ per house connection. The water bill averages Rs708.46 per month per house connection. Water is available at an average of 4 hours a day with an average pressure of 7 meters to most users. Applicants have to wait for about a month for a new connection to be made. Domestic connection fee is paid prior to connection. Water quality is good with 90% of 64,000 water samples taken during the year passing the residual chlorine test. About 100,000 consumer complaints were recorded during the year. About 680 pipe breaks and 650 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 stand post connection in general washing place for groups of 5 families at subsidized rates.</p>																					
Performance Highlights	<p>MCGM provides water to its consumers at 191 lpcd at an average of 4 hours per day to all of the population in its area of responsibility. Production is metered and 75% of service connections have working meters. UFW of 13.6% is second lowest. Financial management is mixed with very good operating ratio of 0.49 but accounts receivable of 11.8 months which is second highest. Average tariff of Rs4.60/m³ covers expenses with low UFW. Staff/1000 connections ratio is the third highest at 17.2. MCGM needs to improve collection and water availability. Full metering is necessary to account for water use and to determine the extent of losses. It also needs to address staff productivity.</p>																					