

Water Utility	NAGPUR MUNICIPAL CORPORATION Address : Water Works Department, Pandit Jawaharlal Nehru Marg, Sitabuldi, Nagpur – 12, India Telephone : (91- 712) 256 7041 to 44 Fax : (91- 712) 256 1584 E-mail : nmcnagpur@sify.com Head : Mr. S. S. Hastak, Executive Engineer (WWD) Nagpur Municipal Corporation (NMC) was established as a municipal corporation in 1952. It provides water supply services to the city of Nagpur which has a total population of 2,490,000 people. The present service area of NMC has a population density of 12,454 persons/km ² . The utility is responsible for water production, distribution and source development. It draws water mainly from Pench and Kanhan Rivers. Billing and collection is handled by the private sector through a management contract and billing is computerized. The utility has a partly developed management information system. It publishes an annual report but it is not available to the public. NMC has a 25-year master development plan covering 2005 to 2031.																																																																																																		
Mission Statement	"Water for all and 24/7 supply, 100% coverage in water supply and improved service levels."																																																																																																		
General Data About Water Utility	Connections : 265,231 Staff : 856 Annual O&M Costs : Rs 424,413,000 Annual Revenue : Rs 561,500,000 Annual Billings : Rs 704,300,000 Total Capital Expenditure (Over the last 5 years) : Rs 953,231,000 Average capital expenditure/connection/year: Rs 719.06 Source of Investment Funds : All from internally generated reserves																																																																																																		
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="8" style="text-align: center;">METERED CONNECTIONS</th> </tr> <tr> <th colspan="4" style="text-align: center;">Residential and small shops</th> <th colspan="4" style="text-align: center;">Non residential (Hospitals, institutions & colonies)</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">1st 10 m³ – Rs3.00/m³; next 30 m³ – Rs3.50/m³ & Rs4.00 above 30 m³ with minimum monthly charges below</td> <td colspan="4" style="text-align: center;">Rs12.00/m³ subject to minimum monthly charges below</td> </tr> <tr> <td>15 mm</td> <td>Rs50</td> <td>80 mm</td> <td>Rs8,000</td> <td>15 mm</td> <td>Rs500</td> <td>80 mm</td> <td>Rs11,000</td> </tr> <tr> <td>20 mm</td> <td>Rs200</td> <td>100 mm</td> <td>Rs9,000</td> <td>20 mm</td> <td>Rs800</td> <td>100 mm</td> <td>Rs19,000</td> </tr> <tr> <td>25 mm</td> <td>Rs500</td> <td>150 mm</td> <td>Rs15,000</td> <td>25 mm</td> <td>Rs3,500</td> <td>150 mm</td> <td>Rs23,000</td> </tr> <tr> <td>40 mm</td> <td>Rs1,000</td> <td>200 mm</td> <td>Rs30,000</td> <td>40 mm</td> <td>Rs4,500</td> <td>200 mm</td> <td>Rs45,000</td> </tr> <tr> <td>50 mm</td> <td>Rs2,500</td> <td>250 mm</td> <td>Rs50,000</td> <td>50 mm</td> <td>Rs9,000</td> <td>250 mm</td> <td>Rs70,000</td> </tr> <tr> <th colspan="4" style="text-align: center;">UNMETERED RESIDENTIAL (Rs/month)</th> <th colspan="4" style="text-align: center;">UNMETERED NON RESIDENTIAL (Rs/month)</th> </tr> <tr> <td colspan="2" style="text-align: center;">15 mm*</td> <td colspan="2" style="text-align: center;">Rs75</td> <td colspan="2" style="text-align: center;">15 mm</td> <td colspan="2" style="text-align: center;">Rs300</td> </tr> <tr> <td colspan="2" style="text-align: center;">20 mm</td> <td colspan="2" style="text-align: center;">Rs150</td> <td colspan="2" style="text-align: center;">20 mm</td> <td colspan="2" style="text-align: center;">Rs600</td> </tr> <tr> <td colspan="2" style="text-align: center;">25 mm</td> <td colspan="2" style="text-align: center;">Rs350</td> <td colspan="2" style="text-align: center;">25 mm</td> <td colspan="2" style="text-align: center;">Rs2,000</td> </tr> </tbody> </table> <p>* In notified slums, rate for 15" diameter connection is charged Rs25/month for houses whose roof has no slab and Rs50/month for those whose roof is with slab.</p> <p>Notes:</p> <ol style="list-style-type: none"> About 40% of service connections are metered. Public stand posts users pay on flat rate basis. Billing is done quarterly. Water bills are paid at the water utility office and in banks. There were 4,766 new connections in 2005 - 06. The price of a new domestic connection is Rs1,675 payable prior to connection. 			METERED CONNECTIONS								Residential and small shops				Non residential (Hospitals, institutions & colonies)				1 st 10 m ³ – Rs3.00/m ³ ; next 30 m ³ – Rs3.50/m ³ & Rs4.00 above 30 m ³ with minimum monthly charges below				Rs12.00/m ³ subject to minimum monthly charges below				15 mm	Rs50	80 mm	Rs8,000	15 mm	Rs500	80 mm	Rs11,000	20 mm	Rs200	100 mm	Rs9,000	20 mm	Rs800	100 mm	Rs19,000	25 mm	Rs500	150 mm	Rs15,000	25 mm	Rs3,500	150 mm	Rs23,000	40 mm	Rs1,000	200 mm	Rs30,000	40 mm	Rs4,500	200 mm	Rs45,000	50 mm	Rs2,500	250 mm	Rs50,000	50 mm	Rs9,000	250 mm	Rs70,000	UNMETERED RESIDENTIAL (Rs/month)				UNMETERED NON RESIDENTIAL (Rs/month)				15 mm*		Rs75		15 mm		Rs300		20 mm		Rs150		20 mm		Rs600		25 mm		Rs350		25 mm		Rs2,000	
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Priority Needs of Utility	1. Reduce raw water losses 2. Rehabilitation and upgrade of existing infrastructure 3. Upgrade and improvement of existing distribution network																																																																																																		
Consumer Service	Average monthly consumption is about 34.4 m ³ per house connection. Water is available at an average pressure of 15 meters to most users. Applicants have to wait for 15 days for a new connection to be made. Domestic connection fee of Rs1,675 is paid prior to connection. Water quality is good with 92% of 36,500 water samples taken during the year passing the residual chlorine test. About 15,900 consumer complaints were recorded during the year. About 100 pipe breaks and 10,745 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 house and public stand post connections with flat rate monthly charges based on the type of house.																																																																																																		
Performance Highlights	NMC provides water to its consumers at 100 lpcd at an average of 5 hours per day to 91.5% of the population in its area of responsibility. Production is metered and 40% of service connections have working meters. UFW of 51.9% is third highest and should be reduced. While operating ratio is good at 0.76, accounts receivable of 9.6 months is third highest. Average tariff of Rs 6.60/m ³ is fifth highest and is covering expenses well. Staff/1000 connections ratio is the fifth lowest at 3.2. NMC needs to exert efforts to reduce its UFW and improve collection and water availability. Full metering is necessary to account for water use and to determine the extent of losses if UFW is to be reduced.																																																																																																		