

Water Utility	<p>NASHIK MUNICIPAL CORPORATION</p> <p>Address : Rajiv Gandhi Bhavan, Sharanpur Road, Nashik – 422 002, India Telephone : (91-253) 258 1252; 257 3151 Fax : (91-253) 258 1252 E-mail : eeplanning@dataone.com Head : Mr. S. V. Khune, Superintending Engineer</p> <p>Nashik Municipal Corporation (NMC) is a municipal corporation established in 1982. It provides water supply and sewerage services for the municipality of Nashik which has a total population of 1,350,000 people. The present service area of NMC has a population density of 5,610 persons/km². The utility is responsible for water production, distribution and source development and draws water from the Darna River and the Gangapur Dam fed by the Godavari River. There is no private sector involvement in the utility's operations. The utility is following a development plan covering the years 1993 to 2013. NMC has an annual report for 2005-2006 that is available to the public. Its billing system is computerized. The utility has a partly-developed management information system.</p>																					
Mission Statement	"To provide basic services and adequate, potable water to all."																					
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Consumer Service	<p>Average monthly consumption is about 29.2 m³ per house connection. The water bill averages Rs 102.19 per month per house connection. Water is available on an average of 3 to 4 hours a day with an average pressure of 3 meters to most users. Applicants have to wait for about 15 days for a new connection to be made. Connection fee has to be paid prior to connection. Water quality is good with 98% of 9,043 water samples taken during the year passing the residual chlorine test. There were 543 consumers complaints recorded and 7,460 leaks repaired during the year. Consumers can complain in person at the water utility office or by telephone and letter. The urban poor are provided with group connections in tenements. Water supplied through public taps, tankers and hand pumps are provided free of cost.</p>																					
Performance Highlights	<p>NMC provides water at 93 lpcd to its consumers at an average of 3 to 4 hours per day to 92.6% of the population in its area of responsibility. It has the highest UFW at 59.5% among the utilities. However, while production is fully metered only 80% of total connections are metered making the UFW still an estimate. Financial management is mixed with an operating ratio of 1.18 and accounts receivable equivalent of less than a week. Average tariff of Rs 4.32/m³ should be able to cover production cost but is prevented by its high NRW. Staff/1000 connections ratio is good at 3.4 being the fifth lowest. NMC needs to reduce its NRW, improve on water availability and its financial management especially operating ratio. It should meter production and further improve metering of service connections to account for use.</p>																					