Water Utility

RAJKOT MUNICIPAL CORPORATION

Address : Dr. Ambedkar Bhavan, Dhebarbhai Road, Rajkot – 360 001, India
Telephone : (91-281) 222 4133
Fax : (91-281) 222 4258
E-mail : mc_rmc@yahoo.co.in
Head : Mr. M. R. Kamaliya, Additional City Engineer

Rajkot Municipal Corporation (RMC) is a municipal corporation established in 1973. It provides water supply and sewerage services for the city of Rajkot which has a total population of 1,002,000 people. The present service area of RMC has a population density of 9,346 persons/km^2. The utility is responsible for water production, distribution and source development. RMC draws water mainly from the Bhadar, Nyari, Aji and Narmada Rivers. The private sector is involved in pump operations, mains and lines maintenance, sluice valve operations and leak repair through service contracts. The utility is following a development plan covering the years 2005 to 2011. The latest annual report is for 2003 and it is available to the public. Its billing, accounting and redressal systems are computerized. The utility has a partly-developed management information system.

Mission Statement

"By ensuring optimum use of resources and sustainability of urban environment to provide efficient and cost effective basic services to each and every citizen of Rajkot and facilitating economic, social, cultural and educational development."

General Data About Water Utility

Connections	: 193,879	
Staff	: 211	
Annual O&M Costs	: Rs 148,500,000	
Annual Revenue	: Rs 92,400,000	
Annual Billings	: Rs 203,833,390	
Total Capital Expenditure (Over the last 5 years)	: Rs 792,254,000	Average capital expenditure/connection/year: Rs 817.27
Source of Investment Funds	: 90% internally generated reserves; 2% government grant; 8% commercial loan	

Tariff Structure

METERED*		
Government school	**Residential**	**Any other use**
Rs6.00/m^3	Rs12.00/m^3	Rs24.00/m^3

FLAT RATE Rs/month (Based connection size and category)						
Size	**Residential**	**Non residential**	**Size**	**Govt school & res'l**	**Any other bldg**	**High rise res'l**
10 mm	40.00	80.00	20 mm	360.00	2,900.00	216.00
15 mm	50.00	100.00	25 mm	600.00	4,800.00	360.00
20 mm	120.00	240.00	30 mm	900.00	7,200.00	540.00
* Minimum charge is based on flat monthly rate according to category and size			:	:	:	:
			300 mm	24,000.00	192,000.00	14,400.00

Notes:

1. Only 715 institutional, commercial, industrial and high rise residential buildings are metered. Residential house connections pay a monthly flat rate.

2. Water bills are paid at the water utility office and city civic centers.

3. There were 7,000 new connections in 2005-06. The price of a new domestic connection is Rs1,850 payable prior to connection.

Priority Needs of Utility

1. Source augmentation. 2. Leak minimization. 3. 100% cost recovery.

Consumer Service

Average monthly consumption is about 15.1 m^3 per house connection. The water bill averages Rs50.00 per month per house connection. Water is available on an average of merely 20 minutes a day with an average pressure of 10 meters to most users. Applicants have to wait for about 3 days for a new connection to be made. Connection fee of Rs1,850 has to be paid prior to connection. Water quality is fair with 88% of 58,400 water samples taken during the year passing the residual chlorine test. There were 4,568 consumers complaints recorded and 23,500 pipe breaks and leaks repaired during the year. Consumers can complain in person at the water utility office, at the city civic center or by telephone. The urban poor are provided with free water supplied through public stand posts and tankers.

Performance Highlights

RMC provides water at 101 lpcd to its consumers at an average of 20 minutes per day to 98.1% of the population in its area of responsibility. UFW is 23.5% with practically no metering for both production and service connections making the UFW an estimate. Financial management needs improvement with an operating ratio of 1.61 and accounts receivable equivalent of 6.6 months. Average tariff of Rs5.07/m^3 is not covering production cost. Staff/1000 connections ratio is good at 1.1 being the second lowest. RMC needs to address its very low water availability, high operating ratio and accounts receivable equivalent. It should meter production and service connections to account for use and determine its losses to reduce UFW.