

<b>Water Utility</b>	<b>VARANASI JAL SANSTHAN</b> Address : Varanasi Jal Sansthan, Bhelupura, Varanasi, India Telephone : (91-542) 227 6339 Fax : (91-542) 227 5827 E-mail : gm@varanasijalsansthan.com Head : Mr. R. K. Tripathi, General Manager																									
<b>Mission Statement</b>	"24 x 7 water supply"																									
<b>General Data About Water Utility</b>	Connections : 114,907 Staff : 676 Annual O&M Costs : Rs 182,856,000 Annual Revenue : Rs 140,678,000 Annual Billings : Rs 218,700,000 Total Capital Expenditure (Over the last 5 years) : Rs 64,741,000 Source of Investment Funds : 72% internally generated reserves; 6% government grant; 22% from MP & DUDA Average capital expenditure/connection/year: Rs112.68																									
<b>Tariff Structure</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="text-align: center;">METERED</th> </tr> <tr> <th style="text-align: left;">Category</th> <th style="text-align: center;">Rate (Rs/m<sup>3</sup>)</th> <th style="text-align: center;">Minimum (Rs)</th> </tr> </thead> <tbody> <tr> <td>Domestic</td> <td style="text-align: center;">2.00</td> <td style="text-align: center;">Rs360/year</td> </tr> <tr> <td>Municipal work</td> <td style="text-align: center;">2.00</td> <td style="text-align: center;">Rs60/month</td> </tr> <tr> <td>Cantonment Board</td> <td style="text-align: center;">3.00</td> <td style="text-align: center;">Rs75/mont</td> </tr> <tr> <td>Government</td> <td style="text-align: center;">4.00</td> <td style="text-align: center;">Rs100/month</td> </tr> <tr> <td>Commercial</td> <td style="text-align: center;">6.00</td> <td style="text-align: center;">Rs300/month</td> </tr> <tr> <td>Industrial</td> <td style="text-align: center;">10.00</td> <td style="text-align: center;">Rs400/month</td> </tr> </tbody> </table> <p>Notes: Above rates are for 15 mm connections and increases according to pipe size.</p> <ol style="list-style-type: none"> <li>Institutional and commercial connections are metered but none are working. Most unmetered house connections pay on flat rate based annual rental value starting at Rs480/annum. Institutional and commercial connections are billed every 2 months. House connections are billed annually.</li> <li>Water bills are paid at the water utility office and ward counters.</li> <li>There were 1,303 new connections in 2005-06. The price of a new domestic connection is Rs2,375 payable prior to connection.</li> </ol>		METERED			Category	Rate (Rs/m <sup>3</sup> )	Minimum (Rs)	Domestic	2.00	Rs360/year	Municipal work	2.00	Rs60/month	Cantonment Board	3.00	Rs75/mont	Government	4.00	Rs100/month	Commercial	6.00	Rs300/month	Industrial	10.00	Rs400/month
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<b>Priority Needs of Utility</b>	1. Revenue – billing and collection.      2. Regular supply of potable water to citizens.      3. Upgrade, extension and improved maintenance of existing water supply.																									
<b>Consumer Service</b>	Average monthly consumption is about 40.1 m <sup>3</sup> per house connection. The water bill averages Rs 104.05 per month per house connection. Water is available on an average of 7 hours a day with an average pressure of 3 meters to most users. Applicants have to wait for about one week for a new connection to be made. Connection fee of Rs2,375 has to be paid prior to connection. Water quality is good with 94% of 9,900 water samples taken during the year passing the residual chlorine test. There were 5,370 consumers complaints recorded and 3,042 pipe breaks and leaks repaired during the year. Consumers can complain in person at the water utility office or by telephone and letter. The utility has no specific policy for providing water supply to the urban poor communities.																									
<b>Performance Highlights</b>	VJS provides water at 147 lpcd to its consumers at an average of 7 hours per day to 77.7% of the population in its area of responsibility. UFW is 30.0% which is just about average. Production is not metered and while 69% of service connections are metered, none of them are working. Operating ratio of 1.30 and accounts receivable equivalent of 4.9 months need improvement. Average tariff of Rs3.17/m <sup>3</sup> seems not enough to cover production cost. Staff/1000 connections ratio is better than average at 5.9. VJS needs to address its low water availability and further improve on its accounts receivable equivalent and operating ratio. It should meter production and service connections to account for use and determine its losses to reduce UFW. Coverage which is lower than average also needs to be addressed.																									