

Water Utility	VIJAYAWADA MUNICIPAL CORPORATION Address : Jawaharlal Nehru Buildings, Vijayawada – 520 001, India Telephone : (91-866) 242 2400 Fax : (91-866) 242 4338 E-mail : ourvmc@yahoo.com Head : Mr. N. Gulzar, Municipal Commissioner Vijayawada Municipal Corporation (VMC) was established as a municipal corporation in 1983. It supplies water and sewerage services to the city of Vijayawada which has a total population of 851,000 people. The present service area of VMC has a population density of 16,875 persons/km ² . The utility is responsible for water production, distribution and source development. It draws water solely from the Krishna River. The private sector is involved in billing and collection through a service contract. The utility follows a 15-year master development plan from 2006 to 2020. It does not have an annual report nor a management information system. Its billing and accounting systems are computerized.																																						
Mission Statement	"To provide 100% coverage by 2015, access to the poor by 2020. To achieve 24 hours supply for the city by 2015 and for the poor by 2020. To reduce NRW to 30% in 2010, 20% in 2015 and 10% in 2020. To achieve 80% cost recovery in 2010 and 100% in 2015."																																						
General Data About Water Utility	Connections : 78,298 Staff : 445 Annual O&M Costs : Rs 104,076,190 Annual Revenue : Rs 91,283,640 Annual Billings : Rs 79,784,020 Total Capital Expenditure (Over the last 5 years) : no data Source of Investment Funds : no data	Average capital expenditure/connection/year: no data																																					
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: center;">METERED</th> </tr> <tr> <th colspan="2" style="text-align: center;">Domestic</th> <th colspan="2" style="text-align: center;">Non Domestic</th> </tr> </thead> <tbody> <tr> <td style="width: 25%;">1st 3 m³</td> <td style="width: 25%;">Rs100 minimum</td> <td style="width: 25%;">1st 3 m³</td> <td style="width: 25%;">Rs100 minimum</td> </tr> <tr> <td>Above 3 m³</td> <td>Rs100 + Rs8.25/m³</td> <td>3 m³ – 25 m³</td> <td>Rs100 + Rs15.75/m³</td> </tr> <tr> <td></td> <td></td> <td>25 m³ – 50 m³</td> <td>Rs100 + Rs18.40/m³</td> </tr> <tr> <td></td> <td></td> <td>50 m³ - above</td> <td>Rs100 + Rs21.00/m³</td> </tr> <tr> <th colspan="4" style="text-align: center;">FLAT RATE</th> </tr> <tr> <th colspan="2" style="text-align: center;">Residential HSC (Regular)</th> <th colspan="2" style="text-align: center;">HSC (NSDP & BPL Card Holders)</th> </tr> <tr> <td colspan="2" style="text-align: center;">Rs80.00/month</td> <td colspan="2" style="text-align: center;">Rs50.00/month</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> Metered connections are billed monthly while unmetered connections paying flat rates are billed every 6 months Water bills are paid at E-Seva where residents pay their taxes. There were 3,769 new connections in 2005-06. The price of a new domestic connection is Rs 5,500 payable prior to connection. The poor pays Rs1,200 payable over 12 months. 			METERED				Domestic		Non Domestic		1 st 3 m ³	Rs100 minimum	1 st 3 m ³	Rs100 minimum	Above 3 m ³	Rs100 + Rs8.25/m ³	3 m ³ – 25 m ³	Rs100 + Rs15.75/m ³			25 m ³ – 50 m ³	Rs100 + Rs18.40/m ³			50 m ³ - above	Rs100 + Rs21.00/m ³	FLAT RATE				Residential HSC (Regular)		HSC (NSDP & BPL Card Holders)		Rs80.00/month		Rs50.00/month	
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Priority Need of Utility	1. Every house to be provided with a tap.	2. Accountability.	3. Decrease in NRW.																																				
Consumer Service	Average monthly consumption is about 26.3 m ³ per house connection. The water bill averages Rs61.09 per month per house connection. Water is available on an average of 2 to 4 hours a day with an average pressure of 1 to 6 meters to most users. Applicants have to wait for about 7 days for a new connection to be made. Connection fee of Rs5,500 has to be paid prior to connection. Water quality is good with 90% of 242,600 water samples taken during the year passing the residual chlorine test. There were 11,500 consumers complaints recorded and 8,900 pipe breaks and 11,500 leaks repaired during the year. Consumers can complain in person at the water utility office or by telephone and letter. The utility collects lower connection and monthly charges for the urban poor.																																						
Performance Highlights	VMC provides water at 158 lpcd to its consumers at an average of 2 to 4 hours per day to 70.5% of the population in its area of responsibility. UFW is 23.8% but production is not metered and only 6% of service connections have working meters. Financial management is mixed with an operating ratio of 1.14 and accounts receivable equivalent of 1.6 months which is fourth lowest. Average tariff of Rs 2.18/m ³ is not enough to cover production cost. Staff/1000 connections ratio is fair at 5.7 which is at the median. VMC needs to address its low water availability and reduce its operating ratio to less than about 0.75. 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.																																						