

Water Utility	GREATER VISAKHAPATNAM MUNICIPAL CORPORATION Address : Tennai Bhavan, Asilmetta, Visakhapatnam – 02, India Telephone : (91-891) 274 6300 Fax : (91-891) 256 8545 E-mail : cemcv@rediffmail.com Head : Mr. Mukhesh Kumar Meena, Municipal Commissioner																							
	Greater Visakhapatnam Municipal Corporation (GVMC) was established as a municipal corporation in 1901. It provides water supply and sewerage services to the Greater Visakhapatnam area which has a total population of 1,523,000 people. The present service area of GVMC has a population density of 5,750 persons/km ² . The utility is responsible for water production, distribution and source development. It draws water from the Gostani, Godavari, Sarada and Yeluru Rivers and 5,053 tube wells. There is no private sector involvement in the utility's operations. The utility follows a 15-year master development plan covering 2006 to 2020. It has an annual report for 2005-06 that is available to the public and a partly developed management information system. Its billing and accounting systems as well as the handling and monitoring of complaints and grievances are computerized.																							
Mission Statement	"To provide wholesome round-the-clock water supply to every household at affordable cost even to the poor."																							
General Data About Water Utility	Connections	: 85,668																						
	Staff	: 466																						
	Annual O&M Costs	: Rs 411,600,000																						
	Annual Revenue	: Rs 525,000,000																						
	Annual Billings	: Rs 609,700,000																						
	Total Capital Expenditure (Over the last 5 years)	: Rs1,667,000,000	Average capital expenditure/connection/year: Rs 3,891.77																					
	Source of Investment Funds	: 60% internally generated reserves; 40% bonds																						
Tariff Structure	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="text-align: center;">METERED</th> </tr> <tr> <th style="width: 20%;">Category</th> <th style="width: 20%;">Minimum</th> <th style="width: 60%;">Rates (beyond minimum)</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>Rs4.00 up to 5 m³</td> <td>Rs4.00/m³ beyond 5 m³</td> </tr> <tr> <td>Apartments</td> <td>Rs4.00 up to 5 m³</td> <td>Rs4.00/m³ for 5m³ – 20m³</td> </tr> <tr> <td></td> <td></td> <td>Rs8.00/m³ beyond 20 m³</td> </tr> <tr> <td>Bulk water</td> <td colspan="2">Rs30/m³ up to agreed limit; Rs60/m³ beyond limit</td> </tr> <tr> <td colspan="2">UNMETERED (Flat rate)</td> <td>Rs80/tap/month</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> House connections pay on flat rate and are billed every 3 months. The rest are metered with bulk supplies billed monthly and commercial apartments every 3 months. Water bills are paid at the bank and E-seva centers. There were 2,500 new connections in 2005-06. The price of a new domestic connection is Rs 2,000 payable prior to connection. 			METERED			Category	Minimum	Rates (beyond minimum)	Residential	Rs4.00 up to 5 m ³	Rs4.00/m ³ beyond 5 m ³	Apartments	Rs4.00 up to 5 m ³	Rs4.00/m ³ for 5m ³ – 20m ³			Rs8.00/m ³ beyond 20 m ³	Bulk water	Rs30/m ³ up to agreed limit; Rs60/m ³ beyond limit		UNMETERED (Flat rate)		Rs80/tap/month
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Priority Need of Utility	1. Water supply improvement in quantity and quality.	2. Refurbish and extend the distribution system at uniform service levels.	3. 100% coverage with 24/7 supply.																					
Consumer Service	Average monthly consumption is about 30.4 m ³ per house connection. The water bill averages Rs 56.12 per month per house connection. Water is available on an average of 1 hour a day with an average pressure of 4 meters to most users. Applicants have to wait for about one week for a new connection to be made. Connection fee of Rs2,000 has to be paid prior to connection. Water quality is good with practically all of 730,000 water samples taken during the year passing the residual chlorine test. There were 6,180 consumers complaints recorded and 5,000 pipe breaks and 5,112 leaks repaired during the year. Consumers can complain in person at the water utility office or by telephone, e-mail, SMS text messaging, and letter. The utility allows the urban poor to pay only Rs 1,200 for connection fee payable in 12 monthly installments.																							
Performance Highlights	GVMC provides water at 124 lpcd to its consumers at an average of only 1 hour per day to 49.2% of the population in its area of responsibility. UFW is 14.5% but production is not metered and only 1.3% of service connections have working meters. Financial management is good with an operating ratio of 0.78 and accounts receivable equivalent of 3.3 months. Average tariff of Rs 8.55/m ³ is enough to cover production cost. Staff/1000 connections ratio is fair at 5.4 which is at the median. GVMC needs to address its low water availability and population coverage which is the lowest among the utilities. It should meter production and service connections to account for use and determine its losses to reduce UFW further.																							