

Performance Profiles

Results Dissemination Workshop on
Benchmarking and Water Utilities Data Book for India
IIT Madras, Chennai, India
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Presentation Outline

- Data book structure
- Utility and area profiles
- Comparison charts and tables
- Summary of Findings
- Summary Results

Data Book Structure

- Part I – Summary of Findings
 - Summary table, brief analysis by city/utility & by parameter/indicator
- Part II – Utilities Comparisons
 - Comparison charts and tables of information, parameters, indicators
- Part III – Water Utility and Area Profiles
 - Two-page profile for each utility describing utility with information and indicators.

Area Profiles

Contains data/information on:

- Production/distribution
- Service connections
- Service indicators
- Efficiency indicators
- Pie charts on use, billing and O&M costs
- Footnotes with additional information related to the information and indicators

Comparison Charts and Tables

Data comparison (sorted) presented in the form of charts and tables according to:

- Institutions
- Production
- Service
- Management
- Tariffs
- Operation and maintenance

Summary of Findings

Contains brief presentation of the summary of results to analyze the sector

- Summary of findings by indicators
- Comment and analysis by city (utility)
- Comment and analysis by parameter (indicators)
- Achieving 24/7 supply – best practices
- General conclusions

Summary Results

Coverage: Average = 81.9%

Chandigarh	100.0
Mumbai	100.0
Surat	100.0
Bhopal	98.7
Rajkot	98.1
Bangalore	92.9
Nashik	92.6
Nagpur	91.5
Coimbatore	91.1
Amritsar	80.9

Kolkata	79.0
Varanasi	77.7
Indore	77.3
Jabalpur	75.2
Ahmedabad	74.5
Jamshedpur	74.4
Vijayawada	70.5
Mathura	70.0
Visakhapatnam	49.2
Chennai	44.4

Summary Results

Water availability: Average = 4.2 hours/day

Chandigarh	12.0
Amritsar	11.0
Kolkata	8.3
Varanasi	7.0
Jamshedpur	6.0
Nagpur	5.0
Bangalore	4.5
Jabalpur	4.0
Mumbai	4.0
Nashik	3.5

Chennai	3.0
Coimbatore	3.0
Vijayawada	3.0
Surat	2.5
Ahmedabad	2.0
Mathura	2.0
Bhopal	1.5
Indore	0.8
Visakhapatnam	0.5
Rajkot	0.3

Summary Results

Consumption per capita: Average = 122 lpcd

Jamshedpur	203
Chennai	197
Ahmedabad	171
Vijayawada	158
Mumbai	153
Chandigarh	147
Varanasi	147
Jabalpur	139
Visakhapatnam	124
Amritsar	105

Rajkot	101
Nagpur	100
Nashik	93
Coimbatore	91
Indore	87
Bangalore	74
Bhopal	72
Surat	43
Kolkata	nd
Mathura	nd

Summary Results

Unaccounted for water (UFW): Average = 31.1%

Chennai	8.5
Jamshedpur	12.8
Mumbai	13.6
Jabalpur	14.3
Visakhapatnam	14.5
Rajkot	23.5
Vijayawada	23.8
Varanasi	30.0
Chandigarh	38.9
Coimbatore	41.3

Bangalore	45.1
Nagpur	51.9
Amritsar	57.4
Nashik	59.6
Ahmedabad	n.d.
Bhopal	n.d.
Indore	n.d.
Kolkata	n.d.
Mathura	n.d.
Surat	n.d.

Summary Results

Connections metered: Average = 15.9%

Coimbatore	100.0
Nashik	80.0
Mumbai	75.0
Nagpur	40.0
Vijayawada	6.0
Amritsar	4.0
Chennai	3.5
Ahmedabad	3.0
Bangalore	2.0
Surat	1.9

Visakhapatnam	1.3
Jamshedpur	0.9
Rajkot	0.4
Indore	0.1
Kolkata	0.1
Bhopal	0.0
Chandigarh	0.0
Jabalpur	0.0
Mathura	0.0
Varanasi	0.0

Summary Results

Operating ratio: Average = 1.7

Nagpur	0.60
Jamshedpur	0.64
Chennai	0.68
Visakhapatnam	0.68
Rajkot	0.73
Bangalore	0.90
Varanasi	0.93
Ahmedabad	0.96
Amritsar	0.99
Surat	1.01

Mumbai	1.08
Nashik	1.09
Coimbatore	1.20
Jabalpur	1.26
Chandigarh	1.28
Vijayawada	1.30
Mathura	3.25
Indore	4.73
Kolkata	4.73
Bhopal	5.03

Summary Results

Accounts Receivable: Average = 5.4 months

Nashik	0.0
Jamshedpur	0.3
Chennai	1.1
Vijayawada	1.6
Kolkata	2.4
Coimbatore	3.0
Jabalpur	3.0
Surat	3.1
Bhopal	3.6
Varanasi	4.9

Indore	5.2
Amritsar	5.6
Rajkot	6.6
Bangalore	7.1
Ahmedabad	8.0
Nagpur	9.6
Mumbai	11.8
Mathura	12.3
Visakhapatnam	13.3
Chandigarh	nd

Summary Results

Average tariff: Average = Rs4.83/m³

Bangalore	20.55
Chennai	9.85
Amritsar	9.34
Visakhapatnam	8.55
Nagpur	6.60
Rajkot	5.07
Chandigarh	5.04
Mumbai	4.60
Jamshedpur	4.51
Nashik	4.32

Coimbatore	3.66
Varanasi	3.17
Indore	2.79
Vijayawada	2.18
Surat	1.66
Jabalpur	1.50
Ahmedabad	1.39
Mathura	0.62
Bhopal	0.60
Kolkata	0.53

Summary Results

Domestic connection fee: Average = Rs1,950

Vijayawada	5,500	Nagpur	1,675
Visakhapatnam	5,000	Bhopal	1,500
Amritsar	3,970	Nashik	1,250
Coimbatore	3,000	Kolkata	1,000
Indore	2,500	Chandigarh	530
Varanasi	2,375	Mathura	500
Jabalpur	1,984	Surat	345
Chennai	1,930	Jamshedpur	300
Rajkot	1,850	Ahmedabad	100
Bangalore	1,740	Mumbai	nd

Summary Results

Staff/1000 connections: Average = 8.0

Jabalpur	0.4	Vijayawada	5.7
Rajkot	1.1	Varanasi	5.9
Surat	1.7	Mathura	6.5
Ahmedabad	2.2	Jamshedpur	7.7
Nagpur	3.2	Chandigarh	8.6
Nashik	3.4	Chennai	13.3
Coimbatore	4.0	Kolkata	14.7
Amritsar	4.8	Indore	18.7
Bangalore	5.2	Bhopal	20.7
Visakhapatnam	5.4	Mumbai	27.1

Major benchmarking issues

- Inadequate metering
 - affects UFW, consumption (total & per capita), average tariffs, etc.
- Consolidation of some data from wards
 - does not allow managers to get whole picture for decision making
- Record keeping
 - some data are difficult to obtain
- Data not collected at all
 - some data are not collected at all

Thank you !