



Urban Governance

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CONTEXT

Urban Transformation

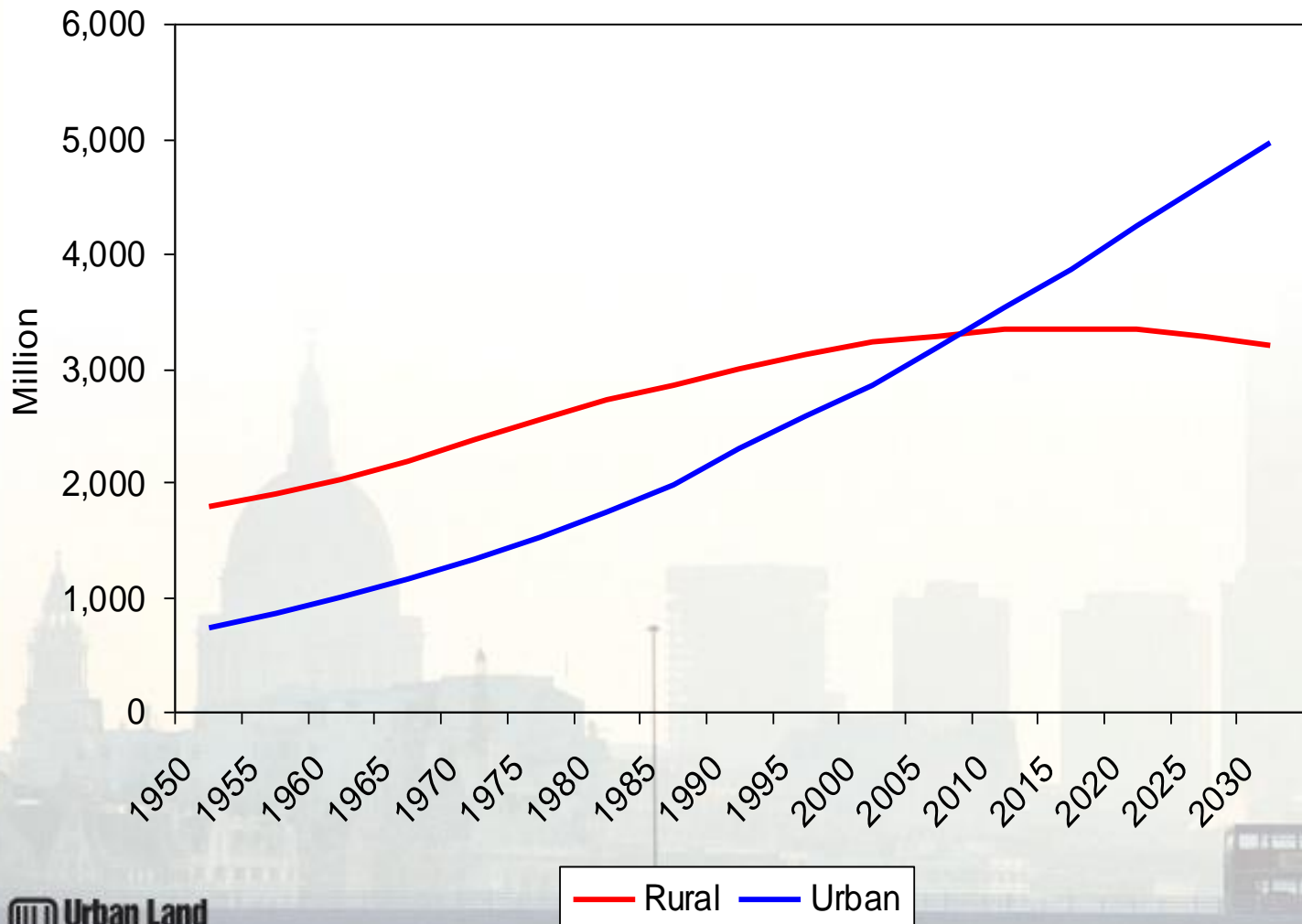
India is the second largest urban system next to China

India is urbanizing fast

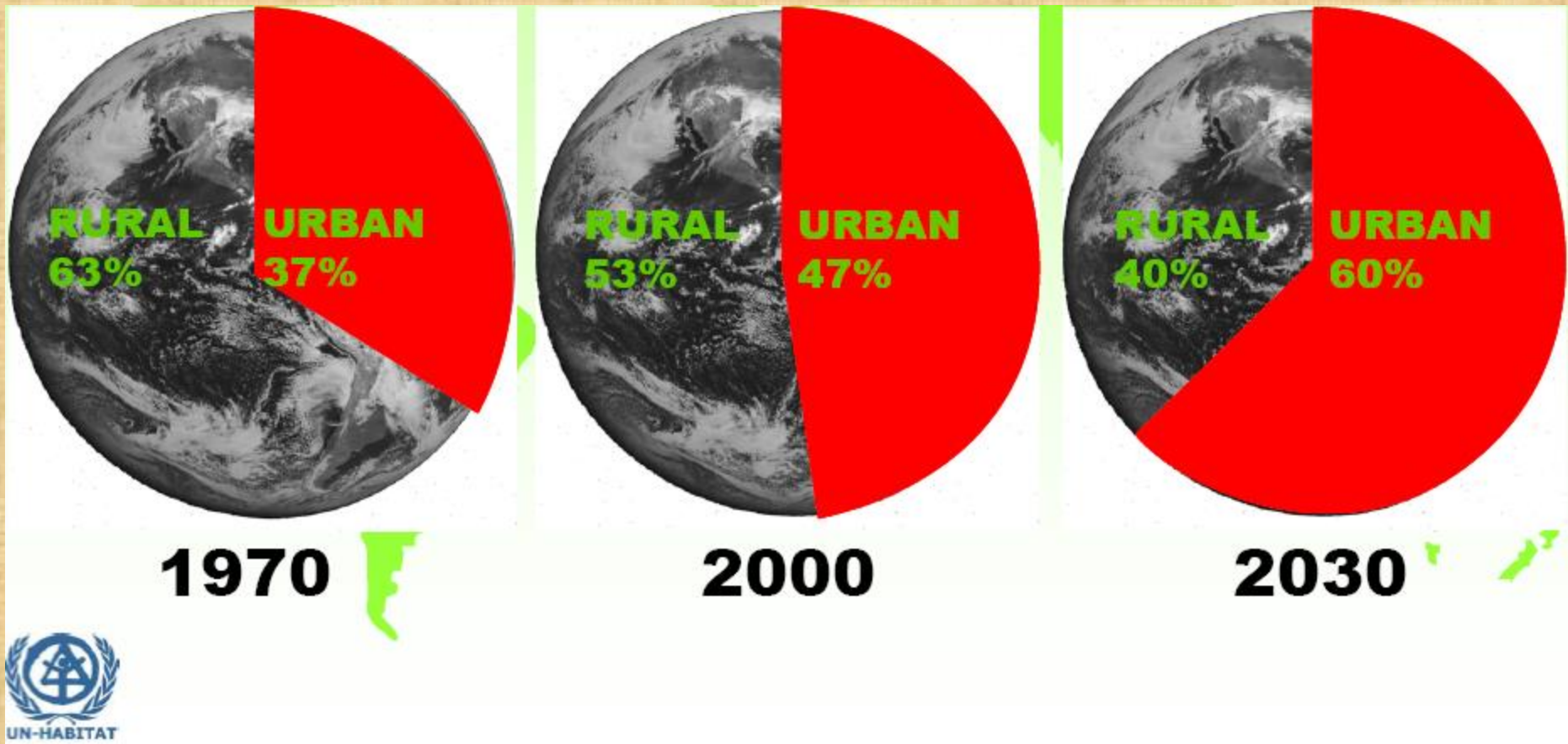
Karnataka is a leading state

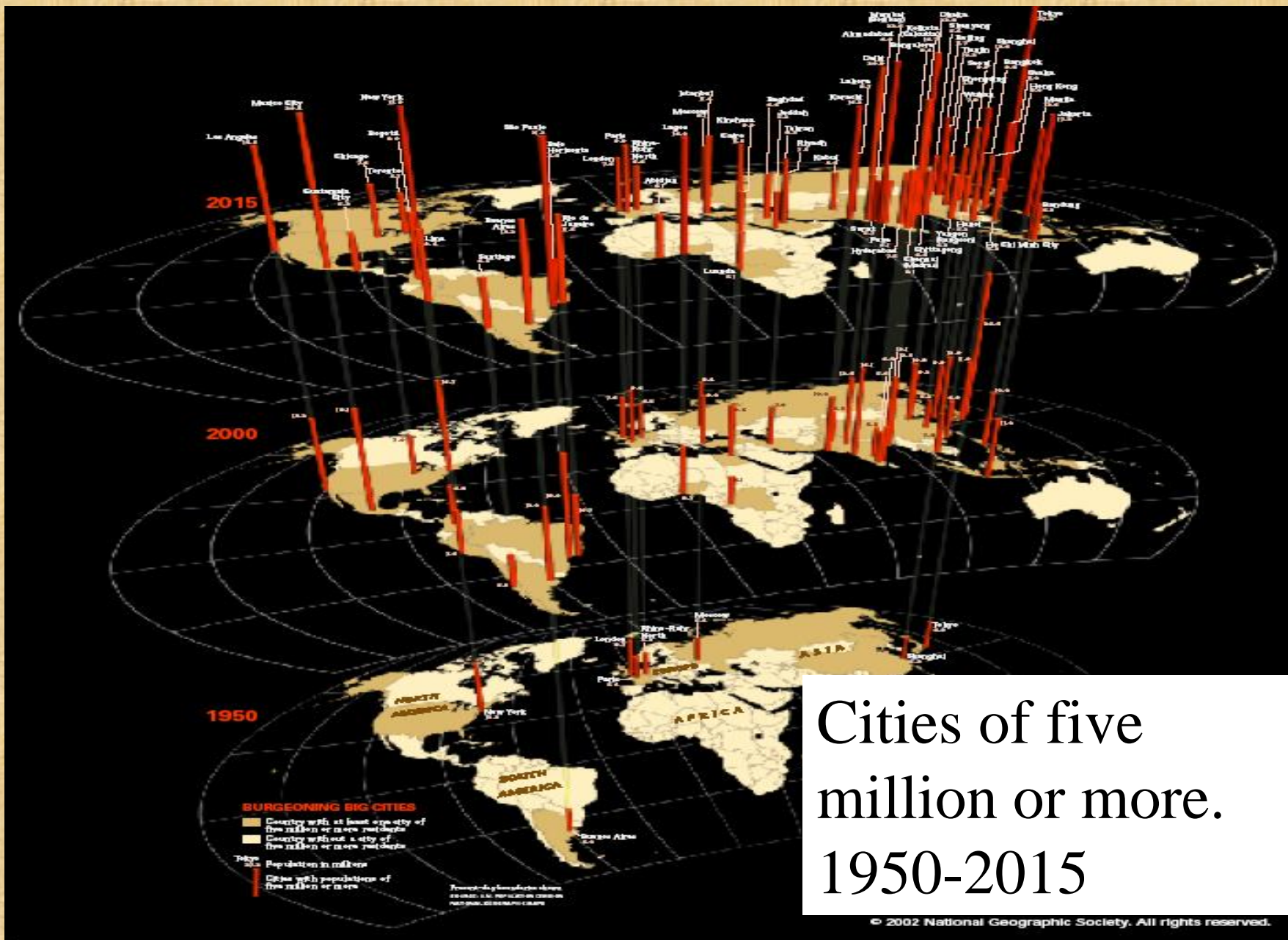
1. Urban Areas and People

Urban & Rural Population of the World 1950-2030



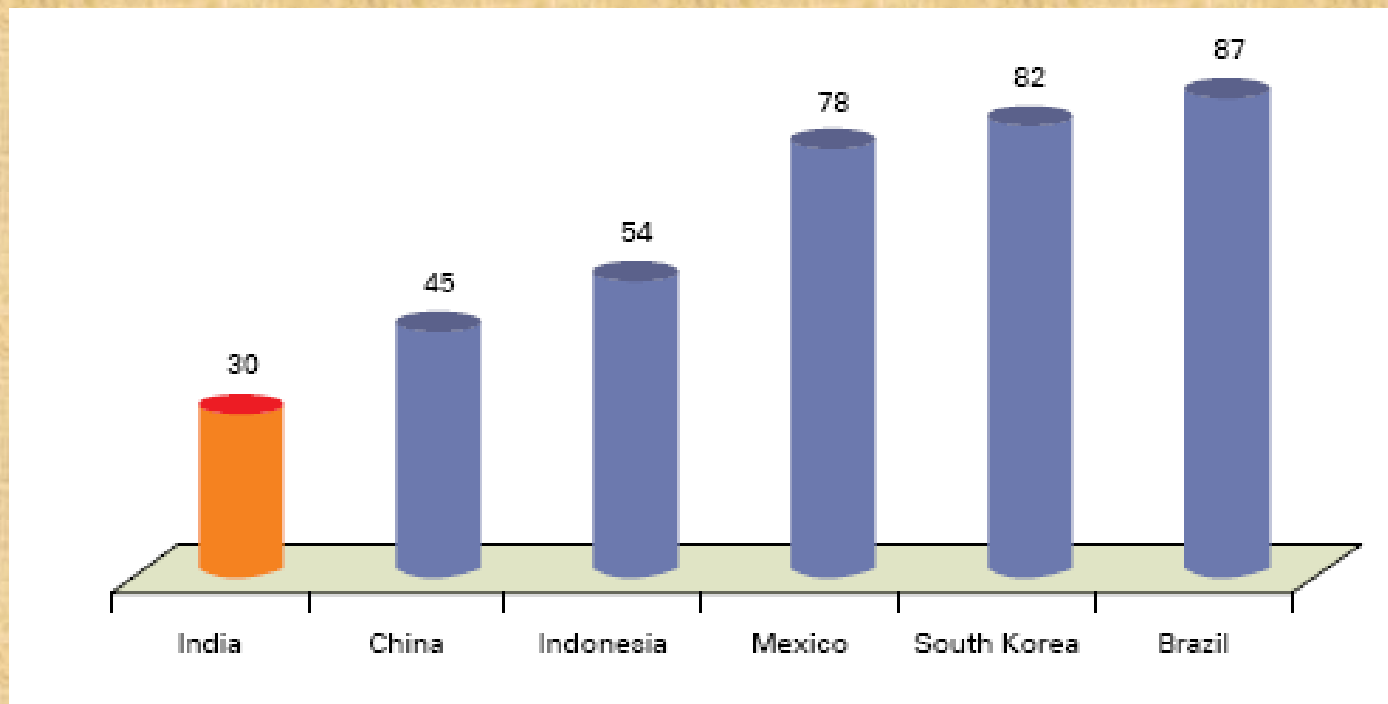
GLOBAL POPULATION **URBAN**/RURAL





Cities of five
million or more.
1950-2015

India is urbanising...



India's urban population to increase

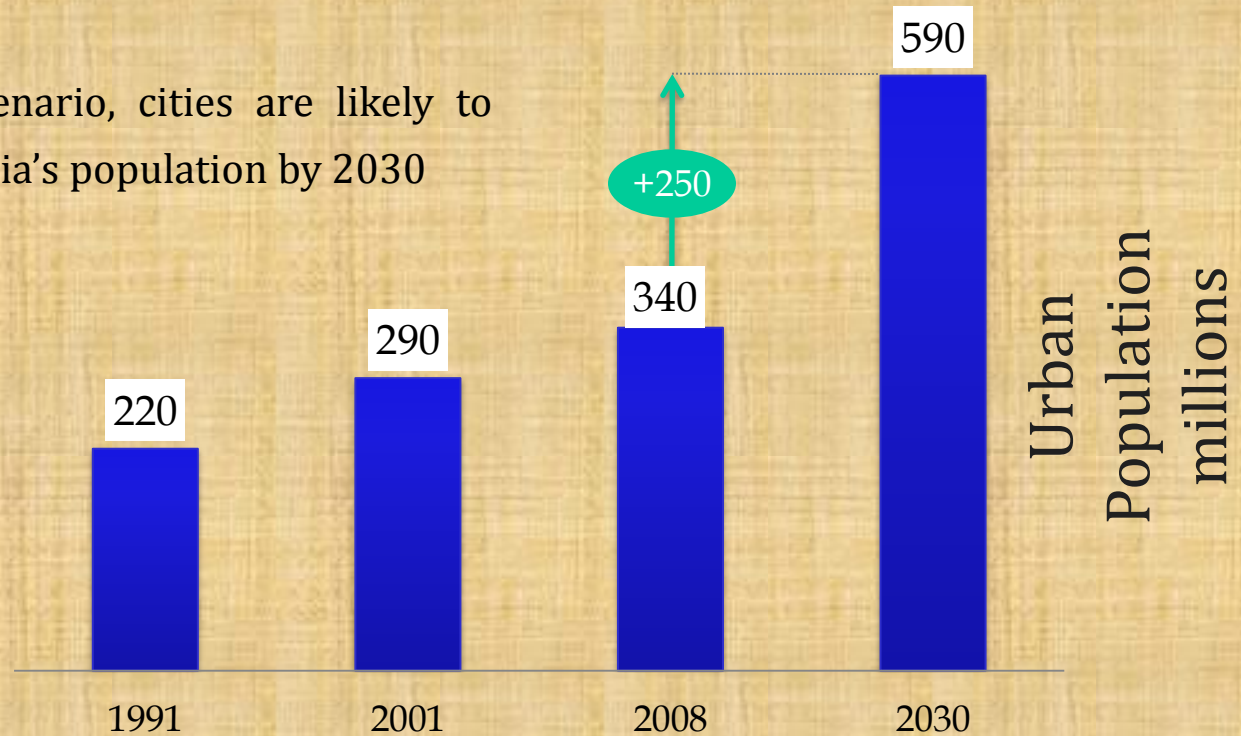
- From 350 mn today to 600 mn by 2031
- From 50 cities with population of 1 mn and above today to 87 by 2031

On average, 25 per cent of the population in Indian cities lives in slums.

Urban planning, urban infrastructure development and public service delivery of universal standards must address this challenge.

Urbanisation scenario

In MGI's base-case scenario, cities are likely to house 40 percent of India's population by 2030



Total Population millions	856	1,040	1,155	1,470
Urbanisation rate %	26	28	30	40

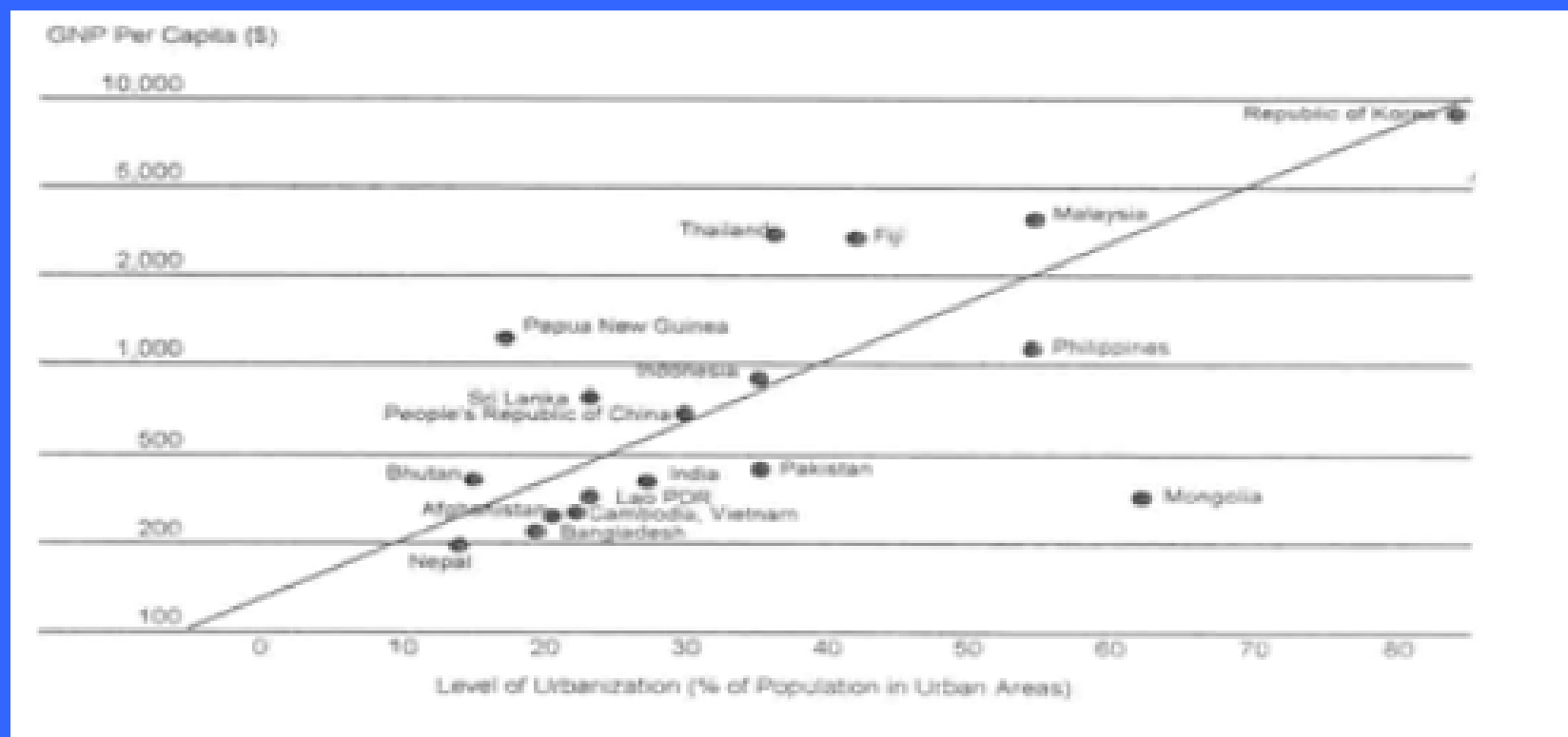
Source: India Urbanisation Econometric Model; McKinsey Global Institute analysis

Urbanisation - Demography

	1951	1991	2001	2021
No. of ULBs	2843	3768	4378	5175*
No. of class I towns	7	300	400	550
No. of Metros	5	23	35	75

2. Urban Areas and Economy

Urbanization Enhances Productivity



Level of Urbanization and GNP per Capita of Selected DMCs (1995)

Source: *Urban Sector Strategy*, 1999. ADB

Cities and Economy

- Engines of Growth – over 60% contribution to the economy
- Hubs for enterprise, innovation, people and politics
- Increasing dependence of national/state eco growth on the productivity of cities



Indian Cities and the Economy

Contribution to GDP

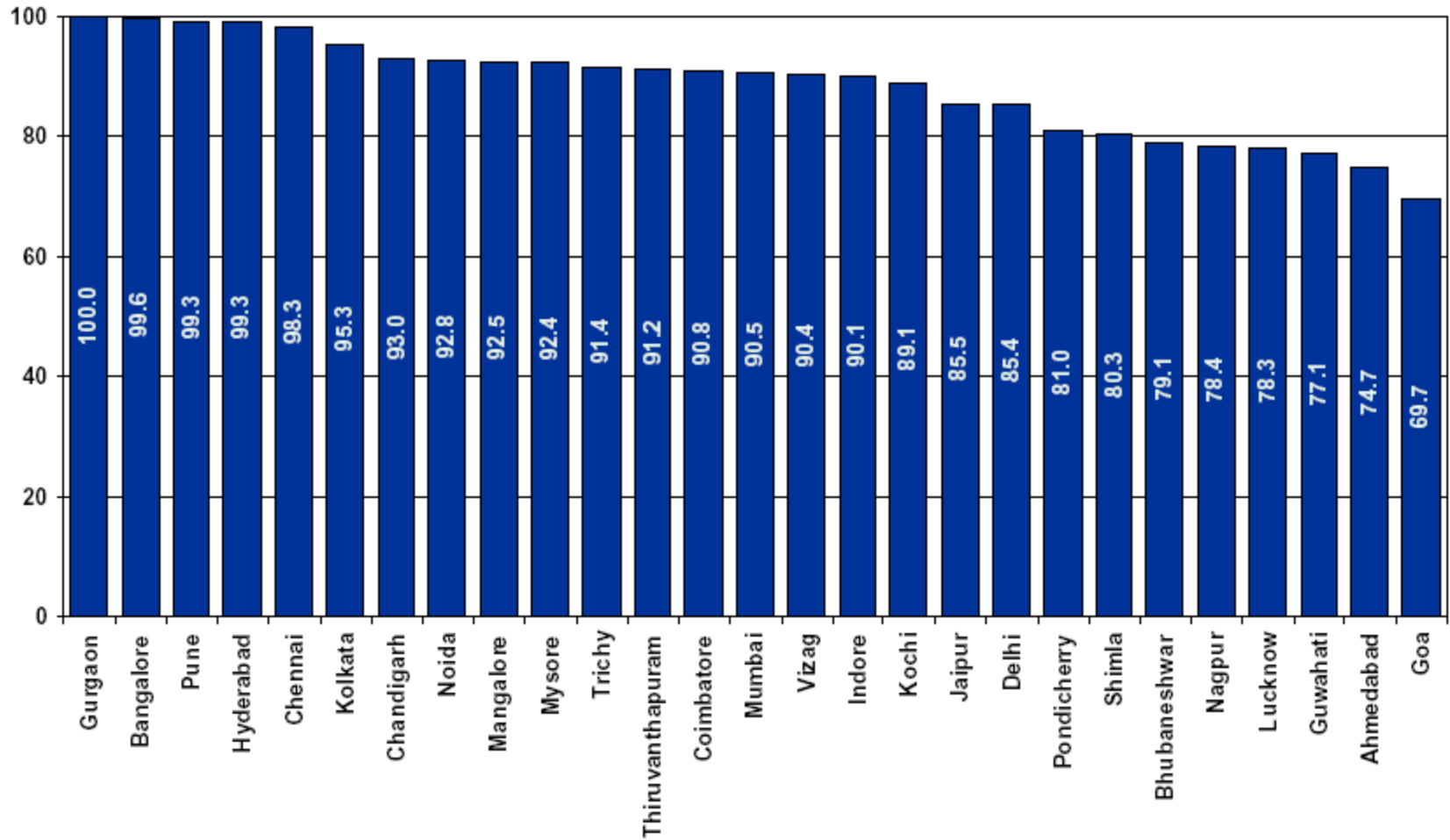
1980-81	47%
1990-91	55%
2000-01	60%
2021	73%

Efficient urban areas are essential for achieving *growth* and *poverty reduction* targets. .

Cities are competing for investments

Cities and enterprise

Outsourcing competitiveness Index



Cities are competing

- It's no longer India vs China
- Guangzhou vs Gurgaon

Chennai, not Shanghai

If Tamil Nadu should become the investors' chosen destination in the near future, it must be sold as one. The INDIA TODAY think tank debates what is holding the state back.



CREATING A NEW IMAGE: ICONS members (from left, front row) Bhaskaran, Editor Prabhu Chawla, Venkatachalapathy and Vasanthakumar; (back row) Rao, Radhikaa, Haasan, Srinivasan, Jain, Muthiah and Reddy

POSITIVES

- The state has a high percentage of skilled manpower that can attract entrepreneurs.
- With surplus power and a high road connectivity, Tamil Nadu can provide the infrastructure that investors crave.



NEGATIVES

- Tamil Nadu failed in marketing its potential. It lost out as Kerala moved ahead in the tourism front and Karnataka in IT.
- The state did not have a long-term plan for development. The policies changed along with the parties in power.

■ By Shankkar Aiyar

ICONS

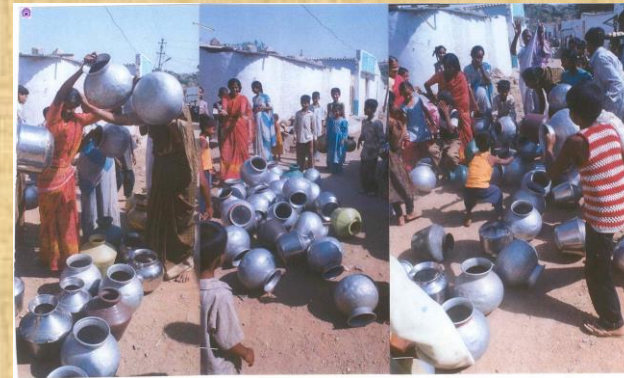
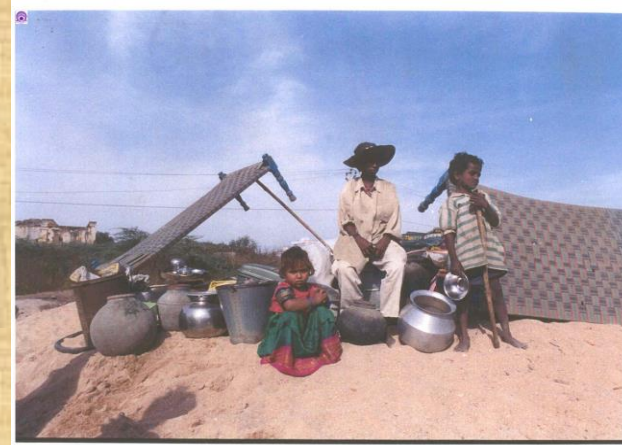
It is the third largest economy in the country. On per capita income it ranks 10th nationally and an astounding 78 per cent of its population live above the poverty line. With a literacy rate of 73 per cent as against the national average of 64, school enrolment higher than that of even Kerala and 232 engineering colleges churning out graduates, it is poised to lead the skills-set race. Add a rare distinction, surplus power, to 92 per cent road connectivity and 42 per cent urbanisation

and you have a picture investors would drool over. Yet Tamil Nadu ranks No. 3, behind Maharashtra and Gujarat, in terms of investment. Why would this be so?

It is a question that was worth three hours of debate by leaders of industry, trade and society. To commemorate the 15th anniversary of the INDIA TODAY Tamil edition, the India Today Group unveiled two initiatives: an interactive series called ICONS, the India Today Council for News and Society, and a celebratory series called Stigaram 15 which will recognise 15 achievers from different walks of life every three months. Over the year, ICONS, a think tank comprising five permanent members, a guest panelist and special

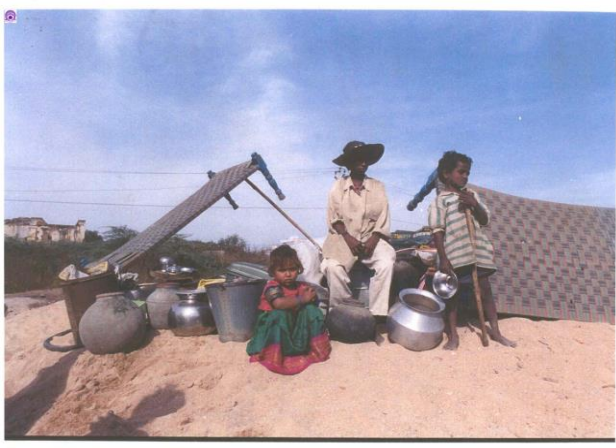
3. Urban Areas and Poverty

Urbanization of Poverty



Cities and Poverty

Urbanization of Poverty

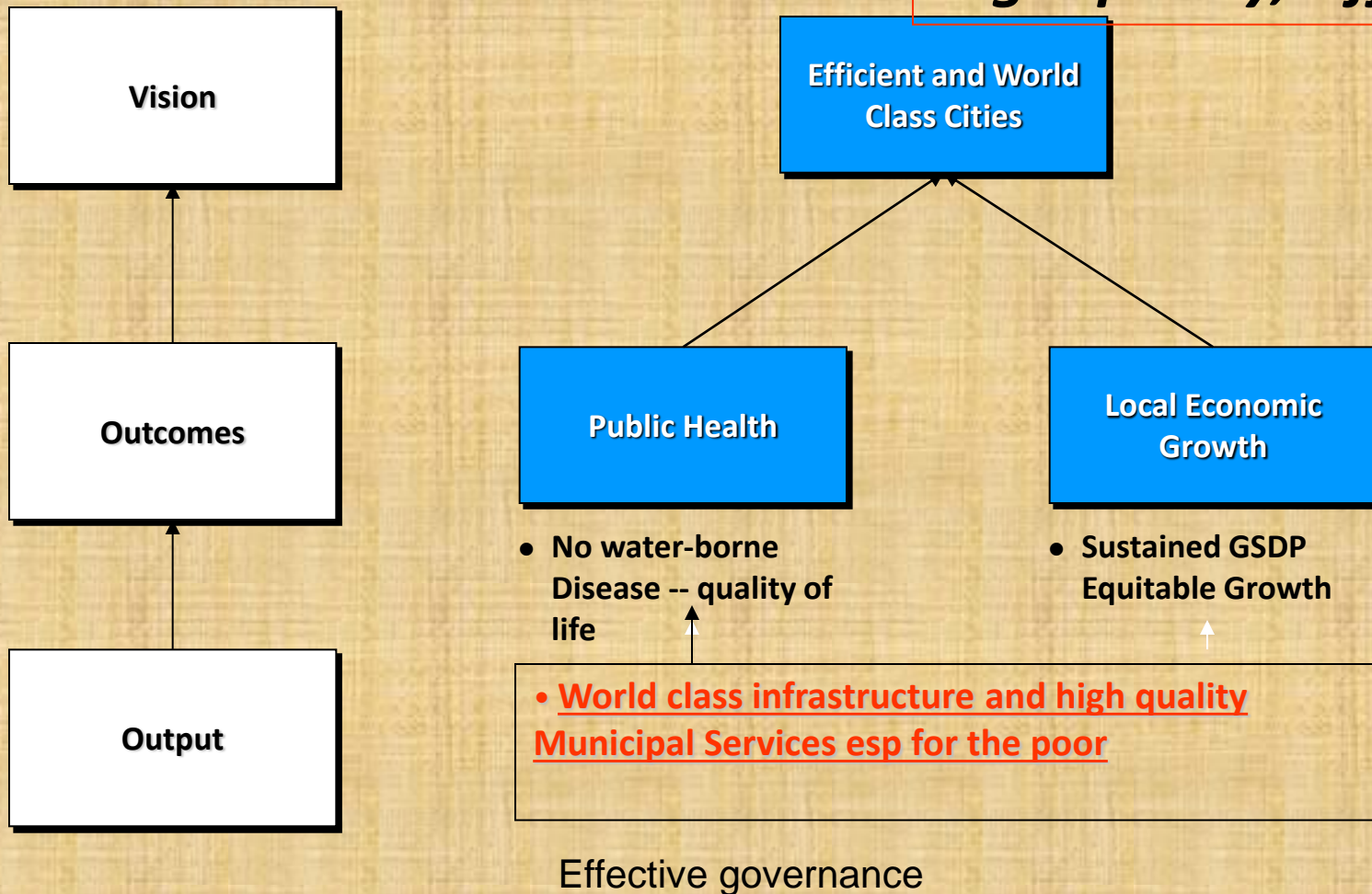


City	Slum Population (%)
Mumbai	49
Kolkata	33
Nagpur	35
Ludhiana	23
Meerut	44
Faridabad	47

Poverty moves to cities

Model Town

*Reliable, Continuous,
High quality, Affordable*



**High quality services are
essential for enhancing urban
productivity**

Particularly to the poor

Benchmarks : Water Supply

Proposed Indicator	Benchmark
<i>Coverage of Water Supply Connections</i>	<i>100%</i>
Per capita availability of water at consumer end	135 lpcd
Extent of metering of water connections	100%
Extent of non revenue water	15%
<i>Continuity of Water Supply</i>	<i>24X7</i>
Efficiency in redressal of customer complaints	80%
Adequacy of Treatment and Disinfection and Quality of Water Supplied	100%
<i>Cost recovery in water supply services</i>	<i>100%</i>
Efficiency in collection of water supply related charges	90%
Number of persons receiving less than 70 lpcd	0%

Benchmarks : Sewerage

Proposed Indicator	Benchmark
Coverage of Waste Water Network Services	100%
Collection Efficiency of Waste Water Network	100%
Adequacy of waste water treatment capacity	100%
Quality of waste water treatment	100%
Extent of reuse and recycling of treated waste water	20%
Extent of cost recovery in waste water management	100%
Efficiency in redressal of customer complaints	80%
Efficiency in collection of sewerage charges	90%
Extent of Sewer House Connection	100%
Coverage of Toilets	100%

Benchmarks : Solid Waste Management

Proposed Indicator	Benchmark
Household level coverage of Solid Waste Management services	100%
Efficiency of collection of municipal solid waste	100%
Extent of segregation of municipal solid waste	100%
Extent of municipal solid waste recovered/recycled	80%
Extent of scientific disposal of municipal solid waste	100%
Extent of cost recovery in solid waste management services	100%
Efficiency in redressal of customer complaints	80%
Efficiency in collection of user charges	90%
Extent of processing and treatment of MSW	100%

Benchmarks : Storm Water Drainage

Proposed Indicator	Benchmark
Coverage of Storm Water Drainage Network	100%
Incidence of water logging/ flooding	0%

**Good urban areas are essential for
sustaining economic growth**

**High quality municipal infrastructure &
services are essential for enhancing
urban productivity
especially to the poor**

Reality Check

Current Status

Water Supply - Median Analysis

S.no	Indicator	Unit	Benchmark	Median Value
1	Coverage of water supply connections	%	100	67.5
2	Per capita availability at consumer end	Lpcd	135	93
3	Extent of metering of water connections	%	100	0
4	Extent of Non Revenue water	%	20	30
5	Continuity of Water Supply		24 X 7	1.3
6	Efficiency in redressal of customer complaints	%	80	90
7	Adequacy of Treatment and Disinfection and Quality of Water Supplied	%	100	70
8	Cost recovery in water supply services	%	100	25
9	Efficiency in collection of water supply related charges	%	90	60

Sewerage – Median Analysis

S.no	Indicator	Unit	Benchmark	Median Value
1	Coverage of Toilets	%	100	70
2	Coverage of Waste Water Network Services	%	100	23.5
3	Collection Efficiency of Waste Water Network	%	100	0
4	Adequacy of waste water treatment capacity	%	100	0
5	Quality of waste water treatment		100	0
6	Extent of reuse and recycling of treated waste water	%	20	0
7	Extent of cost recovery in waste water management	%	100	0
8	Efficiency in redressal of customer complaints	%	80	0
9	Efficiency in collection of sewerage charges	%	90	0

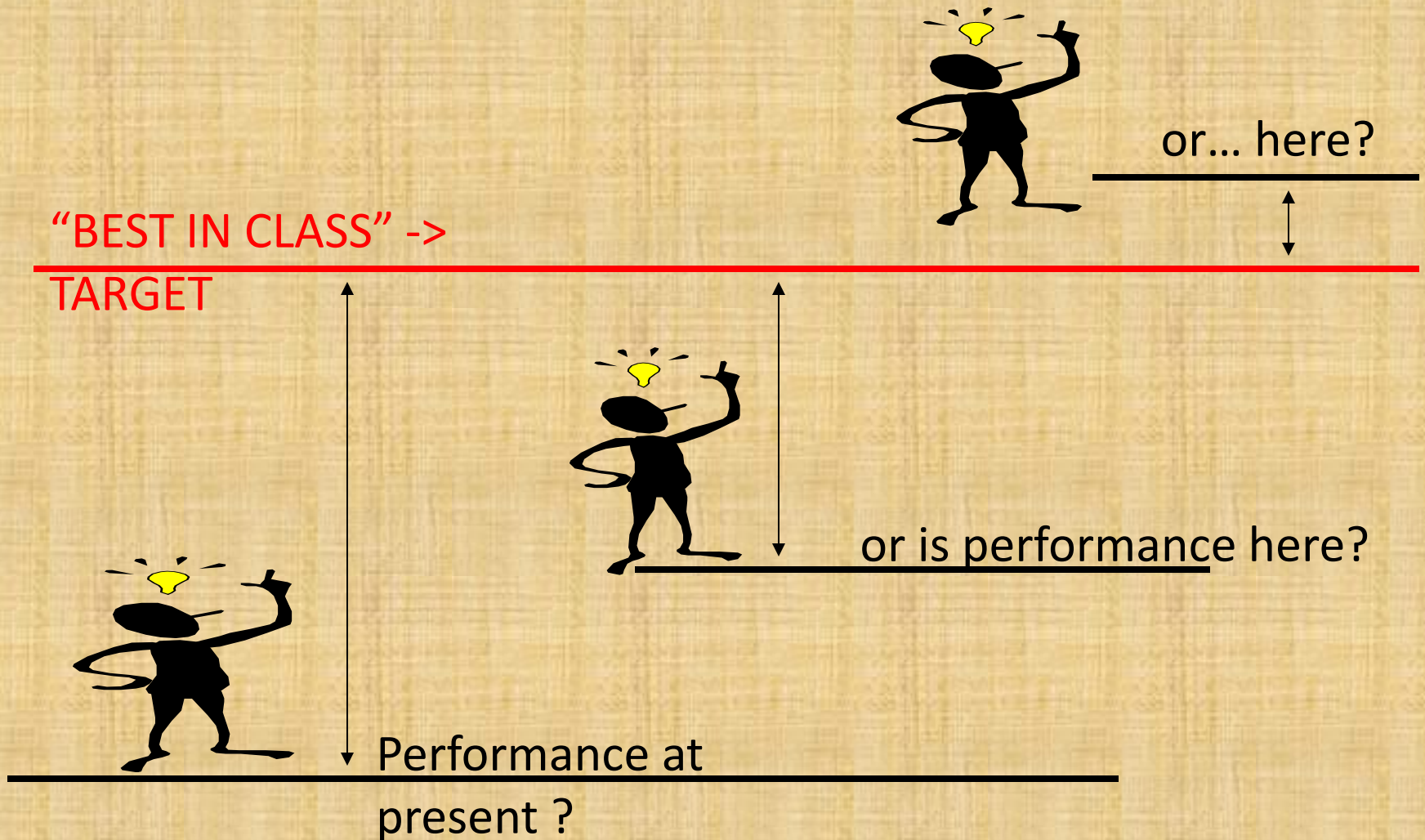
Solid Waste Management – Median Analysis

S.no	Indicator	Unit	Benchmark	Median Value
1	Household level coverage of Solid Waste Management services	%	100	47.5
2	Efficiency of collection of municipal solid waste	%	100	70
3	Extent of segregation of municipal solid waste	%	100	10
4	Extent of municipal solid waste recovered/recycled	%	80	67.5
5	Extent of scientific disposal of municipal solid waste	%	100	20
6	Extent of cost recovery in solid waste management services	%	80	4
7	Efficiency in redressal of customer complaints	%	80	65
8	Efficiency in collection of user charges	%	90	30

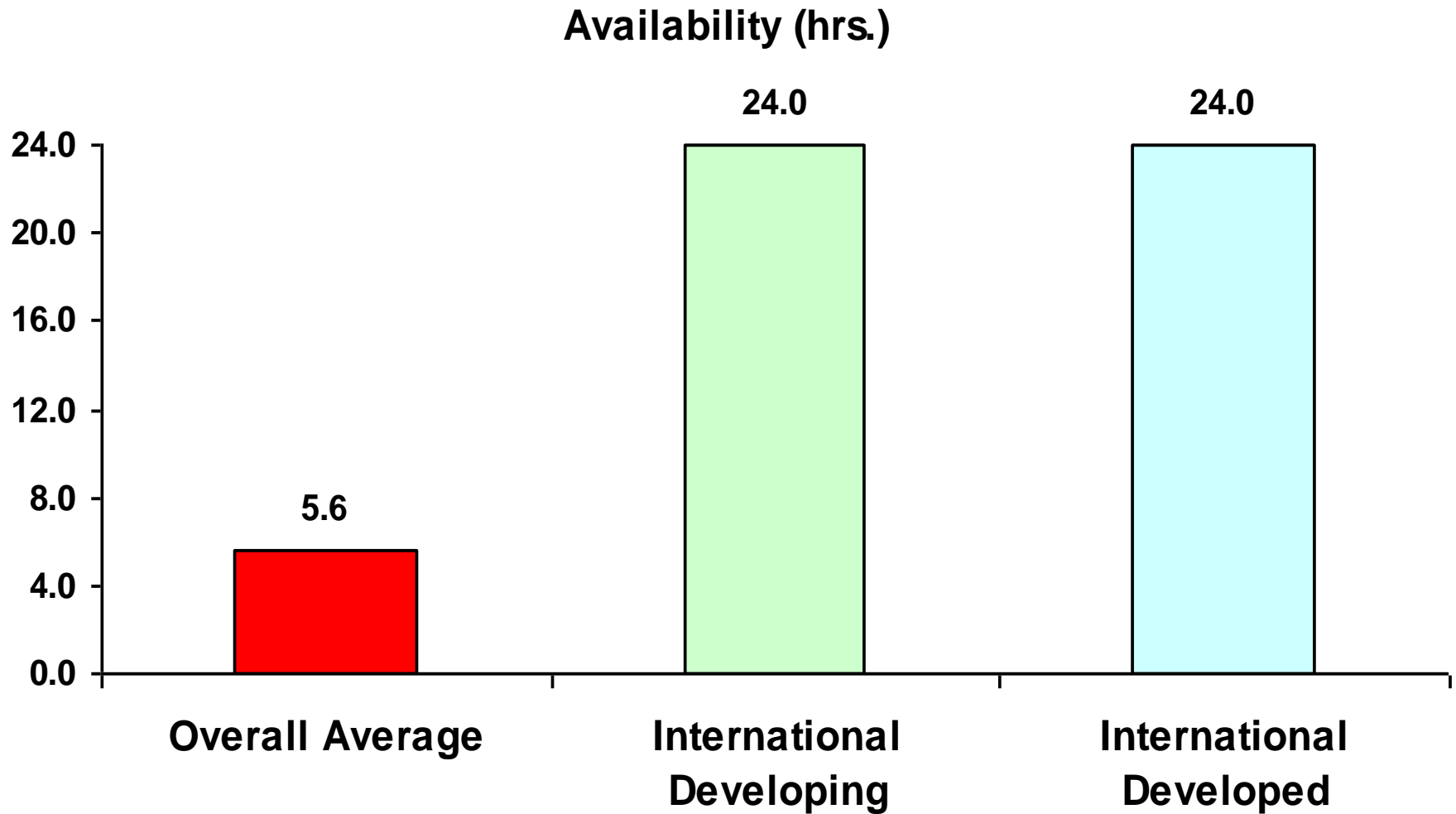
Strom Water Drainage – Median Analysis

S.no	Indicator	Unit	Benchmark	Median Value
1	Coverage of Storm Water Drainage Network	%	100	60
2	Incidence of water logging/ flooding	Number	0	3

Service delivery gap



Hours of service: India



No city in India has continuous water ...

Cities	LPCD	Hrs. of Water supply
Goa	341	8
Mumbai	240	5
Delhi	220	4
Agra	220	4
Hubli-Dharwad	124	3
Ajmer-Pushkar	140	1-1.5
Vijayawada	157	4
Hyderabad	162	2
Surat	195	2-3hrs
Nagpur	200	4
<i>France</i>	<i>156</i>	<i>24</i>
<i>UK</i>	<i>135</i>	<i>24</i>
<i>Kuala Lumpur</i>	<i>132</i>	<i>24</i>
<i>Colombo</i>	<i>119</i>	<i>24</i>
<i>Dakar, Senegal</i>	<i>90</i>	<i>24</i>
<i>Jakarta</i>	<i>80</i>	<i>24</i>

Why is Intermittent Supply Bad?

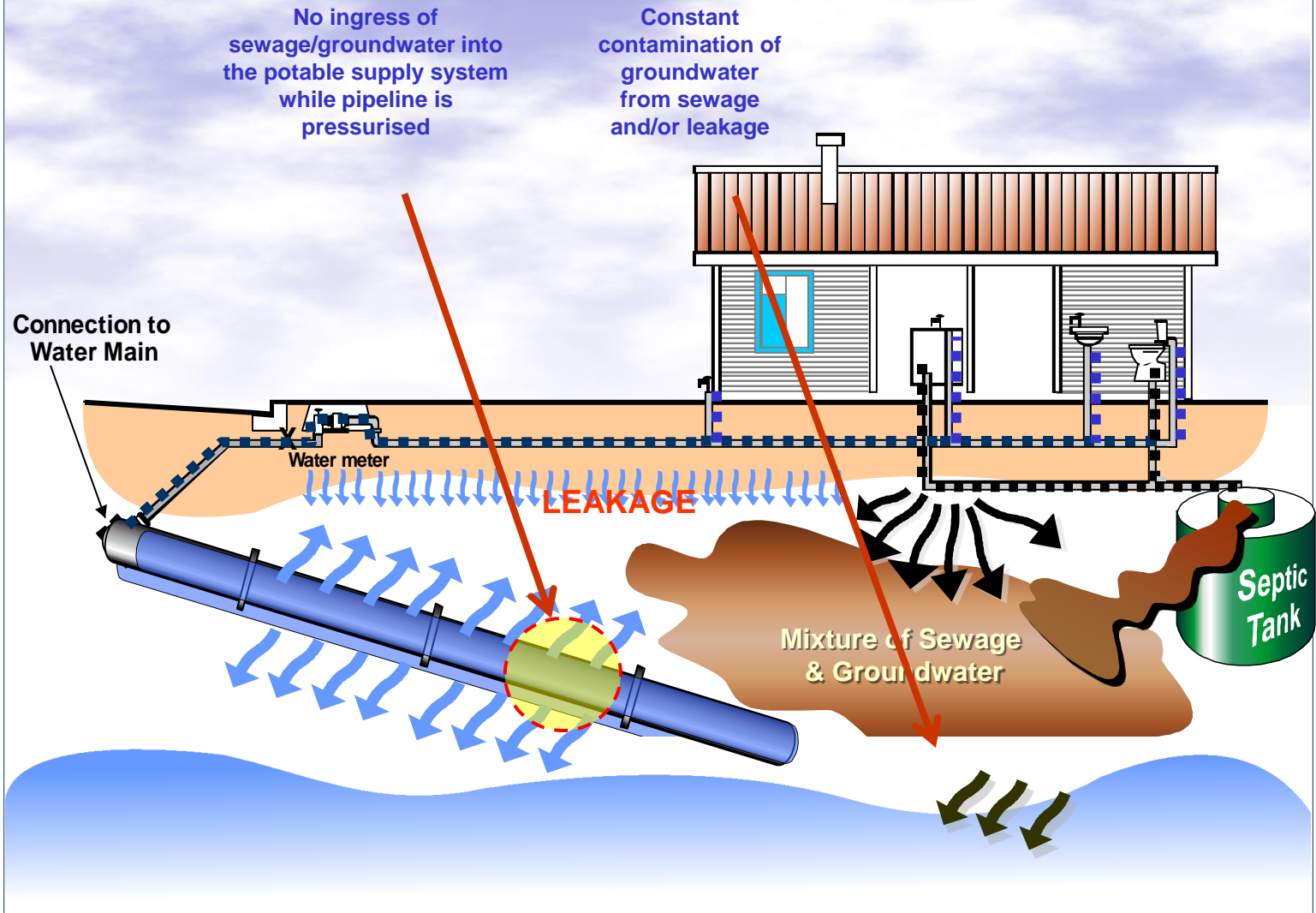
Problems caused by an intermittent water supply:

1. Risk to Public health
2. Reduction in life of assets
3. Inconvenience and economic loss to citizens especially the poor

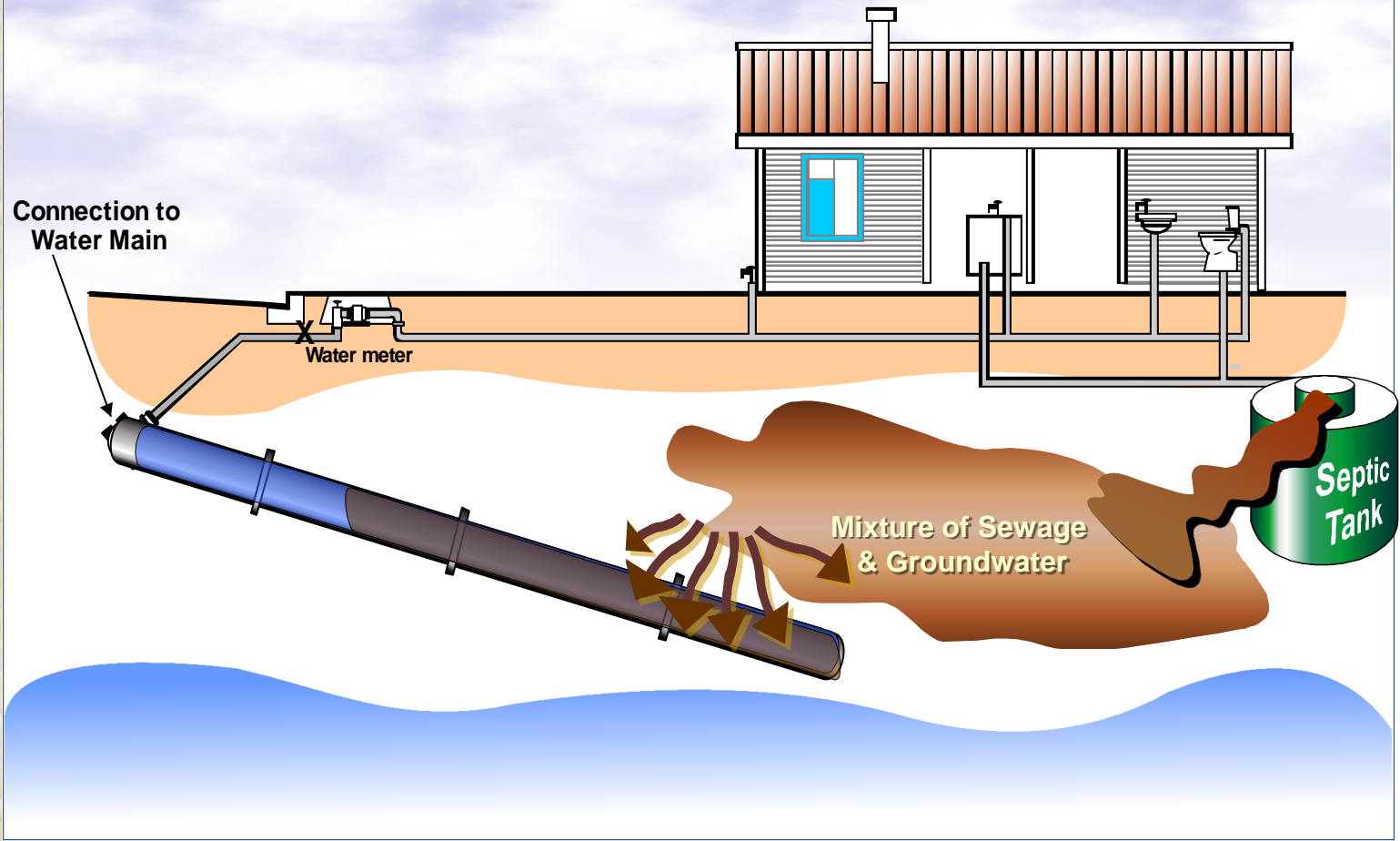
Continuous supply avoids these problems



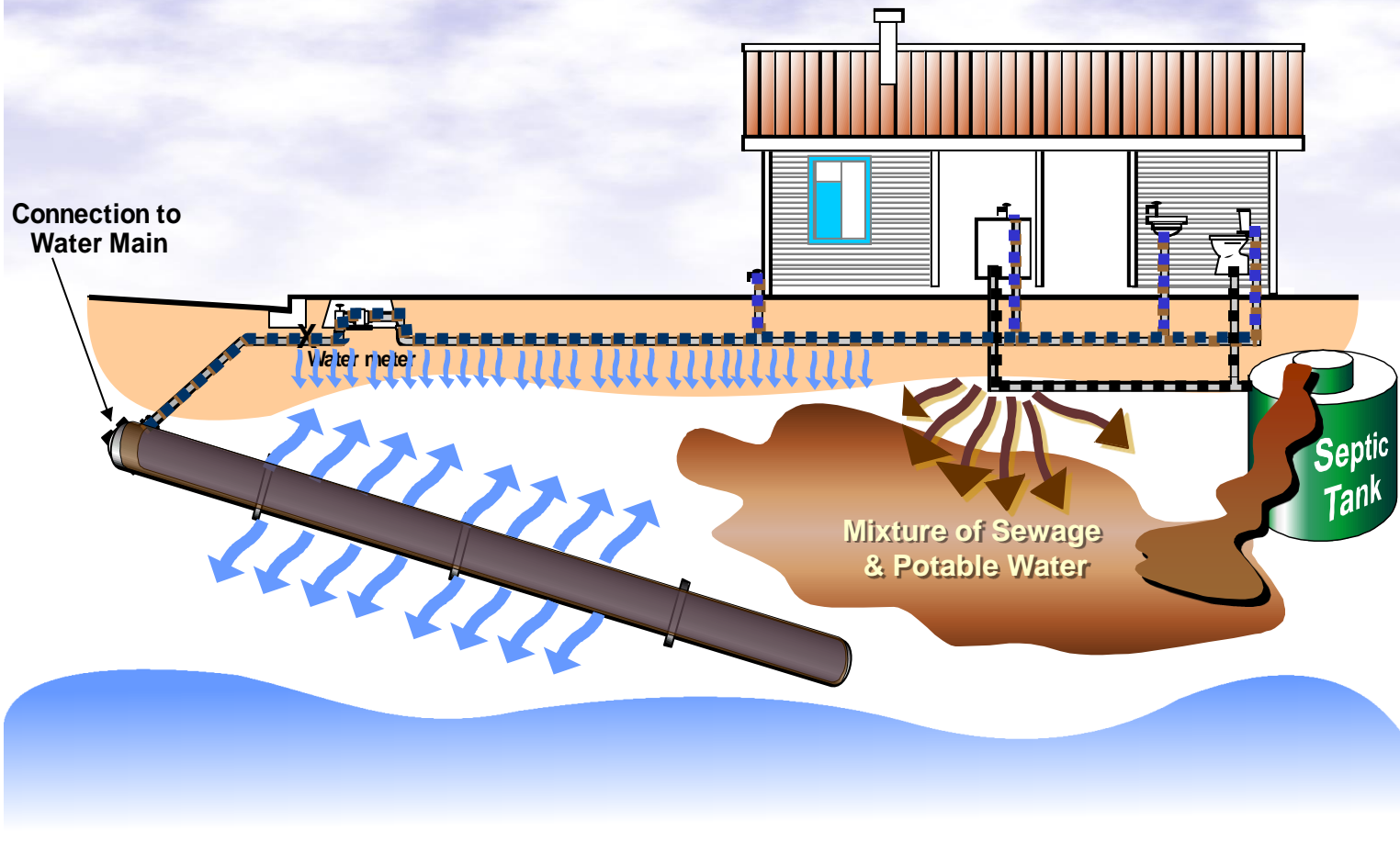
Pressurised Water Reticulation System



Water Reticulation System : No pressure



Water Reticulation System : Re-pressurised



7 die, 200 in hospital after drinking pipe water in city

Seepage From Sewage Line Contaminated Water; Tension In Area

TIMES NEWS NETWORK

Hyderabad: Seven people died and over 200 were hospitalised after drinking contaminated water at Bholakpur in Musheerabad on Tuesday. The contamination happened due to seepage of sewage water into the drinking water pipeline. Tragedy struck after several complaints to Hyderabad Metropolitan Water Supply and Sewerage Board (HMWS&SB) in the last few months went unheeded.

Tension prevailed at Bholakpur with three people dying on Tuesday morning and several others being forced to be shifted to nearby hospitals after they complained of severe diarrhoea.

Furious residents broke a pipeline and attacked water board officials and netas who trooped in for a 'dekkho,' forcing police to resort to a mild lathicharge to control the situation.

Trouble started on Tuesday with the death of four-year-old Aman, a resident of Siddiquinagar, around 8 am. A little later, a resident of Tareeqnagar Mohammed Osman (65), died due to diarrhoea. At about 10 am, another girl Taiyaba Tarun, 14, of Indiranagar succumbed. Earlier on Monday, an seven-year-old boy, Feroz of Indiranagar had died. Though officials refused to confirm, locals said two persons—Sohm, 48, of Indiranagar, and Mohd Iqbal, 50, of Rajeevnagar—died due to the same reason on Monday. Another woman, Kausalya Bai, of the same area died late on Tuesday. Residents

say that tap water in virtually all areas had got contaminated and residents regularly complained of diarrhoea and gastroenteritis. At least one person in every household in areas like Indiranagar, Siddiquinagar, Mohdnagar, Gulshanagar, Rajeevnagar, Berban Galli and Tajeernagar has been hospitalised.

Those attacked by angry residents included Water Board manager David Raj who fled the scene. Windshield of Secunderabad Lok Sabha MP Anjan Kumar Yadav's car was broken by the irate public. Musheerabad MLA T Manemma, who landed in her constituency had to beat a hasty retreat after police advised her not to visit the area. Health minister Galla Aruna and others visited the patients at Gandhi and other hospitals avoiding Bholakpur. BJP leader K Laxman, TDP leader Lal Jan Basha, PRP leaders Sravan Kumar, K Srinivas Yadav and Charminar MLA Mohd Pasha Quadri also faced the wrath of the public.

Local residents say they have been complaining about the foul smelling water since August last. "I represented to the Musheerabad MLA about change in colour of water and the stench in August 2008. After that, I met David Raj, manager of the area, thrice and gave petitions. But till date, there has been no corrective action," Taufiq Ahmed, a scrap dealer of Bholakpur, told TOI. Mohd Sharief, a mechanic, said both water and sewer pipelines run parallel to each



BURSTING WITH ANGER: A man breaks a water sump with a bolder as Bholakpur residents protest the death of seven people due to contamination of drinking water, in the city on Tuesday

other. "As the pipelines were laid about 40 years ago, they suffered damages leading to contamination," Sharief, whose wife has been admitted to Sowmya hospital due to diarrhoea, said.

HMWS&SB executive director K Harsha Vardhan claimed that the water contamination was due to tanneries located in the area. "Several residents dug up pits near their water taps and wash untanned leather in the pits. After water supply stops, the polluted water gets into the pipelines causing water-borne diseases," Harsha Vardhan said.

GHMC special officer S P Singh

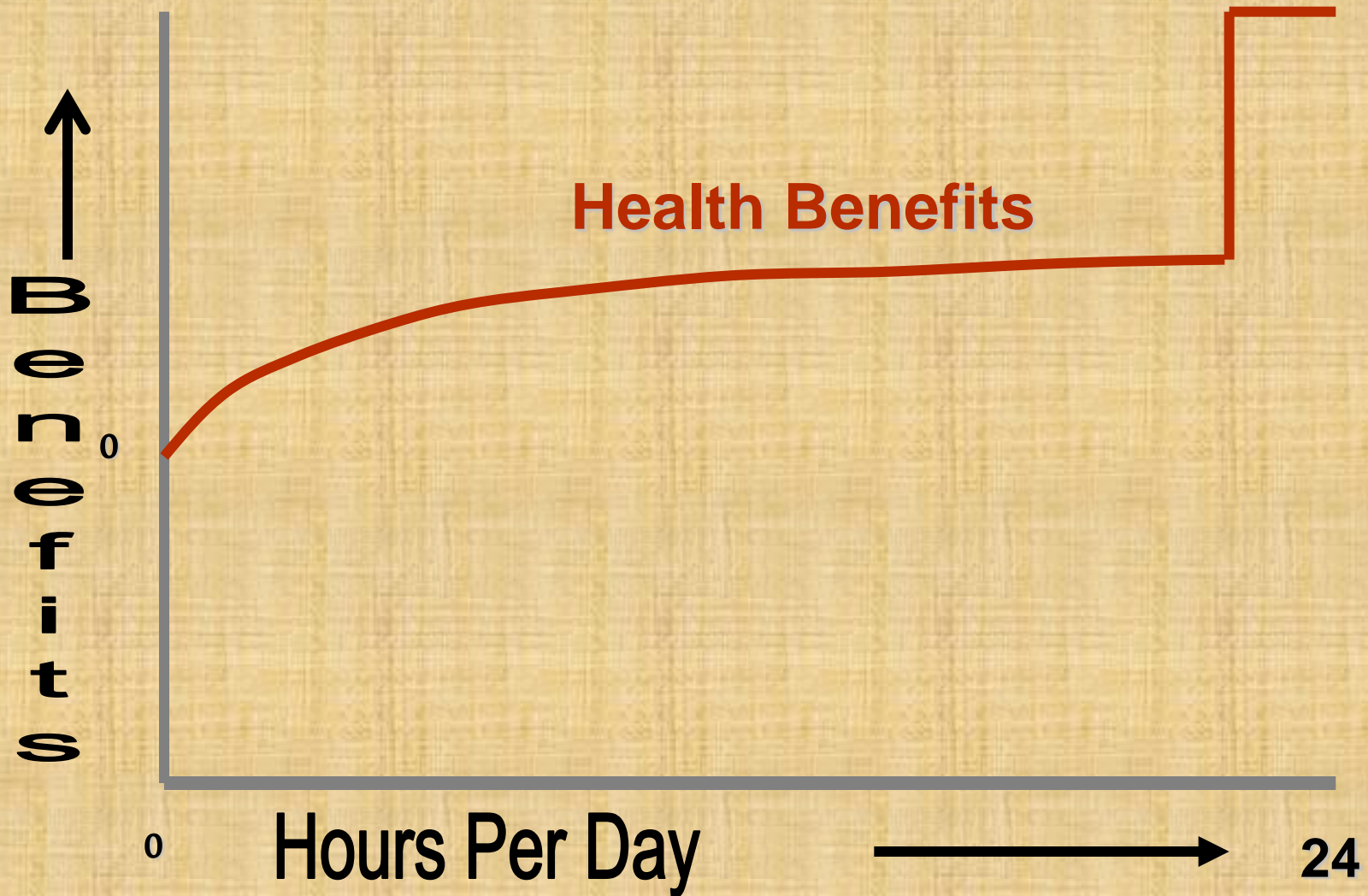
has ordered an inquiry into the incident and called for a report within three days. Cabinet minister M Mukhesh Goud announced an ex-gratia of Rs 2 lakh to the families of the deceased. He said 10 medical camps were set up in Bholakpur area and special medical teams were deployed to check outbreak of diarrhoea.

"Safe drinking water will be supplied to the area by tankers till the pipeline works are completed. Pipeline works expected to cost Rs 42 lakh will be taken up on nomination basis and completed in 15 days," he added.

► **Related reports, P2**

Ramamoorthy P

Benefits vs. Hours/Day



Citizens' dissatisfaction



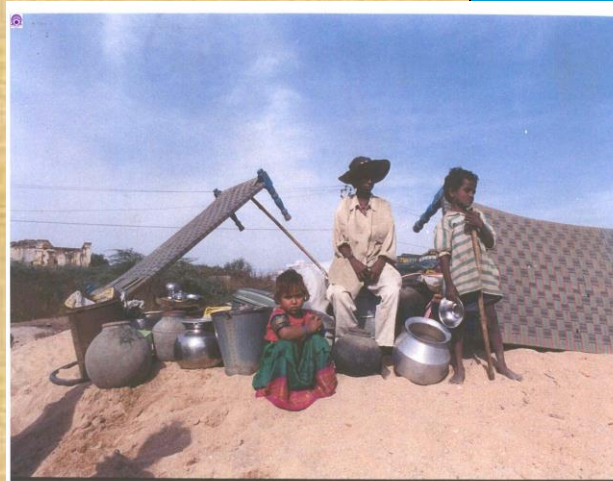
- Problems caused by an intermittent water supply:
- household economic improvement restricted
- customer inconvenience/high coping costs

Urban poor suffers badly cos of intermittent supply

Health costs

Loss of wages

Social problems



Total Cost of Water = (To the Consumer)

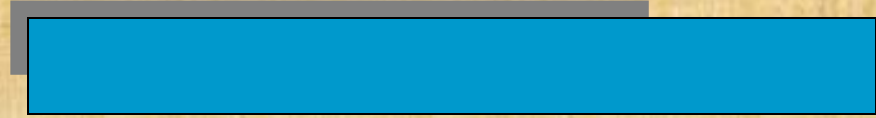
☐ Price per liter +

☐ **Coping Costs**

- Storage costs plus
- Pumping costs (pump + POWER) plus
- Water Treatment costs plus
- Labor costs plus
- Medical Treatment costs

- ❑ Coping costs are significantly large;
- ❑ Poor pay lot more in relation to their income.

Is the goal of continuous water supply for all, feasible and ever achievable in our towns?



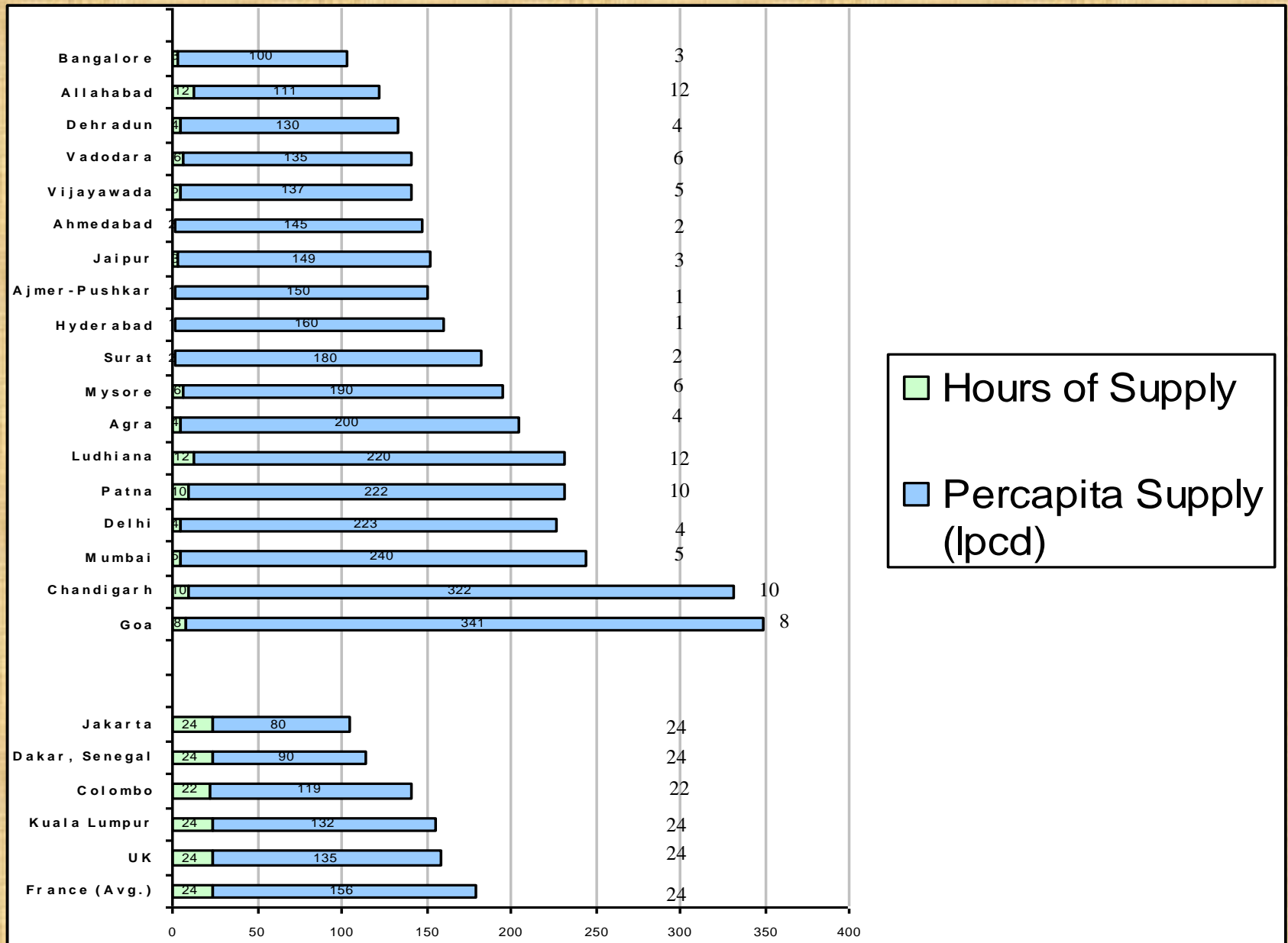
Towns/Cities that have recently achieved Continuous Water Supply

- Bangkok, Thailand
- Phnom Penh, Cambodia
- Jakarta, Indonesia
- Colombo, Sri Lanka
- Chengdu, China
- Shanghai, China
- Male, Maldives
- Kuala Lumpur, Malaysia
- Tashkent, Uzbekistan
- Vientiane, Laos
- Manila, Philippines
- Ho Chi Minh, Vietnam
- Kampala, Uganda
- Dhulikhel, Nepal

IS THERE ENOUGH WATER ?

YES!

LPCD vs No of Hours of Supply



Hr of supply and LPCD

City	Lpcd	Hours of supply
Hyderabad	167	1-2 hr
Bhubaneshwar	280	4-6 hr
Bhopal	156	2 hr
Trivandrum	170	~ 24 hr
Ludhiyana	130	12 hr
Pondicherry	135	10 hr
Amritsar	90	11 hr
Rajkot	100	20 min
Belgaum (pilot)	90- 100	24 hr

Source : SLB, ASCI, MoU

ARE 24/7 WATER SUPPLIES FEASIBLE IN INDIAN CITIES?

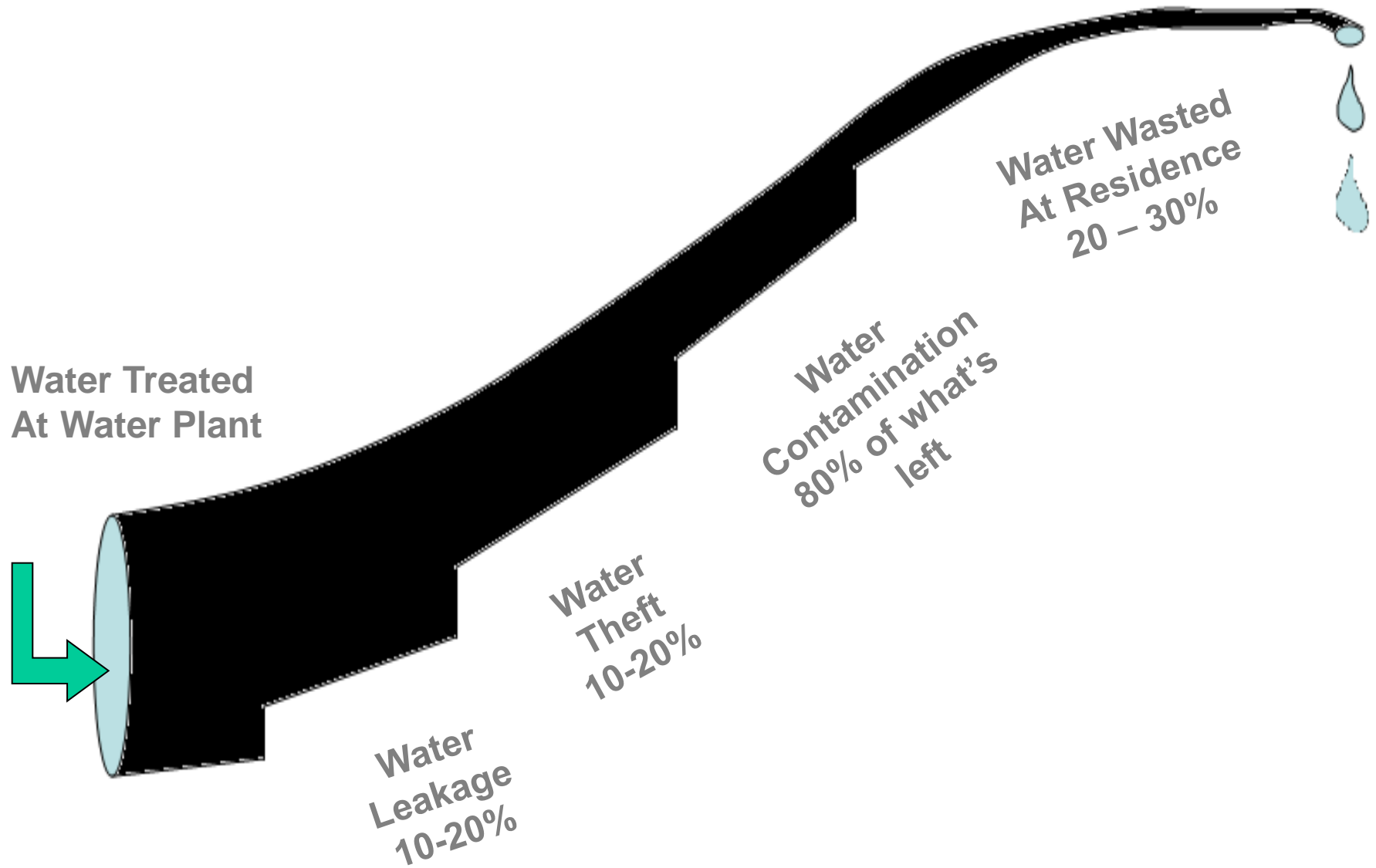
YES!

If:

- non revenue water is reduced significantly (> 50%)
- customer consumption is managed (including wastage)

Energy costs

- Wastage of water ~ energy loss
- Pumping at household level
- Ground water extraction ~ energy loss



Water Balance

1 Water Produced	2a Authorized Consumption	3a Billed & Authorized Consumption	4a Billed & Metered	5a Revenue Water	6a Collected
			4b Billed & Un-Metered		6b Un-Collected
		3b Un-Billed Authorized Consumption	4c Un-Billed & Metered	5b Non-Revenue Water NRW	6c Un-Billed
			4d Un-Billed & Un-Metered		
	2b Water Losses UFW	3c Apparent Losses	4e Theft		
			4f Customer Meter Errors		
			4g Data Errors		
		3d Real Losses	4h Storage Leakage		
			4i Transmission Main Leakage		
			4j Service Connection Leakage		

Supply side strategies

- Price signal
- Metering and volumetric billing
- Awareness

**IS IT EXPENSIVE TO MAKE
THIS TRANSITION?**

Sanitation



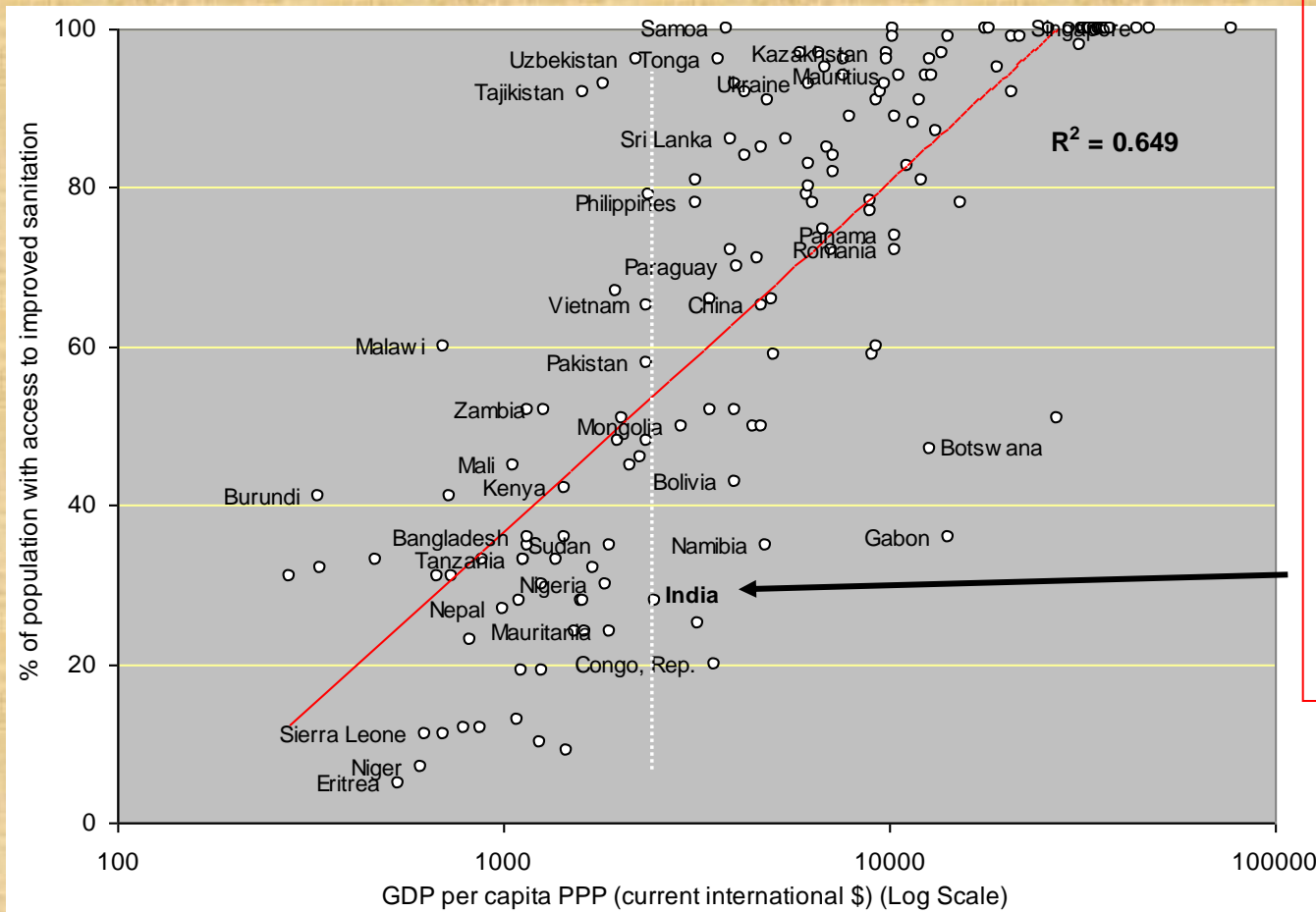


- The day everyone of us gets a toilet to use, I shall know that our country reached the pinnacle of progress....

Jawaharlal Nehru

India's Relative Performance

Scatter-plot of % of population with access to improved sanitation and GDP per capita PPP (current international \$)



India's progress is lower than some of the other countries with similar or lower per capital GDP

Urban Sanitation situation in India – Lagging

About Fifty million people in urban India resort to open defecation.

Sanitation means “Flush and Forget”

As high as 82 percent of urban households maybe disposing of human wastes in an unsafe manner

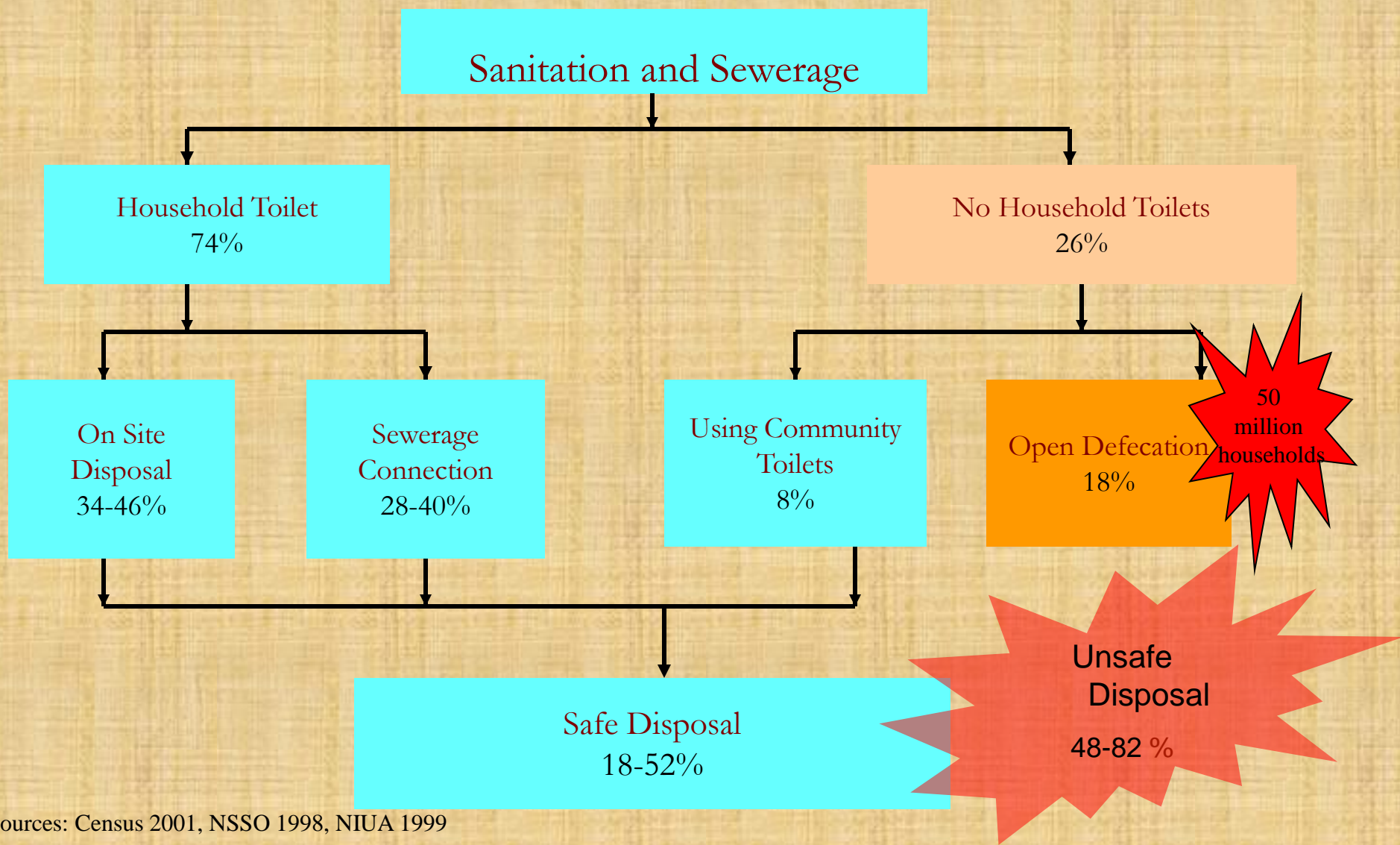
Seventy percent wastewater from sewerage systems not treated and let out unsafely.

Twenty six percent do not have any household sanitation arrangements



It is not about coverage....

Safe Access and Safe Confinement and Disposal of Excreta



Despite investment.....

Unsatisfactory results

- Less than a tenth of cities in the country have partial sewerage network.
- Even within these towns the coverage is as poor as 20-50%.
- Despite large investments in sewage treatment plants only 21% of the wastewater generated is treated.
- Insufficient wastewater arriving at treatment plants due to inadequate conveyance system - Thus treatment plant underutilized.
- 80% pollution of surface waters is due to Municipal sewage alone.

- Except for Alandur, no urban system in India has a decent sewerage system

Public Health Scenario

- Each year, diarrhea kills > 500,000 Indian children.
- These deadly diseases in India can be traced to drinking water contaminated by human waste.

Solid Waste

- Collection efficiency : 40-90%
- Solid waste treated in Metro Cities - 7% only

CPCB, 2002

Burden of Disease

In India, 80 % of Disease and Sickness are Due to Water Borne and Water Related Diseases

- **WHO**

Infant Child Mortality

Child mortality: India behind even Bangla

Neelam Raaj | TNN

New Delhi: With two million children under the age of five dying every year, India has a dismal record in child mortality. Now, a new study conducted by Save the Children, which compares child mortality in a country to its national income per person, shows that India lags behind poorer neighbours like Bangladesh and Nepal when it comes to cutting child deaths. This, even despite its impressive rate of economic growth as compared to the other South Asian nations.

A new Wealth and Survival Index, which is part of the study, has ranked 41 countries according to how well they are using the resources they have to boost child survival rates. Bangladesh and Nepal have emerged as the top 10 performers, recording fewer child deaths than their national income would suggest while India stands at a low No 16 on the index.

The report states that while the link between poverty and child mortality is very strong, countries could use existing resources to improve survival prospects of children.

The contrast between Bangladesh and India is a case in point. While India's GNI per capital has increased by a staggering 82% from \$450 in 2000 to \$280 in 2006, its child mortality rate declined from 94 per 1,000

births to 76 per 1,000. Over the same period, Bangladesh saw a much smaller 23% increase in GNI per capital — from \$390 in 2000 to \$480 in 2006 — but its child mortality dropped from 92 to 69.

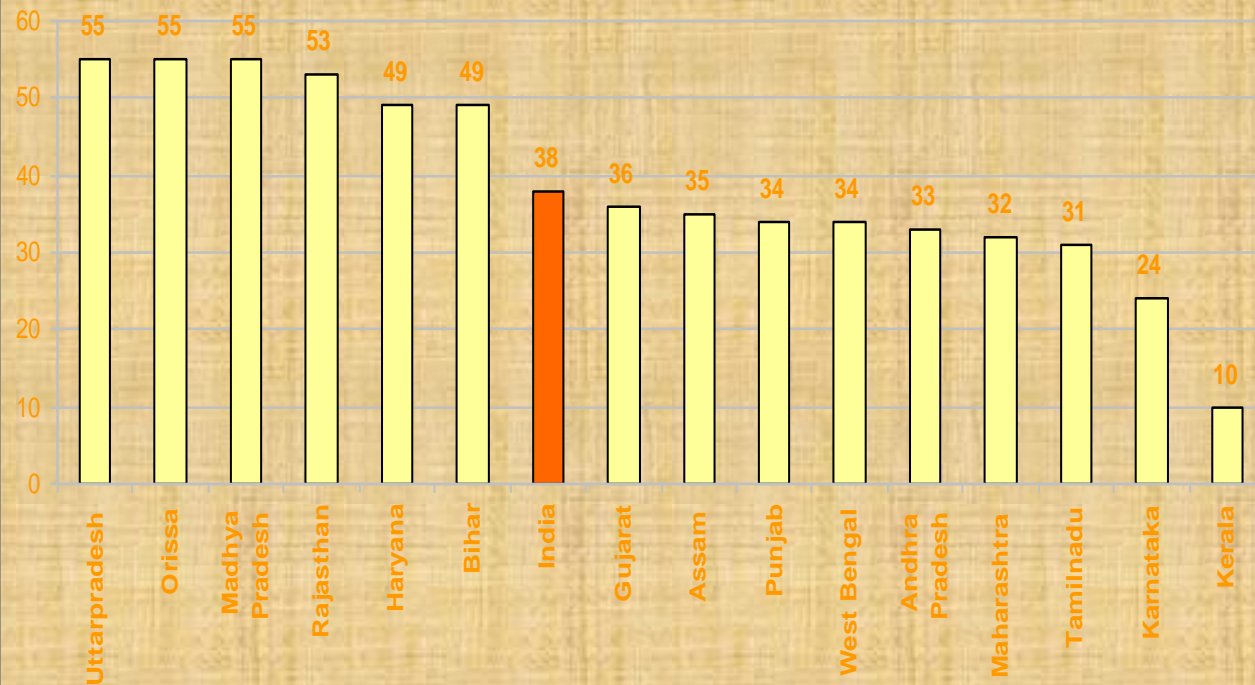
In fact, Bangladesh is one of the few nations on track to meet its child mortality MDGs despite a relatively low gross national income (GNI). This success story the report attributes to a national initiative launched in 1998 to tackle childhood illness and reduce fertility. India's

LESSONS TO LEARN

economic growth, on the other hand, does not reflect on its child mortality indicator.

"There is huge inequality within India — of the 2 million children that die needlessly in the country every year, 60% are living in just five of the country's 28 states. There is a real need to examine how children are looked at in a country that allocates less than 5% of its GDP to children, despite the fact they make up almost 40% of the population," said Shireen Miller, director of policy for Save the Children India. The report also warned that keeping children alive in poor nations is a 'location lottery'. "A child's chance of making it to its fifth birthday depends on the country or community it is born into," said David Mephram from Save the Children UK.

Infant Mortality Ratio (2003: *Urban*)



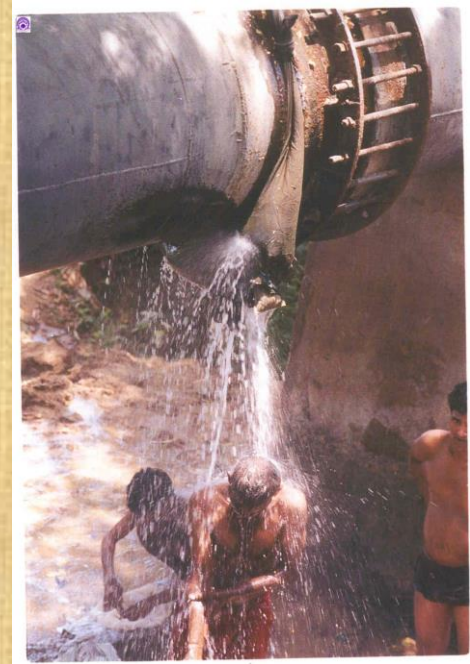
Source: *The Times of India*, Hyderabad, 22nd February, 2008

High quality services are
essential for enhancing urban
productivity

Finances...

Financial Crisis

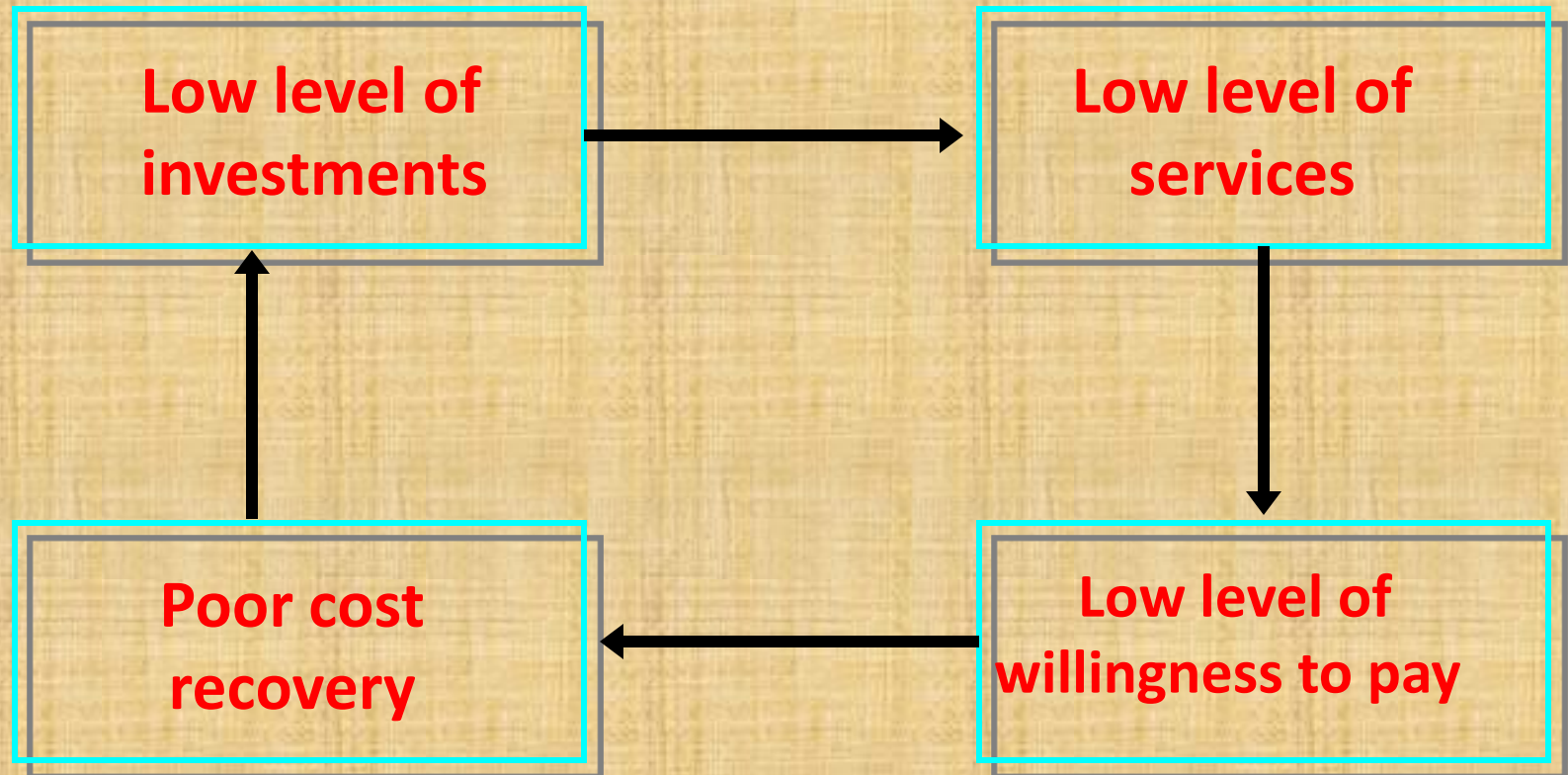
- 90 – 95 % of Urban Local Bodies in India are not meeting O & M cost, leave alone debt servicing, capital expenditure recovery



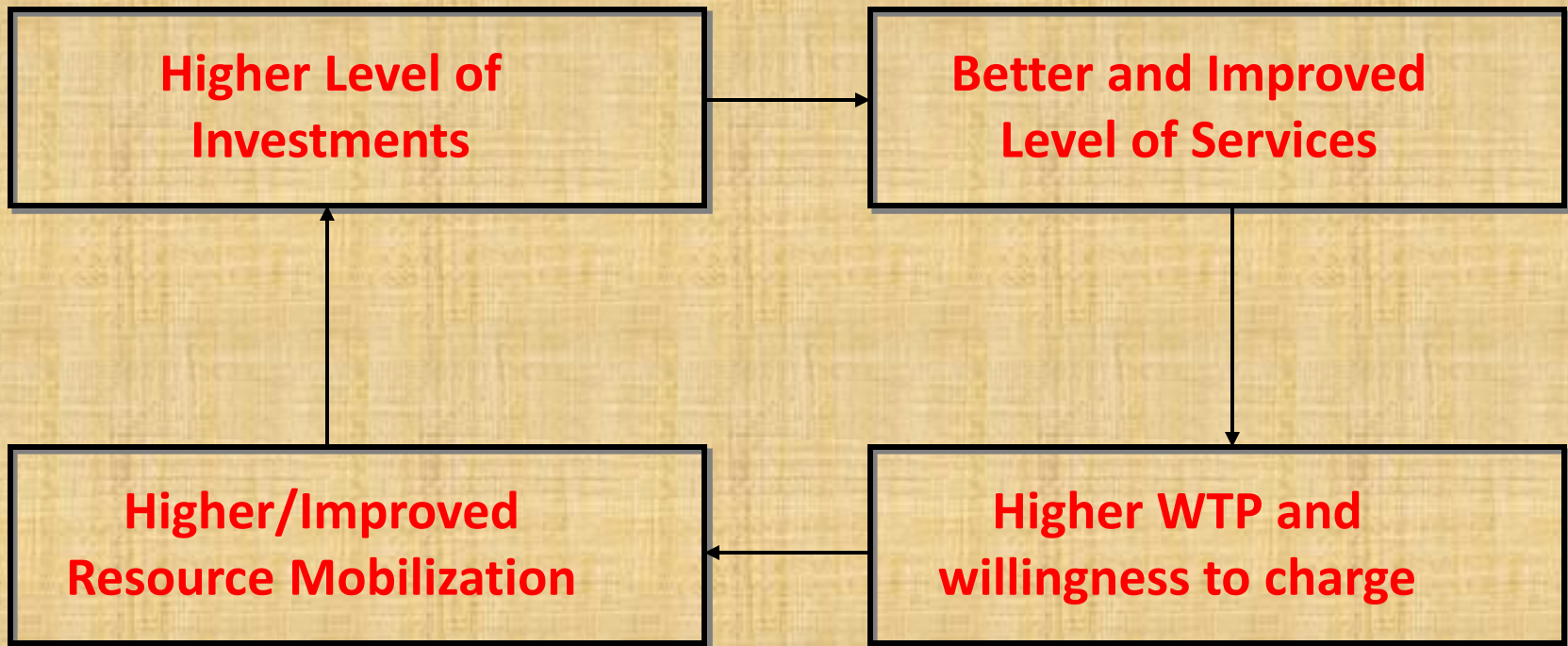
Leaking finances

**RICH CITIES
BUT POOR
CITY
GOVERNMENTS**

Low Level Equilibrium Trap



From Vicious to Virtuous Circle



Investment requirement – Urban Sector

Infrastructure investment requirements in the urban sector is estimated at around Rs 800,000 crores, which cannot be met by public funding alone
....MoUD, GoI

Breaking the Low Level Equilibrium Trap

- Higher Investments
 - Accessing capital markets
 - Commercial project structures
- Operational Improvements
 - Reliable services
 - Reducing UFW
 - Consumer services
 - Collection efficiency
- Private Sector Participation (PSP)
 - Management Contracts
 - BOT / Concessions

- State of cities is incompatible with the country's socio-economic and growth objectives...

Launch of JnNURM – DEC 2005

Readiness for Change..

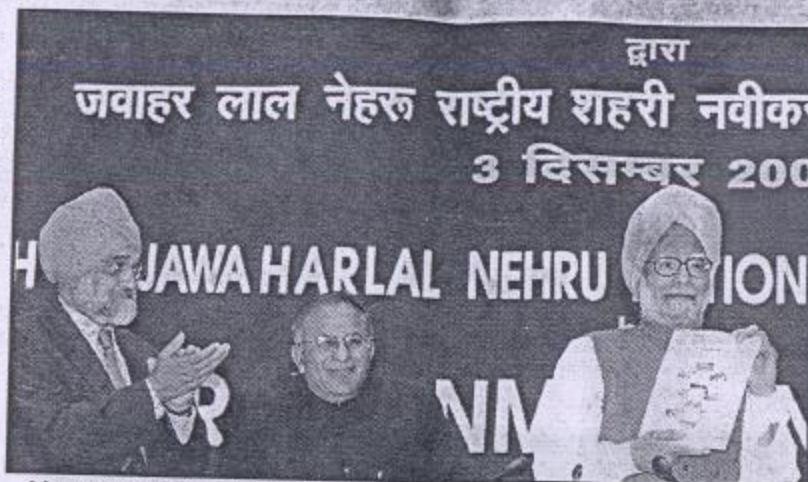
PM unveils urban renewal mission

New Delhi
3 DECEMBER

LAUNCHING an ambitious Rs 1-lakh crore national urban renewal mission to improve urban infrastructure in major cities, Prime Minister Manmohan Singh today suggested land rights to the urban poor at affordable rates to increase private investment.

"A major failure of city governance has been our inability to address the needs of the poor — basic services like drinking water supply, sanitation, housing and social services are not available to an increasing number of urban population," he said, launching the scheme, christened 'Jawaharlal Nehru National Urban Renewal Mission'.

Suggesting options like giving the urban poor land rights at affordable rates, he said that this in itself would improve the quality of living in cities. Property rights can also be used as a collateral for financing new investment. "To improve urban



Prime Minister Manmohan Singh launching the Jawaharlal Nehru Urban Renewal Mission in New Delhi on Saturday. Union Minister for Urban Development and Poverty Alleviation Jaipal Reddy (centre) and deputy chairman, Planning Commission, Montek Singh Ahluwalia are also seen. —PTI

ban services for the poor, we urgently need urban governance reform," he told the gathering which included Union Home Minister Shivraj Patil, chief

an integrated development of urban infrastructure with special emphasis on providing basic services to the poor like housing, sanitation and slum

od. It would cover about 60 cities with a million plus population, all state capitals and other cities considered important from a religious, historical and

ment has so far been uni-dimensional, the prime minister said that there was a need for an integrated framework in which spatial development of cities went hand in hand with improvement in the quality of living of ordinary people living there.

He said that while considerable ground has been covered under the 73rd constitution amendment relating to panchayats, the 74th amendment for decentralisation of power to the urban local bodies has not yet been effectively translated into urban governance. "Cities, with some exception, have not been enabled to look inward and build on their inherent capacities and instead are still being seen in many states as 'wards' of state governments. This should change," he said.

Mr Singh said that the municipal finance was in an extremely unsatisfactory state on account of an inability to properly tap and utilise proceeds from property tax, due to the inadequacy of the present

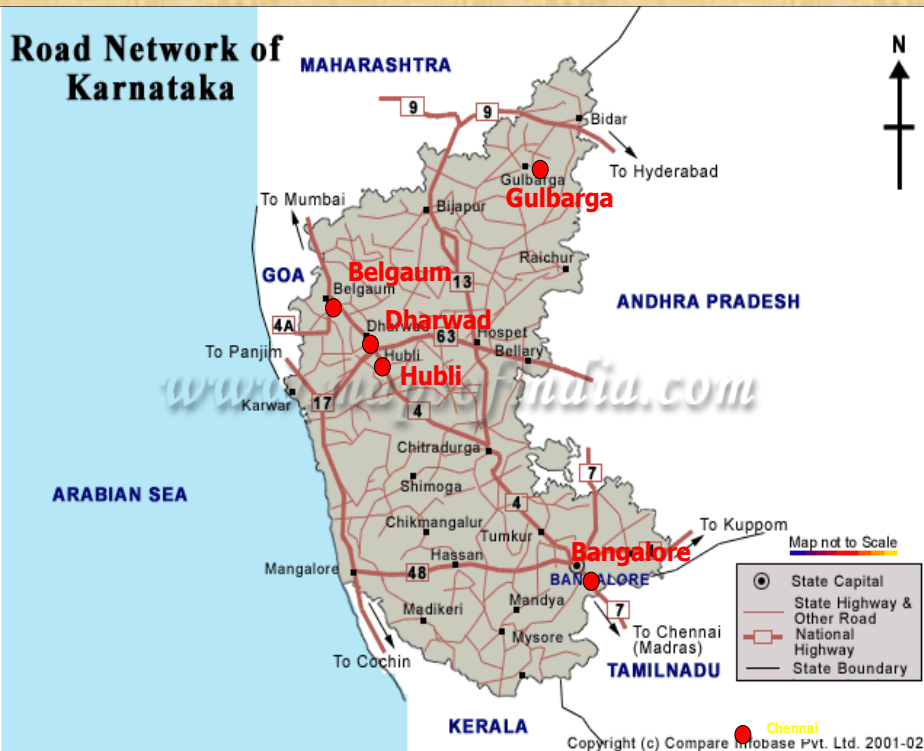
Water Supply – 24 -7

Karnataka – 24-7 Water

PPP (Management Contract)

- **Management contract for 24x7 water supply in pilot zones in three towns (Hubli-Dharwad, Gulbarga and Belgaum) in Karnataka**
 - Project awarded in April 2005 to CGE, a french company
 - The private operator is responsible for rehabilitation, O&M of the water supply system. The assets and staff continue to remain with the ULB.
 - The private operator will improve the quality of service against a fee based contract.
 - Tariff revision is the responsibility of the ULB and would be taken-up only after demonstration of service improvement.
 - The pilot zones serve close to 20,000 households

Karnataka Project Objectives



- Demonstrate the faisiblity of continuous and pressurised water supply in 5 demonstration zones
- Scale up project for the other Cities based on the lessons learnt from current project
- Initiate reforms in water and sanitation sector at the state and ULB level

KUWASIP

Salient Features of The Contract

- **A Performance based Management Contract**
- **Management fee divided into fixed and performance fee – 60:40**
- **Performance fee only after achieving milestones for Performance Targets set in the Contract**
- **Capital expenditure limited to a maximum ceiling (agreed after three pre-bid meetings)**
- **If capital expenditure exceeded, Contractor to bear the additional expenditure; Bonus if saving is more than 25% of maximum ceiling**
- **Bonus if real loss deductions is below stipulated limit**
- **Bonus if increase in billed volume is above stipulated limit**
- **Penalized if minimum stipulated Performance Targets not achieved in time – non payment of Performance Remuneration**
- **Termination of Contract if achievement of Performance Targets beyond limits**

KUWASIP

Performance Targets

- 1) Continuous pressurized water supply – Min. Pressure 6 Mtrs.**
- 2) Reduction in emergency stoppages – 4 emergency stoppages per year**
- 3) Metering 100% property connections and PF**
- 4) 100% Billing every month on volumetric basis**
- 5) Reduction of water losses – 20 Ltrs. / connection / day / meter by end of O&M Period**
- 6) System connection requests to be completed within 7 days**

Karnataka - Pre Project Situation

City	Bulk Supply in MLD	Service Level (LPCD)
Belgaum	57	123
Gulbarga	25	46
Hubli-Dharwad	111	123

Sl.No	Item description	Situation before
1	Hours of supply	2 to 6 hrs; once in 3 to 5 days
2	Volume of water supplied to demo zone in Mld	5.8
3	Average pressure in distribution system in m	0-5m; very un-equitable distribution
4	Number of public fountains + Hand pumps + cisterns + Bore well with power pump	41+41+32+55=169
5	Customer service	Not really existed



Pre Project Situation



24/7 water project gets thumbs up

By ASHA KRISHNASWAMY
DH News Service

BANGALORE: Here is a bitter pill to swallow for the NGOs which have been vehemently protesting a private agency handling the operation and maintenance of water supply in four cities of North Karnataka.

The 24/7 water supply in the demonstration zones of Belgaum, Hubli-Dharwad has received a positive response from the consumers, according to officials. The corporations of these two cities have passed resolutions recommending to the urban development department to extend the service throughout the city. The Gulbarga city corporation is yet to take a decision.

Resolution

The Belgaum city corporation in its resolution passed in December, 2007 has stated that in 10 wards, on an experimental basis the 24/7 water supply has been introduced.

This World Bank assisted project has been com-

pleted satisfactorily. The implementation of the project is also satisfactory. The consumers have expressed their happiness over the service.

The citizens of other wards are demanding that they too should get water round-the-clock. Keeping the public good in view, the government should permit the project to be extended throughout the city, the resolution says.

Possibilities

The Hubli-Dharwad corporation too has passed a similar resolution. It has suggested to the Urban Development department to explore the possibilities of extending the service as well as funding of the project.

Veolia, a French company, has been entrusted with the task of O & M of the water supply in the demo zones of five cities. The task is to provide water supply to select 7,600 houses in Belgaum, 7,000 in Hubli, 5,000 in Dharwad and 3,000 houses in Gulbarga.

The supply is opera-

tionalised in Belgaum and Hubli demo zones, while it is nearing completion in Dharwad and Gulbarga. The project began in April 2005 and it covered nearly 10 per cent of the total population of the cities.

The company has to maintain the work it has executed for two years after

the completion. Belgaum Commissioner Megananavar says that the consumers are happy because they are getting water for 24 hours a day. The water leakage and wastage has drastically reduced. "The people now have assured water supply. So, the wastage has come down.

REVISED WATER TARIFF IN BELGAUM AND HUBLI-DHARWAD DEMO ZONES				
Category	Minimum tariff kilo lt	Maximum tariff kilo lt	Tariff per kilo lt in Rs	Minimum tariff/ connection
Domestic	0	8	6/-	Rs 48
	8	15	10/-	
	15	25	15	
	Above 25	-	20	
Non-domestic	0	15	20	Rs 160
	15	25	30	
	Above 25	-	40	
Commercial	0	15	40	Rs 320
	15	25	60	
	Above 25	-	80	



*In Gulbarga, the tariff will be Rs 2 lesser than the above cities for all categories.
*So far in Hubli-Dharwad a flat rate of Rs 90 is paid by those consume up to 8 kilo lts/month
*In Belgaum the flat rate is Rs 83 & in Gulbarga Rs 60

We want the service to be extended to the entire city. But who should be doing it and how the scheme should be financed are left to the government," he added.

He also said that the urban poor, those of who were depending on the public taps, will now have to pay nominal charges.

"The dedicated doorstep water supply has changed the mindset of the poor urban consumers. They are ready to pay. In the new system the water supply pressure is so high that it can reach III floor without the help of pumps. The replacement of old pipelines and valves have helped in plugging the water leakage by 30 per cent. The system is designed to supply 135 litres of water per day per individual," he added.

Ready to pay

Similar views were expressed by Dr Ajay Nagabushan, Commissioner, Hubli-Dharwad Corporation. The citizens' groups in the Corporation have found that the new system is working well. The consumers would not mind

paying for the service they are getting, he added.

Now it is paying time for the consumers. The revised water tariff, connection and meter charges have to be paid.

Exempted

The meter charge has been fixed at Rs 900, the connection charges are Rs 2,000. The BPL families are exempted from paying the meter charges.

But even the poor has to pay the meter charges and the payment can be made in installments. The new tariff came into effect in Hubli on February 1. Other cities will soon switch over to the new tariff, according to a KUIDFC official.

The government is yet to act upon the resolutions passed by the corporations to extend the 24/7 service. Sources said that the efficiency of the new system will be watched for next six months before fully accepting it.

Also, the consumers' reaction to the revised tariff would have to be watched before deciding on next course of action.

Impact (Output and Outcomes)

Sl.No	Item description	Situation before	Situation after
1	Hours of supply	2 to 6 hrs; once in 3 to 5 days	24 x 7
2	Volume of water supplied to demo zone in Mld	5.8	5.4
3	Average pressure in distribution system in m	0-5m; very un-equitable distribution	6-22m
4	Number of public fountains + Hand pumps + cisterns + Bore well with power pump	41+41+32+55=169	Zero; all customers are provided with individual connections with meters
5	Customer service	Not really existed	24 x 7 customer service center

Health Benefits (As quoted by the Lady Medical Officer, Belgaum Corporation Maternity Hospital):

Month	Year	No.of Diseases Diarrhea & Dysentery
April to March	2005-06	402
April to March	2006-07	192
April to March	2007-08	221
April to March	2008-09	177

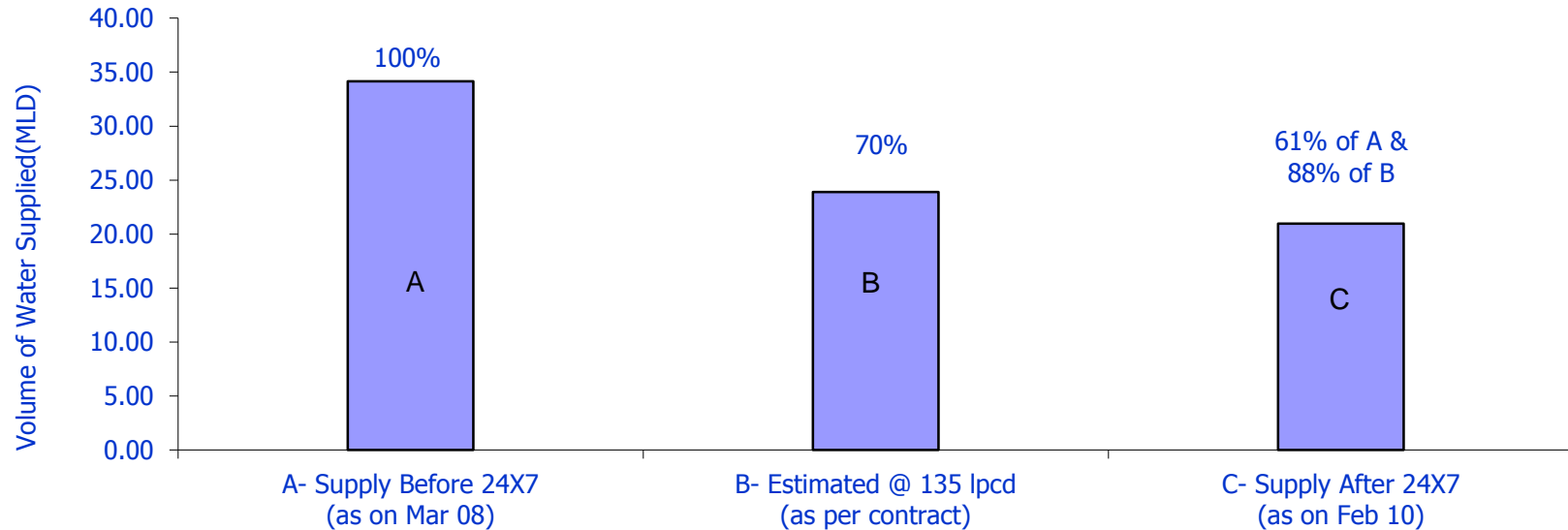
The above information is validated.

[Details](#)

KUWASIP

Adequacy of available water

Volume of water Supplied for 25,295 Connections



Details	A (as per contract)	B (Estimated)	C (After 24x7)
No of connections	16,399	25,056	25,056
Volume of water Required(MLD)	22.14	23.67792	19.23
Volume of water required (MLD) for 25,056 connections	33.8276627	23.67792	19.23
Percentage with respect to supply before 24x7		70%	57%

Per capita water supply:

- Before 24x7 : 149 lpcd
- Estimated : 135 lpcd
- After 24x7 : 100 lpcd

24-7 Water Supply – Malkapur

- Malkapur (pop – 35,000) situated near Pune has implemented 24-7 pressurized water supply on a town wide basis.**
- Supply was intermittent, unreliable, poor cost recovery prior to the initiative.**
- MJP initiated dialogue with elected representatives, study tours conducted and secured their commitment for 24-7 water supply, metering, volumetric billing, pipe technology etc. (2007)**

24-7 Water Supply – Malkapur

- Distribution system designed using hydraulic modeling; GIS.**
- HDPE pipe network and MDPE house service connection, AMR meters, bulk meters of AMR type were used.**
- Elected representatives played an important role in promoting the initiative amongst community – excessive water usage was controlled by promoting float stop cocks for overhead tanks and volumetric billing. Discount was offered for water conservation.**
- Outcome - Pumping hours reduced from 20 hrs to 13 hrs, No valve men needed, energy saving, 100 % cost recovery, UFW is about 12%.**

- Citizen are receiving 24-7 water supply with pressure through out the town.
- Strong political support.

24x7 Pilot Project - Nagpur

- Feature
 - 15000 Connection including slum
 - 10 slum areas
 - Population 1.5 – 1.75 lakhs
- Contract
 - Study, Rehabilitate, Operate contract with Private operator.
 - Penalty /bonus for targets in UFW, Quality, Customer services and Continuity of supply



Pilot 24x7 Project :Baseline for Private Operator

KPI	Baseline KPI	Target KPI
UFW level	The NRW is assessed at 50%	UFW below 30% for proportionate bonus
Increase of volume billed compared to FY 2007-08	<p>Volume billed for FY 2006-07 = 21,7 MLD on average.</p> <p>This value shall be used for the cost-benefit analysis of the rehabilitation plan.</p> <p>The baseline KPI for the assessment of bonus/penalties during O&M will be based on FY 2007-08 data.</p>	Higher than baselines by 10% for bonus
Continuity of supply	2 to 24 hours depending on the area of supply	24/7 throughout the zone with minimum 2m pressure at customer tap
Water Quality	63% of samples tested had a residual chlorine level higher than 0,2 ppm	Residual chlorine higher than 0,2 ppm
Time for handling customer complaints	Not applicable	Within 3 days



Rehabilitation Plan for Pilot 24x7

- Replacement of 100% House service connection & Meters
- Replacement of old conservancy GI pipe
- Rehabilitation of Tertiary network
- Hydraulic modeling as per Master plan
- Installation of new billing system



Visible Project Benefits

- Water Supply Hours
 - Water supply hours was increased from 4.30 hours to 24 hours
- Water Consumption:
 - The water consumption was 440m³/day for a Bajiprabhu nagar with 4.30 hrs has increased to 24 hrs with 504m³/day of water consumption. With telescopic tariff and billing as per consumption will reduce.
- Pressure :
 - Before conversion the average pressure at consumer water taps was 2-5 meters and now it reaches to 10-12 m. It resulted in to energy saving for consumers as water reaches directly to overhead water tank.
- Quality:
 - The continuous pressurized network has avoided the contamination of water from leaking House service connections which were replaced under this project.



City Wide Scale up

PPP Approach

- The PPP approach aimed at BOT/Lease Concession for 25 years
- Private operator would undertake necessary investments for system upgradation and operates and maintains the system

Estimated Cost and Funding

- Total cost – Rs 387.86 crores
- JNNURM funding (50%) – Rs 193.94 crores
- Govt. of Maharashtra (20%) – 77.57 crores
- Private sector (30%) – Rs 116.35 crores

TOI - 10th July 2010

Earlier, they welcomed the project, now they just don't want it

Sachin Dravekar | m

Two years ago, it was a dream-like situation for residents of Bajli Prabhu Nagar. Their locality, with 200-odd houses, had been chosen by the Nagpur Municipal Corporation (NMC) as a model for the ambitious round-the-clock water supply project. But two years down the line, the situation has changed completely. Those who favoured the project earlier, now want it scrapped. They say the project has not lived up to expectations. Instead, they are now demanding equal water supply to all localities of the city.

Former municipal commissioner Aasen Gupta had a meeting with our mandal regarding the project. He showed us old and rusty pipelines laid out by the civic body and assured to change them with high quality ones.



NOT ROSY ANY MORE: Residents of Bajli Prabhu Nagar say the project has not lived up to expectations

We thought the project was beneficial hence we supported it," say residents.

Radheshyam Samrit, a senior citizen and president of Bajli Prabhu Nagar Nagrik Mandal, who had earlier appealed to the residents to support the project, is now wanting the NMC bosses to withdraw it. "Initially, for a few days we received round-the-clock water supply. Later, it was reduced to 12 hours and now, we get water for just 6-9 hours a day. Despite this mess, we are issued inflated bills which don't match our consumption at all," says Samrit.

When NMC started implementing the project, it assured to

A LOW AFTER A HIGH

replace the water meters free of cost. However, that didn't happen. The civic body is now charging Rs 10 per month as rent towards the new meter.

"My earlier meter was in very good condition. Ours is a three-member family (wife and daughter). We have a well and use the water for non-drinking purposes. Despite such low consumption, the private company issues unjustified bills," adds Samrit.

Residents of Bajli Prabhu Nagar have passed a resolution appealing to the civic body to scrap the 24x7 water project from our area and to give priority to the areas that are hit by water scarcity," says Samrit.

Another resident N V Das says, "I liked the project two years ago. However, due to the high pressure, the pipes are getting damaged at the joints. This is not the only problem. We are not getting water round-the-clock as assured by the authorities. Since the pipeline remains empty for more than 12-16 hours, it spreads water-borne diseases."

House wife Sarita Mendhe says, "Promises made by the NMC were not fulfilled. Neither do we get round-the-clock water nor do we get bills according to consumption. Earlier, we thought that we would not have to store water anymore. But now, we have installed water purifiers as a precautionary measure. In the evening hours, there is no water supply at all."

Another citizen V Nagarajan says, "Because of the project, we were being charged Rs 8 per unit (soon it will be Rs 5 per unit). But in the nearby slums, where NMC has given house-to-house connections without meters, they are charging just Rs 30 to Rs 80 for unlimited water consumption. The project is a total failure. We have only got bills ranging from Rs 5,000 to Rs 20,000 per quarter. Earlier, we used to pay bills in the range of Rs 500 to Rs 200," he adds.

Meanwhile, Shashikant Hastak, executive director of Nagpur Environmental Services Limited, clarified that when the project was implemented in Bajli Prabhu Nagar, consumers got bills according to the old rates (Rs 3.5 per unit).

Hitvada City Line - 8th July 2010

Dharampeth residents protest against raised water bills, demand to cancel 24x7



Citizens participating in the morchha taken out on Wednesday against 24x7 water supply project of NMC. (Pic by Anil Futane)

■ Staff Reporter

FEELING the heat of water bills, the residents of Dharampeth locality took out a morchha under the banner of Jan Akrosh and pressed for scrapping of 24x7 water supply project. Jan Akrosh along with other like minded organisation has taken a lead in awakening citizens about future possibility of privatisation of water distribution in city. The morchha started from Ram Nagar Square and culminated in a public meet at Gokulpeth Zone office of Nagpur Municipal Corporation (NMC). Congress Party corporator Pratul Gudadhe, Independent Corporator Parinay Fuke and that of Nationalist Congress Party (NCP) Pragati Patil, actively participated in the morchha.

The Jan Akrosh objection to project is that NMC's Ruling Party has not revealed the full implications of 24x7 water supply and hurriedly trying to implement the scheme all over city. The clause of 25-year agreement with French multi-

national, Veolia, is seen as precursor to privatisation of water distribution. The citizens in Dharampeth Zone have told not to pay water bills issued from April 1, 2009, till NMC resolving objections about the inflated bills. The release say NMC advertisement asking citizens to pay cost of 50 units of water consumption does not clearly say that in future corporation will not recover balance amount.

The Secretary of Jan Akrosh, Ravindra Kaskhedkar said that at many places in Dharampeth Zone, high pressure of water supply lead to breaking of pipes and residents footed repair cost of Rs. 1500. Later a memorandum was handed over to Dharampeth Zone Chairman Vivek Tarse.

Dr Anil Laddad, President of Jan Akrosh, Dr Ashok Lanjewar, President, Jan Manch, Adv Prabhakar Marpakwar, N L Sawarkar of Jan Samasya Nivaran Sangarsha Samiti, Rajendra Gangotri of Maratoli Telenkhedi Nagrik Sagarsha Samiti, Abdul Rashid of Shahar Vikas Manch,

Maximum water bill is Rs 1650: Sandip Joshi

SANDEEP Joshi, Chairman, NMC's Standing Committee, said the Jan Akrosh office bearers seems to be affected by dilemma and opposing 24x7 project without valid arguments. Countering their point about inflated bills, he said maximum water bills amounted to Rs. 1650. As to agreement with Veolia, it is for the improvement of operation and maintenance of water distribution system. Right now, billing is done for only 270 MLD while city gets 550 MLD of water supply. Further, the reforms in water supply is mandated under JNNURM and NMC has little say in the matter, he claimed. Joshi expressed surprise at participation of Pragati Patil, a NCP corporator, saying Maharashtra Minister and senior NCP leader Jayant Patil is spearheading drive to implement 24x7 water supply in Sangli town. Similarly, Parinay Fuke had put-up banners congratulating me on being chosen to head Standing Committee and appreciating 24x7 scheme and his about turn is quite surprising?!

Subhodh Uke of Dharampeth Nagrik Kruti Samiti, addressed the meet. Prominent personalities including Lakshmandas Chandak of Ambazari Parishad Nagrik Mandal, Prabhakar Khonde of Dharampeth Jeshtha Nagrik, Tatha Parishad Nagrik Mandal, Radheshyam Samrit of Bajli Prabhu Nagar Nagrik Mandal, Ashok Bagalkote, Chandrashekar Ghuse, Sanjay Pal of Ram Nagar Nagrik Mandal, Neelima Harode and Gauri Sawarkar of Ambazari Ladies Club and representatives of Indian Medical Association, Shivaji Nagar Nagrik Mandal, Ramdaspath Nagrik Mandal and others.

CM sanctions NMC's proposal of water tariff revision

■ Staff Reporter

A major relief to water consumers facing severe problems due to steep hike in water tariff, the Chief Minister (CM) Chavan has sanctioned proposal of Nagpur Municipal Corporation (NMC) for revision of water charges.

Ruling Party leader Praven Datke said that Maharashtra

tioned proposal of NMC and notification is likely to be published in next couple of days. It may be mentioned that the civic body has proposed to reduce the water charges upto Rs 5 per unit from Rs 8 per unit for residential consumers upto 30 units. The charges for 31 to 80 units are Rs 8 per unit and above 81 units, the charges are Rs 15 per unit. Datke said that Maharashtra

Government has put one slab and reduce first slab of 1 to 30 units by 1 to 22 units. This may be only change, he added and said that after publication of notification the things can be cleared.

The civic body has sent proposal for final nod to Urban Development Department of Maharashtra Government in April 2010.

It may be mentioned that citizens

and several social organisations had protested against the steep hike in water tariff. Rattled by angry protests, NMC General Body had formed rate revision committee under the chairmanship of Praveen Datke to submit a report on the water tariff. The NMC has proposed reduction in water charges of Commercial and Industries. The NMC has deleted semi-residential category.

Hitvada City Line - 26th June 2010

NMC GB approves 24x7 water supply for entire city

■ Ruling Party leader Datke suggests implementation of the scheme from the areas facing water scarcity

CITY LINE - 26th June 2010

■ Staff Reporter

NOW, 24x7 Water Supply project will be implemented in the entire city on public private participation (PPP) model, starting from areas facing water scarcity, as general body of Nagpur Municipal Corporation (NMC) has given its consent for draft agreement to be signed with selected private company for 25 long years to implement the scheme. Barring three Corporators, no one protested against the proposal. NMC has implemented 24x7 Water Supply pilot project in Dharampeth Zone.

As per the draft, 24x7 scheme will be implemented at the cost of Rs 387 crore sanctioned by Union Government under Jawaharlal Nehru

National Urban Renewal Mission (JNNURM). The selected private company will implement the scheme by contributing 30 per cent share of NMC that is Rs 116 crore. With this, the company will maintain the entire water works of NMC- right from water treatment to distribution at door steps, for next 25 years.

Under the scheme, the existing water meters will be replaced followed by replacing of necessary old water network, removing all public taps, water connection to each and every household including those located in slum areas, reducing the water losses etc. The process to select a private company is almost nearing completion. On Friday, the agreement to be signed between

NMC, Nagpur Environmental Services Limited (NESL) (special purpose vehicle of NMC for water works), and selected private company, is given approval by general body. If everything goes right, the work will be started as soon as the company is selected followed by agreement, may be in the current year.

When the proposal was placed before general body, Congress Corporator Praful Gudadhe said, he is in favour of 24x7 Water Supply project, but not privatisation of water works. NMC should do the work on its own. If any private company is given the work for 25 long years, the people will have to face severe problems and its fine example is

Dharampeth Zone. Any private company has single motive to make profits from the work and so far PPP model has not succeeded anywhere in the country, he said.

Gudadhe said, the private company regulating pilot project of the scheme in Dharampeth Zone has failed to implement the scheme properly, leading to public backlash. He claimed that he was the only corporator who had protested the water tariff hike proposal. Learning lesson from this, Ruling Party should take the people into consideration before implementing the scheme, he advised.

NCP Group Leader Vedprakash Arya and Corporator Parinay Fuke also protested the proposal. BJP

Corporator Chhaya Gade suggested not to sign agreement for long period with private contractor. Excluding them, no one protested against the proposal and Mayor Archana Dehankar declared it as passed.

Standing Committee Chairman Sandeep Joshi said, NMC office bearers including Ruling Party Leader Praveen Datke, Chairman of Dhantoli Zone Avinash Thakre, former Chairman of Dharampeth Zone Manjusha Bangale and NCP Corporator Pragati Patil organised a drive to solve problems of people from Dharampeth Zone. With the initiative of BJP City President and former Ruling Party Leader Anil Sole, workshops were organised

(Contd on page 2)

CM asks for 24X7 water supply at Adikmet

TIMES NEWS NETWORK

Hyderabad: Chief minister Y S Rajasekhara Reddy on Tuesday directed the Hyderabad Metropolitan Water Supply and Sewerage Board (HMWS&SB) to supply water 24X7 in Adikmet from August. He also directed them to extend the scheme to the entire city 'expeditiously'.

Reviewing the performance of the Hyderabad Metropolitan Water Supply and Sewerage Board, he directed officials to prepare a master plan for areas within the radius of the proposed outer ring road (ORR) — twin

cities, municipalities and some gram panchayats — to have an integrated plan with regard to water and sewerage sectors.

The chief minister wanted the master plan to be ready within six months and the sewerage master plan for the core city of Hyderabad to be updated immediately.

He directed officials associated with the Krishna phase-II project to bring water to the city by October. With regard to the Musi project, he instructed them to sort out land-related issues in connection with construction of

sewage treatment plants at Nallacheruvu and Attapur.

To tap Godavari water, the chief minister approved the proposal to appoint Water & Power Consultancy Services (Wapcos) as consultants to prepare a detailed feasibility study of tapping water from the Devadula project.

He also agreed to sanction Rs 40 crore for taking up sewerage network works in and around Hi-Tec City. He also directed the Board officials to take all necessary steps with regard to manhole covers.

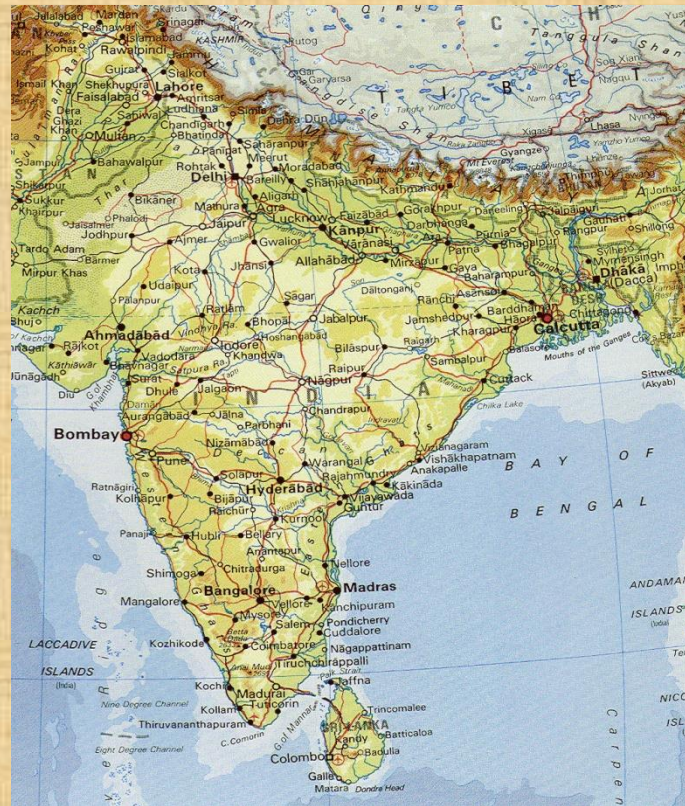
Recent Experiences

- Hubli Dharward, Belgaum
- Nagpur
- Latur
- Mysore
- Salt lake Area – Kolkata
- Navi Mumbai

[Details](#)

Continuous water supply initiatives in India

2002/3



None

Continuous water supply initiatives in India

2008



~43

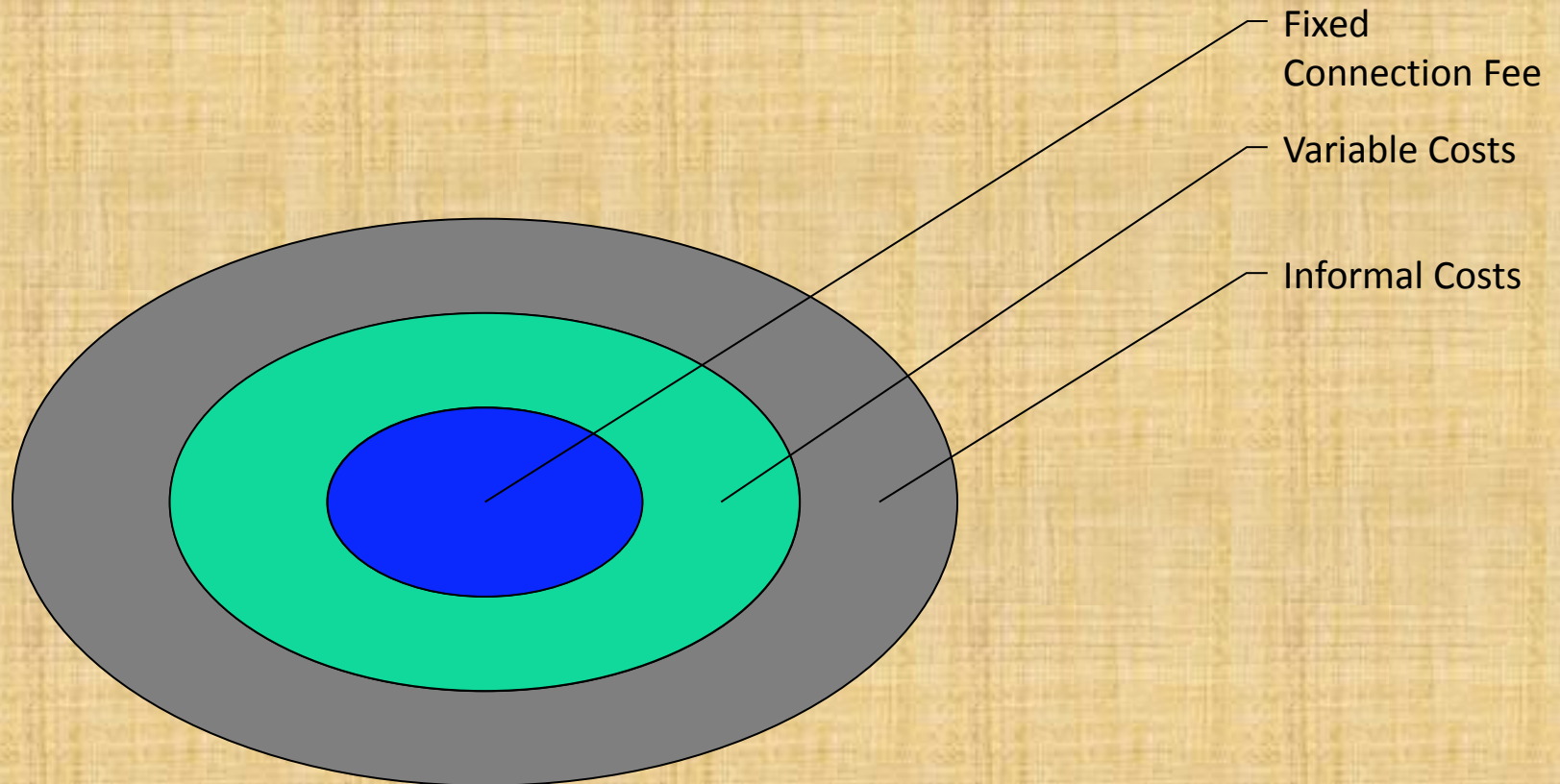
Coverage

Coverage – Water Supply

- Network coverage is high
- Significant gap between number of households and connections on record ; resulting in low coverage
- Last mile connectivity is a major concern
- Entry barriers for the poor to gain access
 - High cost of connection
 - Procedural barrier
 - Policy barrier

Tariffs in India are kept low, in the name of the poor. But poor are not formally connected to the system

CONNECTION COSTS



CONNECTION CHARGES

Fixed Costs

- Security Deposit
- Connection Fee

Variable Costs

- Pipe extension
- Road digging, material ,labour

Informal Costs

- Speed money
- Documentation costs
- Trips to Municipal Corporation etc

CONNECTION COSTS

Fixed Costs

- Scrutiny Fee: Rs 5000 including meter, supervision and labour charges
- Security Fee – Rs 2000

Variable Costs

- Paid as a lumpsum to contractor
- Road cutting, material etc etc

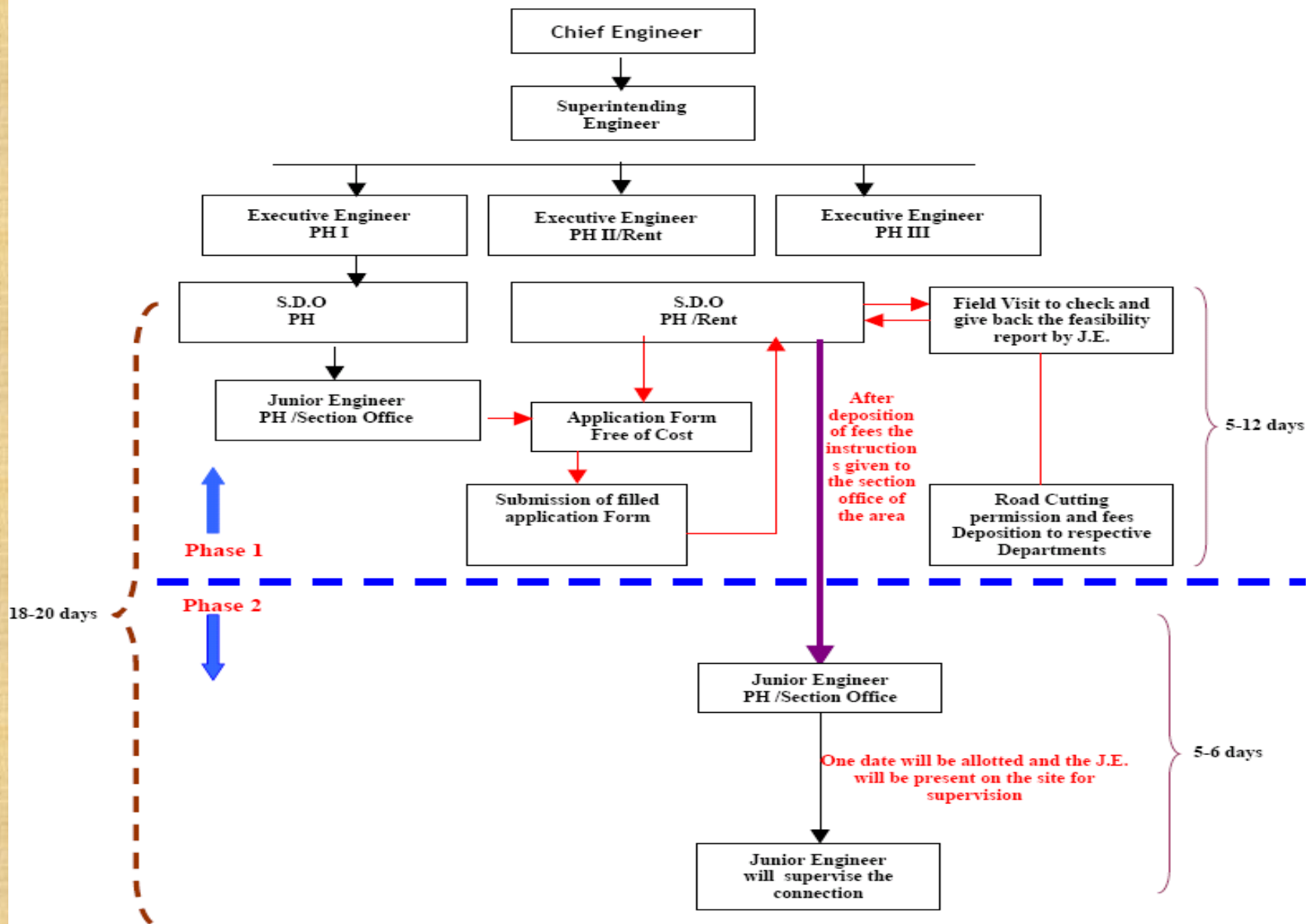
TOTAL : 8000 to 10000

No connections to poor in the last one year;

Poor are served only by PSPs

Purpose of Fee

- Recover capital costs
- Adjust dues in case of default
- Supervision charges



Towards Clean Drinking Water for All



VIJAYAWADA
The city on fast-track

Towards Clean Drinking Water for All

- ✓ Simplified procedures for tap connections
- ✓ Additional 40,000 individual connections under Rs. 1200 per connection scheme (for household with tax assessments below Rs.300)
- ✓ 25% discount on connection charges for all categories, if paid full during the silver jubilee week



Vijayawada Municipal Corporation

Dial 103 / www.ourvmc.org

821

22/06/06

Indian Express

S Sankar

Good response to 'Water tap mela'

EXPRESS NEWS SERVICE

Vijayawada, June 21: The Vijayawada Municipal Corporation's (VMC) 'water tap mela' has evoked good response and as many as 2,650 new applications have been submitted for tap connections as a result of the campaign.

The campaign was launched as part of the silver jubilee celebrations of the VMC and was coordinated by the corporators in their respective areas. During the campaign, the connections are being given on payment of only Rs 1225 as against the normal fee of Rs 2525. "A large number of applications have come and the amounts have already been paid by the applicants. This is good augury," said municipal commissioner Natarajan, Gulzar. He said that for those who pay a property tax of less than Rs 3000 could apply for a tap connection till July 11.

The civic body would also take up division-wise distribution of saplings to the



citizens as part of a massive greening campaign. The full details of the campaign are being worked out.

Referring to yesterday's blast at the iron scrap dealers yard in Governorpet, he said that a drive would soon be launched to identify such unauthorised shops in residential localities. He also said that the municipal authorities would install horizontal girders in the feeder roads of Krishna Lanka and Ranigaritha to prevent parking of lorries and trucks in these roads.

నగరాభివృద్ధికి మరిన్ని కార్యక్రమాలు: కమిషనర్

కార్పొరేషన్, జూన్ 21 (న్యూస్టుడే). రబీతో శ్లోచాలను పురస్కరించుకుని నగరంలో మరిన్ని అభివృద్ధి కార్యక్రమాలు నిర్వహించేందుకు మున్సిపల్ కమిషనర్ నటరాజన్ గుర్తుకొచ్చారు. బుధవారం ఆయన విలేజ్ దుల సమావేశంలో మాట్లాడుతూ ప్రస్తుతం నిర్వహించిన కళాయి మేళాకు మంచి స్పందన లభించిందన్నారు. దాదాపు 3 వేల కళాయి కనెక్షన్లు కొత్తగా వచ్చాయని చెప్పారు. రాయిశీలతో కూడిన కళాయి కనెక్షన్లు ఇచ్చే ప్రక్రియను కొనసాగించేందుకు తిరిగి అవకాశం లేదనీ, దీనికి ఎన్నికల నిబంధనలు అడ్డుగా ఉన్నాయన్నారు. రూ. 300 లోపు ఇంటి వస్తుపై రాయిశీతో కళాయిలు మంజూరు చేసే ప్రక్రియ మాత్రం జూలై 11 వరకు కొనసాగుతుందని చెప్పారు. మరో 8.7 నెలల్లో మరిన్ని కొత్త కళాయి కనెక్షన్లు ఇచ్చేందుకు తగిన చర్యలు తీసుకుంటామన్నారు. లోకార్స్ శానిటేషన్ పథకం కింద నగరంలోని పేదలకు కొత్తగా 4 వేల మరుగుదొడ్లు నిర్మిస్తున్నట్లు చెప్పారు. మరో 10 వేల మరుగుదొడ్లు కూడా మంజూరైనట్లు చెప్పారు. ఈ పథకం కింద లబ్ధిదారులను ఐదో ద్వారా గుర్తిస్తామని, అవసరమైన సొమ్మును రెండు దఫాలుగా విడుదల చేస్తామని తెలిపారు. నగరంలో గుర్తించిన 6 ముఖ్యమైన ప్రాంతాల్లో పే అండ్ యూత్ వర్క్స్లో మరుగుదొడ్ల నిర్మాణం చేపట్టనున్నట్లు చెప్పారు. నగరంలోని మూడుసార్కి పరిధిలో ప్రత్యేకంగా కొంటర్ల తెరచి 2 లక్షల మొత్తాలను పంపిణీ చేయనున్నట్లు కమిషనర్ వివరించారు. నగరంలో ప్రత్యేక పారిశుధ్య కార్యక్రమాల నిర్వహణకు

తగిన చర్యలు తీసుకుంటున్నట్లు కూడా చెప్పారు. వీటికి అవసరమైన పనిముట్లు సిద్ధంగా ఉన్నట్లు తెలిపారు. రబీతో శ్లోచాల సందర్భంగా 'నగరగీతం' రూపకల్పనకు మరో వారంలో జూలై అవసరమైన చర్యలు తీసుకుంటున్నట్లు చెప్పారు. దాతల సాయంతో నగరంలో చేపట్టేందుకు వీలున్న వివిధ పనులకు సంబంధించిన వివరాల పుస్తకాన్ని త్వరలో విడుదల చేస్తామని తెలిపారు. నల్గొండలో ప్రాంతంలో వైద్యులు విభజించిడిగా ఏర్పాటు చేసిన బోర్డులను తొలగించి 'ఒక చోట ఏర్పాటుచేసుకునేలా' చర్యలు తీసుకుంటామని చెప్పారు. బాధ్య, రెస్పాండెంట్లకు ఎస్.ఓ. సిలు ఇచ్చే విషయంలో ప్రాథమిక పరిశీలన కొనసాగి, సి.ఎ. సి.ఎం.ఓ. హెల్త్, అదనపు కమిషనర్తో త్రిసభ్య కమిటీ ఏర్పాటు చేసినట్లు తెలిపారు. నగరంలో ఉన్న 45 ఖాళీ స్థలాలను అభివృద్ధి చేసేందుకు నగరవాసులు ముందుకు వస్తే వారికి సహకరిస్తామన్నారు. వీధిదీపాల ప్రైవేటీకరణ అమలుకు సంబంధించి అంతా సిద్ధంగా ఉన్నా, ప్రభుత్వం నుంచి అనుమతి రావాల్సి ఉందన్నారు. వెహికల్ డివీ అఫ్ సోల్గింగ్ ప్రక్రియకు సంబంధించిన ప్రతిపాదనను కొన్నిరో ముందుకు తెస్తున్నట్లు ఆయన తెలిపారు. రెండు నూతన పాకాలు భవంతుల నిర్మాణాన్ని పూర్తిచేసి ప్రారంభించి సిద్ధంచేసినట్లు చెప్పారు. కృష్ణలంక ప్రాంతంలో ఖారీ వాహనాలను అడ్డుకునేందుకు బారికేడ్లు ఏర్పాటు చేస్తామన్నారు. గవర్నర్ పేటలో బాంబుపేలుడు జరిగిన ప్రాంతంలోని వ్యాపారుల బైసెస్సులను రద్దు చేసినట్లు కమిషనర్ వివరించారు.

Bhagirathi Nal-Jal Yojana, Chhattisgarh

- The scheme would be implemented in all ULBs of Chhattisgarh
- Free of cost water supply connection to poor households residing in slum
- Camps/Melas to be organized
 - Collect application form
 - Immediate sanction of connection
- Consumers/beneficiaries will pay Rs. 60 as monthly charge
- ULBs to apply for reimbursement of expenditure incurred for providing connection to the nodal agency at state level
- Distribution pipeline, digging work, ferrule, tap, etc., with fittings along with the applicable water connection charges and security deposits in the ULB could be included in the scheme and can be put up for reimbursement.
- *Rs. 3,000 (appox.) would be reimbursed by the nodal agency for each water supply connection.*
- Approximately 2.5 lakhs water connections would be given across the state

Coverage – land tenure issues

- BPL card holders
- Slum residents - notified
- Non residents - notified slum
- Pavement dwellers/Migrant population?
 - fairly large number, poorest of the poor.

- Andhra Pradesh – Every BPL family is entitled for an individual connection. Applicable for notified areas only. Cost of connection – Rs 200 per connection. Tariff – at par with others citizens. (Benefited over 1.5 lakh pop)
- Chattisgarh – Every BPL family irrespective of their location is entitled to have individual tap connection (estimated to benefit 2.5 lakh pop)
- Nagpur city – universal access; applicable to notified and non notified areas.

Sanitation

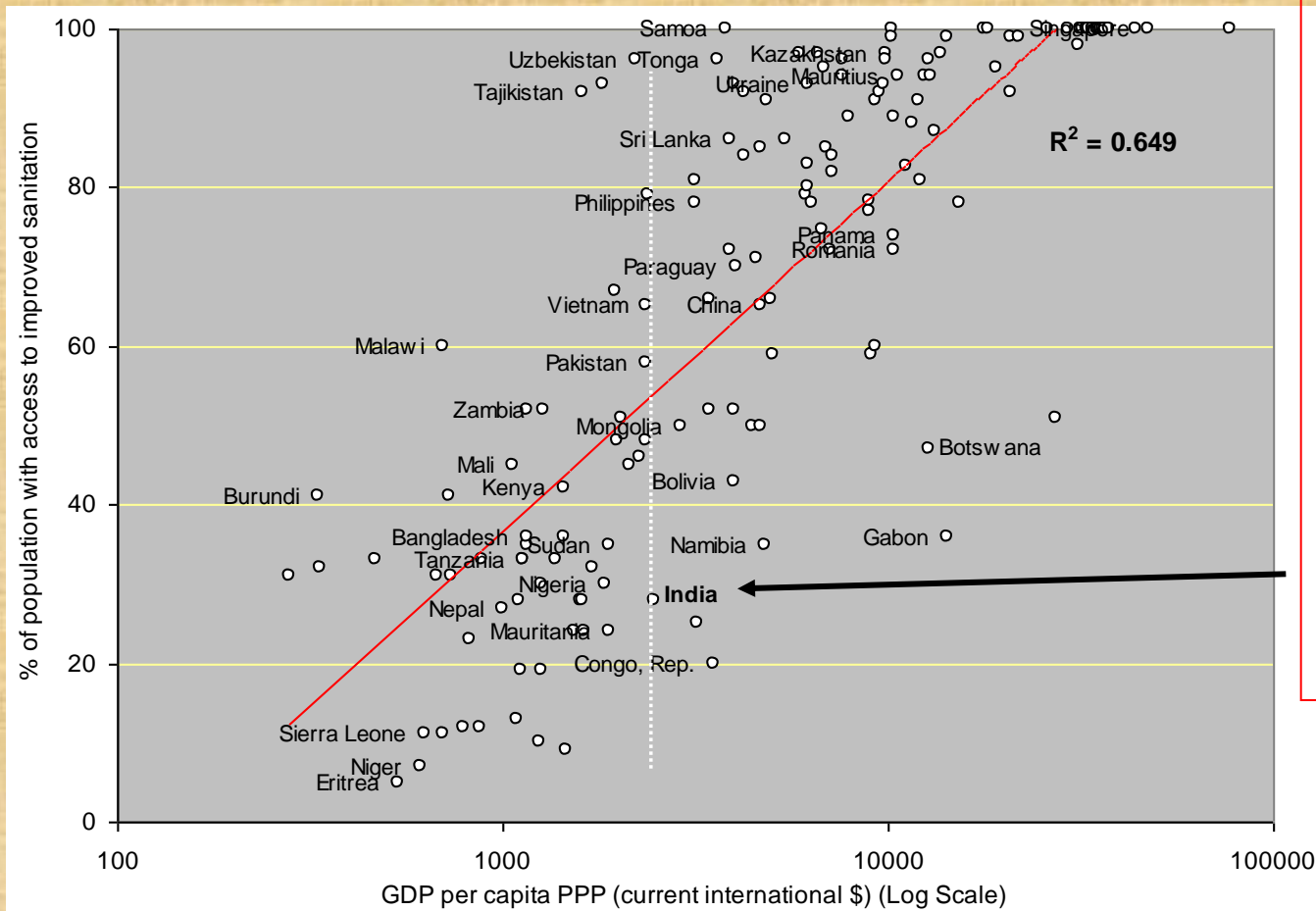


- The day everyone of us gets a toilet to use, I shall know that our country reached the pinnacle of progress....

Jawaharlal Nehru

India's Relative Performance

Scatter-plot of % of population with access to improved sanitation and GDP per capita PPP (current international \$)



India's progress is lower than some of the other countries with similar or lower per capital GDP

Alandur

- Pop – 2 lakhs
- Chairperson lead initiative
- Peoples's participation
- PPP – STP (BOT)
- Services to the poor
- Cost reflective tariffs
- Successful and replicable

Community options

Pune Sanitation Drive

- Community toilets in low income areas
- More than 10,000 seats
- Capex by PMC
- O & M – community – Rs 15-20 /family /month



Toilets

- Pune
- Tiruchy
- Sangli







Indication Boards

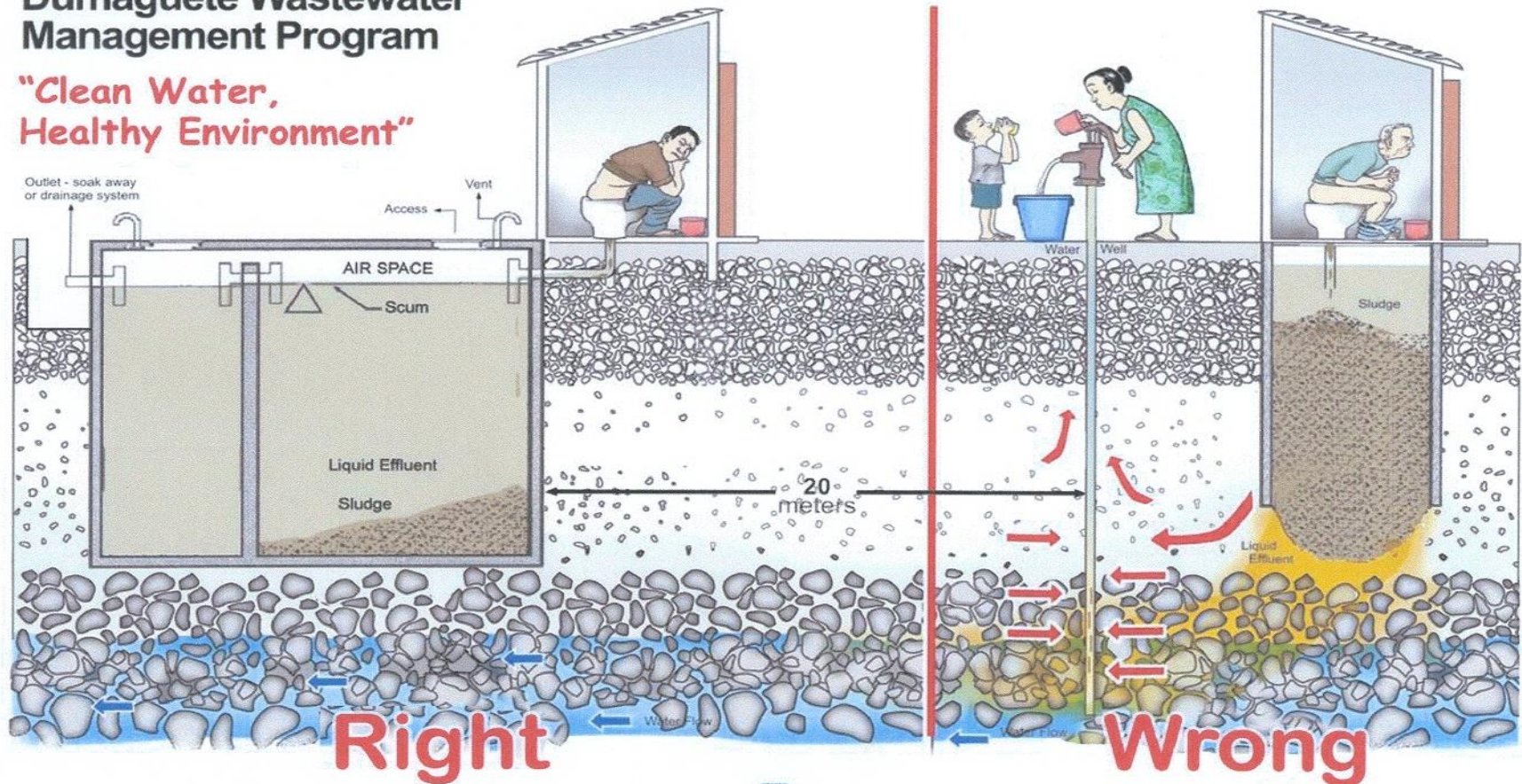


PPP in septage control

The Correct Septic Tank

Dumaguete Wastewater
Management Program

"Clean Water,
Healthy Environment"



If in doubt call the
SAFE septic
FREE
helpline
4443 4535

Call this helpline if...

- smelly water is ponding below your trenches
- excessive smells are emanating from your tank or trenches
- your tank is constantly overflowing sewage
- your tanks solids levels have not been checked for more than three years
- your tank has not been pumped out for more than 5 years

www.shoalhaven.net.au/~pumpsouts



Shoalhaven Water: 4429 3343
 Safe Septic Helpline: 4443 4535

Shoalhaven
 CITY
 COUNCIL

MORE TIPS FOR A HEALTHY SEPTIC SYSTEM

Avoid the use of bleaches, whiteners, nappy soakers, highly alkaline detergents (the ones with the blue/green beads), - instead use biodegradable septic safe disinfectants & detergents.
 Never pour oil or grease down the drains.
 Do not plant trees or shrubs near the absorption trenches - sunshine is needed on trenches not shade or tree roots.
 Mow the grass regularly for maximum transpiration.
 Antibiotics will kill off the micro-organisms.
 Avoid excessive water use, call our hotline for advice on disposal of grey water.
 Don't let solids build up and clog your trenches. Have your system checked every 3 years by a professional. Call our help line for a free tank inspection.
 Don't wait for your system to fail. CALL OUR FREE HELP LINE

is your septic
system SAFE?

Problems with septic tanks have been brought to Councils attention. If your septic is not functioning correctly it can cause serious health risks to you or your family. Please use this free brochure to check the health of your septic system.



Don't

- ✗ Don't put bleaches, disinfectants, whiteners, nappy soakers and spot removers into the septic tank via the sink, washing machine or toilet.
- ✗ Don't allow any foreign materials such as nappies, sanitary napkins, condoms and other hygiene products to enter the system.
- ✗ Don't use more than the recommended amounts of detergents.
- ✗ Don't put fats and oils down the drain and keep food waste out of your system.
- ✗ Don't install or use a garbage grinder or spa bath if your system is not designed for it.

Reducing Water Usage

Reducing water usage will lessen the likelihood of problems such as overloading with your septic system. Overloading may result in wastewater backing up into your house, contamination of your yard with improperly treated effluent, and effluent from your system contaminating ground water or a nearby river, creek or dam.






Conservative water use around the house will reduce the amount of wastewater which is produced and needs to be treated.

Your septic system is also unable to cope with large volumes of water such as several showers or loads of washing over a short period of time. You should try to avoid these 'shock loads' by ensuring water use is spread more evenly throughout the day and week.

Warning Signs

You can look out for a few warning signs that signal to you that there are troubles with your septic tank. Ensure that these problems are attended to immediately to protect your health and the environment.

Look out for the following warning signs:

-  Water that drains too slowly.
-  Drain pipes that gurgle or make noises when air bubbles are forced back through the system.
-  Sewage smells, this indicates a serious problem.
-  Water backing up into your sink which may indicate that your septic system is already failing.
-  Wastewater surfacing over the land application area.

Trouble Shooting Guide

If there are odours check the following areas:

- ◆ Greasetrap (if installed), is it full or blocked?
- ◆ Absorption field, is it wet or soggy?
- ◆ Has there been recent heavy rain?

Odour problems from a vent on the septic system can be a result of slow or inadequate breakdown of solids. Call a technician to service the system.

Help Protect Your Health and the Environment

Poorly maintained composting toilets can be a serious source of pollution and may present health risks, cause odours and attract vermin and insects.

By looking after your composting toilet you can do your part in helping to protect the environment and

If you would like more information please contact:

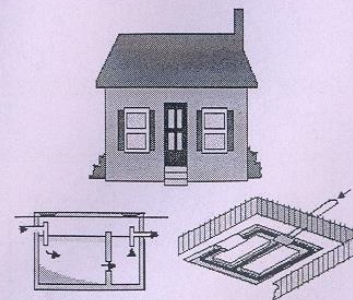
The Development and Environmental Services Group

**Sewage Management Unit
Telephone: 4429 3114**

council@shoalhaven.nsw.gov.au • www.shoalhaven.nsw.gov.au



Your Septic System



Information Brochure

- PPP in collection and recycling
 - At a neighborhood level – Bangalore /Hyderabad
 - City level – Bangalore /Nagpur ??/Hyderabad/Surat /

Coimbatore SWM - PPP

- Triggered by JnNURM
- From Transfer station till disposal at SLF including Processing and closure of dump sites – Rs. 69 Cr
 - Grants to the extent of 70 % - Rs. 48 Cr
 - Balance capital (30%) to be brought by Private developer i.e. about Rs. 21 Cr
 - Tipping fee

SWM

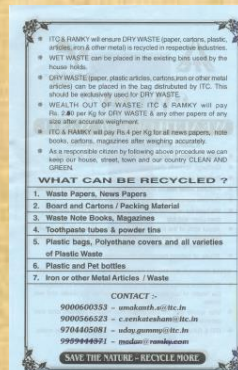
- Suryapet
- Bangalore (D2D) – near 100 & door to door collection
- Hyderabad (outsourcing)

Household Coverage of SWM services

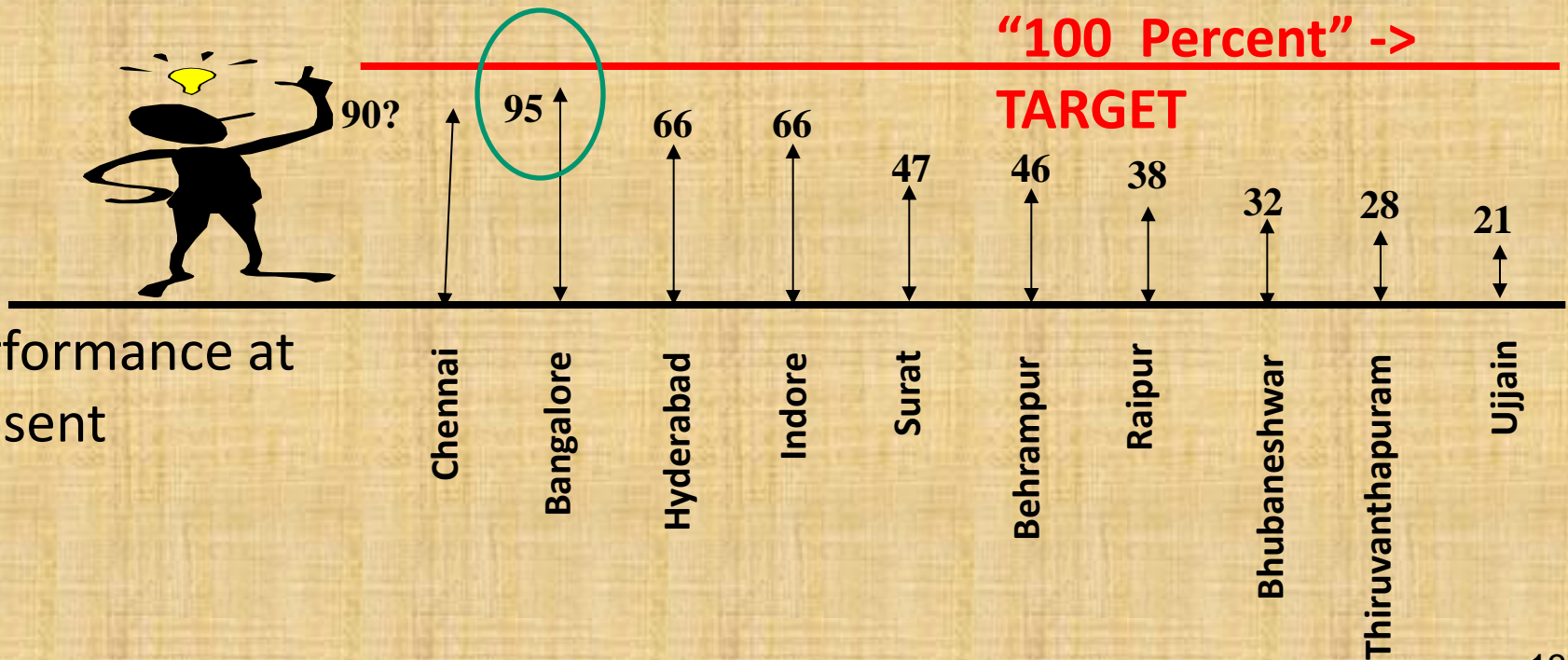
- WoW Hyderabad – PPP initiative in door to door collection

Other Experince: Wealth out of waste : Hyderabad

- WoW work in very close cooperation with RWAs.
- RWAs provide a volunteer and ITC attaches a supervisor.
- Number of street meetings organized to encourage to sell their dry waste.
- Role of IEC - pamphlets and kiosks on “how to segregate” to the households.
- Dry waste storing bags specially prepared are distributed to citizens printed with a serial number, and the phone numbers to contact.
- The bag contains printed information over them about how to use the bags and what to store inside.
- Every family has to keep their dry waste in this bag to handover to the ITC team member.



Cost Recovery in Water Supply Services



Cost recovery

- Billing and collection
 - Debt management strategy (water adalats etc)
 - Separation of current and arrears
 - Billing cycle (10 days to 15 days) - BWSSB
 - Spot billing : BWSSB
 - AMR (20 : 80) - HMTWSSB

SPOT BILLING



Municipal infrastructure

Foot Over Bridges







Case study 3

Multi Level Car Parking

PPP Model for Underground Car Parking System - A case of Kolkata



PPP Model for Underground Car Parking System

- Kolkata City Population – 14.7 million
- Kolkata City Area - 1851 Sq.km
- Length of Kolkata City Roads - 500 kms
- Parking in central Kolkata has always been a hassle is the case with most inner city areas.
- Kolkata Municipal Corporation (KMC) decided to utilize the rights to underground space
- KMC undertake the parking project as a PPP project on a Build-Own-Operate-Transfer (BOOT) basis.

Implementation strategies

- The PPP parking project was conceptualized as a two-part BOOT project with two concession periods
 - Concession - Parking system
 - Concession - Commercial Complex (Both Underground)
- The overland portion was converted into a pedestrian plaza.
- There are two levels of basement in the system
 - Upper basement (Level 1) has been utilized for commercial development
 - Lower basement (Level 2) is exclusively used as a car parking area. This was a double-concession BOOT project.

Implementation strategies

UG Level 1: Commercial Development

- KMC granted permission to Simplex to construct and lease out the commercial blocks on a long-term basis
- Simplex pays the lease rent as well as basic rent.

UG Level 2: Parking Lot

The KMC and Simplex Projects entered into a BOOT agreement for 20 years for the parking system.

Bus Terminal

CENTRAL BUS TERMINAL PROJECT - THAVAKAKRA, KANNUR
ON PUBLIC PRIVATE PARTNERSHIP (PPP) MODEL

Central Bus Terminal at Thavakkara, Kannur

- Project Outlay – Rs. 330 million (7 m USD)
- The terminal and its support commercial area built up on 6.35 acres of land
- Two approach roads upto 20 m wide, totaling 1.25 Km long connecting to the main link road
- Built up for commercial utility to sustain investment
- 450000 sq.ft. built up





Energy saving

- **Energy Saving Company project in Nasik**

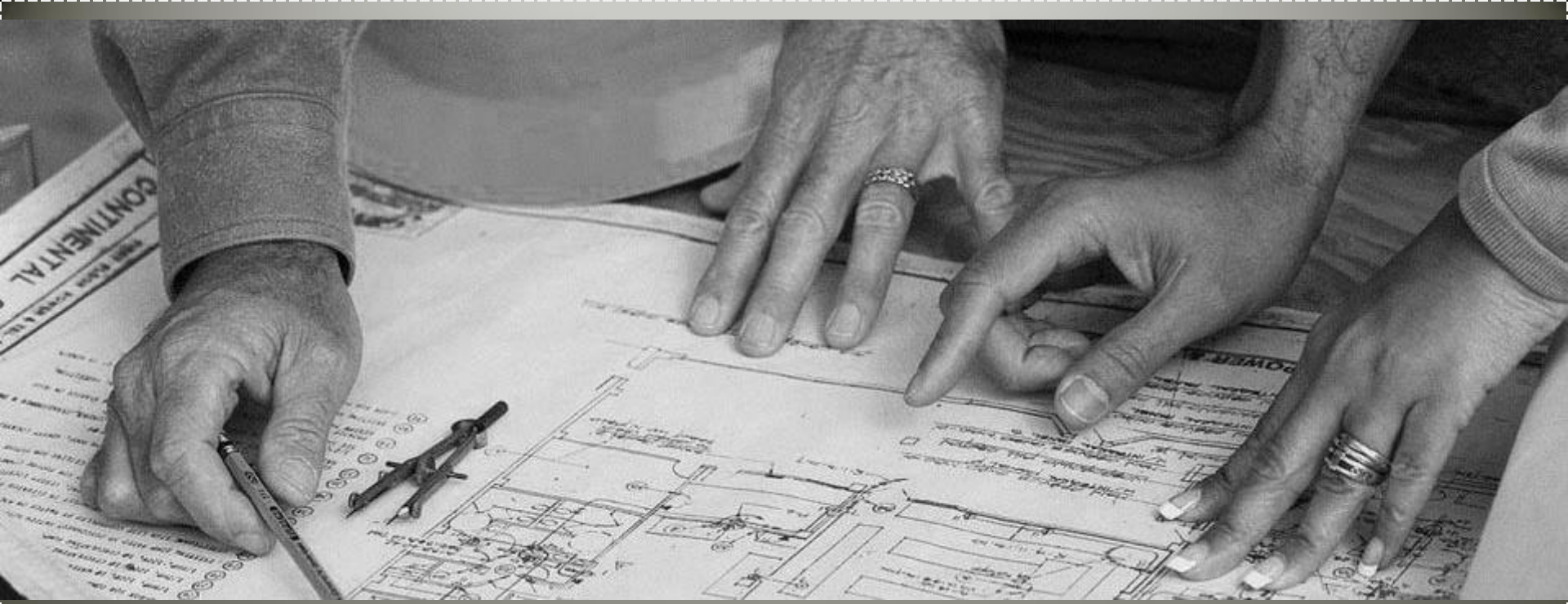
- Project being implemented on “shared savings” basis
- Sahastronic control private limited (SCPL) appointed for supply of 486 energy savings devices
- SCPL responsible for design, manufacture, supply, erection, commissioning as well as O&M of the devices
- Contract is for a period of 5 years
- Repayments to SCPL by direct payment by Nashik Municipal Corporation through an escrow mechanism
- SCPL guarantees at least 25% energy savings from the baseline consumption

Development of Electric Crematorium with the Help of Community Based Organizations in Tirupur Municipal Corporation

SIMPLIFICATION OF BUILDING APPROVAL SYSTEM

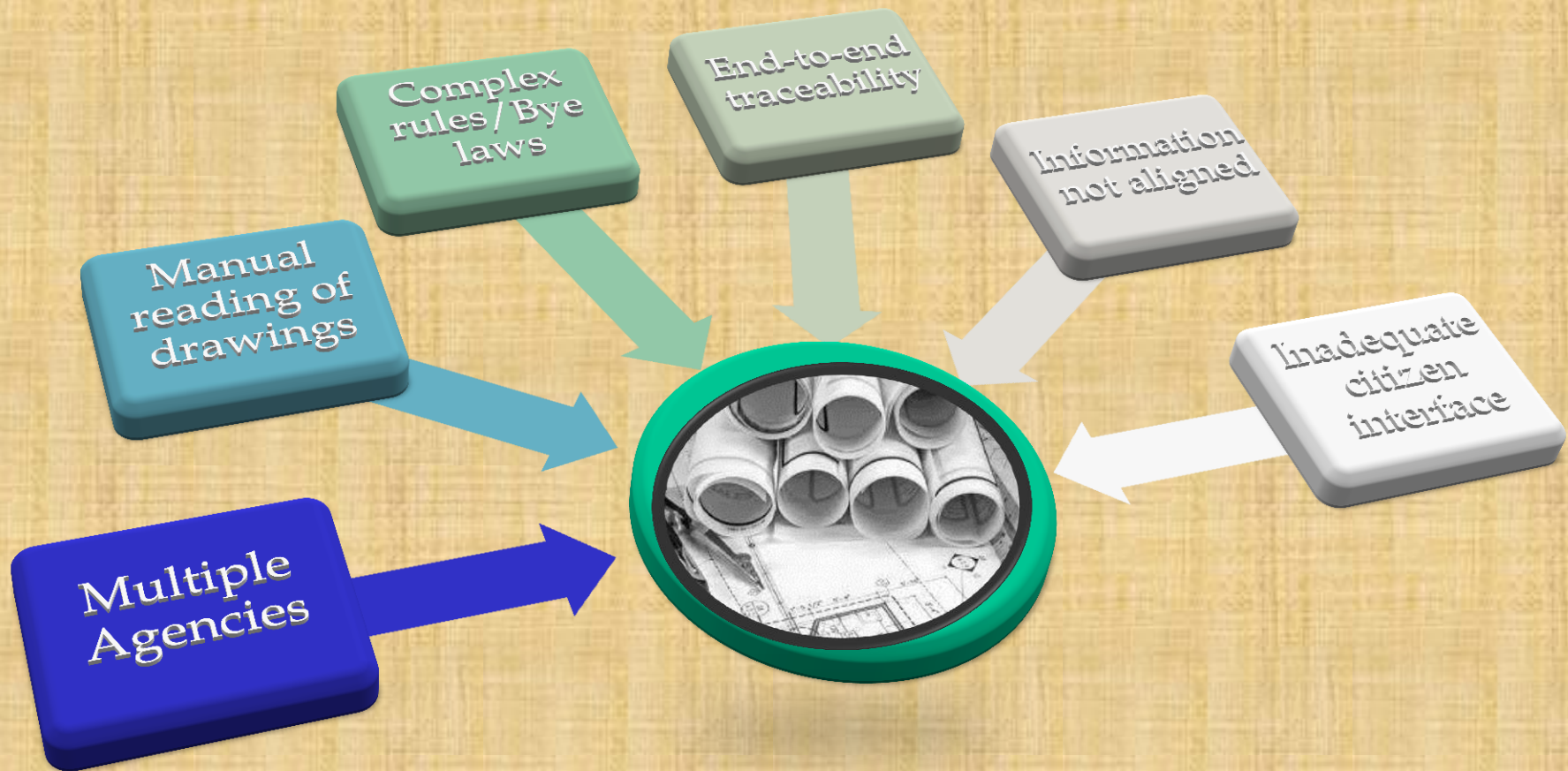


AUTODCR – INNOVATION IN BUILDING PLAN SCRUTINY AND APPROVAL



Enabling citizen centric building plan
approval through innovative technology

The key issues and challenges



Impact of the challenges

Are the hand-offs between multiple agencies causing inordinate delays in approvals?

Multiple Agencies

End-to-end traceability

Is inadequate traceability standing in the way of accountability and transparency?

Is manual reading of drawings increasing the probability of omission of important checks?

Manual reading of drawings

Information not aligned

Is a misaligned information flow preventing systemic alerts for corrective/preventive actions?

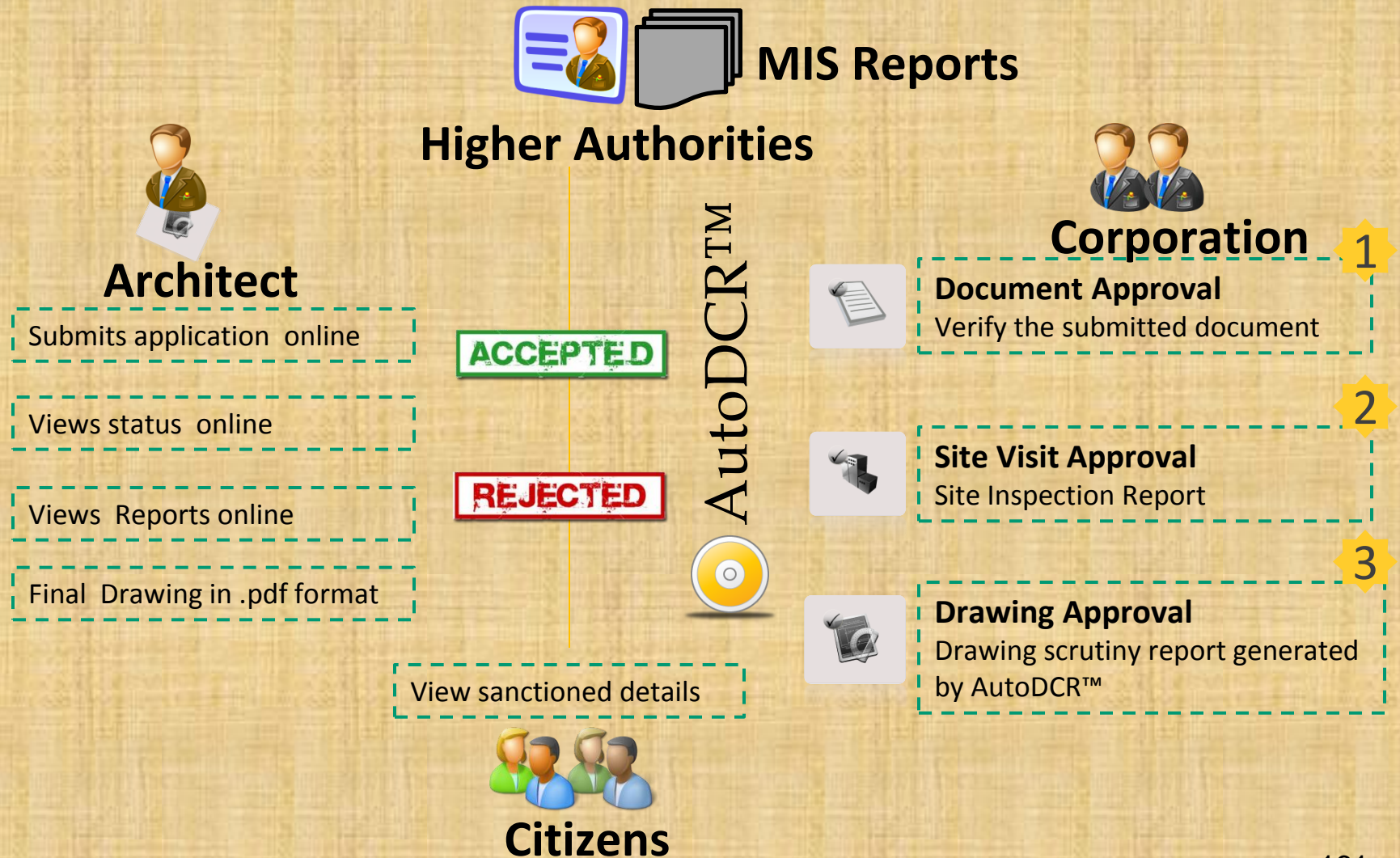
Are the interpretation of DC rules / Building bye laws becoming subjective?

Complex rules/bye laws

Inadequate citizen interface

How is lack of transparency and citizen interface affecting the image of the corporation?

AutoDCR framework



m

eGovernance

an efficient way to meet
citizen's expectation



Address:
Computer Department,
Rajkot Municipal Corporation,
Dhebar Road,
Rajkot (Gujarat) - INDIA

Tele Phone : +91-281-2230920

Fax : +91-281-2224258

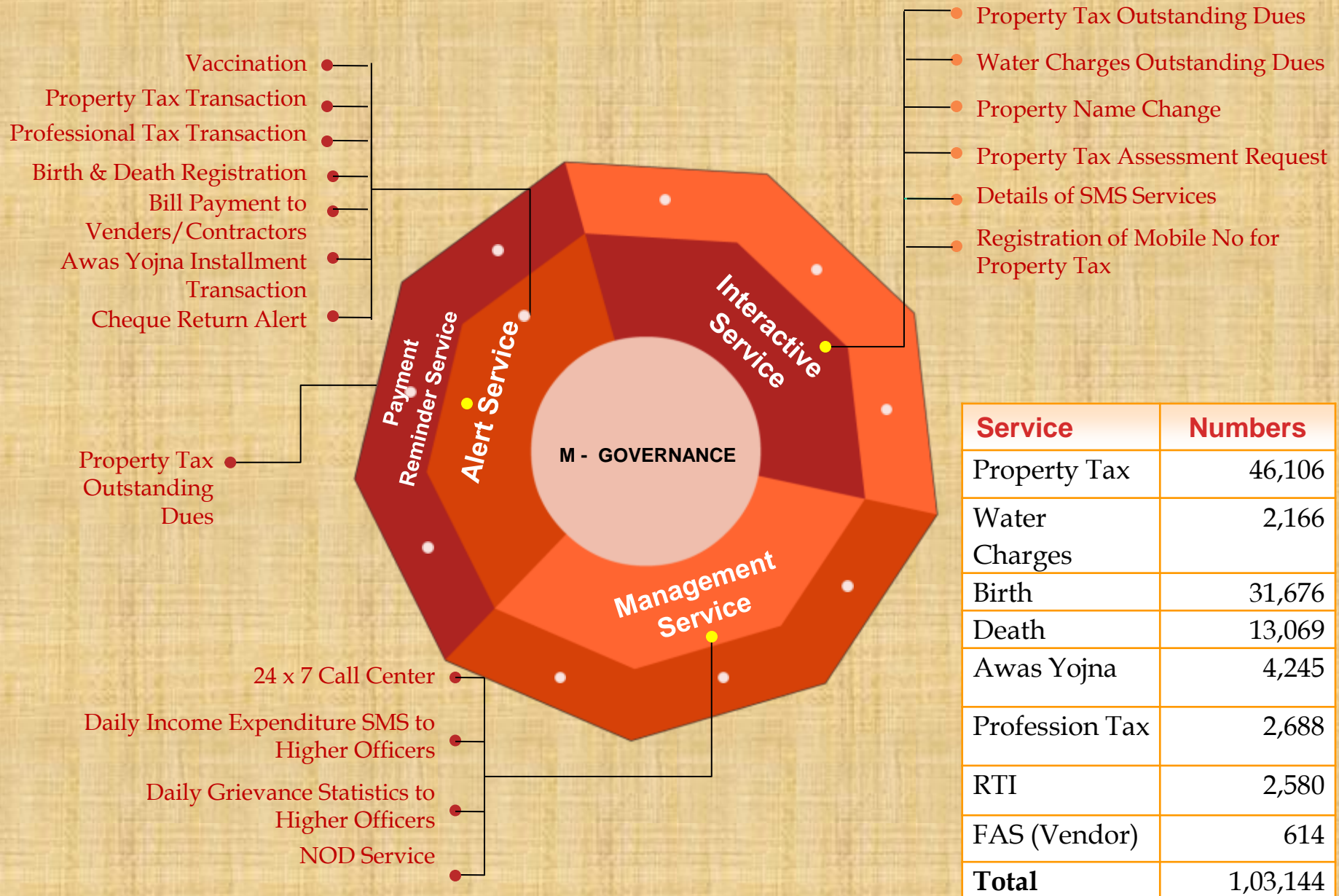
URL : www.rmc.gov.in



Rajkot Municipal Corporation



Brief Details : m-Governance



m-Governance

Process to Access m-Governance Services

Interactive Service

1. Light <Pole No>
2. Property Tax Due Bill <17 Digit Property No>
3. Water Charges Due Water <13 Digit Water Connection No>
4. Name Change Name <17 Digit Property No>
5. Assessment Request Assess <Name and Address of Property>
6. Complain Status Status <complain no>



Send SMS to
9624096241

Alert Service

1. Property Tax Register on www.rmc.gov.in
2. Professional Tax Register at the time of registration
3. Awas Yojna EMI collection at the time of creation of master record
4. Birth Registration at the time of registration of birth
5. Death Registration at the time of death registration
6. Vendor/Contractor payment at the time of preparation of bills

Management Service

1. NOD Service
2. Daily Income Expenditure SMS to higher officials every day @8.00 PM
3. Daily Complain statics SMS to higher officials every day @9.00 PM
4. Call Center Service
 1. Complain registered send to officer by SMS
 2. Officer has to change status by SMS only
 3. PND to know pending complain
 4. PND <mobile no> to get pending complain of other officer
 5. ID <Complain No> to details of complain
 6. EDP <Complain No> to know complain is sent to which officer

Best Practices - Vaccination



Vaccination

- ➡ Introduced in Nirogi Bal Varsha (Healthy Child Year)
- ➡ Vaccination alert to all registered Birth
- ➡ Based on National Immunization scheme
- ➡ From the age of 7 days to 16 years
- ➡ 156331 alerts sent

Within 7 days of Birth

- BCG

Within 14 days of birth

- OPV-0

At age of 1.5

- DPT-1 & OPV-1

At age of 2.5 Month

- DPT-2 & OPV-2

At age of 3.5 Month

- DPT-2 & OPV-3

At age of 9 months

- Measles & Vitamin-A (Dose 1)

At age of 18 Months

- DPT Booster & OPV Booster

At age of 5 Years

- DT-5

At age of 10 Years

- TT-10

At age of 16 Years

- TT-16

At 9 Months to 5 Year (Each 6 Months)

- Vitamin-A (Dose 2 to 9)



Some Facts and Figures : m-Governance

Mode of Service – Alert Service

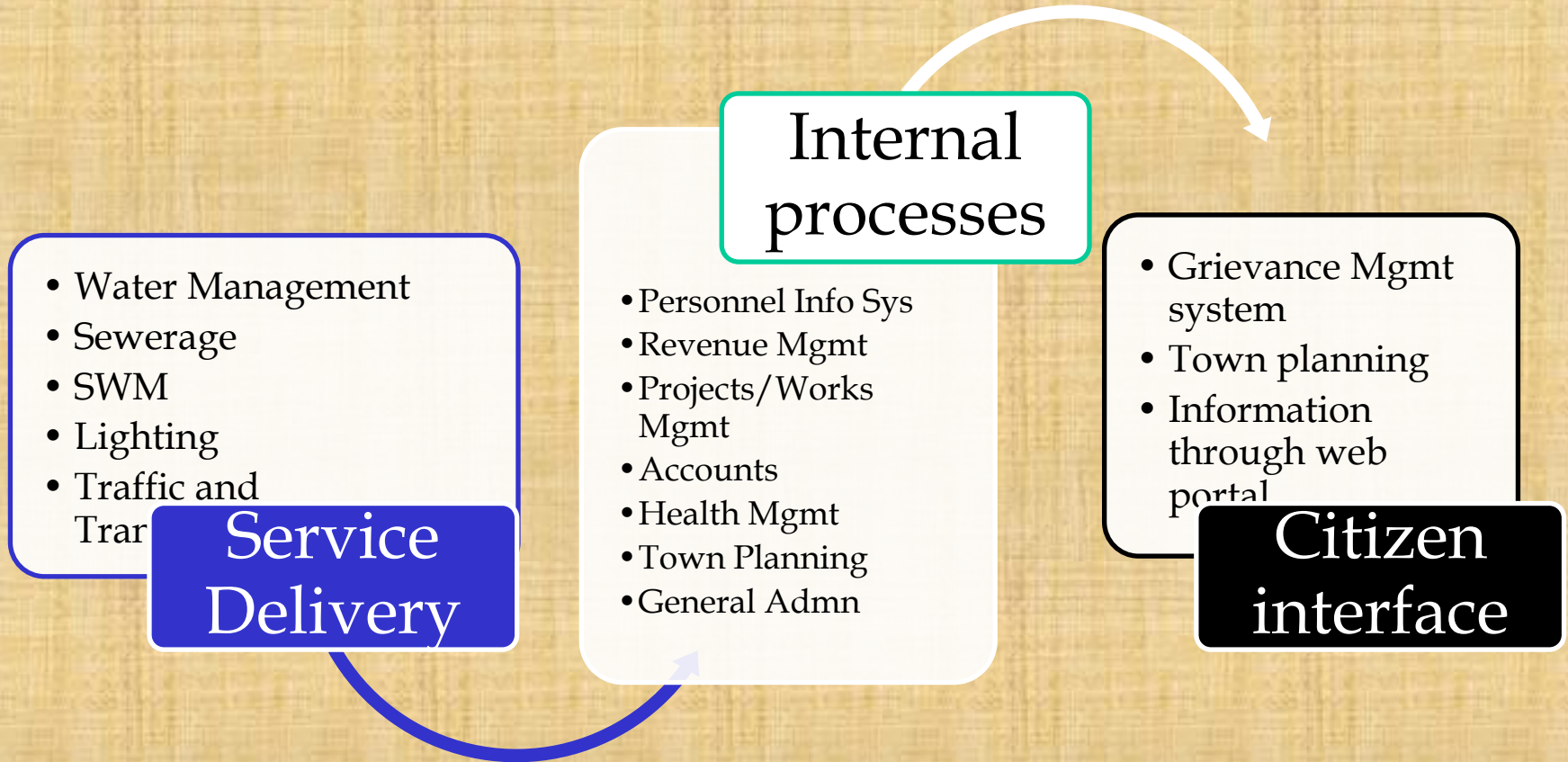
Sr	Department	Services for	Beneficiaries
1	Property Tax	Transaction alert through SMS	36211
		Receipt Cancellation Alert	793
		Cheque Return Alert	77
		Name Transfer Alert	2259
2	Professional Tax	Transaction alert through SMS	16608
3	Birth Registration	Birth registration details through SMS	34561
		Vaccination alert through SMS	156331
4	Death Registration	Death Registration details through SMS	14210
5	Awas Yojna Installment	Installment transaction alert through SMS	33381
7	FAS	Account Payment SMS to Vendors and Contractors	3847
	Total		298278

Mode of Service – Payment Reminder

Sr	Department	Services for	Beneficiaries
1	Property Tax	Payment Reminder Service	91,840
	Total		91,840

ICT for Effective Urban Governance and Service Delivery in India

ICT application areas

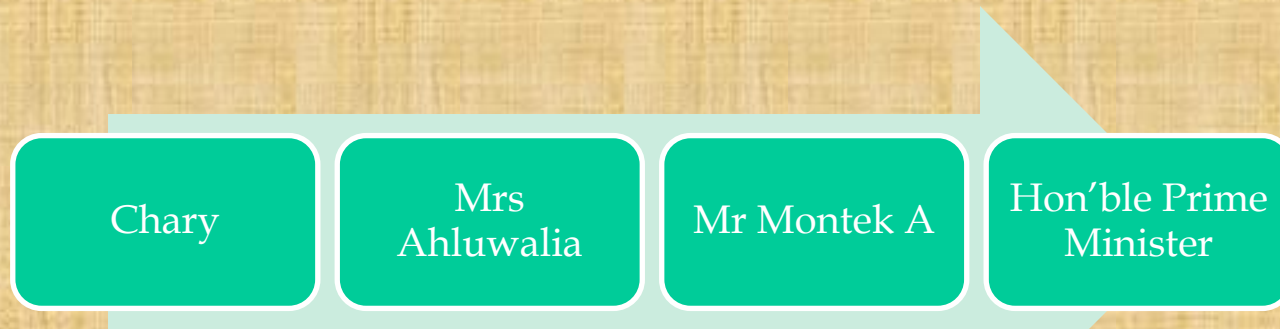


Potential ICT Application Areas in Urban Management

Water Supply	Waste Water	Solid Waste Management	Municipal Services	Revenue & Management
Water Resource Management	Plant Management	Attendance Monitoring	Birth & Death Certificates	Property Tax
Distribution Management	Collection & Distribution	Bin Tracking System	Building Plan Approval	e Procurement
Internal Business Process	Billing and Collection	Vehicle Tracking System	Grievance Management	Accounting system
Water Quality Management	Internal Business Process	Waste Collection & Transfer	Utility Bills	Personnel Management
Billing & Collection	Grievance Handling	Treatment and Disposal	Licenses	
Grievances Handling		Internal Business Processing	Traffic	
		Citizen's Grievances	Street Lights	
			Flooding	

6/5.7 degree separation

- World is highly connected through ICT



- Cities are not leveraging this phenomenon

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INFORMATION

Urban Resource Link

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...accelerating urban reforms with information support



Administrative
Staff College of India

in partnership
with



Ministry of Urban Development
Government of India



World Bank Institute

*In*nurM

India Advantage

- Fastest growing telecom market
- 2 m new telcom subscribers /yr
- 3 m graduates, 7 lacs PG, 1500 PhDs/y
- > 100 of Fortune 500 companies have setup R&D centres in India
- Glob Eco Survey – India is the sixth fastest growing country in terms of construction
- Forex reserves \$ 105 b
- India's Insat – among the worlds largest domestic satellite comm system

No city with continuous water supply