

# Introducing 24/7 water supply

Challenges in three cities in  
Karnataka - India



# What is this story about?

- About 180,000 people (12%) in three cities in Northern Karnataka – India are now experiencing continuous water supply and excellent service.
- In many aspects, this represents a milestone for urban India, where virtually no city has this type of service.
- Previous to the intervention water of dubious quality was delivered once every two to even once every fifteen days, for periods of about 1-2 hours.
- This presentation is about the so far results of an ongoing Karnataka Government project called KUWASIP, how it was done and future perspectives.

# Initial conditions

## Initial negative, non-conducive environment:

- Very poor service, absence of relation utility-customer
- Although water was produced, it largely didn't reach the users, and was benefiting only a few. (scattered responsibilities for services)
- Total lack of confidence from and frustration from users.
- No credibility for 24/7 seen as “impossible” or “inconvenient”
- Opposition from public sector institutions
- Ideological rhetoric against PSP/tariffs
- Low capacity/interest in municipalities

## On the positive side:

- A visionary and strong government officials in the urban department and decided to change the situation.

# The Project

The KUWASIP project (total \$ 50 million, 39.5 WB loan) centered in demonstrating the feasibility of continuous water supply by providing such service in five zones in the three cities:

Hubli-Dharwar (800,000), Belgaum (500,000) and Gulbarga (500,000).

- √ Improve/renovate existing bulk water supply systems three cities
- √ Establishing a 24/7 service in demonstration zones (about 12% population) in the 3 cities. Selecting a private operator to design, construct and operate and maintain distribution system for initial two years.
- √ Operationalize aspects of state urban water sector policy, including a tariff and investment framework, and a regulatory framework.

# Before Vs. Now

<b>Parameter</b>	<b>Situation before</b>	<b>Situation after intervention</b>
Hours of supply	2 hours in 3-7 days	24x7
Volume of water supplied to demo zones in Mld	22.14	18.24 (18% less)
Average pressure in distribution system (m)	0-5m; very un-equitable distribution	17.70m
Population served	180,000	180,000 by 24,000 individual connections
Number of public fountains	433	Zero; all customers are provided with individual connections with meters
Losses as % of input	More than 50%	7%

# Before Vs. Now

<b>Parameter</b>	<b>Situation before</b>	<b>Situation after intervention</b>
<b>Metering</b>	<b>Negligible or none</b>	<b>100%</b>
<b>Computerized records maintained/bills based on monthly readings issued</b>	<b>None</b>	<b>100%</b>
<b>Customer complaints response time</b>	<b>Not applicable</b>	<b>24hrs</b>
<b>Billing/collection (Dec 08)</b>	<b>Not applicable</b>	<b>Aprox 80% (including arrears)</b>
<b>Customer service</b>	<b>Not existed</b>	<b>24x7 customer service</b>

# How it was done

- Careful choosing of Demo zones
- Design of transaction/contract:
  - Single responsibility for diagnose, design, implement, O&M
  - Demanding but realistic targets and timeframes
  - Design of balanced incentives and penalties for performance
  - Involving the municipalities
- Sound Procurement process

# How was it done

- Ring fencing of demonstration zones
- Renovation of entire network
- Need for some additional storage and a dedicated pipeline
- Commercial system: customer census and connections, metering, billing, customer service.
- Communications and social intermediation, -helped reduce apprehensions
- Good information/reporting system



# Results so far achieved are due to:

- Effective combination of sound technical and political economy considerations throughout the project.
- Very good work done at the grass root level by NGOs
- An operator (Veolia) that has adapted to local environment and has continually delivered satisfactory results.
- A number of enthusiastic and committed managers and technical staff of the three ULBs
- Demand from users..once they overcame initial apprehension
- Visionary and permanently supportive managers at the state level, who supported and contributed to the concept, preparation and implementation

# Lessons - what next?

- Project has helped prove that 24/7 is feasible and doable. Became milestone in India, other cities, both in-state and outside state have shown interest in following similar path.
- Methodological approach: 24/7 in India context is much more than just a technical issue but a matter of dealing with political economy as well as administrative and managerial aspects. Need to address tariff issues in a more timely manner.
- GoK has decided to scale up to cover the entire three cities. Preparation is underway.

# Challenges ahead

- Scaling up to entire city.. already in progress
- Achieve financial sustainability
- Fully establishing decentralized municipal model.  
Formalize regulatory model. Attract sound operators for next phase.
- Address the sewerage service

**Thank You**