Introducing 24/7 water supply

Challenges in three cities in Karnataka - India
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

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Situation before</th>
<th>Situation after intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of supply</td>
<td>2 hours in 3-7 days</td>
<td>24x7</td>
</tr>
<tr>
<td>Volume of water supplied to demo zones in Mld</td>
<td>22.14</td>
<td>18.24 (18% less)</td>
</tr>
<tr>
<td>Average pressure in distribution system (m)</td>
<td>0-5m; very un-equitable distribution</td>
<td>17.70m</td>
</tr>
<tr>
<td>Population served</td>
<td>180,000</td>
<td>180,000 by 24,000 individual connections</td>
</tr>
<tr>
<td>Number of public fountains</td>
<td>433</td>
<td>Zero; all customers are provided with individual connections with meters</td>
</tr>
<tr>
<td>Losses as % of input</td>
<td>More than 50%</td>
<td>7%</td>
</tr>
<tr>
<td>Parameter</td>
<td>Situation before</td>
<td>Situation after intervention</td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>------------------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Metering</td>
<td>Negligible or none</td>
<td>100%</td>
</tr>
<tr>
<td>Computerized records maintained/bills based on monthly readings issued</td>
<td>None</td>
<td>100%</td>
</tr>
<tr>
<td>Customer complaints response time</td>
<td>Not applicable</td>
<td>24hrs</td>
</tr>
<tr>
<td>Billing/collection (Dec 08)</td>
<td>Not applicable</td>
<td>Aprox 80% (including arrears)</td>
</tr>
<tr>
<td>Customer service</td>
<td>Not existed</td>
<td>24x7 customer service</td>
</tr>
</tbody>
</table>
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