

A Dream Come True – 24 * 7 Managed by Rural Communities

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Key Learnings

The rationale for selection of operator

- ❖ A local solution was needed for survival
- ❖ A trust worthy and reliable person

Elements that rendered success in *Balkasar*

- ❖ Nil exclusion
- ❖ Participatory approach
- ❖ Study on “willingness to pay” and “capacity to pay”
- ❖ Development planning & extension
- ❖ Efficient O&M procedures

Future Expansions

What made infrastructure expansion possible

- ❖ 100% consumer base with volumetric meters
- ❖ Commercial base – subsidizes domestic consumers
- ❖ Revision of tariff

Next steps in Pakistan

- ❖ Continue re-assessments
- ❖ Promote 100% metering

Messages for RWS Community

- ❖ Trust factor
- ❖ Community participation for all major decisions
- ❖ Locally developed design
- ❖ Shift from commercial to service quality approach
- ❖ Outcome based performance criteria
- ❖ Consumer redressal

Achievements

- ❖ Schemes managed by the operator: 4
- ❖ Household connections being catered: 6000
- ❖ Commercial connections: 25
- ❖ Population benefiting: 65000
- ❖ Villages transferred the water metering concept: 36
- ❖ Dysfunctional schemes assessed/ made operational: 150
- ❖ Tariff charged/ cubic meter of consumption Rs /US\$: 6 / 0.075
- ❖ Average utility expenses per house per month: < US \$ 1
- ❖ O&M revenue/ O&M expenditure ratio in one scheme: 1.1
- ❖ Financing of new infrastructure through savings: 100 %

THANK YOU