



DELHI JAL BOARD

Managing growth, equitably and sustainably



Some facts

- Water and waste water utility for about 17 million people (supplies bulk water to NDMC and Delhi Cantonment Board)
- 75% households have in house piped water connections (Census 2010) – the rest are supplied through borewells and tankers
- 54% of the total area of NCT of Delhi is sewerred
- Delhi Jal Board produces about 830 MGD (750 surface water and 100 ground water) – demand is estimated to be about 1100 MGD -
- Waste water treatment capacity – 545 MGD; capacity utilisation 66% at present



Challenges

- Inequitable supply
- Unplanned growth – need to retrofit water and waste water services for unauthorized colonies, urbanized villages
- Poor system data- haphazard system planning
- Non revenue water- 19 lakh customers, 75% metered, but large number of non-functional meters
- Poor customer orientation



Challenges

- Need to strategise to adapt to climate change – rainfall patterns more unpredictable, surface water availability less certain, subject to inter-state agreements
- Waste water management – extend sewerage to non sewered areas; currently focus on unauthorised colonies; ensure that waste water collected is treated to desired standards
- Levels and quality of ground water deteriorating – over extraction, concentration of contaminants



Strategies

- Demand management – volumetric tariffs, lifeline tariffs; awareness building; 100% metering
- Improve system data- Benchmarks and system indicators down to the division level – reported on monthly and annually
- Reduce non revenue water – flow meters, detect unauthorised connections by sharing consumer data with other utilities, improved revenue management
- Recycle waste water – replace the use of potable water for non potable purposes



Strategies

- Customer care system being re-designed
- Increase efficiency by involving the private sector in service delivery – in production, transmission and distribution
- Create an effective system of regulation and move towards greater accountability
- Encourage conservation- water saving fixtures, reduce wastage, create awareness about water as a scarce resource



New Initiatives

- 24/7 water supply by involving private operators in three pilot areas: Malviya Nagar, Mehrauli and Nangloi – will cover about 10% of the population of Delhi
- Revamped revenue management system- Functional metering for 80% of consumers by the end of the financial year; Mapping coordinates of existing consumers to detect those left out of the net; greater ease of payment by introducing multiple modes
- Water audits – Flow meters installed at critical points in the transmission system, generating data on physical losses



New Initiatives

- Interceptor sewer project – laying interceptor sewers along three major drains (Najafgarh, Supplementary and Shahdara) to intercept sewage flowing from subsidiary small drains to ensure that no untreated effluent flows into these drains and the river
- Sewerage master plan, mapping all households of Delhi; piloting decentralized treatment facilities with local reuse for areas where no outfall exists
- Augmenting treatment capacity and capacity utilisation- Treatment capacity to increase to 614 MGD by end of the year; utilisation to be more than 80% by completion of rehabilitation of trunk sewers



New Initiatives

- Revamped customer care system under design
- NEWATER pilot – 40 MGD plant producing recycled water for indirect potable use in collaboration with Government of Singapore
- Improved tanker management system – bringing the organized sector into tanker water supply
- Focus on the poor – pilots to replace drinking water supply through tankers with more regular sources in slums