

Presentation

On

**Odisha State Urban Water Supply
Policy - 2013**

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Odisha Water supply- Brief Profile

- ✓ Total No. of ULBs : 106
- ✓ Cities with population > 1 lac : 11
- ✓ Urban Population : 70 Lacs
- ✓ Service provider : Public Health Engineering Organisation
- ✓ HH coverage : 25% Avg.
- ✓ Adequacy : 50% cities are <70 LPCD
90% cities are <135 LPCD
- ✓ Avg. Duration of Supply : 2.5 Hrs
- ✓ Metering : 0.1%
- ✓ Avg. Cost Recovery : 35%
- ✓ Annual O & M budget : Rs. 250.00 Cr

Preamble

When it concerns drinking water, we all agree that

- ✓ Quality, Accessibility and Adequacy cannot be compromised
- ✓ Service has to be delivered equitably and sustainably
- ✓ Poor (Slum Dwellers) should get the same privilege as other residents at an affordable cost
- ✓ Wastage needs to be controlled and water needs to be conserved
- ✓ Service delivery has to be customer oriented and Investment has to be performance oriented
- ✓ Illegal and unauthorized connections needs to be eradicated

At the same time Water Supply Service is a NATURAL MONOPOLY

To meet the challenges and achieve targeted outcomes, a detailed policy framework has been prepared.

Vision and Mission

VISION

Universal access to potable piped water supply on 24/7 basis at an affordable price and in an equitable, sustainable and eco-friendly manner

MISSION

Achieve desired service levels consistent with GoI benchmarks in a progressive manner over 12 years time frame to ensure

- ✓ Achieve system sustainability and desired level of service
- ✓ Quality of water as per BIS 10500 with 100% test passed
- ✓ 100 % Coverage with direct house connection (including Slums)
- ✓ 135 LPCD (Liter Per Capita per Day) with priority focus on cities having less than 70 LPCD
- ✓ Reduce losses to less than 15%
- ✓ 100% operational cost recovery and reduce subsidy

Objective

To provide an enabling environment to ensure

- ✓ Optimal resource utilization
- ✓ Efficient management (demand, operations, manpower)
- ✓ Service level improvement
- ✓ Equity across geographic and demographic horizon
- ✓ Ground water conservation
- ✓ Monitoring and surveillance
- ✓ Performance orientation
- ✓ Transparency and accountability
- ✓ Higher efficiency and satisfaction amongst employee

Issues

Key Issues

- ✓ Source sustainability (Drying source and pollution) and over extraction of ground source
- ✓ Contamination due to poor management of solid and liquid waste
- ✓ Poor pressure management and leak management leading to inequitable distribution
- ✓ High NRW leading to low cost recovery
- ✓ Lack of resource and capacity
- ✓ Poor citizen communication

Challenges

Social

- ✓ Citizen perception on the economic value of water as a scarce resource
- ✓ Unauthorised connections and default payments

Political

- ✓ Support for structural reforms and empowerment of ULBs
- ✓ Support for rational tariff structure

Legal

- ✓ Procedures, regulatory framework and enforcement mechanism

Financial

- ✓ Resource constraint and low financial viability of projects

Operational

- ✓ Lack of preventive maintenance leading to frequent break down
- ✓ Technical capacity of operational staff
- ✓ Data reliability and monitoring

Strategy

- ✓ Outcome oriented feasible Project Development based on predefined priority
- ✓ Augmentation proposal only after optimal utilisation of existing capacity
- ✓ Renovation and rehabilitation proposal shall have be justified through an assessment based on age, efficiency and technology
- ✓ Higher focus on operational efficiency through preventive maintenance, energy conservation, demand management, chemical optimisation, automation and the like
- ✓ Household level coverage shall be through extensive IEC activities supported by legal framework. 100% consumer metering for all new and old connections
- ✓ A robust monitoring mechanism for continuous monitoring of projects and operations using SLB framework

Strategy

- ✓ Implementation to be monitored and reviewed by a High power Steering Committee headed by Hon'ble Chief Minister.
- ✓ Institutional restructuring to be taken up to expedite project implementation with higher autonomy and accountability
- ✓ Power devolution from PHEO to ULB to be done in a phased manner and operated on a outsourced model
- ✓ New connection procedures to be simplified to meet the mandate of service delivery act and Citizen charter consistent with service delivery act
- ✓ Strengthen existing act and rules to support policy framework
- ✓ Source tapping on a sustainable basis with encouragement to rain water harvesting
- ✓ Social accountability through regular consultation and citizen report

Key Indicators and Action Plan

Focus Area	Key Performance Indicator
Consumer Perspective	
Accessibility	1. Household level coverage
	2. Physical coverage
Adequacy & Continuity	1. Per capita availability (LPCD)
	2. Duration of Supply
Quality	1. Number of samples tested (category wise)
	2. Water Quality
	3. Number of water quality related complaints
Service provider Perspective	
Project Implementation	1. Physical progress Index
	2. Financial progress Index
Operational Efficiency	1. Non Revenue water
	2. Cost of production Per KL
	3. Energy charges per KL
Financial Sustainability	1. Cost recovery
	2. Collection efficiency

- ✓ Base line data and situation analysis of existing system
- ✓ Gap assessment in service delivery
- ✓ Prioritize key performance indicators based on thrust area
- ✓ Prepare action plan for targeted improvement
- ✓ Investment phasing based on action plan

Priority Table

Priority	Indicative Parameter	Target
Service Delivery		
1	Water Quality	100% Test passed
2	Coverage (Physical)	100%
3	Coverage (Household)	100%
4	Adequacy	135 LPCD
5	Residual pressure (Minimum)	7 m
Sustainability		
1	Energy Efficiency	PF>95%; BEE rated equipments
2	Metering	100%
3	Non Revenue Water	15%
4	Cost Recovery	100% O&M cost
5	Automation	Partial Automation in all ULBs

Targeted Outcomes

Sl.	Parameter	Unit of Outcome	Present Status	1 st Phase (2015-19)	2 nd Phase (2019-23)	3 rd Phase (2023-27)
1	Water Quality	Test Passed	80%	100%		
2	Availability (70 LPCD)	No. of cities	55%	100%		
3	Availability (135 LPCD)	No. of cities	10%	70%	100%	
4	Physical Coverage	city area	60%	75%	94%	100%
5	Household Coverage	House Connections	25%	60%	88%	100%
6	Metering	House Connections	0%	70%	100%	
7	Non Revenue Water	Water Produced	50%	30%	19%	15%
8	Energy Efficiency	No. of cities	5%	60%	100%	
9	Cost Recovery	Revenue to O&M Cost	35%	50%	80%	100%
10	Supply Duration	Hours per day	2.5	4	8	12

Time Frame : 2015 – 2027; Financial Outlay: 4,380.00 Crores

Expected Reforms

- ✓ Shift focus to operational efficiency instead of asset creation
- ✓ Performance oriented investment plan with proper Planning process
- ✓ Rationale tariff structure
- ✓ Access to all urban poor at an affordable cost
- ✓ 100% cost recovery of operational cost
- ✓ Performance linked development incentive fund
- ✓ Ground water conservation through sustainable tapping
- ✓ Adoption of e-governance, financial ring fencing, IMIS system
- ✓ Explore & encourage implementation of various PPP models
- ✓ Procedural and legal amendments to support implementation
- ✓ Social accountability and consumer orientation

Next Step Forward

1

- Data capture, situation analysis and gap assessment

2

- Ensure Operational efficiency

3

- Develop Service Improvement Plan and SOPs

4

- Prepare Master plan

5

- Prepare DPR based on prioritized key indicators

6

- Work out investment plan based on action plan

7

- Put in place a proper monitoring mechanism

Thank You