KARNATAKA URBAN INFRASTRUCTURE DEVELOPMENT & FINANCE CORPORATION
Karnataka Urban Water Supply Modernization Project (KUWSMP)

Report on the Quick Assessment of the Consumer's perception/pulse on the existing water supply of Hubballi-Dharwad under the World Bank Assisted KUWSMP

<u>Assessment Conducted By</u> :
Project Management Unit,
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Report on the Quick Assessment of the Consumer's perception/pulse on the existing water supply of Hubballi-Dharwad Twin city under the World Bank.

Introduction:

- **Project background:**

  The very purpose of the Design, Build, operate, maintain and transfer water supply system in Hubballi-Dharwad city of the Karnataka state, India for cost effective and sustainable up-scaling to continuous (24x7) pressurized water supply is to provide continuous water supply to citizens of Hubballi-Dharwad city.

  The tripartite agreement for "Design, build, operate and maintain, and transfer water supply system in Hubballi–Dharwad city of Karnataka State, India for cost effective and sustainable upscaling to continuous (24x7) pressurized water supply" was executed between KUIDFC, HDMC and Operator L&T, Chennai on **12.06.2020.** One of the major scopes of the project is to take over the existing water supply of the twin city for Operation and Maintenance by the Operator. The amount reserved in the contract towards O&M component is ₹ 279.40 Cr.

- **Reasons for delay in taking over the existing scheme and its impact:**

As per the schedule of the contract agreement, the Operator was to take over the existing water supply system on **09.12.2020**. But due to the first wave of Covid19, **under EoT-0,** the takeover was scheduled to take place **11.03.2021** and later due to **issues of Outsource employees,** the take-over was scheduled to take place on **10.02.2022.** Further as per the ACS UDD meeting proceedings dated 09.03.2022 the takeover was scheduled on **21.03.2022**. Further happenings on take-over are enlisted below in timelines of events for take-over of bulk and intermittent water supply complete.

To ease the Operation and Maintenance task, the initial 180 days of the project was reserved for familiarisation of existing water supply system by the Operator. And during this period Operator availed all the support from the HDMC, Water Board and PIU and obtained all the required information like drawing pertaining to the existing water supply system, details of assets and other data.

Several meetings were held by the Commissioner, HDMC (on 22.1.21, 30.1.21, 04.2.21, 22.02.21, 19.04.21, 15.06.21, 30.10, 21 and 02.11.21) to provide all the support to the Operator for familiarisation process. But the Operator instead of utilising the opportunity every time came up with the additional requirement. The Operator was never actually in to familiarising himself with existing conditions, which was reflected during the Operation and Maintenance process carried out during April-May 2022. The adequate staffs to carry on the O&M process was made available by the HDMC to the Operator. The HDMC staff, Water Board staff, KUIDFC / PIU staff and DBOE staff stood with the Operator to support O&M process. Unfortunately, at this stage also, the Operator was not equipped with the basic Operator requirements such as network drawing, valve location drawing etc., also acted poorly on management side and failed to organise and utilise the manpower provided to him. The act from the Operator side of not putting enough effort in familiarisation process led to haphazard conditions in present water supply O&M process. If, the Operator had followed above familiarization process genuinely on timely manner, the Operator would have been in the position of maintaining the existing water supply scheme at superior level.

Further, as per Schedule 2 of the Contract Agreement, the Operator is also supposed to provide Takeover plan for O&M services, explaining his strategies and plan for smooth Operation and Maintenance of the existing water supply system. The content of the Takeover plan provided in the Contract Agreement is as follows:

“Take over plan shall outline(a) outline the steps that will be taken by the Operator to familiarize it with its employees on the O&M of the facilities to ensure a seamless transition at the end of the specified periods; (b) set out the expected obligations of the Employer and Corporation during the take - over period; (c) consider what equipment and consumables are to be made available by the Corporation; (d) will address the issue of Operator’s response to emergency such as to how water services continue to be provided to customers, in a limited form, if warranted and the roles and responsibilities of Parties in such a situation; (e) will identify all existing contracts related to the provision of water to the Service Area and suggest whether they are to be continued or terminated, if so, on what terms”.

- **Timelines of events of the Take-over of the existing systems by the Operator:**

  - ✓ Take-Over of **Demo Zones** of Hubballi Dharwad on **27.09.2021**.
  - ✓ Take-Over of **P1P1 P1P2 Zones** of Hubballi Dharwad on **15.11.2021**.
  - ✓ Take-Over of **Existing Bulk Water Supply System from Malaprabha reservoir and up to GLSR at Saraswatpur in Dharwad City & GLSR at NR Betta in Hubballi City** on **27.04.2022.**
  - ✓ **Conditional Take-Over of the Existing Intermittent Water distribution system** of Hubballi-Dharwad twin cities **subject to reporting of outsource staff** to DBOT on **02.05.2022.**
  - ✓ Operator vide letter no. 612 dated 06.12.2022 communicated to MD KUIDFC that *"Operator has agreed to take over **Operations of intermittent water supply (IWS) zones** of Hubballi Dharwad from **05.12.2022** onwards by deploying his own additional workmen/staff in place of existing Outsourced Staff with administrative support from concerned Authorities".*

- **Details of House Service Connections:**

Abstract of Demo, P1P1 P1P2 Zones & Intermittent Zones House Service Connections		
Description	**On Take Over Date (Nos)**	**After Take Over (Nos)**
Demo Zone	**16906**	**17080**
P1P1 P1P2 Zone	**44571**	**43897**
Intermittent Zones(Non-Demo Zones)	**112025**	**115070**
Total No of Connections in Hubballi-Dharwad	**173502**	**176047**

- **Benchmark Details of Water Supply during handing/taken over:**

  Area wise Water supply command submitted by the Operator L&T in the Take Over Plan (Rev C) is enclosed as **Annexure-1.**

Need for undertaking consumers perception on the existing water supply:

Complaints have been received from the citizens of Hubballi-Dharwaad on the existing water supply. In view of the above, and based on the complaints, decided to assess the consumers' perception on the existing water supply situation on a random basis to know the factual situation or the ground realities.

Objectives of the assessment of consumer's perception

- ✓ To assess the performance of the existing water supply through interactions with customers.
- ✓ To assess the level of satisfaction on then present water supply.
- ✓ To gather suggestions for improvements required under water supply.

Scope of the assignment:

Decided to assess the performance of the existing water supply of 5 percent of the households of the non-demo zone wards /intermittent wards. There are 47 (36 wards in Hubballi and 11 in Dharwad) 4 partial wards of Hubballi falls under intermittent areas. 43 + 4 intermittent water supply wards of Hubballi-Dharwad consist of 1,12,025 households. Planned to carry out the perception survey of 5515 households of 46 wards of intermittent water supply areas of Hubballi-Dharwad to meet 5% sampling.

Coverage of consumers to assess the existing service delivery:

- ✓ Proposed to quickly assess the opinion or pulse of the customers on the existing water supply by randomly in a ward wise.
- ✓ Planned to cover all streets of the ward to assess the flow or supply of water.
- ✓ Planned to capture the pulse of the consumers at the following points:
  - The beginning of the street
  - Middle of the street
  - Tail end of the Street

Captured the opinions from the consumers of extension areas, Upper class, Middle class, urban poor Areas, Commercial Areas of the city to assess the exact status of the present supply.

Parameters proposed for assessment of the existing performance of water supply before and After Takeover of Existing Water Supply:

- Frequency of water supply

- Duration of Water Supply
- Quality of Water Supply
- Quantity of Water Supply
- Water Supply Pressure
- Water Supply Schedule
- Timely Attending Repairs
- Contacting Customer Service Centre for water supply related issues.
- Awareness on payment of water tariff through online
- Suggestions for improvement of existing water supply.

Steps taken for accomplishment of the survey:

- Need for assessment of customer perception
- Getting concurrence from the Commissioner
- Finalization of Methodology and Flow chart
- Finalization of sampling
- Design and finalization of the survey format as per the parameters
- Development of software for collecting data.
- Orientation to the field staff
- Allocation of wards to the field staff
- Sharing survey format with field staff for assessment
- Providing hands on support to the field staff.
- Supervision of the assignment by PIU
- Tabulation ,Analysis and Reporting

Methodology adopted:

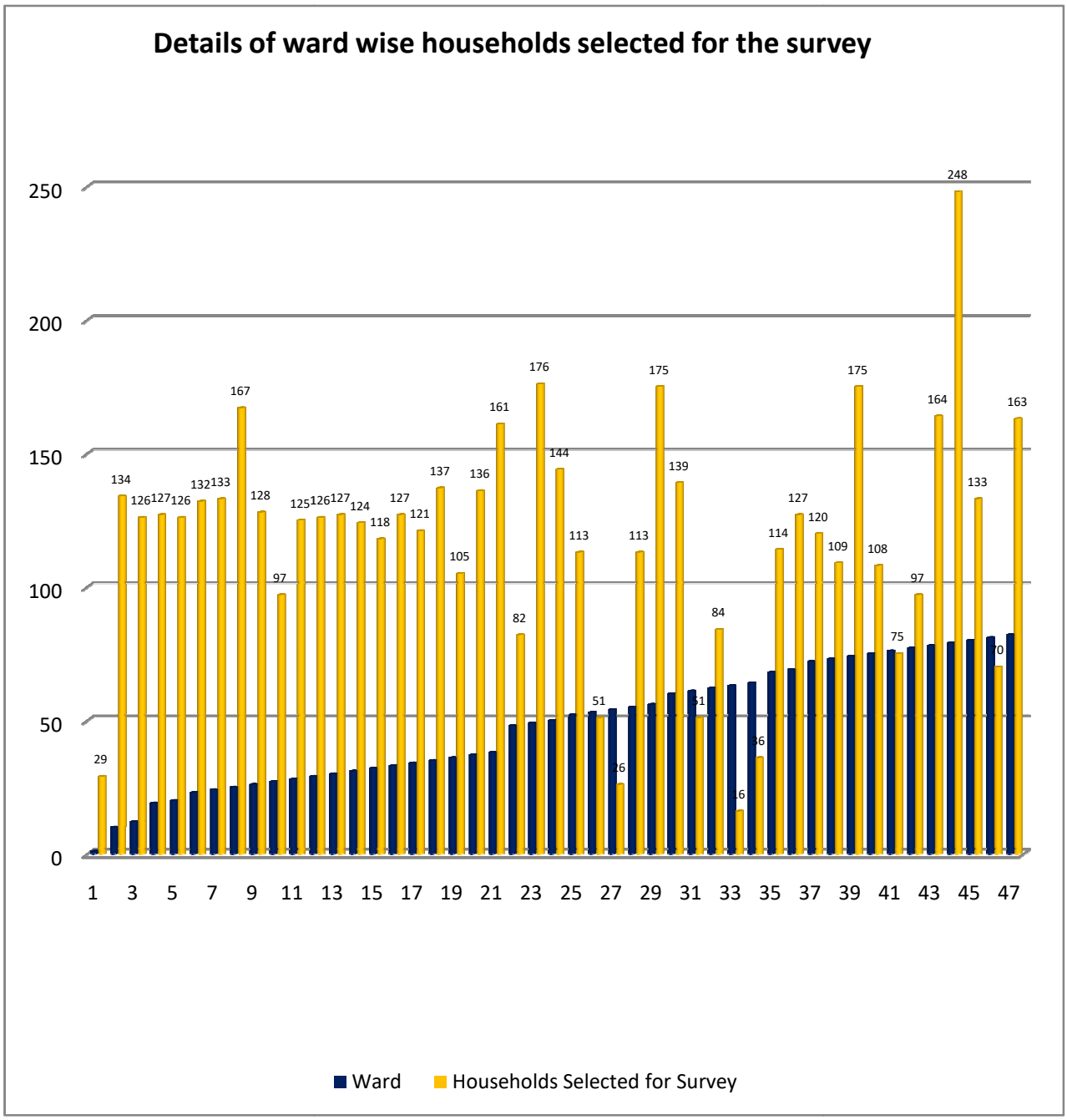
Different methodologies are in practice for conducting any study or assessment; normally simple random sampling method will be followed in various assessments.

In the proposed assessment adopted simple random design for collection of data. For collection of data selected households of every street of the ward to assess the performance and in every street decided to capture the opinion of the citizens from starting point, middle point and tail end point of the intermittent wards.

Details of Households selected for the survey:

Details of Ward-wise households selected for the survey		
Sl. No	**Ward**	**Households Selected for Survey**
1	1	29
2	10	134
3	12	126
4	19	127
5	20	126
6	23	132
7	24	133
8	25	167
9	26	128
10	27	97
11	28	125
12	29	126
13	30	127
14	31	124
15	32	118
16	33	127
17	34	121
18	35	137
19	36	105
20	37	136
21	38	161
22	48	82
23	49	176
24	50	144
25	52	113
26	53	51

27	54	26
28	55	113
29	56	175
30	60	139
31	61	51
32	62	84
33	63	16
34	64	36
35	68	114
36	69	127
37	72	120
38	73	109
39	74	175
40	75	108
41	76	75
42	77	97
43	78	164
44	79	248
45	80	133
46	81	70
47	82	163
Total		**5515**


Details of ward wise households selected for the survey
250
200
150
100
50
0
1 3 5 7 9 11 13 15 17 19 21 23 25 27 29 31 33 35 37 39 41 43 45 47
Ward
Households Selected for Survey

Details of the team involved in the survey

Sl. No.	Name of the Community Facilitator	Wards Allotted	No of Households covered
1	Nagaratna Salunke	10	134
		12	126
		19	127
2	Shrishail Telagade	23	132
		24	133
3	Lokesh Mariyappanavar	1	30
		20	126
		25	167
		26	128
4	Sarojini Kulkarni	27	97
		28	125
5	Vijaya Hiremath	29	126
		35	137
		36	105
6	Savita Kambi	50	144
		56	175
		60	139
		80	133
7	Davalsab Karadi	74	175
		75	108
		76	75
		77	97
8	Raju Kerur	52	113
		63	16
		79	248
9	Rajeshwari Badiger	34	121
		53	51
		55	113
		73	109
10	Lalita Lazare	54	26
		72	120
		81	70
		82	162
11	Deepa Kallanagoudar	30	127

		31	124
		32	118
		33	127
12	Shambuling Bagal	68	114
		69	127
		61	51
13	Kasturi	38	161
		78	164
14	B S Khanagoudra, Documentation cum Communication Specialist	48	82
		49	176
15	Revanasiddayya Bhrungimath, Team Leader cum SIC Coordinator	37	136
		62	84
		64	36
	Total		**5515**

Duration of the survey:

KUIDFC communicated the PIU, KUWSMP, Hubballi regarding quick assessment of the consumers pulse on the existing operations of the water supply managed by DBOT- Operator vide letter dated 4.1.2023 along with the questionnaire and advisory on the steps and process to be followed for proper organization of the said assignment on the basis of complaints received from the public on water supply.

PIU has commenced the said assignment on 05/01/2023 after initial orientation to the enumerators and completed on 20/01/2023.

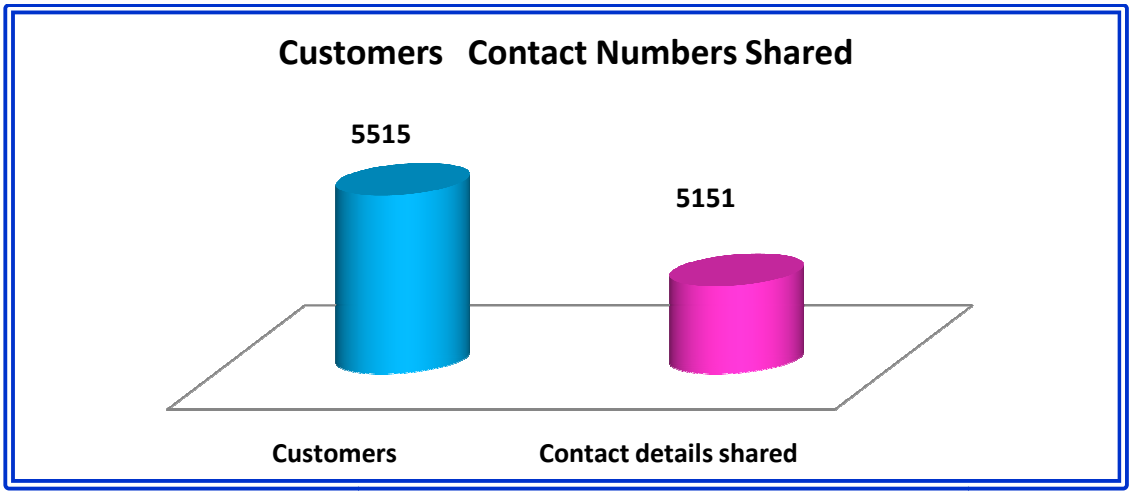
Details of Analysis and Outcomes of the survey:

1. **Details of the Customers Contact Numbers:**

Table No: 01

Customers Contact Numbers Shared	
Customers	**Contact details shared**
5515	**5151**
100%	**93.39%**

Figure No:1



Contact details collected out of 5515 customers. 93.04 % of customers shared the contact numbers during the survey. The survey reveals that 364 (7%) customers have not shared their contact numbers due to confidentiality reasons during the field survey.

1. **Customers Opinion on the Source of Supply:**

During the survey 5515 customers responded as under:

a. 5412 (98.13%) customers are dependent on Corporation water supply.

b. 65 (1.17%) customers are dependent on Bore wells.

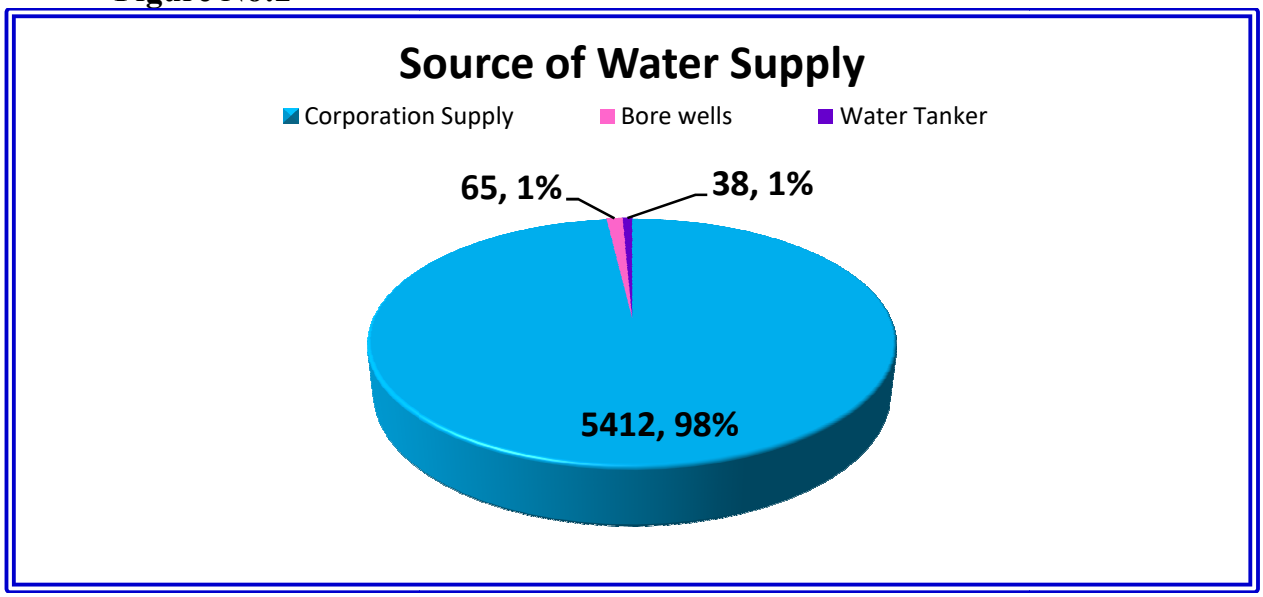
c. 38 (0.68%) customers are dependent on Water tanker as source.

2. Source of Water Supply:

Table No: 02

Source of Water Supply		
Corporation Supply	**Bore wells**	**Water Tanker**
5412	**65**	**38**
(98.13%)	**(1.17%)**	**(0.68%)**

Figure No:2



2. House Service Connection status:

a. The survey reveals that, 5412 customers are having HSCs out of 5515 (98.13%).

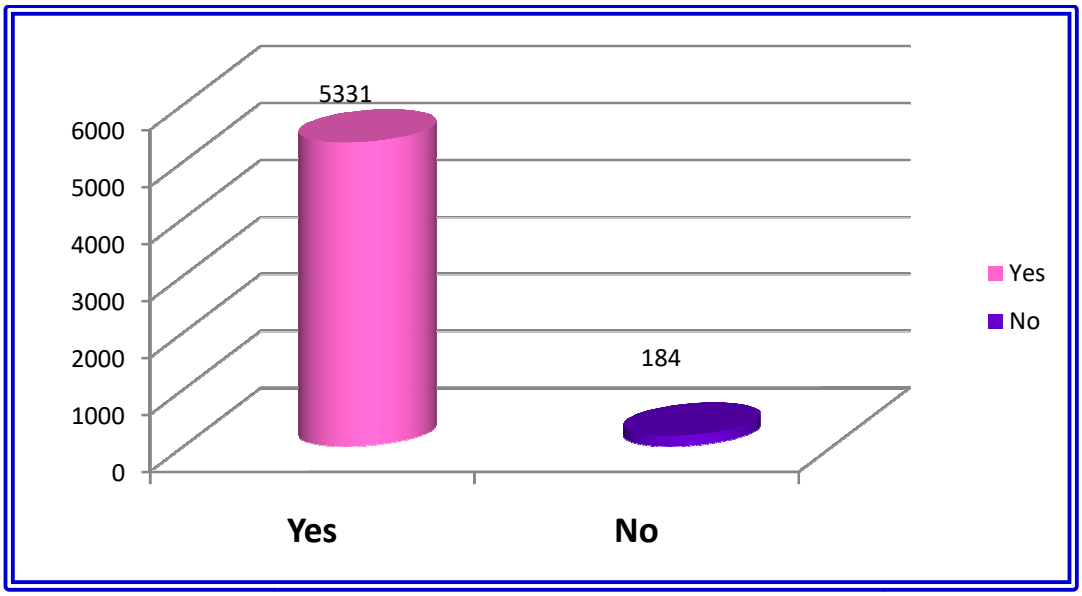
b. Remaining 103 (1.86 %) customers falls under Unserved area and they are not having connections. These customers are mainly depending on the Corporation water tanker supply and bore well water.

3. Status of Tap Connections:

Table No: 03

Tap Connections		
Yes	No	Total
5331	184	5515

Figure No:3



- 5331 customers are having Tap Connections as per the survey (97%).
- 184 Customers are not having Tap connections (3%) and they falls under Unserved area and they are not having connections. These customers are mainly depending on the Corporation water tanker supply and they are colleting water from their neighbor tap connections and bore well water

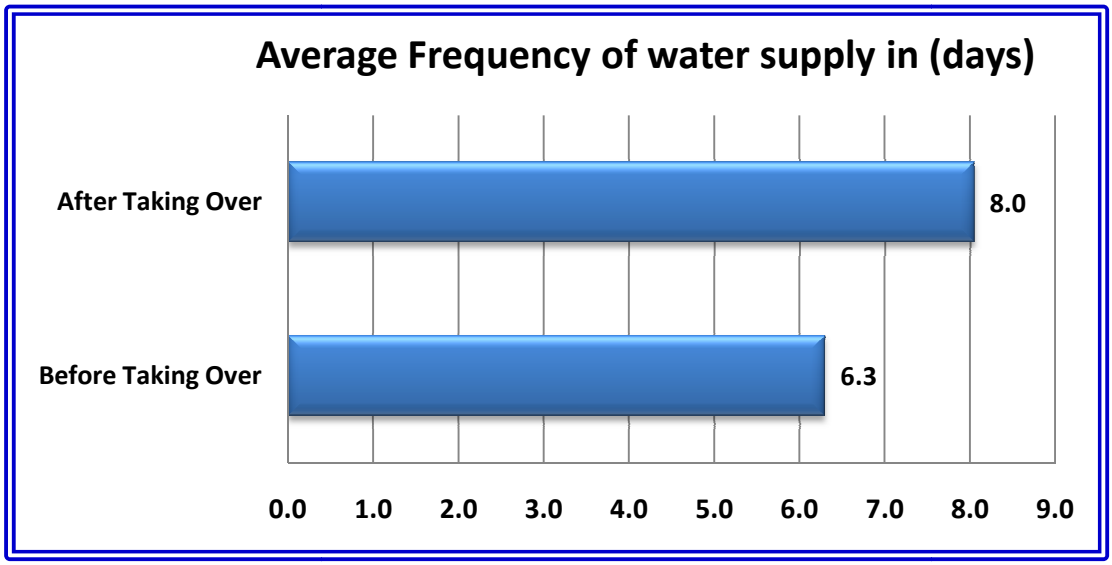
Assessment of the pulse of the citizens on the existing Water Supply performance:

1) Status of the average frequency of Water Supply (in days)

Table No: 04

Average Frequency of water supply	
Before Taking Over of Water Supply	**After Taking Over of Water Supply**
6.3 Days	**8.0 Days**

Figure No:4



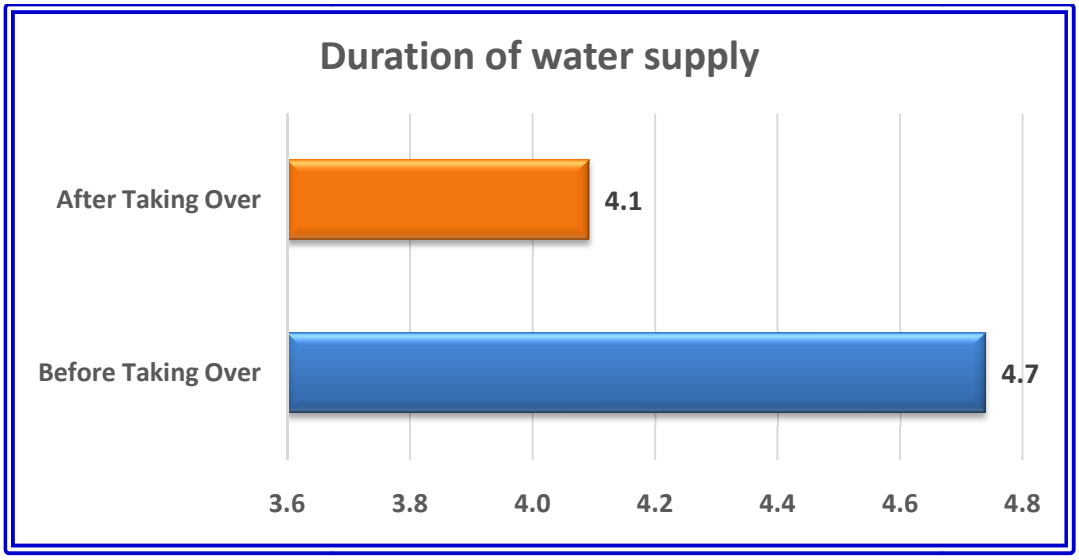
- It is observed that the average frequency of Water Supply was **6.3 days** before taking over water supply.
- The average frequency of Water Supply after taking over is **8 days** which is nearly an increase of **1.7 days**.
- **Ideally the Water Supply frequency has to be maintained below 5 days.**

2) Status of the duration of Water Supply - in hours:

Table No: 05

Duration of water supply (in hours)	
Before Taking Over	**After Taking Over**
4.7 Hours	4.1 Hours

Figure No:5



It is noticed that before taking over of the water supply, the survey found that the duration of Water Supply was **4.7 hours** and after Taking Over, the survey reveals that the duration of Water Supply is reduced **to 4.1** hours which is **nearly 0.6 hours** less than the previous period.

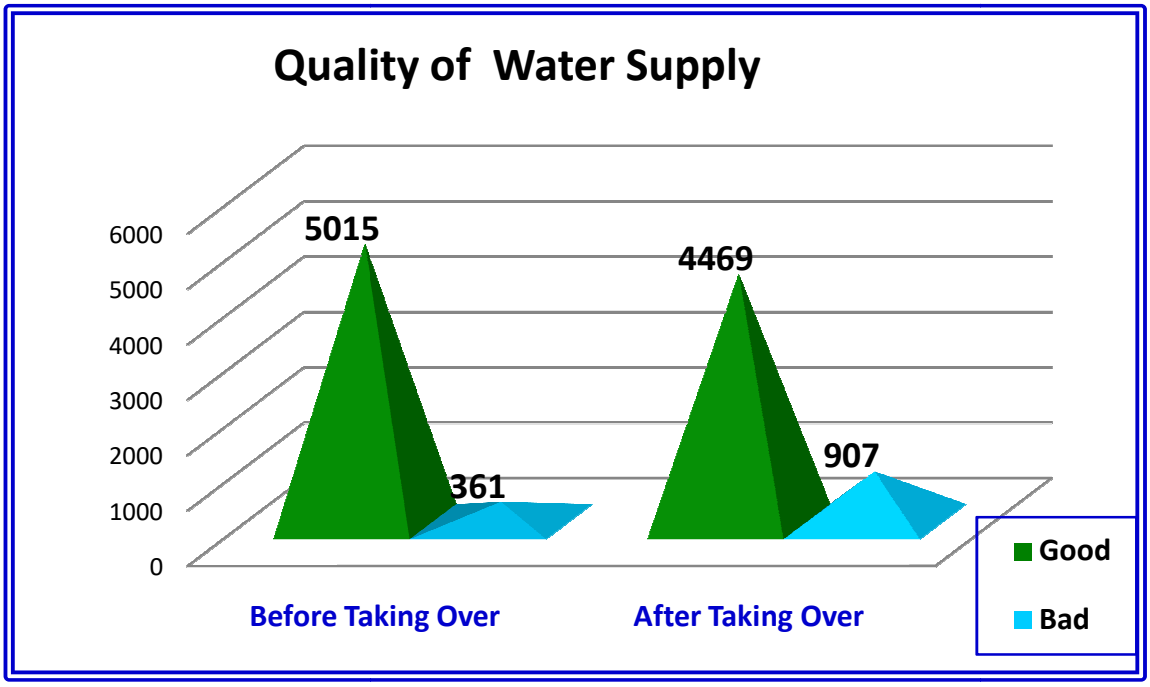
Ideally the Water Supply duration has to be maintained at an average of 5 hours.

3) Status on the Quality of Water Supply :

Table No: 06:

Quality of Water Supply		
Response	**Before Taking Over**	**After Taking Over**
Good	5015 (90.93%)	4469 (81.03%)
Bad	361 (6.54%)	907 (16.44%)
Not Responded	139 (2.52%)	139 (2.52%)

Figure No:6:



Status of Water Quality Before Taking Over: 5015 (90.93 %) customers have expressed that the water quality was good and 361(6.5%) customers have expressed that the water quality was poor. The remaining 139 (2.5%) did not respond.

Status of Water Quality After Taking Over: 4469 (81.03 %) customers have expressed the water quality was good and 907(16.44 %) customers expressed that the water quality was poor. The remaining 139 (2.5%) respondents did not responded.

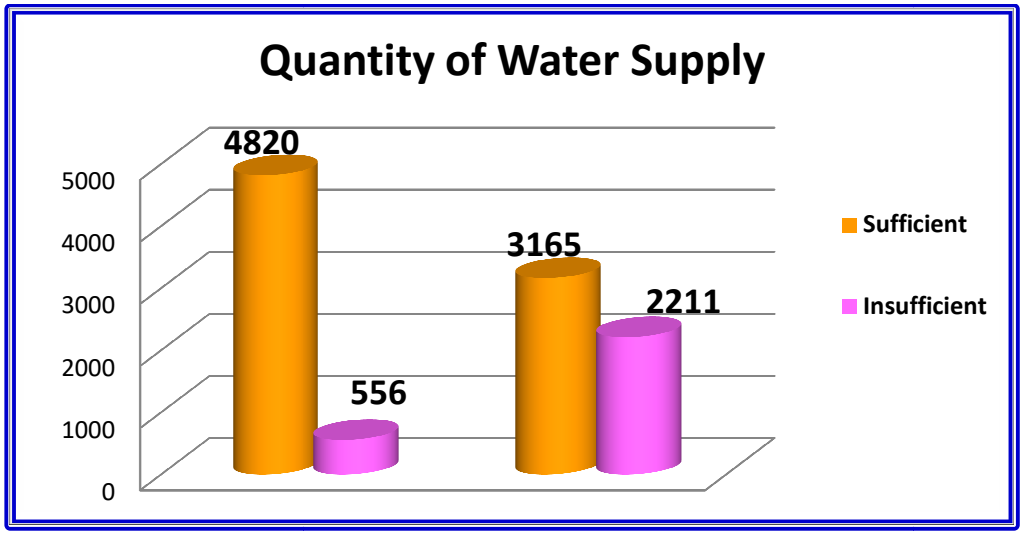
Ideally, there should be no compromise in terms of water quality and service delivery from the Source to Consumer end.

4) Status on Quantity of Water Supply :

Table No: 07

Parameter	Quantity of Water Supply	
	Before Taking Over	**After Taking Over**
Sufficient	4820 (87.39%)	3165 (57.38%)
Insufficient	556 (10.08%)	2211 (40.09%)
Not responded	139(2.52%)	139 (2.52%)
Total	**5515**	**5515**

Figure No:7:



Status of Quantity of Water Supply Before Taking Over: 4820 (87.08 %) customers have expressed the water quantity was good and 556 (10.08 %) customers expressed that the water quantity was poor. The remaining 139 (2.52%) did not responded.

Status of Quantity of Water Supply After Taking Over: 3165 (57.38 %) customers have expressed the water quantity was good and 2211 (40.09 %) customers have expressed that the water quantity was poor. The remaining 139 (2.52%) did not respond.

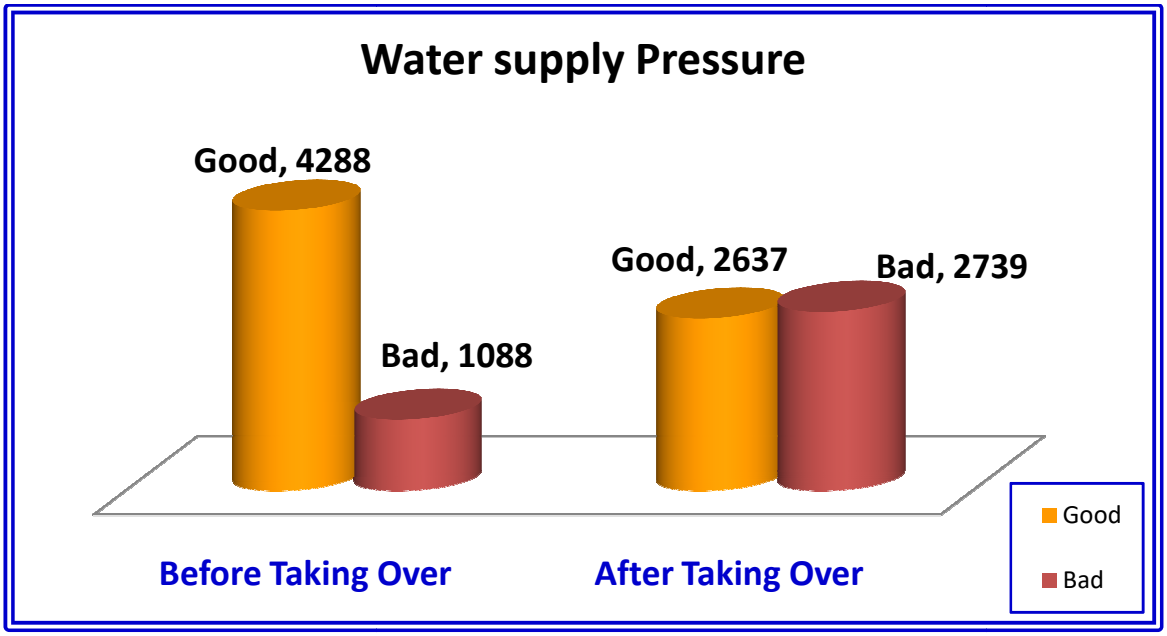
Ideally sufficient quantum of water needed by customer has to be supplied and the feedback from customers has to be obtained on regular intervals.

5) Status of Water Supply Pressure:

Table No: 08:

Water supply Pressure		
Particulars	**Before Taking Over**	**After Taking Over**
Good	4288 (77.75%)	2637 (47.81%)
Bad	1088 (19.72%)	2739 (49.64%)
Not responded	139 (2.52%)	139 (2.52%)
Total	**5515**	**5515**

Figure No:8:



Status of Water Supply Pressure Before Taking Over. 4288 (77.75 %) customers expressed the water pressure was good and 1088 (19.72 %) customers expressed that the water pressure was poor. The remaining 139 (2.52%) did not respond.

Status of Water Supply Pressure After Taking Over: 2637 (47.81 %) customers have expressed the water pressure was good and 2739 (49.64 %) customers have expressed that the water pressure was poor. The remaining customers 139 (2.52%) did not responded during the survey.

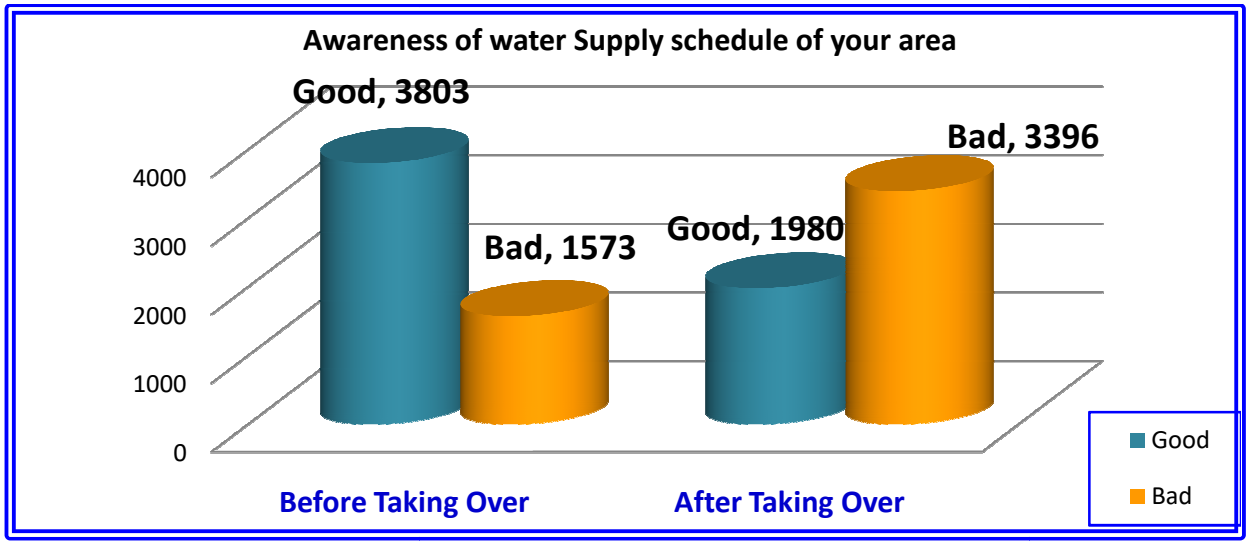
Ideally, the minimum required pressure during water supply has to be maintained at 7 meters at Ferrule level in entire service area.

6) Status on the Awareness of Water Supply Schedule:

Table No: 09:

Awareness of water Supply schedule		
	Before Taking Over	After Taking Over
Good	3803 (68.95%)	1980 (35.90%)
Bad	1573 (28.52%)	3396(61.57%)
Not responded	139 (2.52%)	139 (2.52%)
Total	5515	5515

Figure No:9:



Status on the Awareness of Water Supply Schedule Before taking over: 3803 (69.95 %) customers have expressed that they were aware of the supply schedule and 1573 (28.52 %) customers expressed that they were not aware of the supply schedule. The remaining 139 (2.52%) customers did not responded during the survey.

Status on the Awareness of Water Supply Schedule After Taking Over: 1980 (35.90 %) customers have expressed that they were aware of the supply schedule and 3396 (61.57 %) customers expressed that they were not aware of the supply schedule. The remaining 139 (2.52%) customers did not responded during the survey.

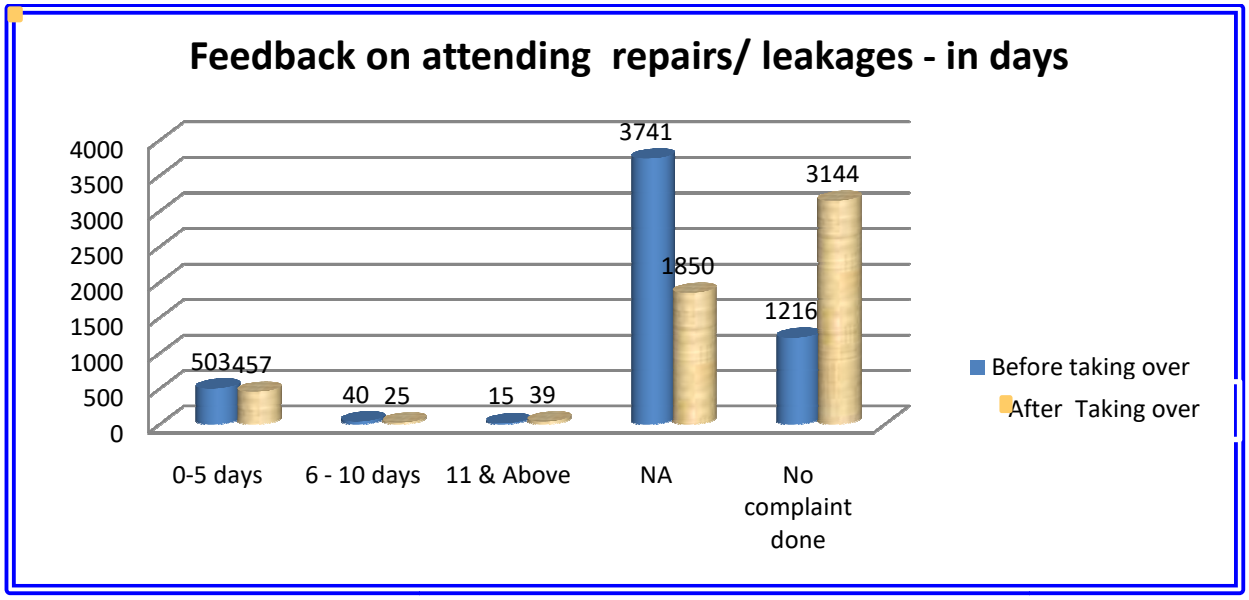
Ideally, the predictability of water supply schedule is very much essential for customers to plan their water needs well in advance. And supply during midnight hours should be avoided.

7) Customers Feedback on Attending Repairs/Leakages (in days)

Table No: 10:

Before Taking Over		After Taking Over	
0-5 days	503	**0-5 days**	457
6 - 10 days	40	**6 - 10 days**	25
11 & Above	15	**11 & Above**	39
NA	3741	**NA**	1850
No complaint done	1216	**No complaint done**	3144

Figure No:10:



During the survey customers expressed the following;

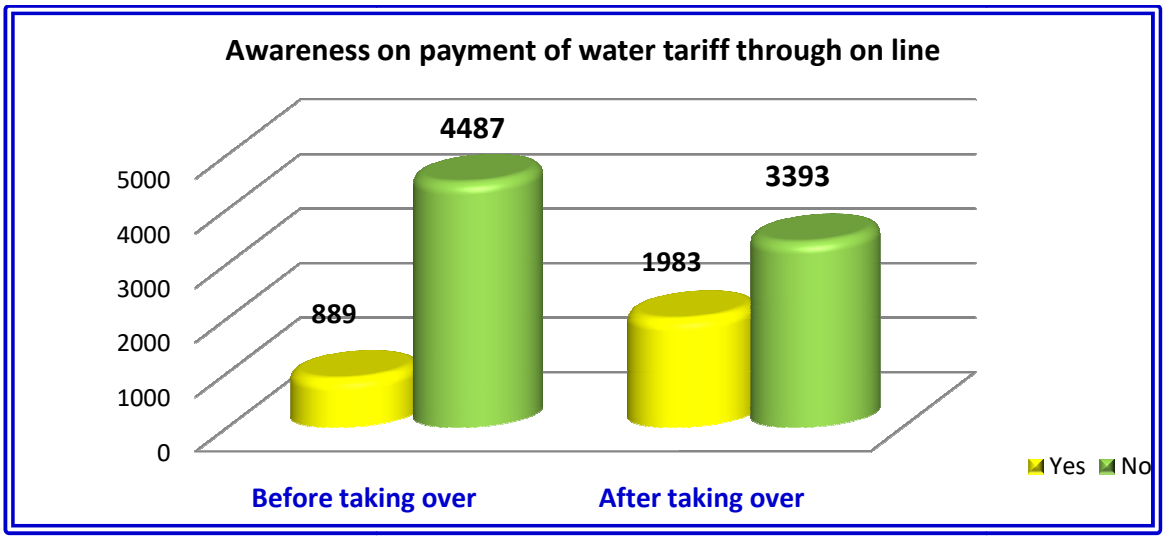
- Consumers are mainly lodging the complaints to the respective Ward Corporators and Valvemen immediately after took place of the incident.
- Consumers did not faced problems in the areas of household connection Repairs/leakages. (Consumer end)
- Most of the consumers insisted that the repairs to be carried out immediately after lodging the complaints.

8) Status on the Awareness on payment of Water bills through Online.

Table No: 11:

Awareness on payment of water tariff through on line		
	Before taking over	**After taking over**
Yes	889 (16.11%)	1983 (35.95%)
No	4487 (81.35)	3393(61.52%)
NA	139(2.52%)	139(2.52%)
Total	**5515**	**5515**

Figure No:11:



Awareness on payment of Water bills through Online Before Taking Over: 889 (16.11 %) customers have expressed that they were aware about the online payment facility and 4487 (81.35 %) customers expressed that they were not aware about the online payment facility . The remaining 139 (2.52%)customers did not responded during the survey.

Awareness on payment of Water bills through Online After Taking Over: 1983 (35.95 %) customers have expressed that they were aware about the online payment facility and 3393 (61.52 %) customers expressed that they were not aware about the online payment facility . The remaining 139 (2.52%) customers did not responded during the survey.

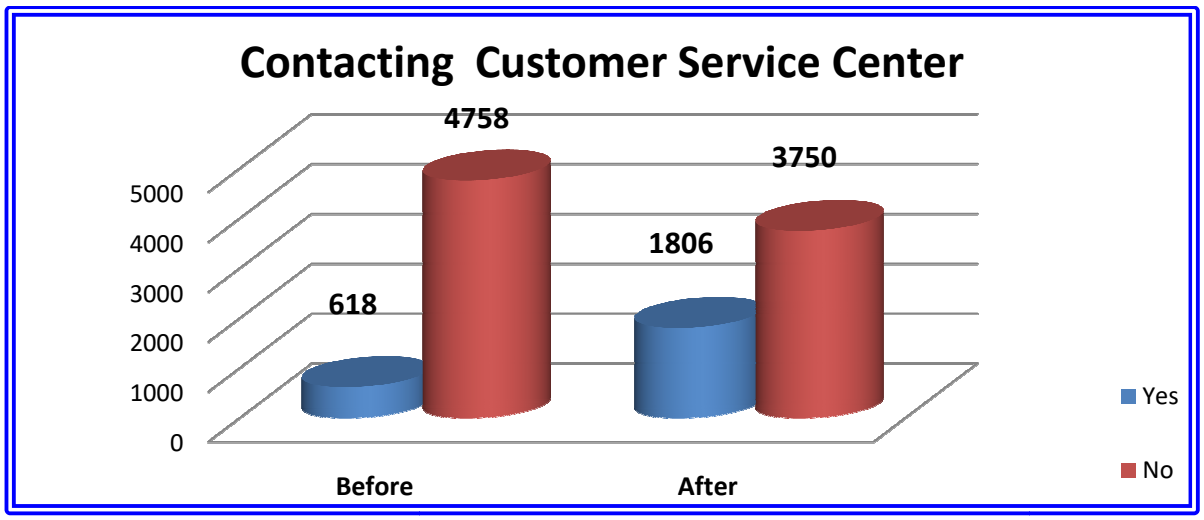
As a part of improvements in the service delivery mechanism, the customers must be encouraged to adopt for online payment for paying their water bills as a customer friendly initiative.

9) Awareness on Contacting Customer Service Centre :

Table No: 12:

Component	Parameter	Before	After
Contacting Customer Service Center	Yes	618 (11.20%)	1806 (32.74%)
	No	4758 (86.27%)	3750 (67.99%)
	NA	139 (2.52%)	139 (2.52%)

Figure No:12:



Awareness on contacting Customer Service Center Before Taking Over:

There are 618 (11.20 %) customers have expressed that they used to contact customer care centers for water complaints and 4758 (86.27 %) customers expressed that they did not contact the customer service centre. The remaining 139 (2.52) customers did not respond during the survey.

Awareness on contacting Customer Service Center After Taking Over:

1806 (32.74 %) customers have expressed that they used to contact customer care centers for water complaints and 3750 (67.99%) customers expressed that they did not contact the customer service centre. The remaining 139 (2.52) customers did not respond during the survey.

The interesting outcome emerged is that there is an increase of 32.74% of customers who are contacting Customer Service Centers for their grievances after taking over of the scheme.

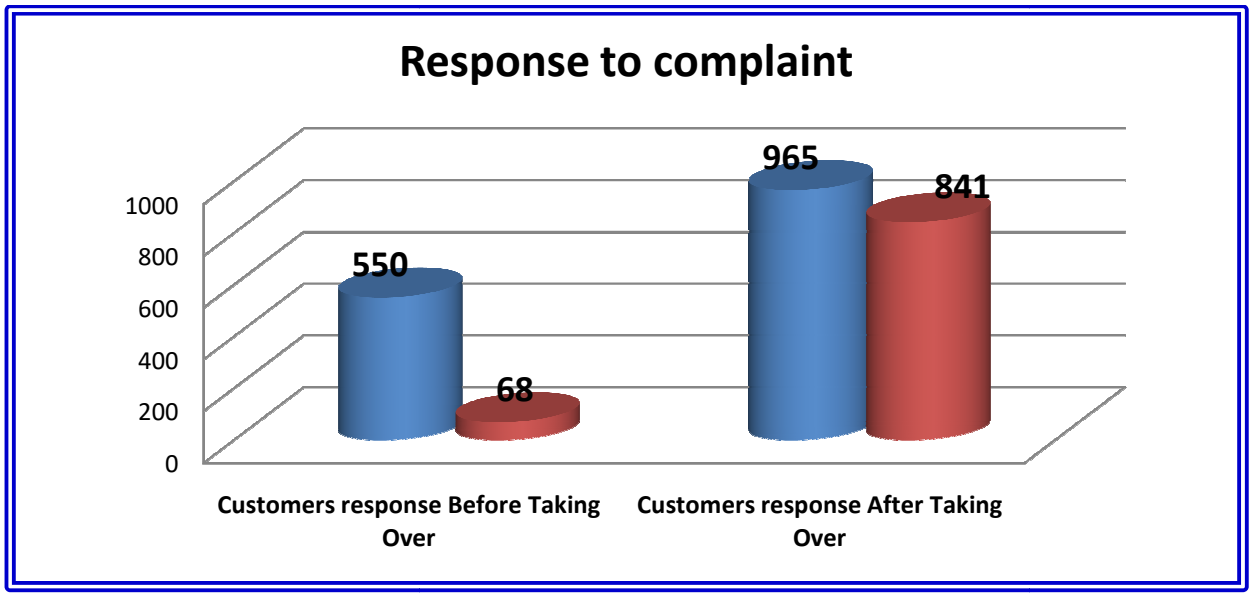
As a part of improvements in the service delivery, the customers must be encouraged to contact Customer Service Centers for quick resolution of water related complaints.

10) Status on the Response to Complaints by the CSC :

Table No: 13:

	Response to complaint	
Parameter	**Customers response Before Taking Over**	**Customers response After Taking Over**
Responsive	550	965
Non Responsive	68	841

Figure No:13:



Status on the Response to Complaints by the CSC Before Taking Over:

550 (9.97%) customers have expressed that the response to their complaint was good and 1668 (30.24 %) customers have expressed that the response to complaint was not satisfied. The remaining 3297 customers (59.78%) did not responded.

Status on the Response to Complaints by the CSC After Taking Over:l

965 (17.49 %) customers have expressed that the response to the complaint was good and 1230 (22.30 %) customers have expressed that the response to

complaint was not satisfied. The remaining 3320 (60.19%) customers did not responded.

The survey reveals that there is an increase of 7.52% of response from the CSC after taking over period.

This shows that there is a slow increase in the percentage of contacting Customer Service Centers.

The expected Customer Service Centers have not been fully operationalised by the Operator as per the contractual obligations and this may be the one of the main factors for slow increase in the percentage of contacts.

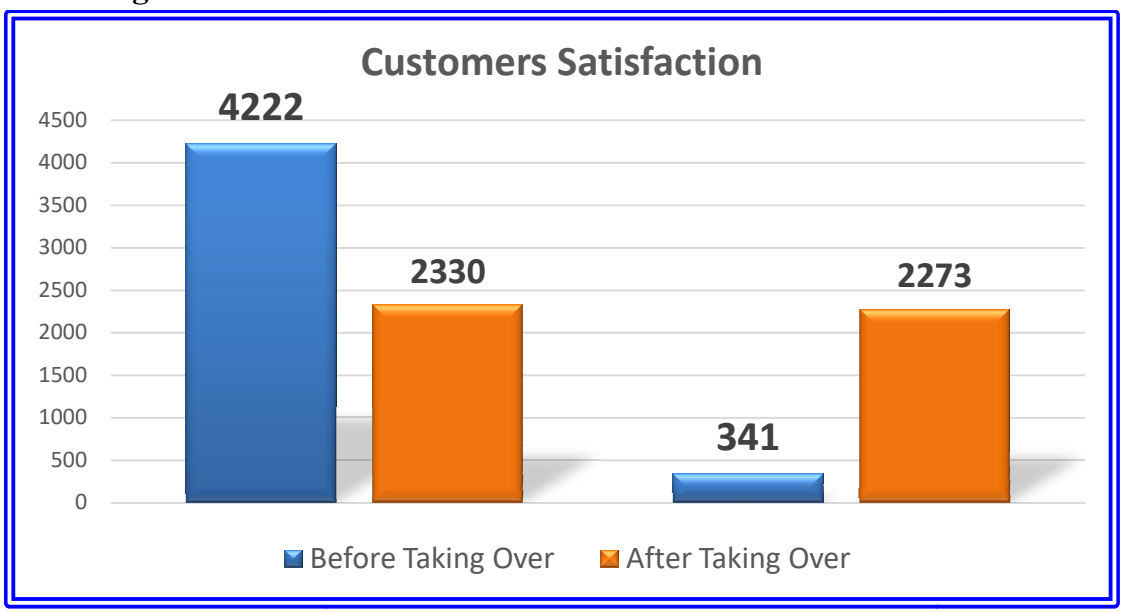
The response to customer complaints by the CSC is very crucial for the success of efficient service delivery. Hence, the staff are interacting with customers should be thoroughly trained and oriented to politely handle the complaints and convince customers regarding the smooth resolution of the customer complaints to gain their confidence.

11) Customers Satisfaction on the existing water supply:

Table No: 14:

Parameter	Customers response- Before Taking Over	Customers response-After Taking Over
Satisfied	4222	2330
Not Satisfied	341	2273

Figure No:14:



Status on the Customers Satisfaction on the existing water supply Before Taking Over:

4222 (76.55 %) customers have expressed that the overall satisfaction regarding water supply is good and 341 (6.18 %) customers expressed that the overall satisfaction regarding water supply is poor. The remaining 952 (17.26%) customers did not responded.

Status on the Customers Satisfaction on the existing water supply After Taking Over: 2330 (42.32 %) customers have expressed that the overall satisfaction regarding the water supply is good and 2273 (41.21 %) customers expressed that the overall satisfaction regarding water supply is poor. The remaining 912 (16.53%) did not responded.

All the above mentioned suggestions are to be abided in order to achieve maximum overall customer satisfaction.

The key factors hampering the effective operation of the Water Supply system:

- Water Supply problems arose in the twin cities 1 months before commencement of the assessment on the pulse of the customers.
- Outsource employees of Water Board have not joined L&T Operator even after conducting several registration drives.
- L& T has recruited new staff for O&M and they are new to the system. They did not know the locations of the valves.
- Many of the valves were found filled with mud, pieces of glasses, small rocks.
- Some valves were found brought to ground level and covered with grass, so as not to be identified.
- Hence WS schedule was disturbed in the twin city.
- Respected Hon'ble People representatives raised their voices in the General Body as well as in the Assembly.
- The Team of KUIDFC, L&T & DBOT worked day & night to stream line the system.
- It was a great surprise that many leakages were also found in so many locations in a single day or on alternative days with the local support.
- L&T team is regularly attending to the leakages on daily basis, on average 20-25 leakages.
- Even bore well repair work was also being attended.
- Now 90% of WS problems stand resolved.
- Since last 10 days, we have not come across any major repairs and issues
- The newly recruited O&M staff are familiar now with the WS system to operate in a systematic way.

Shortcomings encountered during Operations (Limitations):

- It is too early to assess the performance of the existing Water Supply from the perception of citizens point of view as the responsibility of management of the distribution system was taken over by the L&T Co one month back (6-12-2022)

- The staffs recruited are new comers to the system & they require job orientation to understand the system.

- The new staff required more time for identification of the covered valves covered by some unidentified mischievous elements . The valves were found filled with mud, pieces of glasses, small rocks and concretes, levelled with ground, and covered with grass,
- Non involvement of the L&T Operator personnel in understanding / identifying the locations of valves in the available maps.

Recommendations for proper maintenance of the existing water supply based on the opinions expressed by the consumers

- Need to adopt proper communication strategy like sending Bulk SMS to all the consumers for communicating to citizens about supply schedule, disruptions etc to enhance their participation.
- To ensure sufficient quantity of water needed to increase the supply hours on priority basis to gain the confidence of the consumers to extend their enhanced support.
- Suggested for attending the leaks leading to contamination so that safe water can be supplied.
- Suggested to maintain the supply pressure as per the expected level.
- Avoid water supply during the night hours.
- Regular issuing of bills
- Sharing of Customer Service Centre contact details to all customers while issuing bills, consultations, orientations, SHG meetings, etc and in IEC materials like hoardings, banners, etc.
- Also to share the facilities are available at CSCs & CLC

Documentation of opinions of the individuals:

- No Issues in water supply, we are satisfied.
- In the earlier old pipes, water may be mixed / contaminated, but now the pipeline replaced and not a problem with water supply.
- The present water supply is sufficient, when delivered the services of 24x7, many users wasting regular water.
- L&T company is good and it will take time for them to adjust and insisted verification of valves.
- Earlier water supply was contaminated, now the supplied water is good but a very long duration of 8-9 days.
- Sufficient water is not coming.
- Present Water supply with no pressure and with contamination
- Slow water pressure and not in time.
- Water supply is poor
- Water comes slowly and not supply in time
- Supply of water timing is very less, No timing for Water supply.
- Muddy Water and Less time of water supply.
- No Response from Customer Service Center.
- Not getting water bill from last 2 months
- If we had 24x7 connection it would be better
- Please provide water supply on scheduled days
- At least 3-4 days supply is required, gap of 8-10 days will be problem.
- Water supply timing Is not good.
- We have own Bore well Connection, we don't have knowledge about Corporation water supply.
- Improve water Pressure and time to time water Supply
- Before Not Satisfied But, now satisfied with present supply.
- Water Quality is Poor,
- Avoid night water supply.
- Not getting water bill since 4 months.
- Not providing proper information about water supply timings.
- Due to low Water pressure water cannot reach to the upper floor houses.
- Presently water is supplying once in 9-10 days if water supply is moderated to 3-4 days and 24/7 water supply started will be very useful to the citizens.

- Insisting water supply once in a 6 days of 3 to 4 hours and avoid night supply Fix supply schedule and very difficult to fetching water during night.
- Insisting early implementation of 24/7 Water Supply.
- No idea for new valvemen on operation of valves and Water supply system.
- Due insufficient water supply buying private water tanker and implement 247 water supply
- Expecting water supply once in 4 days days during morning
- We are not satisfied with present Water Supply system because there is no Specific time for water supply & water supply cycle is for 6-8 days

Outcomes of the Assessment:

The above assessment reflects that after taking over there is an improvement in the water supply system-

1. **5151 (93.39%) customers shared contact numbers.**
2. 5361 (97.30%) customers are dependent on Corporation water supply.
3. The average frequency of Water Supply after taking over is **8 days** which is nearly an increase of **1.7 days**.
4. The duration of Water Supply is reduced **to 4.1** hours which is **nearly 0.6 hours** less than the previous period during After Taking Over.
5. **Water Quality has reduced from** 90.93 % to 81.03 % **in the After Taking Over which is less than 9.63%**
6. The sufficiency **quantity of Water Supply decreased to 29.07%**
   The pressure of the water supply **decreased to 29.94%** in takeover phase
7. The awareness of water supply schedule among the customers has been decreased to 33.38 % in take over phase

   8. Awareness on payment of water tariff through online has increased to 35.95% from 16.11. Increase percentage is 19.94%.
   9. 21.54% improvement in contacting customer service centers for water issues in the city.

Suggestions for the improvement of the existing water supply system based on the opinions expressed by the consumers

1. Reduction in water supply frequency to once in 4-5 days instead of 6-8 days.
2. Scheduling water supply time and date for each DMA/area
3. Suggested to provide pressurised water supply
4. Required water supply in the day time instead of late night supply
5. Suggested to implement strict rules for illegal connection holder to avoid free water supply
6. Issuing of monthly water bills to all the customers without fail
7. Suggested for speedy implementation of 24x7 water supply project
8. Suggested to cover all the unserved areas on priority basis while implementing 24x7 water supply work.
9. Improvement in service and functioning of Customer Service Centre
10. Proper restoration of the roads after completing the pipeline work.

Recommendations for the existing water supply system improvement:

1. Safe water can be supply to the customers by attending the leakages leading to contamination.
2. Sharing water supply schedule (Date & Time to each area) to gain the confidence of the consumers to extend their enhanced support.

3. Operator need to have sufficient men and machinery to arresting leakages contamination and repairs on priority

4. Ensuring sufficient quantity of water to the elevated areas on priority

5. Operator need to develop the proper mechanism to maintain the supply pressure as per the contract parameter.

6. By rescheduling night hour water supply to day supply may save water and customers can get satisfaction.

7. Operator need to ensure the issue & collection of regular monthly water bills to all the customers to increase the revenue.

8. Establishment of CRM will create a platform to customers to raise their water supply related issue and resolutions.

9. Sharing of Customer Service Centre contact details to all customers while issuing bills, consultations, orientations, SHG meetings, etc and in IEC materials like hoardings, banners, etc.

10. Promote the functions and facilities are available at CSCs & CLC to all the customers for continuous handholding support.

11. Operator need to develop and update the consumer data base for proper communication strategy like sending Bulk SMS to all the consumers for communicating to citizens about supply schedule, disruptions etc to enhance their participation.

12. Initiate action to improve the service quality by providing pressurised water.

Conclusion:

Water is the basic need of living being on this planet. For Hubballi resident's need of water a well planed long term strategy for future is required and for this Comprehensive efforts from Government and operator, as well as from common public are required.

The outcomes of consumer perception assessment indicates that to improve the existing water supply system for providing potable water to all the consumers the following can be adopted-

1. Improving quality of water to the end user
2. Rehabilitation & replacement of old water mains
3. Improvisation of water distribution system
4. Effective leak detection techniques
5. Innovation and use of modern technology
6. Public awareness to encourage efficient use of water to avoid water losses etc.

Component wise analysis:

I. Consolidated Sheet:

	Total Households			5515
	Male			14433
	Female			14885
Source of water	**Borewell**			65
	Corporation Supply			5412
	Tanker			38
	Total			5515
Do you have water tap connection at your home	**Yes**			5331
	No			184
Frequency of Water Supply	**Before**	Days	1 to 3 days	161
			4 to 6 days	3047
			7 to 9 days	2093
			10 & above	75
			Not Applicable	139
	After	Days	1 to 3 days	93
			4 to 6 days	1061
			7 to 9 days	2973
			10 & above	1249
			Not Applicable	139
Duration of Water Supply	**Before**	Hours	1 to 3 Hours	1456
			4 to 6 Hours	3098
			7 to 9 Hours	611
			10 & Hours	203
			NA	141
			No timings	6
	Before	Hours	1 to 3 Hours	2183
			4 to 6 Hours	2731
			7 to 9 Hours	319
			10 & Hours	123
			NA	141
			No timings	18
Quality of Water Supply	**Before**	**Good**		5015
		Bad		361
		NA		139
	After	**Good**		4469
		Bad		907

		NA		139
Quantity of Water Supply	**Before**	**Sufficient**		4820
		Insufficient		556
		NA		139
	After	**Sufficient**		3165
		Insufficient		2211
		NA		139
Water supply pressure	**Before**	**Good**		4288
		Bad		1088
		NA		139
	After	**Good**		2637
		Bad		2739
		NA		139
Awareness of water Supply schedule of your area	**Before**	**Yes**		3803
		No		1573
		NA		139
	After	**Yes**		1980
		No		3396
		NA		139
Feedback on attending repairs/ leakages in how many days	**Before**	**0-5 days**		503
		6 - 10 days		40
		11 & Above		15
		NA		3741
		No complaint done		1216
	After	**0-5 days**		457
		6 - 10 days		25
		11 & Above		39
		NA		1850
		No complaint done		3144
Awareness on payment of water tariff through on line	**Before**	**Yes**		889
		No		4487
		NA		139
	After	**Yes**		1983
		No		3393
		NA		139

Did you contact Customer Service Center	**Before**	**Yes**		618
		No		4758
		NA		139
		Responsive		550
		Non Responsive		68
		NA		
	After	**Yes**		1806
		No		3570
		NA		139
		Responsive		965
		Non Responsive		841
		NA		3333
Your satisfaction on present water supply	**Before**	**Yes**		4222
		No		341
		Not Responded		952
	After	**Yes**		2330
		No		2273
		Not Responded		912

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
1	DWD	Saraswatpur GLSR	P1P2Area	24hrs				
2	DWD	Gulganjikoppa GLSR	P1P2Area	24hrs				
3	DWD	Gulganjikoppa ELSR	P1P2Area	24hrs				
4	DWD	DC Compound GLSR 1	P1P1Area	24hrs				
5	DWD	DC Compound GLSR 2	Bhavikattiplot,Srinagar,CITBcolony,Shivalayplot,Halyalroad,Vijayanagar,Desaicolony,Hegerikarcolony,Comeshwarcolony,Siddharudhcolony etc.,	6:30 AM	4:00 PM	Once in 5days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	Tank filing & Supply from tank every alternate Day
6	DWD	DC Compound GLSR 3	P1P1 Area	24hrs				

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
7	DWD	DC Compound GLSR 4	Benni Compound, Indira canteen, Malamaddi, Uday Hostel, PWD Office, Head post office, NCC office, Station Rd, DC Compound surrounding area	10:00 AM	4:00 PM	Once in 5days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	Tank filing & Supply from tank every alternate Day
8	DWD	KC Park	P1P1 Area	24hrs				
	DWD		Anchitgeri oni, Aakashwani	6:00 AM	11:00 AM	oncein5days		
9	DWD	Rajatgiri GLSR	Yalakkishettar, Sharda colony, Gandhinagar, Sangollirayan nanagar, Niduvanilayout, Basaveshwar nagar, JSS back side	7:00 AM	11:00 PM	oncein5days	Area segregated by valve operations; each are awater supply limited to 2 to 3hrs	Tank filing & Supply from tank every alternate Day
10	DWD	Madarmaddi	Demo Zone	24hrs				
11	DWD	Udaygiri GLSR, &	Udaygiri 1stto 7thpart, Kariyamma Temple	6:00 AM	1:00 PM	oncein5days	Area segregated by valve operations;	Tank filing & Supply from

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
	DWD	Ashray nagar online	UdaygiriAshraycolonyonline,1stto4thstop	1:00 PM	6:00 PM		each area water supply limited to 2 to 3hrs	tank every alternate Day
12	DWD	Balaji NagarELSR	Balaji nagar Area	12:00 PM	4:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 4 to 5hrs	Tank filing & Supply from tank every alternate Day
	DWD			3:00 PM	11:00 PM	once in 5 days		
13	DWD	Yettingudda GLSR	Yettinagudda Village	6:00 AM	3:00 PM	once in5 days	Area segregated by valve operations; each area watersupplylimited to 3 to 4 hrs	
14	DWD	Rayapur MBR	Ashray colony, Shankar jyoti nagar, Law college, Akshaypark, etc.,	3:00 PM	8:00 PM	once in 5 days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	
15	DWD							
16	DWD	Rayapur Village GLSR	Rayapur Village	6:00 AM	12:00 PM	once in 5 days	Area segregated by valve operations ;each area water	

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Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
							supply limited to 3 hrs	
17	DWD	Police HQEL SR	SBI Colony, PHQ	6:00 AM	12:00 PM	once in 5 days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	Tank filing & Supply from tank two days continuethen 3 days gap
	DWD			12:00 PM	6:00 PM	once in 5 days		
	DWD			6:00 PM	12:00 AM	once in 5 days		
18	DWD	Sadenkherion line	PHQ govt. Press, Narayanpur	6:00 AM	10:00 AM	oncein5days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	
	DWD		Kaale plot, Vijaynagar plot	12:00 PM	4:00 PM			
	DWD		Mangalgatti plot	6:00 PM	10:00 PM			
19	DWD	Gamangatti ELSR & Online	Gamangatti village	9:00 PM	12:00 AM	oncein3 days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	
	DWD			4:00 AM	9:00 AM			

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Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
20	DWD	CITB, KHB Colony (ELSR& Online)		6:00 AM	2:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	
21	DWD	Gulganjikoppaonline	Mukambika nagar /Gadikarkhana on line supply	10:30 AM	3:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 2 to 3hrs	
22	DWD	Sattur Online (ELSR not in use)	Sattur Village	6:00 AM	1:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
	DWD			5:00 PM	12:00 AM			
23	DWD	Rajajinagar ELSR	Rajaji nagar area, SDM collegebackside	6:00 AM	1:00 PM	oncein4days	Area segregated by valve operations; each area water	
	DWD			5:00 PM	12:00 AM			

Annexure-1 Water Supply Timing Command Area Wise								
Sl No	**Area**	**Reservoir Command Area**	**Supply Area**	**Avg. Supply Timing**		**Supply Cycle/Frequency**	**Supply Duration**	**Remarks**
				Open	**Close**			
							supply limited to 3 to 4hrs	
24	DWD	Vanashree nagar (Muslim Tank)	Vanshree nagar part	5:00 PM	12:00 AM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
25	DWD	Vanashree nagar (Hanuman Temple)	Sector9,10,Nageshwartemple,Sector6	1:00 PM	6:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
26	DWD	Vanashree nagar (Mother teresa)	Sector 8	6:00 AM	1:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3	

Annexure-1 Water Supply Timing Command Area Wise								
Sl No	**Area**	**Reservoir Command Area**	**Supply Area**	**Avg. Supply Timing**		**Supply Cycle/Frequency**	**Supply Duration**	**Remarks**
				Open	**Close**			
							to 4hrs	
27	DWD	Mritunjay Nagar ELSR	Mrutyunjayanagar,HebballifarmKhadrollioni,Kumbharoni,Mattiplot,Saundattimainroad,banageroni,kantioni,Mallekarjunnagar,Avalakkioni,Mailarnagar,Totigeroni,Manikanthnagar,Azad nagar etc.,	4:00 AM	9:00 PM	oncein4days	Area segregated by valve operations,: each area water supply limited to 3 to 4hrs (tank filling & supply daily)	Tank filing & Supply from tank three days continue then1 day gap
28	DWD	Mrutyunjayanagar300DIoninesuply	Kamlapur Areaonline, Kamationi, Yadawad road,Patreshwar nagar etc.	7:00 AM	8:00 PM	oncein5days	Area segregated by valve operations	
	DWD		Mukambika colony, Sundarnagar, Yettinaguddaroad, Gousiyatown, New bus stand road etc, Belgaumroad,CBnagar, Adarshnagar,Pressqtrs, Sampigenagaretc.	8:00 AM	9:00 PM	oncein5days	Area segregated by valve operations	Waterwillbesupplied3dayscontinuebasedon schedule, then2daysgap

Annexure-1 Water Supply Timing Command Area Wise								
Sl No	**Area**	**Reservoir Command Area**	**Supply Area**	**Avg. Supply Timing**		**Supply Cycle/Frequency**	**Supply Duration**	**Remarks**
				Open	**Close**			
29	DWD	Kalyannagar Online(ELSR not in use)	Ganeshnagat1st to 4t cross, Gaulioni, Masutioni, Hosyal nagar etc.	4:00 AM	11:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 2 to 3 hrs	Waterwillbesupplied2dayscontinuebasedon schedule, then2daysgap
30	DWD	Tejaswi Nagar ELSR	Tejaswi Nagar, Slum, S.R.Nagar (Shambavi Nagar), Purohit Nagar	7:00 AM	8:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	waterwillbesupplied2dayscontinuebasedon schedule, then3daysgap
31	DWD	Shambhavi NagarELSR	Ravindranagar, Vaisaranagar	6:00 AM	11:00 AM	oncein4days	Area segregated by valve operations; each area water supply limited to 2 to 3 hrs	
	DWD		Ganeshnagar	3:00 PM	8:00 PM			

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Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
32	DWD	Hanumant Nagar ELSR	Saibaba Nagar, Sri Ram Nagar, Block A,B,C, Jambavantanagar,Attikola	5:00 AM	9:00 PM	Once in 5 days	Area segregated by valve operations; each area water supply limited to 2 to 3 hrs	
33	DWD	Sanmathinagar ELSR	Sanmathinagar, Darawatika, silver orchid.	5:30 AM	11:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 2 to 3 hrs	Both tanks are Pipe line network is interconnected,03 days continueTankfillingandsupplyaspersupplyschedulethen2days gap
34	DWD	Bharti Nagar EL SR	KusumNagar,SantoshNagar,BanashankarNagar,Narayanapur/Jankhardimathlayout,Sadarkere/Jankhardimathlayout,PrashanthNagar,HUDCO	5:00 AM	11:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 2 to 3 hrs	

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
			Colony,PBColony,DurgaColony,AishwaryaLayout, BharatiNagar,SiddaRameshwarColony,RevenueColony&ChenamaNagar,SripadNagar,MakadwallPlot,AshokNagar,UdayNagar,ShridiSaibabaColony,MoreplotGreenColony,Lotus Layout,ChaitanyaNagar, KrishiNagar,VinayakNagar,ShastriNagar,BharatiNagar,Kalegeri					
35	DWD	Niduvani Lay out ELSR	Niduvani, Lakmanhalli	6:00 AM	11:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	02dayscontinueTankfillingandsupplyaspersupplyschedulethen2days gap
36	DWD	Nandi Badvavni	Nandi Badhavani, Ashray colony, KHB	9:00 PM	12:00 AM	oncein5days	Area segregated by valve operations;	02 days continue

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Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
	DWD	Online	Layout(Amargol)	4:00 AM	9:00 AM		each area water supply limited to 3 to 4 hrs	supply as per supply schedule then 2days gap
37	DWD	Navanagar, GLSR & Online	Navanagar,Prajhanagar,Adhyapaknagar,Amarnagar, Mahanteshcolony,Nandilayout,LIG, MIG, HIG colony, Panchakshi nagar etc.	9:00 PM	12:00 AM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	Daily supply as per supply schedule
	DWD			4:00 AM	9:00 AM			
38	DWD	Sutagatti ELSR & Online	Sutagatti Village	9:00 PM	1:00 AM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	
	DWD			4:00 AM	9:00 AM			
39	DWD	Amargol ESLR & Online	Chawdi oni,gidi oni, malyora oni etc	9:00 PM	1:00 AM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	02 days continuesupplyaspersupplyscheduleth en3daysgap
	DWD			4:00 AM	9:00 AM			

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Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
40	DWD	Navalur	Navallur village, Last busstop etc	6:00 AM	11:00 AM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	02 days continuesupply as per supply schedule then 3days gap
	DWD		Maikar oni, Gowdaroni	4:00 PM	8:00 PM			
41	HUB	Nehrunagar ELSR	Day1:Silvertown,Nehrunagar,Ashoknagar,Arjunvihar,Apoorvanagar,Kurdarkar Plot,Manjunathnagar,Ramkrishnanagar,Nandininagar,Vivekanand,Ramlingeshwarnagar, Raghvendracolony,Annapoornanagar,Anandnagar, Mayurnagr,Hanumanthnagartempleroad,Nayakishana	7:00 AM	12:00 AM	oncein4days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	Tank filling & Supply from tank continue to 3 Days based on supply schedule area wise, then 1day gap

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
42	HUB	MurarjinagarELSR	Day1:RMLnagar,Murarjinagar 2nd stage, Girinagar	7:00 AM	10:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	02 days continuesupplyaspersupplyscheduleth en3daysgap
43	HUB	AyodhyanagarGLSR	Day2:Murarjinagar1st stage, RML Nagar	7:00 AM	10:00 PM	Once in 4days in each area	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	
			1st to 4thcross,Shivshankar colony,barband oni, Krushnapuroni, Qurbanoni, Sadar Sopa etc, Gudioni	5.30 AM	10:00 AM			
			Ambedkar colony	5:00 PM	9:00 PM			Tank filling & Supply from tank continue to 3 Days based on supply schedule area wise, then
			Akshara oni, Tahar oni, Junglipeth, Malekar Plot, Akipeth Bhumkaroni	10:00 AM	2:00 PM			
			Sadashivnagar	7:00 AM	7:00 PM			

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			1daygap
44	HUB	KarwarroadGLSR-ELSR	1stDay:Bankerscolony,keteshwarcolony,narayanasofe,chennapethmainroad,pandurangcolony	6:00 AM	8:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 2 to 3 hrs	Tankfilling&Supply from tankcontinue to3Daysbase donsupplyschedulearea wise, then 1daygap
			2ndDay :Jawaharlalnagar, sadatacolony,Gokuldama,Aadarshcolony, UKThills	6:00 AM	7:00 PM	oncein5days		
			3rd Day: Subhash nagar, vishalnagarAdhyapaknagar, sangam colony, Shivaputranagar, Bapuji colony, Bharat colony	10:00 AM	12:00 AM	once in 4 days		

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
45	HUB	Nekar Nagar/NooraniELSR&Online	Timsagar, Chabbiplot, Shivnath Badhavni	6:00 AM	1:00 PM	Once in 5days (3 to 4 hrs in each area)	Area segregated by valve operations; each area water supply limited to 2 to 3 hrs	Tank filling & online Supply from tank Continue to 3 Days based on supply schedule area wise, then 2days gap
			Tongli plot, hugger, plot, Ishwar temple	1:00 PM	4:00 PM			
			Maruticircle,shindeplot,shriramnagar,vinayakchowk,rambapuricolony,Altafcolony	5:00 PM	9:00 PM			
45	HUB	SMKrishnanagar	IshwarnagarBlock1,SMKBlock1,	12:00 PM	5:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 4 to 5	Tank filling&Supply from tankcontinue to2Daysbase

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
							hrs	donsupplyschedulearea wise, then 2daygap
			IshwarnagarBlock2,SMKBlock2	7.30 PM	12:00 AM	oncein4days		
46	HUB	SoniagandhinagarELSR	SoniaGadhisector1&2	6:00 AM	12:00 AM	oncein3days	Area segregated by valve operations; each area water supply limited to 3 to 4 hrs	Tank filling & Supply from tank continue to 2Days based on supply schedule area wise, then 3 day gap
47	HUB	Gabbur ELSR	P1P2Area	24 Hrs				
			Maruthinagar, Laxminagar, RK Patil School	6:00 AM	10:00 AM	oncein3days	Area segregated by valve operations; each area water	

Annexure-1 Water Supply Timing Command Area Wise								
Sl No	**Area**	**Reservoir Command Area**	**Supply Area**	**Avg. Supply Timing**		**Supply Cycle/Frequency**	**Supply Duration**	**Remarks**
				Open	**Close**			
							supply limited to 3 to 4 hrs	
			OldGabbur	6:00 AM	8.30 PM			
48	HUB	Tabibland ELSR 1	1st day:Balamachowk,Joladaoni, Ambabhavani,Vithobagalli, Walekargalli,Agarsaroni,Shahbazar,Rudrakshimath, Undi plot, Krishnamandir, Waddar oni,Bendegerioni,KariyammaGudi,Itagimarutigalli	8:30 AM	3:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	Tank filling & Supply from tank continue to 3Days based on supply schedule area wise, then 2days gap
			2nd day :Shantiniketan Pegaline, Shambhupanshop,OttimathChawl,KHnagarPart1	7.30 AM	11.30 AM			
			2nd day:Christiancolony,Policequarters,DodemaniPlot	3.30 PM	7:00 PM			

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
49	HUB	Tabib land ELSR 2	P1P2Area	24hrs				
50	HUB	HDMC GLSR	P1P1Area	24hrs				
51	HUB	HDMC Zone GLSR & Online (CITY Supply)	City supply,Kamirpeth1to9cross,Veerbhadreshwartempleroad,Bankapurchowk,Anchitgerioni,Mahavergalli,Babasana galli, Hirepeth main road, Pinjaroni	6:00 AM	8:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	Tank filling& Supply from tank continue to 3Days based on supply schedule area wise
52	HUB	HDMC zone Circle online supply	PBroad, Balyaoni, Kumbharoni, Unchatoni, Hubballi HDMC Quarters,Timsagaroni,Gantikereoni,Boosapeth,Gawaligalli,Anchitgeridownportion,Mission churchcompound	6:00 AM	9:00 PM	Once in 5days		

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
53	HUB	HDMC zone online supply Dajibanpeth	Dajibanpeth main road, Janta bazaar city clinic, Madhavpura, New cotton market.	4:00 PM	10:00 PM	Once in 5days		
54	HUB	HDMC zone online JCNagar	JC Nagar, Womens college, Koppinkeri road, Koyna road, May daroni,	5:00 PM	11:00 PM	Once in 5days		
55	HUB	HDMC ELSR 1 (online Yallapur oni)	Yallapur oni, badiger oni, Patil galli, Cholina oni, Bellollioni,Chiddenapetta, Somangowdaroni, Radhakrishna galli, Sarafkatti	6:00 AM	6:00 PM	oncein5days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	Tank filling & Supply from tank continue to 3 Days based on supply schedule area wise, then 4 days gap
56	HUB	HDMC ELSR2	P1P1Area	24hrs				

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
57	HUB	Keshwapur GLSR	Winderspark, manoj park, gangawati layout, sun city park, atlantic area, laxmi sai park, Prestige layout, Basweshwar park1,2,3,Suncity garden	7.30 AM	9:00 AM	Daily supply	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	Tank filling & Supply continue daily based on supply schedule area wise
58	HUB	Keshwapur ELSR	P1P2Area	24 Hrs				
59	HUB	Mahadevi layout ELSR	P1P2Area	24 Hrs				
60	HUB	Suncity ELSR	Sullar road, Ayatti banashankari devasthan, Laxmisai park	7.30 AM	9.30 AM	5days in a week	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	Tank filling & Supply from tank continue to 5 Days based on supply schedule area wise, then 2 days gap
61	HUB	NR Betta 2non demo & Demo	Demo	24 Hrs				

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
62	HUB	NRBetta1Old	KIMS Hospital, Shirur park, Jaynagar, Kundgol Chawl	4:00 AM	8:00 AM	oncein4days	Area segregated by valve operations; each area water supply limited to 4 to 5hrs	Tank filling & Supply continueto2 days based on supply schedule then 2 days gap
			KIMS, Ganeshpark, Court	4.30 AM	9.30 PM			
			Chaitanya colony	11:00 AM	3:00 PM			
63	HUB	NRBetta3(Circular)	P1P2Area	24hrs				
64	HUB	BalajinagarELSR	P1P1Area	24 Hrs				
65	HUB	Bhairidewarkoppa ELSR	Not in use					
66	HUB	Bairidevarkoppa Direct tapping	Bairidevarkoppa, Chetna colony	6:00 AM	4:00 PM	Once in 3days	Area segregated by valve operations; each area water	

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
							supply limited to 3 to 4hrs	
67	HUB	Krishnapur GLSR	Murarjinagar road, Nagappa temple, Rammanoharlohia nagar, Raynallake area	7:00 AM	10:00 PM	Once in 4 days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	Tank filling & Supply continue to 2 days based on supply schedule then2days gap
68	HUB	Sainagar online	Sai nagar	1:00 PM	6:00 PM	Once in 3days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
69	HUB	Ishwar Nagar Online	Ishwarnagar, Ganeshnagar	5:00 AM	4:00 PM	Once in 5days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
70	HUB	Renuka Nagar	Renukanagar	4:00 AM	10:00 AM	Once in 3 days	Area segregated by valve operations;	

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
		Online					each area water supply limited to 3 to 4hrs	
71	HUB	Lingaraj Nagar Online	Lingarajnagar, Devinagar, shivagiri park, Banashankari nagar	6:00 AM	8:00 PM	Once in 4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
72	HUB	Shantiniketan Online	Shantiniketan	1:00 PM	5:00 PM	Once in 3days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
73	HUB	Sangolirayanna tapping (VSR Nagar)	VSRNagar,Sangoli rayanna nagar	4:00 AM	10:00 AM	Once in 3 days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
74	HUB	Tarihal tapping	1st day: Tarihalarea	7:00 AM	3:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 3	

Annexure-1 Water Supply Timing Command Area Wise								
Sl No	**Area**	**Reservoir Command Area**	**Supply Area**	**Avg. Supply Timing**		**Supply Cycle/Frequency**	**Supply Duration**	**Remarks**
				Open	**Close**			
							to 4hrs	
			2nd day: Tarihal	7:00 AM	10:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
75	HUB	Gokul village tapping	Gokul village	7:00 AM	11:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
76	HUB	Radha krishna nagar tapping	Radhakrishna nagar& Padma housing	7:00 AM	2:00 PM	oncein4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
			Radhakrishna1, 2,3,4cross	12:00 PM	10:00 PM	Once in 5days	Area segregated by valve operations; each area water supply limited to 3	

Annexure-1 Water Supply Timing Command Area Wise								
Sl No	**Area**	**Reservoir Command Area**	**Supply Area**	**Avg. Supply Timing**		**Supply Cycle/Frequency**	**Supply Duration**	**Remarks**
				Open	**Close**			
							to 4hrs	
77	HUB	Anand nagar Tapping	Anandnagar, Navaanand nagar	6:00 AM	3:00 PM	Once in 5days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
78	HUB	Dollarsc olony tapping	Dollars colony, Shambhagi layout hindusgeri layout, Mayuri garden, Samman colony, Laxmi park	7:00 AM	12:00 AM	Once in 4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
79	HUB	Kallur Layout Tapping	Kottilinganagar, Vikasnagar, Siddhalingeshwar colony, Prashanth nagar	6:00 PM	12:00 AM	Once in 4 days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
80	HUB	Kundgolt apping	Kundgol village	10:00 AM	10:00 PM	Once in 5days	Area segregated by valve operations; each area water supply limited to 3	

Annexure-1

Water Supply Timing Command Area Wise

Sl No	Area	Reservoir Command Area	Supply Area	Avg. Supply Timing		Supply Cycle/Frequency	Supply Duration	Remarks
				Open	Close			
							to 4hrs	
81	HUB	Hosur Tapping	Hosur main road, Vaddaraoni, Vitthoba nagar, Sunnad batti line, Adki chawl, Christian colony etc.	7:00 PM	2:00 AM	Once in 4 days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
82	HUB	Vidyanagar tapping	Vidya nagar area	6:00 AM	12:00 PM	Once in 4 days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
83	HUB	ChanpethTapping	ChanpethAmbedkar1to3	7:00 AM	6:00 PM	Once in 4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	
84	HUB	Girni chawl tapping	Girnichawl1to5cross	7:00 AM	11:00 PM	Once in 4days	Area segregated by valve operations; each area water supply limited to 3 to 4hrs	

(Annexure -2)

The World Bank assisted Karnataka Urban Water Supply Modernization Project (KUWSMP)

Survey Format for assessment of the customer perspective on the performance of the existing water supply in the intermittent areas of the - Hubballi-Dharwad

Basic details of the Respondent:

Name of the respondent	
Ward No:	
Address of the respondent	
No of persons residing in the family	**Male…….. …… Female……**
Contact No:	

Sl No	Assessment Parameter	Opinion of the respondent
I	**Functional assessment of the tap**	
1	**Source of Water Supply**	**1. Borewell** **2. Corporation Supply** **3. Tanker**
2	**Do you have Water tap connection at your home**	**Yes/ No**
3	**If not what is the reason for not taking HSC connection**	
II	**Assessment of Water Supply performance**	

		Before Taking Over	After Taking Over
1	**Frequency of Water Supply**	…… days	….. days
2	**What is the duration of Water Supply**	…… hours	….. hours
3	**Quality of water supplied**	**Good** ☐ **Bad** ☐	**Good** ☐ **Bad** ☐
4	**Quantity of water supplied**	**Sufficient** ☐ **Insufficien** ☐	**Sufficient** ☐ ☐ **Insufficient**
5	**Water supply pressure**	**Good** ☐ **Bad** ☐	**Good** ☐ **Bad** ☐
6	**Awareness of water Supply schedule of your area?**	**Yes** ☐ **No** ☐	**Yes** ☐ **No** ☐
7	**Feedback on attending repairs/ leakages in how many days**	**No of days** ☐	**No of days** ☐
8	**Awareness on payment of water tariff through on line**	**Yes** ☐ **No** ☐	**Yes** ☐ **No** ☐
9	**Did you contact Customer Service Center Response**	**Yes** ☐ **No** ☐ **Responsive** ☐ **Non Responsive** ☐	**Yes** ☐ **No** ☐ **Responsive** ☐ **Non Responsive** ☐
10	**Your satisfaction on present water supply**		

Remarks if any……

……

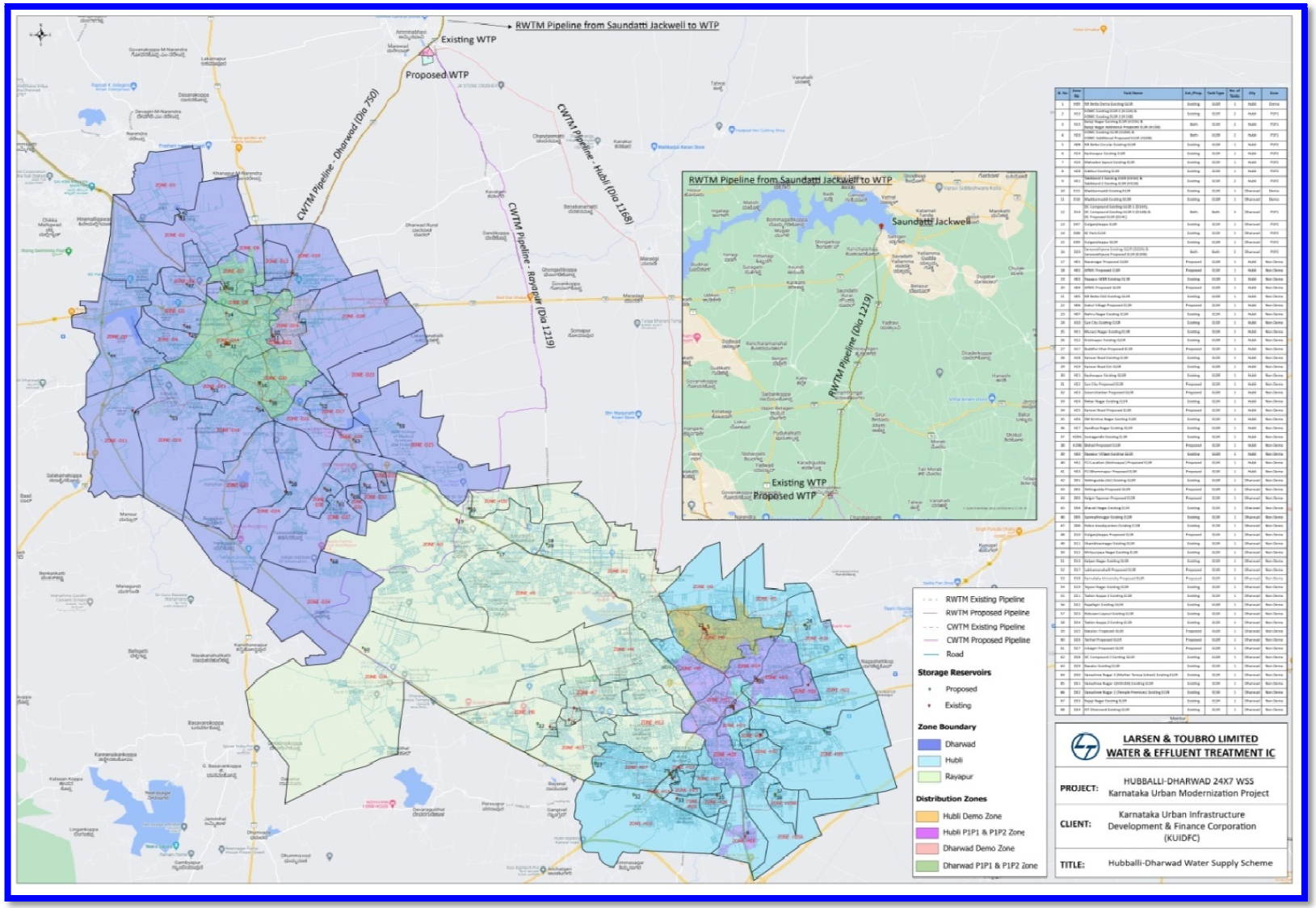
……

……

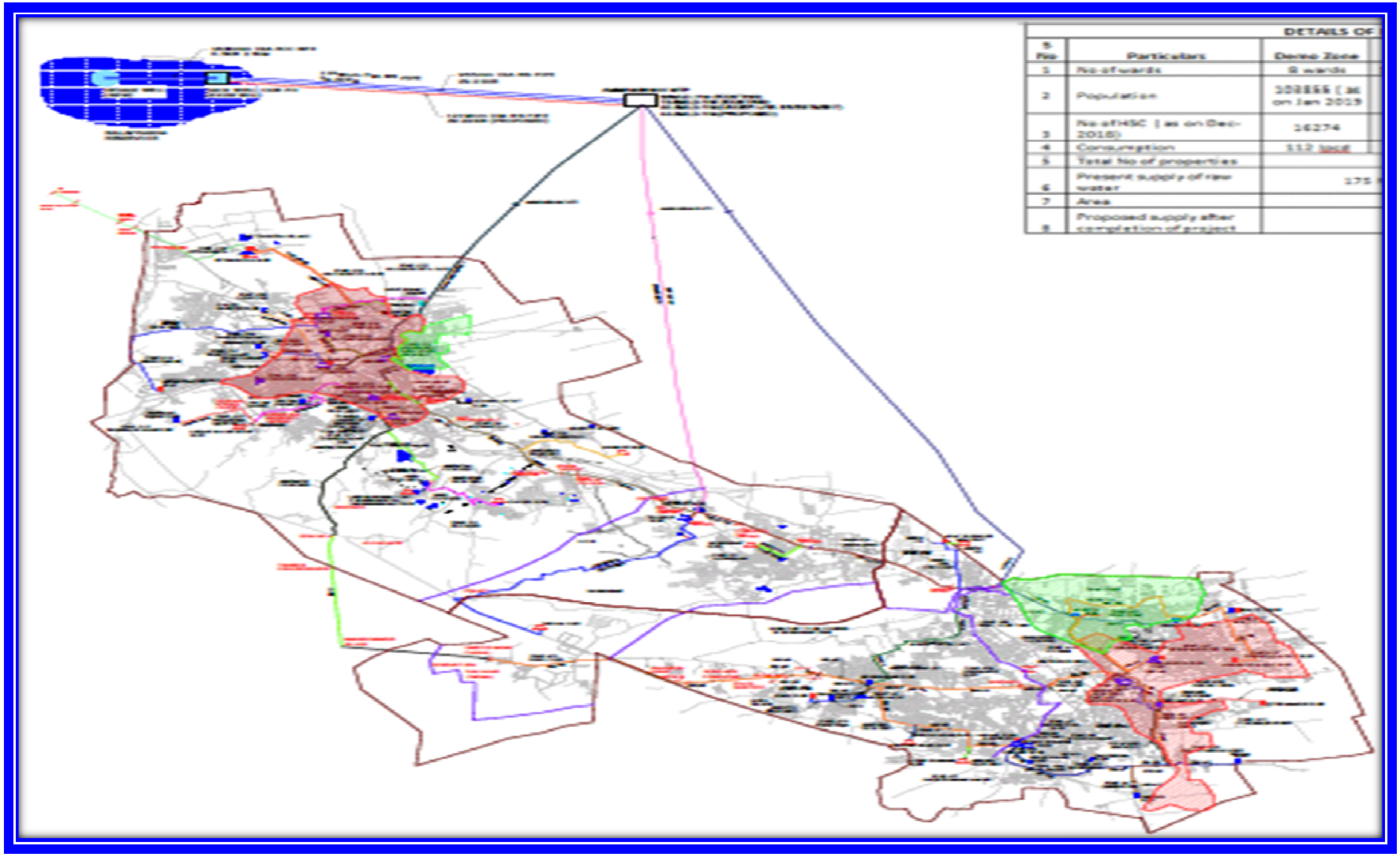
Signature & Name of the respondent ……

Signature & Name of the surveyor ……

Ward Wise Map (Demo, P1, P1 & P1 P2 and Intermittent) (Annexure -3)



Schematic Map (Annexure -4)



ಸಂಖ್ಯೆ: ಕೆಯುಐಡಿಎಫ್‌ಸಿ/ಕೆಯುಡಬ್ಲ್ಯೂಎಸ್‌ಎಂಪಿ/ ಹು–ಧಾ/ಕಾ&ನಿ ಸಮೀಕ್ಷೆ/2022–23/667 ದಿನಾಂಕ:03.01.2023

ಗೆ

ಉಪ ಯೋಜನಾ ನಿರ್ದೇಶಕರು ಕೆಯುಡಬ್ಲ್ಯೂಎಸ್‌ಎಂಪಿ ಹಾಗೂ
ಆಯುಕ್ತರು, ಹುಬ್ಬಳ್ಳಿ–ಧಾರವಾಡ ಮಹಾನಗರ ಪಾಲಿಕೆ,
ಸರ್. ಸಿದ್ದಪ್ಪ ಕಂಬಳಿ ರಸ್ತೆ,
ಹುಬ್ಬಳ್ಳಿ – 580 024

ಮಾನ್ಯರೇ,

ವಿಷಯ: ಹುಬ್ಬಳ್ಳಿ–ಧಾರವಾಡ ಅವಳಿ ನಗರಗಳ ಇಂಟರ್‌ಮಿಟೆಂಟ್ ವಲಯಗಳಲ್ಲಿ ಪ್ರಸ್ತುತ ನೀರು ಸರಬರಾಜು ವ್ಯವಸ್ಥೆಯ ಬಗ್ಗೆ ಆಯ್ದ ಗ್ರಾಹಕರಿಂದ ಅಭಿಪ್ರಾಯ ಸಂಗ್ರಹಿಸುವ ಕುರಿತು.

ಉಲ್ಲೇಖ
1. ಡಿಬಿಓಟಿ ಗುತ್ತಿಗೆ ಸಂಖ್ಯೆ: IN-KUIDFC-104978-CW-RFB ದಿನಾಂಕ: 12.06.2020
2. ಶ್ರೀ ಸುಧಾರಣಾ ನೆರವು ಸಂಸ್ಥೆಯ ಗುತ್ತಿಗೆ ಕರಾರು ಸಂಖ್ಯೆ: IN-KA01830712312322T ದಿನಾಂಕ: 05.06.2021
3. ಡಿಬಿಓಟಿ ರವರ ಪತ್ರ ಸಂಖ್ಯೆ: ಎಲ್‌ಟಿಸಿಡಿ/ಕೆಯುಐಡಿಎಫ್‌ಸಿ/ಡಬ್ಲ್ಯೂಇಟಿ/ಯುಡಬ್ಲ್ಯೂಡಬ್ಲ್ಯೂಎಂ/ಹು&ಧಾ24x7 ಓ&ಎಂ/2022–23/612, ದಿನಾಂಕ: 06.12.2022
4. ಈ ಕಛೇರಿ ಪತ್ರ ಸಂಖ್ಯೆ: ಕೆಯುಐಡಿಎಫ್‌ಸಿ/ಕೆಯುಡಬ್ಲ್ಯೂಎಸ್‌ಎಂಪಿ/ ಡಿಬಿಓಇ–ಸೇವೆ/2022–23/339/9029 ದಿನಾಂಕ: 22.12.2022

~*****~

ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಉಲ್ಲೇಖಿತ ಪತ್ರ (3) ರಲ್ಲಿ ಗುತ್ತಿಗೆದಾರರಾದ ಮೆ॥ ಎಲ್ & ಟಿ ಲಿಮಿಟೆಡ್ ರವರು ತಮ್ಮದೇ ಸಿಬ್ಬಂದಿಗಳನ್ನು ನೇಮಿಸಿಕೊಂಡು ಹುಬ್ಬಳ್ಳಿ–ಧಾರವಾಡ ನಗರದ ಎಲ್ಲಾ ಪ್ರದೇಶಗಳಲ್ಲಿ ನೀರು ಸರಬರಾಜು ಕಾರ್ಯಾಚರಣೆ ಮತ್ತು ನಿರ್ವಹಣೆಯನ್ನು ದಿನಾಂಕ : 05.12.2022 ರಿಂದ ನಿರ್ವಹಿಸುತ್ತಿರುವುದಾಗಿ ತಿಳಿಸಿರುತ್ತಾರೆ. ಕೆಯುಐಡಿಎಫ್‌ಸಿಯ ಕೇಂದ್ರ ಕಛೇರಿ ಸಿಬ್ಬಂದಿಗಳು ದಿನಾಂಕ : 11.12.2022 ರಿಂದ 14.12.2022 ರವರೆಗೆ ಹುಬ್ಬಳ್ಳಿ–ಧಾರವಾಡ ನಗರಕ್ಕೆ ಬೇಟಿ ನೀಡಿ ಮೆ॥ ಎಲ್ & ಟಿ ಲಿಮಿಟೆಡ್ ರವರು ಹುಬ್ಬಳ್ಳಿ–ಧಾರವಾಡ ನಗರದಲ್ಲಿ ನೀರು ಸರಬರಾಜು ಕಾರ್ಯಾಚರಣೆ ಮತ್ತು ನಿರ್ವಹಣೆ ಮಾಡುತ್ತಿದ್ದ ಪ್ರದೇಶಗಳನ್ನು ವೀಕ್ಷಿಸಿ ವರದಿ ನೀಡಿದ್ದು, ಸದರಿ ವರದಿಯಲ್ಲಿ ಸೂಚಿಸಿರುವಂತೆ ಮೆ॥ ಎಲ್ & ಟಿ ಲಿಮಿಟೆಡ್ ಮತ್ತು ಡಿಬಿಓಇ ರವರಿಗೆ ಉಲ್ಲೇಖಿತ ಪತ್ರ (4) ರಂತೆ ಕ್ರಮ ವಹಿಸಲು ನಿರ್ದೇಶಿಸಲಾಗಿತ್ತು.

ಆದುದರಿಂದ, ಪ್ರಸ್ತುತ ನೀರು ಸರಬರಾಜು ಸ್ಥಿತಿಗತಿಗಳ ಬಗ್ಗೆ ಇಂಟರ್‌ಮಿಟೆಂಟ್ ವಾರ್ಡ್‌ಗಳಲ್ಲಿ ಆಯ್ದ ಬಳಕೆದಾರರಿಂದ ಅಭಿಪ್ರಾಯ ಸಂಗ್ರಹಣೆ ಸಮೀಕ್ಷೆಯನ್ನು ಯೋಜನಾ ಅನುಷ್ಠಾನ ಘಟಕವು ನೆರವು ಸಂಸ್ಥೆಯ ಸಿಬ್ಬಂದಿಗಳು ಹಾಗೂ ಇತರೆ ಅಧಿಕಾರಿ/ಸಿಬ್ಬಂದಿಗಳೊಂದಿಗೆ ಪರಿಣಾಮಕಾರಿಯಾಗಿ ನಿರ್ವಹಿಸುವುದು.

ಕೆ.ಯು.ಐ.ಡಿ.ಎಫ್.ಸಿ. **KUIDFC**

ಸಮೀಕ್ಷೆ ಉದ್ದೇಶ, ನಿರ್ವಹಿಸಬೇಕಾಗಿರುವ ಚಟುವಟಿಕೆಗಳು, ಯೋಜನಾ ಅನುಷ್ಠಾನ ಘಟಕದ ಜವಾಬ್ದಾರಿಗಳು, ಸಮೀಕ್ಷೆ ಅವಧಿ ಮತ್ತು ನೆರವು ಸಂಸ್ಥೆ ಸಿಬ್ಬಂದಿಗಳಿಗೆ ಸಮಿಕ್ಷೆಯ ಅವಧಿಯಲ್ಲಿ ನೀಡಬೇಕಾಗಿರುವ ಸ್ಥಳೀಯ ಪ್ರಯಾಣ ಭತ್ಯೆ ಮತ್ತಿತ್ತರ ವಿವರಗಳನ್ನು ಒಳಗೊಂಡ ಕಾರ್ಯಚೂಚಿಯನ್ನು ಈ ಪತ್ರದೊಂದಿಗೆ ಲಗತ್ತಿಸಲಾಗಿದ್ದು, ಅದರನ್ವಯ ನಿರ್ವಹಿಸುವುದು(ಲಗತ್ತಿಸಲಾಗಿದೆ). ಸಮೀಕ್ಷೆ ಪೂರ್ಣಗೊಂಡ ನಂತರ ಸಂಗ್ರಹಿಸಲಾದ ದತ್ತಾಂಶಗಳ ಕ್ರೋಢೀಕರಣ ಹಾಗೂ ವರದಿ ತಯಾರಿಕೆಯಡಿ ಮೆ॥ ಸ್ಮೆಕ್ ಇಂಟರ್‌ನ್ಯಾಷನಲ್ ಪ್ರೈ ಲಿಮಿಟೆಡ್ ರವರು ಅಗತ್ಯವಿರುವ ನೆರವನ್ನು ನೀಡುವುದು. ಉದ್ದೇಶಿತ ಸಮೀಕ್ಷೆಯನ್ನು ತುರ್ತಾಗಿ ನಿರ್ವಹಿಸಿ, ವರದಿ ನೀಡಲು ಸೂಚಿಸಿದೆ.

ತಮ್ಮ ವಿಶ್ವಾಸಿ,

(ಎಂ ದೀಪ)
ವ್ಯವಸ್ಥಾಪಕ ನಿರ್ದೇಶಕರು
ಕೆಯುಐಡಿಎಫ್‌ಸಿ, ಬೆಂಗಳೂರು

ಪ್ರತಿಯನ್ನು:

1. **ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು,** ಯೋಜನಾ ಅನುಷ್ಠಾನ ಘಟಕ, ಕೆಯುಡಬ್ಲ್ಯೂಎಸ್‌ಎಂಪಿ, 1ನೇ ಮಹಡಿ, ಬಿ ಬ್ಲಾಕ್, ಐ.ಟಿ ಪಾರ್ಕ್, ಹುಬ್ಬಳ್ಳಿ– 580 029 ರವರಿಗೆ ಮಾಹಿತಿ ಹಾಗೂ ಮುಂದಿನ ಕ್ರಮಕ್ಕಾಗಿ.
2. **ಅಧೀಕ್ಷಕ ಅಭಿಯಂತರರು,** ಯೋಜನಾ ಅನುಷ್ಠಾನ ಘಟಕ, ಕುಸೆಂಪ್ ಕೆಯುಐಡಿಎಫ್‌ಸಿ, ಬೆಳಗಾವಿ ಸ್ಮಾಟ್ ಸಿಟಿ ಇಂಟಿಗ್ರೆಟೆಡ್, ಕಮಾಂಡ್ ಮತ್ತು ಕಂಟ್ರೋಲ್ ಸೆಂಟರ್, ನೆಲ ಮಹಡಿ ವಿಶ್ವೇಶ್ವರಯ್ಯ ನಗರ, ಸದಾಶಿವನಗರ, ಬೆಳಗಾವಿ–590019 ಹಾಗೂ ಯೋ.ಅ.ಘ ದಲ್ಲಿ ಕರ್ತವ್ಯ ನಿರ್ವಹಿಸುತ್ತಿರುವ ಸಾಮಾಜಿಕ ಅಭಿವೃದ್ಧಿ ಕಂ ಎಂ &ಇ, ಐಇಸಿ ಕಂ ಸಿಡಿಎಸ್ ರವರನ್ನು ಉದ್ದೇಶಿತ ಸಮೀಕ್ಷೆ ನಿರ್ವಹಣೆಗೆ ನಿಯೋಜಿಸುವುದು.
3. **ಶ್ರೀ ಮಧುಸೂದನ್ ರಾವ್,** ಟೀಮ್ ಲೀಡರ್, ಮೆ॥ ಸ್ಮೆಕ್ ಇಂಟರ್‌ನಾಷನಲ್ ಪ್ರೈ. ಲಿಮಿಟೆಡ್, ಪ್ರೊಫೇಸರ್ ಟಿ.ಬಿ ಮಡಿಕೇರಿ ರವರ ಮನೆ, ಶ್ರೀಗಂಧ, 1ನೇ ಮಹಡಿ, ಮನೆ ಸಂಖ್ಯೆ: 3516–ಬಿ/3, ಲಿಂಗರಾಜನಗರ, ಹುಬ್ಬಳ್ಳಿ – 580 031 – ಉದ್ದೇಶಿತ ಸಮೀಕ್ಷೆಯ ಮೇಲ್ವಿಚಾರಣೆ ಹಾಗೂ ವರದಿ ನೀಡಲು ಸಹಕರಿಸುವುದು.
4. **ಟೀಮ್ ಲೀಡರ್,** ಶ್ರೀ ಸುಧಾರಣಾ ಗ್ರಾಮೀಣ ಅಭಿವೃದ್ಧಿ ಸಂಸ್ಥೆ ಜೆ.ವಿ ನಿಕೇತನ್ ಇಂಜಿನಿಯರಿಂಗ್ ಪ್ರಾಜೆಕ್ಟ್ ಪ್ರೈ ಲಿ., ಮೆ॥ ಶ್ರೀಮತಿ ಉಷಾ ಆರ್ ಭಳಿಗಾರ್, ಚೆನ್ನಮ್ಮ ಕೃಪ, ಪ್ರಭಾತ್ ಕಾಲೋನಿ, ವಿಧ್ಯಾನಗರ, ಹುಬ್ಬಳ್ಳಿ – 580 021– ಸಿಬ್ಬಂದಿಗಳನ್ನು ಉದ್ದೇಶಿತ ಸಮೀಕ್ಷೆಗೆ ನಿಯೋಜಿಸುವುದು.

The World assisted Karnataka Urban Water Supply Modernization Project (KUWSMP)

Advisory on the process and steps to the taken for effective accomplishment of data collection

Assessment of the customers pulse on the performance of the existing water supply in the intermittent areas of the Hubballi-Dharwad project city

Objective:

To assess the performance of the existing water supply through interactions with customers
To assess the level of satisfaction on then present water supply
To gather suggestions for improvements required under water supply

Scope:

To assess the pulse of the consumers on the existing water supply by randomly in 46 intermittent water supply wards of Hubballi-Dharwad consist of 112025 households.

- Carry out Random Survey of 5601 households of 46 wards of intermittent water supply wards of Hubballi-Dharwad.
- 5% of households to be recovered in the intermittent areas of Hubballi-Dharwad.
- 1 Enumerator should conduct more than 30 households per day.
- Separate teams to be formed for conducting survey at Hubballi-Dharwad simultaneously.

Parameters proposed for assessment of the existing performance of water supply

- Duration of Water Supply
- Quality of Water Supply
- Quantity of Water Supply
- Water Supply Pressure
- Attending Repairs
- Alternative arrangement if not getting required quantity of water
- Awareness on Customer Service Center
- Awareness on payment of water tariff through online
- Suggestions for improvement

Coverage of consumers to assess service delivery:

- ✓ To assess the opinion or pulse of the customers by randomly at DMA wise.
- ✓ To cover all Streets of the DMA.
- ✓ To capture the pulse of the consumers at the following points.
  - The beginning of the road
  - Middle of the road and
  - The Consumer end.

  To capture the flow of water in poorer areas of the particular DMA by interacting with selected citizens.

Duration of Survey:

- 1 Enumerator will conduct should 30 properties per day x 20 staff = 600 per day can be covered.
- Total days required to complete survey is : 10 days.
- The entire process should be completed by 19.01.2023 (05.01.2023 to 19.01.2023). including tabulation, analysis and submission of recommendations report to KUIDFC.

Details of the staff planned to be involved in the survey is as follows;

Sl No	Details of the Staff	Nos
1	IEC cum CDS, PIU, Hubballi	**01**
2	Social Development cum M&E, PIU, Hubballi	**01**
3	PRO, PIU, Hubballi	**01**
4	2 Social Specialists from PIU, Belagavi	**02**
5	Community Facilitators from Support Organization	**13**
6	Documentation cum Communication Specialist (SO)	**01**
7	Team Leader (SO)	**01**
	Total	**20**

Method:

Proposed to conduct the survey by application of Random method in all the DMAs.

Monitoring;

PIU will supervise and monitor the process of the assignment.

Calendar of events (Tentative):

Sequence of Events to be carried out	Duration
Finalization of survey format and Communication to Commissioner/ PIU, Hubballi	03.01.2023
Mobilization of enumerators for collection of data	04.01.2023
Formation of team for supervision and monitoring data collection and Collection of ward wise maps	04.01.2023
Orientation to the Support Organization and other staff on the objective, process and STEPS to be followed to collect data	05.01.2023
Commencement of pilot survey and inclusion of learning's	05.01.2023
Collection of Data – simultaneously at Hubballi-Dharwad	05.1.2023 to 11.01.2023 (10 days)
Tabulation and analysis of data	14.01.2023 (03 days)
Submission of Outcomes and Recommendations report to KUIDFC	19.01.2023 (05 days)
Total duration	**18-19 days**

Responsibilities of PIU for effective accomplishment of the proposed survey

- Printing of 5600 Survey formats.
- Formation of two survey teams for Hubballi-Dharwad.
- Allocation of wards/ DMAs of intermittent areas to the team.
- Provision for ward wise data/ maps.
- Organization of orientation to the team for effective facilitation of survey.
- Tabulation, analysis of data along with recommendations report.
- Allocation of two 4 wheeler vehicles for supervising and conducting survey.

Tentative Cost:

No cost will be incurred if utilizing the services of the existing Support Organization as they have appointed for implementation of SICA activities proposed by KUIDFC for 2 years.

Proposed local conveyance of Rs.150/- per staff per days it will cost (14 staff xRs.150x10 days=21,000/-) Rs. 21,000 for entire process.

Photo Gallery (Annexure -6)