

PRESS NOTE

Quality and quantity of water supply remains dissatisfactory in Brahmapur city

Social Audit of Drinking Water Supply in Brahmapur city Report Reveals

Clean, safe and affordable drinking water is essential for human development and human rights. Brahmapur being a medium city in Odisha with a population of 3, 85, 356 has numerous problems and challenges which start from poor service delivery to the weak governance and institutional framework, resulting in slow development. Provision of drinking water supply and sanitation is decade old problem. Keeping this in mind the **Youth for Social Development (YSD)** an independent social research and development organization working to improve governance and service delivery has conducted a social audit of drinking water service with community participation in 14 slums in Berhampur city with an objective to assess the quality of services to improve the service delivery.

Scope and Methodology

Form-0 to4 questionnaire for different stakeholders and check the water point were developed. 32 citizens monitors from the slums communities were trained how to conduct the social audit in 14 slums. 407 beneficiaries, 2 senior public officials were interviewed and 43 water points checked the quality and quantity of water supply. Among the beneficiaries 92% of the respondents were female members of the households who are actual user of the services.

Beneficiary perception

Surprising findings were emerged among them; only 15.7% have access to tap at home and 89.7% use public tap as the main source of drinking water. 61.7% of the respondents get the water supply only once in a day on the days of water supplies. 30.7% replied water they get is insufficient to their needs. Only 44.5% get one hour and 31% get two hours water supply in a day. Only 4% of the respondents replied no taste and foul smell of water and 12% replied colour of water is muddy.

More than half (63%) responded that pressure of the public tap is low and 31.9% responded the timing of water supply inconvenient for them. Most of the responded (95%) find no information near the stand post and 96.8% doesn't have knowledge where to complaint. Only 10% of the respondents have knowledge about the 'helpline'. Most of the respondents (87.2%) never seen any senior official's visit to the stand post and 29.2% have witnessed about the discrepancies in the PHED water supply. Most unexpectedly the dissatisfaction households have increased to 60.7% as against dissatisfaction 47.9% during 2008 (Citizen Report Card in Brahmapur city, 2008).

Service provider's response

Service providers (officials of PHED), feels insufficient water supply in the city due to shortage of water in the city, lack of sufficient staff for operation and maintenance and insufficient budget provision for reservoirs, storage and distribution of water supply.

Checking of water points

The trained citizen monitors have checked 43 public taps 14 slums among them 97% of the public taps are in working condition. Shockingly more than half of the stand posts (58.1%) have no regulators in the tap due to this there is waste of water. More than half of the (53.5%) public taps basements have not been cemented properly and 74.4% public taps have not connected to any drain for free flow of waste water. Most of the (83.7%) public taps

surrounding are not clean and hygienic and 83.7% stand posts pipes are leakages due to holes, old pipes and improper maintenance and open inside the drainage. Most of the (95.3%) public taps has no information at source and more than half of the (55.8%) public taps have medium water pressure and 22.3% are high water pressure.

Water supply in Berhampur city

Public Health and Engineers Organisation (PHED) in Berhampur city has able to supply 33 MLD as against current demand 57 MLD and it is 27 MLD during summer. Among the major sources of water are Dakshinapur(15mld), Rishikulya (12mld), and Production well (6mld) and the storage capacity available with Berhampur Municipality is about 8.869 MLD comprising of ground level service reservoirs and elevated reservoirs.

In Berhampur city total connections remains at 18,507 among them domestic connections 16903 and 1755 are stand posts. The network coverage is 70% and per capita water supply remains at 72 lpcd. The annual cost of Operation and Maintenance (O&M) is 543.51 lakhs where as revenue collection remains at 249.16 lakhs and the recovery percentage is only 45% during 2006-07(City Development Plan Report Brahmapur, 2009).

Major Issues of water supply in Brahmapur city

Per capita supply of water is only 73 lpcd as against 135 lpcd as per CPHEEO and UDPFI which is quite low as against national standards. The water supply system is inadequate and poor; the coverage of water supply is only 70%. Supply of water in Berahmpur is sporadic and the frequency of supply varies from 2 hours daily even it is once in two days. Water pipes are very old and the leakages cause contamination of water supply. Municipal Corporation does not play a role in the water supply but as per the 74th CAA this function needs to be performed by the corporation. Lack of sufficient system for reuse and recycle of treated water for non-portable purposes and billing and collection system is poor and hence there is low cost recovery.

Suggestions for Improvement

Among the major suggestions set up extra public tap to avoid rush and priority should be given shortage areas and urban poor and the water supply should be more than two hours and two times in a day and more importantly sufficient water should be supplied during summer season. 135 lpcd of water should be provisioned as per standard norms of CPHEEO and UDPFI and 100% water supply coverage should be made. Surroundings of water supply sources should be made clean and hygiene (set regulator, properly cemented, connected to drain, leakage checked)

Provision of information at the water supply source and grievance readdressed mechanism should be strengthened. Checking of quality of water should be done through third party monitoring and transparency and accountability norms should be fixed and maintained among institutions and officials.

Coordination between BMC and PHEO should be strengthened and increase in staff for O&M and adequate budget provision for production, storage and distribution should be made. Citizen and civil society participation should be created for planning, implementation and monitoring of water supply.

For further details please contact

Bibhu Prasad Sahu
Youth for Social Development
E-mail: bibhu@ysdindia.org
Mobile: +91-99371 90060