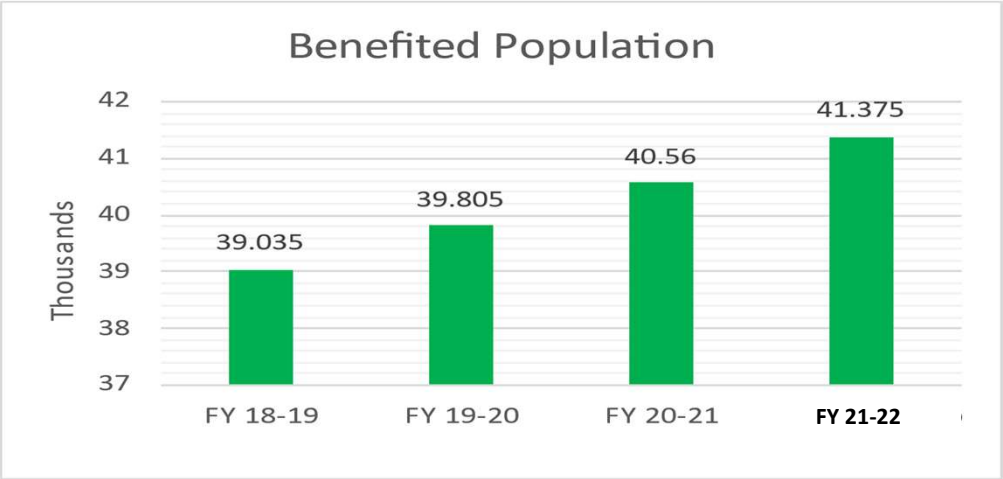
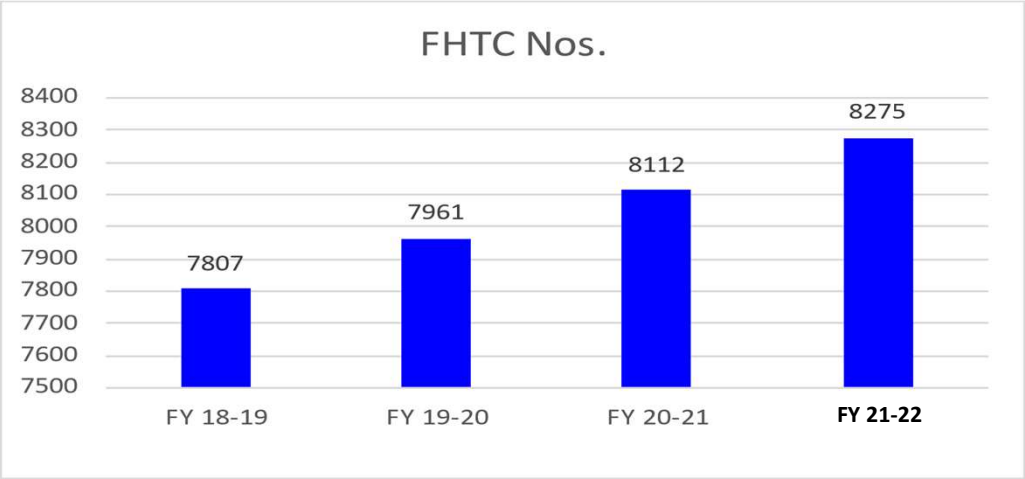
Best Practices in Mohkhed MVS for Achievement of service level Benchmarks and 100% revenue recovery

FIRST MVS IN THE STATE TO ACHIEVE +100 % REVENUE RECOVERY

Mohkhed MVS Population benefitted from year 2018-2022



Mohkhed MVS Functional House Tap Connection (FHTC) from year 2018-2022



Challenges

Achievement of service level bench mark.

- Equal Water quantity supply- (55-70lpcd) to all houses in habitations.
- Residual Pressure of +7 m.
- Reduction in non revenue water.
- Revenue recovery improvement to 100%
- Complaints redressal in 48 hrs.

Methodology Adopted

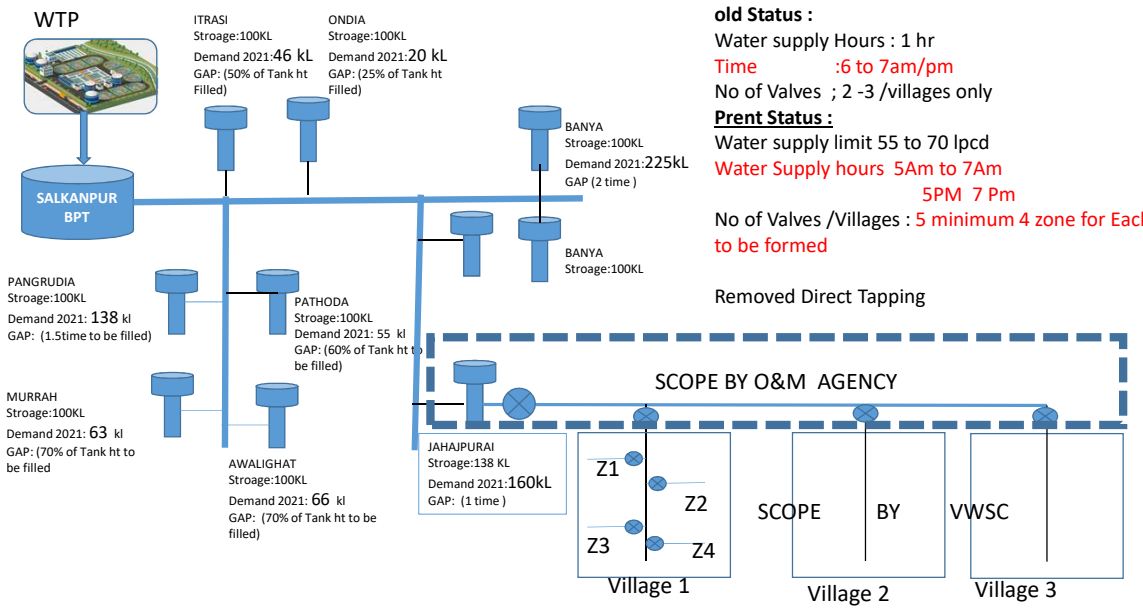
Engineering solutions

- Creations of Minimum 4 Zones in each village.
- Installation of low cost Flow control valves.
- Fixing and changing water supply timing in each village from 1 hour in whole village to 2 hours i.e. 30 minutes in four zones separately.
- Mobile complain redressal van deployment.

Social solution

- One valve man for approximately 700 connections and minimum wages as per collector rate to ensure employment and dedicated service which was not there when only honorarium of only Rs 3000 was paid.
- Involvement of Women SHG.
- Demonstration of service level bench mark to all villagers.
- Affidavit during new connection for economical use and preventing misuse .

REGULATING FLOW IN DISTRIBUTION SYSTEM



old Status :

Water supply Hours : 1 hr

Time :6 to 7am/pm

No of Valves ; 2 -3 /villages only

Prent Status :

Water supply limit 55 to 70 lpcd

Water Supply hours 5Am to 7Am

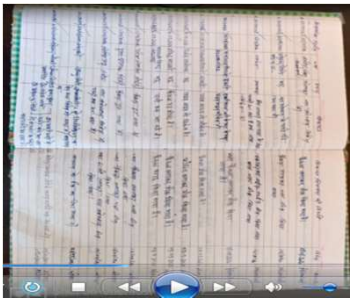
5PM 7 Pm

No of Valves /Villages : 5 minimum 4 zone for Each village to be formed

Removed Direct Tapping

Mohkhed MVS- low cost flow meter using Washer

Mohkhed MVS- dedicated Complaint Redressal with Mobile unit



Mohkhed MVS- new additional valves fixing in each village for zoning and flow control

S.No.	Name Of Village	No. of Valves		Increase in no. of Valves
		2018	2022	
1	Saroth	5	7	2
2	Mahalpur	4	7	3
3	Shakarjhiri	1	1	0
4	Lohangi	4	7	3
5	Sonmau	3	4	1
6	Khari	2	2	0
7	Palakhed -1	8	13	5
8	Palakhed -2			0
9	Pathrakhokhar	3	5	2
10	Shankarpur	1	4	3
11	Ambamali	2	4	2
12	Chabadi	4	5	1
13	Satnur	3	5	2
14	Rajegaon	6	15	9
15	Suhagpur	1	2	1
16	Khapa	1	1	0
17	Rajada	5	11	6
18	Mohkhed - 1	11	20	9
19	Mohkhed - 2			0
20	Singpur	5	8	3
21	Murdai	1	2	1
22	Urdhan	1	2	1
23	Mau	6	11	5
24	Gadmau	4	5	1
25	Khedi	3	5	2
26	Tansra Mal	8	16	8
27	Tinkhuhi	1	3	2
28	Tara	3	7	4
29	Umranala	5	11	6
30	Ekalbihari - 1	20	35	15
31	Ekalbihari - 2			0
32	Jam	4	8	4
33	Anjani	4	6	2
	Total	120	222	102

Additional Sluice valves fixed, zones made and details of water supply timings No. of flow control washers fixed and details of revenue collection person

Valve		Zones		Water Supply Timing		Flow Control washer fixed	Water Collection person & Honorarium
2018	2022	2018	2022	2018	2022		
5	7	4	7	01:00:00 Min	01:30:00 Min	35	Gajanand Kadve
3	4	2	3	00:40:00Min	01:00:00 Min	40	Raju Ghorse
2	4	1	1	00:30:00Min	00:40:00Min	25	Omprakash Pandre
4	7	3	4	01:15:00 Min	02:00:00 Min	65	Parmanand Pathe
1	2	1	1	00:45:00Min	00:45:00Min	15	Parakash Bhade
4	7	3	5	01:30:00 Min	02:15:00 Min	60	Mukesh Uikey
8	13	3	6	02:00:00 Min	04:00:00 Min	100	RanjitMate
3	5	1	2	00:30:00 Min	00:45:00Min	20	Naresh Pathe
1	4	1	3	01:00:00 Min	01:40:00 Min	0	Deepak Gadre

Mohkhed MVS- Formation of Zones and appointment of Valve men for equal water distribution and revenue recovery

UNIPRO TECHNO INFRASTRUCTURE PVT.LTD
Mohkhed . Saroth Dist. Chhindwara MP

S.No.	OHT	Tank Capacity (Lacs Litres)	Name Of Village	Number of Connections upto Jan. 2022	Name & Contact No. Of Volve man	Monthly Gross Salary Of@Rs.Volve Man
1	Saroth Village	0.6	Saroth Village	349	Raju Uikey 8718001750	8700
3	Sonmau Village	0.5	Sonmau Village	260		
			Khari Village	69		
2	Mahalpur Village	1.8	Mahalpur Village	248	Rupesh Uikey 9285001418	8700
			Shakarjhiri Village	86		
			Lohangi Village	73		
4	Palakhed -1	0.6	Palakhed -1	621	Deepak Mankar 8839931406	8700
5	Palakhed -2	1.6	Palakhed -2			
6	Patrakhokar Village	,1.0	Patrakhokar Village	88		
			Shankarpur Village	94		
			Ambamalli Village	181		
7	Chabdi Village	0.8	Chabdi Village	109	Pandurang Charpe 7879332886	8700
			Satnur Village	163		
8	Rajegaoun Village	0.6	Rajegaoun Village	381		
9	Suhagpur Village	0.6	Suhagpur Village	135	Ramesh Vishyakarma 9285001425	8700
			Khapa Village	31		
10	Rajada Village	0.5	Rajada Village	227	8109761421	

Mohkhed MVS- Testing of Pressure, Quantity & Quality

Demonstration of service level bench mark to all villagers.

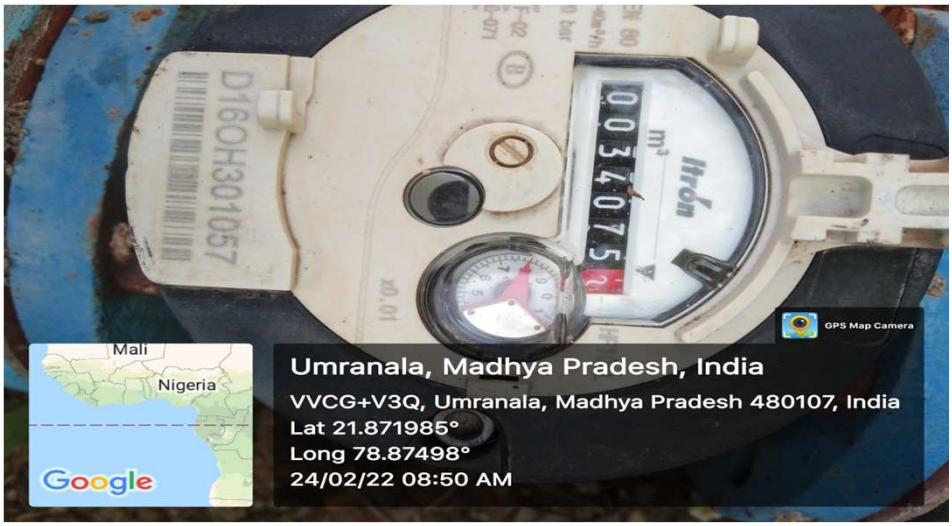
Demonstration of Equal Quantity of Water Supply

Mohkhed MVS- Testing of Pressure, Quantity & Quality

Collection of water tariff from household

Capacity Building Activities

Mohkhed MVS- Daily Monitoring of required water supply



Daily water meter reading collections using Mobile app(geotagged photo) to ensure required quantity of water supply

Mohkhed MVS- VWSC Resolution and rules for new connection and preventing water loss

प्रपत्र कं –3

नल कनेक्शन के चोरी / छतिग्रस्त होने की स्थिति मे की जाने वाली प्रकिया

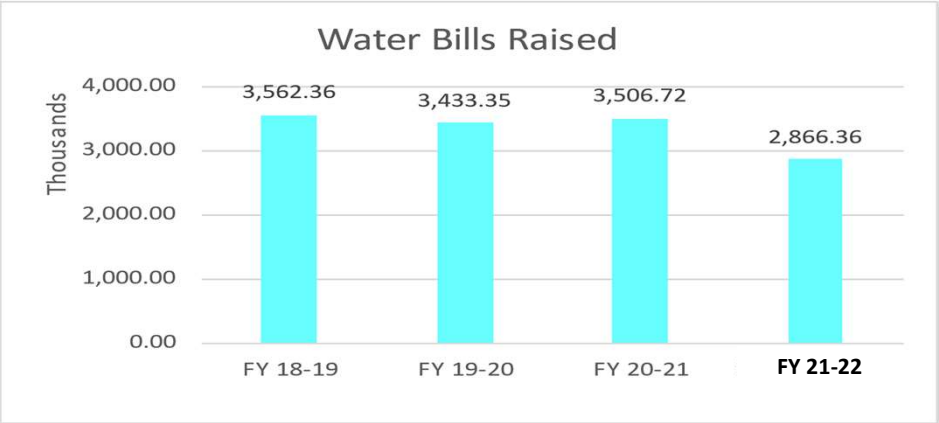
प्रपत्र कं 1 के बिंदु कं. 5 मे दर्ज सामाग्री के छतिग्रस्त होने अथवा चोरी होने पर निम्न प्रकिया का पालन किया जायेगा।

1. नल कनेक्शन के दौरान दी गई सामाग्री के छतिग्रस्त होने अथवा चोरी होने की सुचना उपभोक्ता / नल जल समिति से प्राप्त होने के बाद फर्म (Contractor) उपभोक्ता / नल जल समिति को एक नोटिस जारी करेगा। (प्रपत्र कं. 2)
2. उपभोक्ता / नल जल समिति नोटिस प्रप्ति के 3 दिन मे अपने स्वंय के खर्च पर छतिग्रस्त नल कनेक्शन अथवा चोरी की गई सामाग्री को ठीक करेगा/नया समान लगायेगा।
3. यदि उपभोक्ता / नल जल समिति 3 दिन मे छतिग्रस्त कनेक्शन को ठीक नही करते है तो इस स्थिति मे फर्म(Contractor) 3 दिन बाद छतिग्रस्त नल कनेक्शन को ठीक करेगा।
4. छतिग्रस्त नल कनेक्शन को ठीक करने पर फर्म द्वारा लगाई गई सामाग्री के लिए , तय मापदण्ड के अनुसार फर्म (Contractor) अपने अगलें O&M बिल मे म.प्र जल निगम को क्लेम करेगा ।

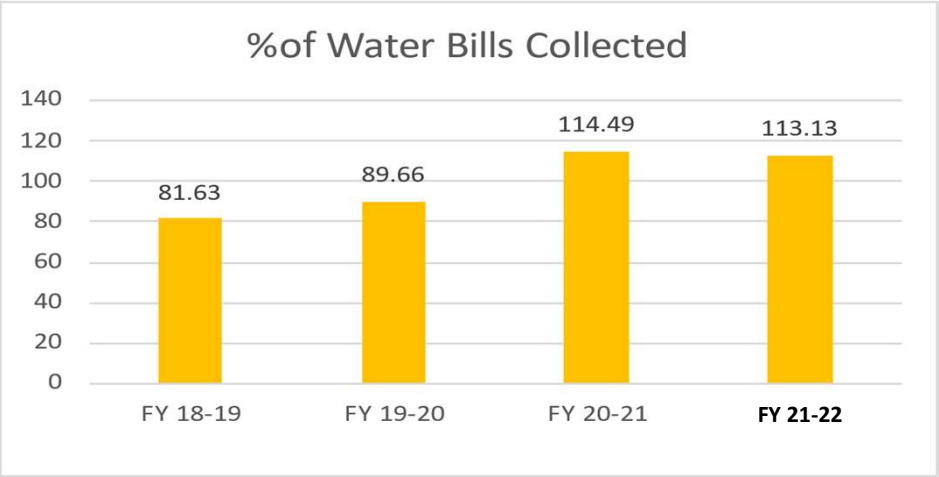
Achievements

- Water consumption reduced from 40 lakh liters to 32 lakhs liters par day.(80-90 lpcd to 60-70lpcd)
- Revenue collection increased to 114% .
- VWSC got richer as low water bill raised to them .
- Self sustainable model for VWSC and operation and maintenance of MVS.
- Electric bill reduced in spite of increase in tariff.
- Water production cost for MVS is Rs 12/KL. Water consumption reduced by 8 lakh liters from FY 18-19 to 21-22. Hence amount saved is Rs 35 lakhs per year for a population of about 40 lakh.

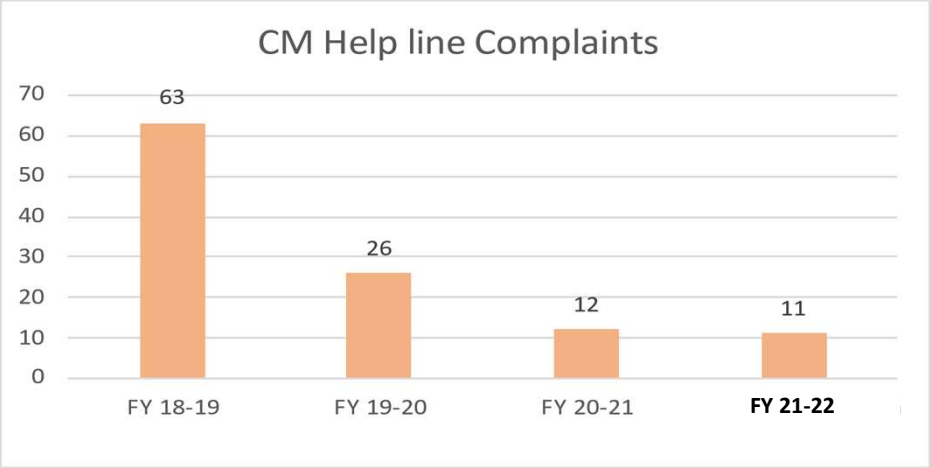
Mohkhed MVS- Water bill raised from year 2018-2022



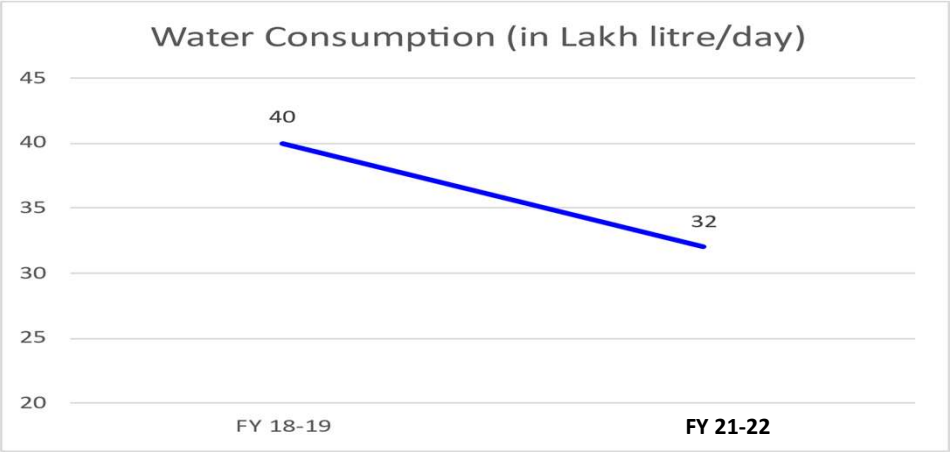
Mohkhed MVS- Water bill Collected from year 2018-2022



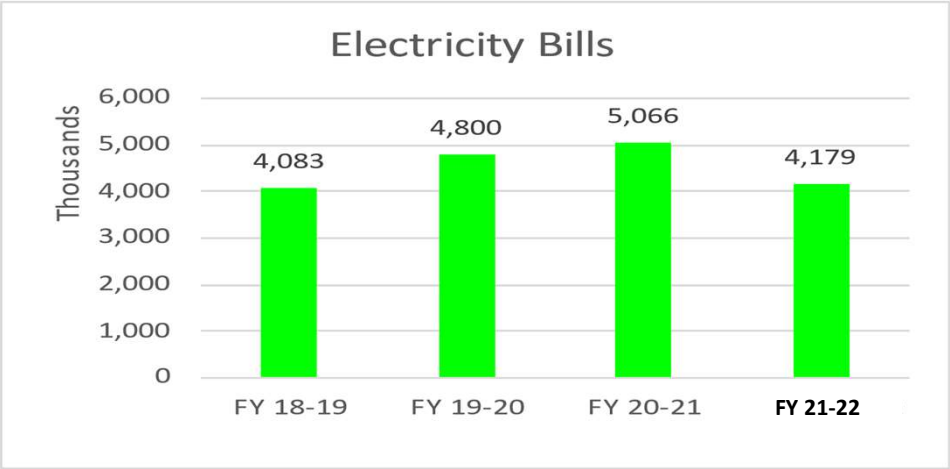
Mohkhed MVS- CM helpline complaint recieved from year 2018-2022



Mohkhed MVS- reduction in daily water drawn from year 2018-2022



Mohkhed MVS- Electicity bills details from year 2018-2022



THANK YOU