

Water Supply Services in Mumbai

About the Project:

A Co-Creation Partnership between BASF and Save the Children proposed to develop and implement sustainable models for providing access to safe water to urban communities; and thus have a sustainable and positive impact on children in Mumbai City. The purpose of scoping study was to assess Water supply services in Mumbai in terms of its management, outreach, effectiveness, challenges, critical gap and possibilities for its improvement.

Our contribution to the Project:

- Conducted desk review of experiences and achievements regionally, nationally and in Mumbai in relation to water supply services extended by government and other players.
- Mapped institutions and resources available for urban water sector in Mumbai.
- Analysed existing service provision in the city including assessment of non-revenue water, water resources (in terms of availability and quality of raw water etc.).
- Assessed service performance for customers, the tariff system, extent of water supply within slums (both notified and non notified slums), the existing gap, alternate water supply system with in slums, role of private vendors to supplement the gap.

- Assessed provision of water facilities and coverage from an equity by Gender and Income based perspective.
- Assessed the effectiveness of the Public utilities with respect to planning, implementation, management and monitoring of water services.
- Assessed the extent to which the communication and outreach activities have succeeded in conveying the intended benefits of safe water to the community.
- Assessed the institutional issues related to the water services including capacity to plan, procure, supervise delivery, maintenance and monitoring of water services; incentives structure, motivation of the staff and information management including gaps in collection of information.
- Mapped enabling factors and bottlenecks to list gaps in planning, implementation and management of water services at all levels i.e. household, ward and city levels.
- Recommended follow up actions and approaches at all levels, in cognizance of policy implications, for scaling up implementation of the proposed water supply programme by the client.

The Outcome:

A clear understanding on the current gaps in water provisioning and identification of feasible options and geographical locations for proposed intervention.