



Providing drink from tap quality pure water to every home has been my long cherished dream for Odisha!

Happy to dedicate Sujal-Drink from Tap quality 24x7 water supply to every home in Puri city



DRINK FROM TAP MISSION

Pure for Sure



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TRANSPARENCY: Real time water quality data displayed in LED display boards in public places



TECHNOLOGY: SMART water management for real time operation of the water supply system and quality surveillance



TEAM WORK: Highly committed, diverse and professional engineering team in partnership with trained Mission Shakti women SHG members



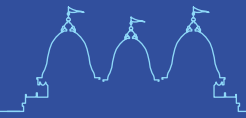
TIME: Mission completed in the entire city of Puri in record time of less than a year with round-the-clock work execution



TRANSFORMATION: Drink from Tap Quality (IS: 10500) pure drinking water available 24X7 at each home

Supply of Drink from Tap quality water to every home similar to developed nations like USA, England, Japan and Singapore

Goodbye to packaged water bottles, individual water purifiers, storage tanks & pumping systems at household level



After achieving universal coverage of piped drinking water supply in urban areas, the Govt. of Odisha moved to the next level in public satisfaction with the **Drink From Tap Mission**.

This Mission was launched by **Hon'ble Chief Minister** in **October 2020** to provide drink from tap quality **24x7** piped water supply to every household. Water received from household taps can be directly used for drinking and cooking without further filtering or boiling.





Objectives



Reducing health risks to citizens caused due to contamination of water



Equitable, sustainable and people centric service provision with focus on the urban poor

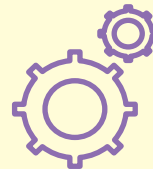


Elimination of household level overhead tank/ underground reservoir, motor pump, RO based water purifier

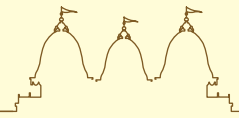
Savings of Rs. 50,000 per household estimated



100% metering of household water connections to reduce Non Revenue Water (NRW)



Adoption of innovative, state-of-the art technology and management techniques/ tools



Drink From Tap Mission in Puri

Population : 2.5 Lakh (approx.)

Slum Population : 66,000

No. of Households : 32,017

Water Treatment Plant (WTP) : 42 MLD

Total Water Demand : 38 MLD

No. of Elevated Service Reservoir (ESR) : 20

No. of Over Ground Reservoir (OGR) : 5

No. of Water Testing Laboratory : 1



Drinking Water Fountains have been installed with drink from tap quality round-the-clock water supply in Puri, a world-famous pilgrimage city visited by nearly 2 crore people annually, eliminating the need of plastic water bottles thus reducing 400 metric tons of plastic waste (3 crore used water bottles) per annum





Policy Measures

Treating household connection as public work and executing the water supply house connection by Government

Instalment based payment facility for house connection

Exemption from the road cutting charges and hassle-free process for house connection

Equity & Inclusivity

Special emphasis for providing drink from tap quality to urban poor

Population of the entire city including all slums is covered under the Mission. The Mission is successfully completed in Salia Sahi, Bhubaneswar, the largest slum in Odisha benefiting 60,000 dwellers

Convergence with JAGA Mission and other ongoing programs to ensure greater outreach



IVRS based 24x7 Customer Care

Resolving water related issues, just a call away

Centralized Customer Care system with IVRS based automatic complaint logging, transfer to concerned staff for immediate action and online real time tracking of redressal

Customers can log in their complaints in Odia, English and Hindi languages

Quick Response Team

At your service anytime anywhere

Exclusive mobile crews controlled from the Centralized Command and Control System have been deployed

Provided with dedicated vehicle & equipment for immediate response to leakages and supply related incident management

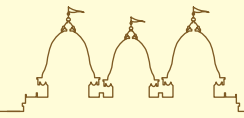


24x7

Toll Free No.

155359





Ensuring Water Quality

Water Testing Laboratory equipped with modern testing facilities for regular water quality monitoring and surveillance

Chlorine Dosing Systems with automated Programmable Logic Controllers (PLCs) have been installed to ensure appropriate water quality at consumer end



Adheres to Indian Standard for drinking water quality (IS 10500)

More than 30 parameters are tested to ensure water quality

Real time water quality data displayed in public places



Lab on Wheels

Water quality assured on the spot

The mobile Water Testing Laboratory has been deployed to ensure onsite water quality testing, surveillance and monitoring.

Smart Water Management

Real time surveillance to ensure quality water supply at every home

Real time data analysis and decision making for uninterrupted water supply

Data capture for preventive maintenance of water supply assets

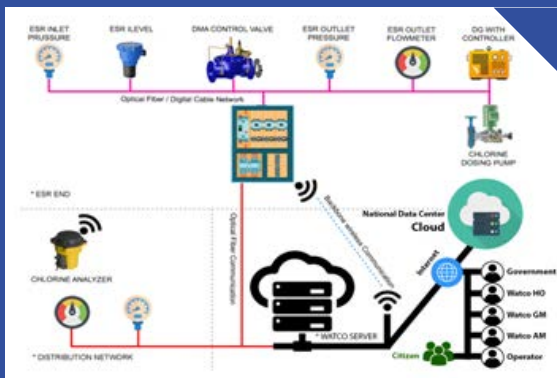
Reduction of non revenue water (NRW) through leakage detection and control

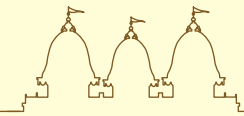
Efficient incidence management and quick resolution of problems

Effective customer complaint redressal for enhanced customer satisfaction

Mobile responsive real time flow, pressure & quality monitoring of water

GIS based assets & consumer mapping and real time dashboard





Impacts & Benefits

Issue detection & resolution time reduced from few days to few minutes

Transparent, cost-effective and user-friendly system

On the spot automated testing and chemical dosing compared to manual practice

Real time water quality monitoring without human intervention

Automated pump and pressure control compared to manual operation



National Level Recognitions

for implementation of SMART Water Management System in Puri



Award of Excellence in 2nd National Water & Sanitation Innovation Summit 2021



Award of Excellence in 18th CSI SIG e-Governance Award 2020



IOT

IoT based real time monitoring of water supply quantity & quality

– 1st in India at a city level

Jalsathi

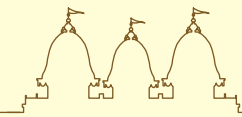
Partnering with Mission Shakti SHGs in water supply management

Community led water distribution at Ward level

Bridge between customers and WATCO

Incentive based partnership with women SHGs





Roles & Responsibilities

Facilitating new connections

Reading water meters, distributing water bills and collecting user charges

Field water quality testing

Support in consumer complaint redressal

Sensitizing people on water conservation



Odisha Water Academy (OWA)

A Centre of Excellence 'Odisha Water Academy' has been set up, which is functioning as a pioneering training and capacity building institution in the field of water and wastewater service provision for enhancing the quality and level of service in the sector leading to customer satisfaction

Plumber Training & Certification

Plumbers are trained, certified and empanelled for installation of household water connections along with operation & maintenance as per standard operating procedures to ensure quality service delivery

Non Revenue Water (NRW) Cell

Reduction of non revenue water is essential for sustainable service delivery of drink from tap quality water round-the-clock. An exclusive NRW Cell has been established in WATCO for focussed effort on non revenue water management

Pure for Sure Campaign

'Pure for Sure' campaign has been launched to build public confidence on drink from tap quality 24x7 water supply system





WATCO

Water Corporation of Odisha (WATCO) is a state owned, not-for-profit company to provide drinking water supply and sewerage services in efficient, accountable and sustainable manner to urban citizens.

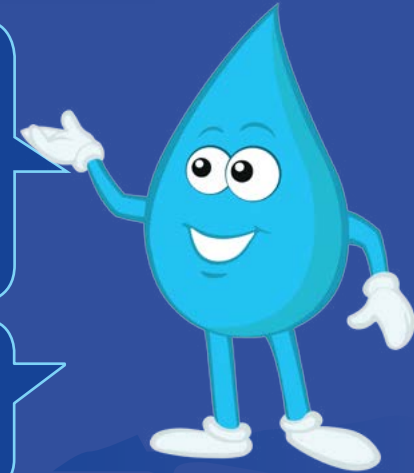
The objective is to foster functional autonomy, operational flexibility and customer centric service culture in water supply and waste water management on a sustainable basis.





Puri becomes the 1st city in India to achieve city wide drink from tap quality 24x7 water supply system with 100% metered household connections benefiting over 2.5 lakh population

Implementation commenced in 16 more towns including **Cuttack**, **Rourkela** and **Berhampur** benefiting around 40 lakh urban population



WATCO Odisha



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