



# WATCO

WATER CORPORATION OF ODISHA

Transforming Water & Sanitation Service  
Delivery of Urban Odisha



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The creation of Water Corporation of Odisha (WATCO) as a corporate entity under the Department was in conjunction with the ongoing policy reforms in urban drinking water supply and waste water management sector. When we found that we had become mired in bureaucratic red tape, WATCO offered us the free wind flow we had been waiting for.

And in just five years since it began operating in 2019, this Govt. owned company has bagged numerous national and global accolades for its transformative, innovative and out-of-box initiatives, which brought smiles on the faces of millions of urban citizens in the state with consumer delight.

The pioneering 24x7 'Drink from Tap Mission' has been a game changer and a smart response to the urban water insecurity in Odisha, first of its kind in the country. During its maiden journey, the mission implemented in Puri city elevated the ULB at par with the league of modern global cities of developed nations like USA, UK, Singapore etc.

In the field of urban waste water management too, WATCO has won praises and recognitions for implementing the revolutionary GARIMA scheme, which aims to protect the safety and dignity of core sanitation workers with scripting the inspiring success stories and setting new benchmarks for urban India.

I am happy that WATCO is steadily overcoming all its challenges it is facing along its eventful journey, getting matured day by day with rich learning and experiences with its fully dedicated, committed and confident team of engineers and professionals.

In addition, I'm pleased to see that with all of these iconic projects, the Hon'ble Chief Minister's vision for a transformed urban Odisha is assuming a meaningful and important shape with sustainability every day.

I congratulate the entire Team WATCO on their accomplishments, rapid evolution into a more competent squad within a small period of time and their readiness to accept new challenges in pursuit of newer horizons through multifaceted, customer focused service delivery at the doorsteps of consumers.

**G Mathi Vathanan, IAS**  
Principal Secretary  
Housing & Urban Development Dept.  
Govt. of Odisha

## WATCO

An ISO certified, Govt. of Odisha owned, not-for-profit company under its Housing & Urban Development Department, formed in November 2015 under the Companies Act, 2013 and became fully operational in June 2018.

WATCO started its journey with only 3 nos. of ULBs in 2019 and by March 2023, it is operational in 29 ULBs so far covering more than 65 percent of total urban population of the state towards drinking water supply and sewerage management including the major cities like State Capital Bhubaneswar, Cuttack, Puri, Berhampur, Sambalpur, Rourkela etc. The aim is to cover all 115 ULBs of the state in a phased manner.

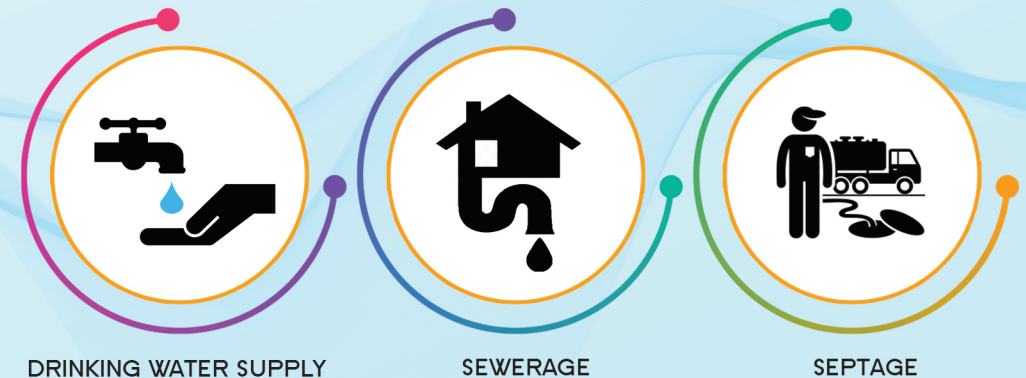
## Objective

To foster functional autonomy, bring in corporate governance & efficiency, operational flexibility and customer centric service culture in urban water supply and waste water management on a sustainable basis.

## Vision

The innovative and reliable service provider that ensures safe, economical and sustainable water supply and sewerage services for accomplishing the essential health and hygiene levels leading to the socio-economic development of the community served.

## Areas of Service





## 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.

4.5 Million  
Population  
Served

0.5 Million  
Water Supply  
Service  
Connections

900 MLD  
Water  
Treatment  
Capacity

2,500 Staff  
Strength



Drink from Tap Mission was  
launched by Hon'ble Chief Minister  
in October 2020

Ministry of Housing & Urban Affairs (MoHUA), Govt. of India mandated the Odisha model of 24x7 drink from tap quality water supply in all 500 AMRUT 2.0 cities across India covering at least one DMA in each city.

A mission to provide 24x7 IS 10500 standard drink from tap quality piped water supply to every household of urban Odisha. Water received from household taps can be directly used for drinking and cooking without further filtering or boiling.

## The Mission aims at

- Reducing health risks to citizens caused due to contamination of water.
- Focusing on urban poor with equitable, sustainable and people centric service provisions.
- Eliminating the household level water storage, pumping and treatment.
- 100 percent metering of household water connections to reduce Non Revenue Water (NRW).
- Adopting innovative, state-of-the art technology and management techniques/ tools.

## Community Partnership

### Jal Sathi

Partnering with Mission Shakti SHG members in urban water supply management through performance linked incentive based partnership to act as key community connect with consumer delight.

### Responsible for:

- Reading water meters, distribution of bills & collection of user fees.
- Field water quality testing.
- Facilitating new connections.
- Support in consumer complaint redressal.
- Sensitizing people on water conservation.



### Transgender SHG

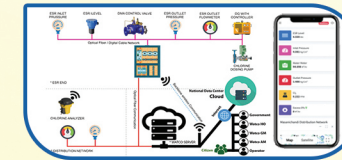
Trained Transgender SHG members are deployed at 8 MLD Pratap Nagari Water Treatment Plant (WTP), Cuttack for its operation & maintenance works since April 2022.

## Key Highlights



### 24x7 Customer Care No. 155359

Resolving your issues  
just a call away



### Smart Water Management

IoT based real time data,  
incident & supply  
management and  
surveillance



### Ensuring Water Quality at Consumer End

Water Testing Laboratories &  
Lab on Wheels equipped  
with advanced testing  
facilities for regular quality  
monitoring & surveillance



### 100 percent House Connections

All operational 29 ULBs  
have 100 percent house  
connections for piped water  
supply



### Quick Response Team

At service anytime  
anywhere



### NRW Reduction

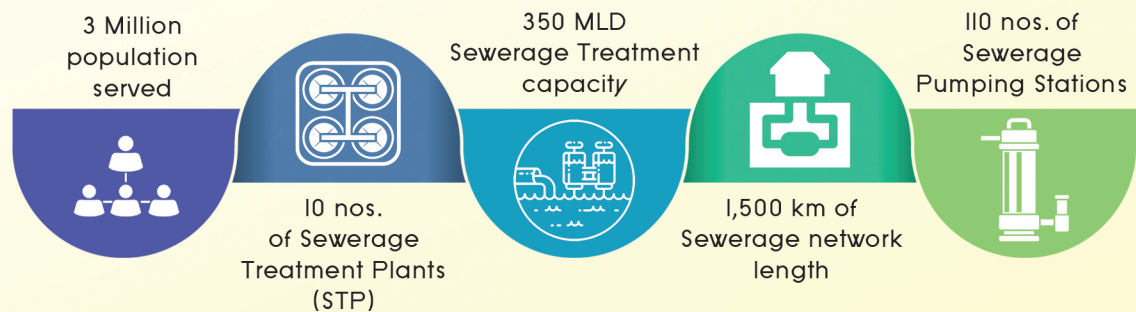
Exclusive Cell with trained  
crew members equipped  
with advanced tools &  
technology for leakage  
reduction



## Waste Water Management

### Sewerage Management

WATCO is engaged with urban waste water management in 4 major Municipal Corporations of the state including Bhubaneswar, Cuttack, Sambalpur, Rourkela and in Puri Municipality.



### FSTP Management

2 nos. of Faecal Sludge Treatment Plants (FSTP), one in Bhubaneswar and one in Puri having cumulative capacity of 125 KLD are also managed by WATCO.

Trained Transgender SHG members are deployed at 75 KLD Basuaghai FSTP, Bhubaneswar for its operation & maintenance works since April 2022.



## Key Accomplishments

- ◆ Puri became India's 1st city to achieve 24x7 drink from tap quality water supply in July 2021 covering its 2.5 lakh population by joining the league of international cities like New York, London, Singapore etc.
- ◆ Gopalpur, Berhampur and Biramitrapur ULBs have also achieved 24x7 drink from tap quality water supply till date covering a cumulative population of 0.65 Million.
- ◆ 8 lakh consumers are now receiving 24x7 drink from tap quality water at their doorstep in 75 DMAs covering 23 Urban Local Bodies till December 2022.
- ◆ Bhubaneswar becomes the only Million Plus city in India to have 100 per cent (1.56 lakh) metered house connections.

## Awards & Accolades



WATCO has received Global Water Intelligence (GWI) 'Water Leaders Award' at the Global Water Summit held on 17<sup>th</sup> May, 2022 in Madrid, Spain for the achievements made in providing 24x7 Drink from Tap quality water supply in the state and for accomplishing 100% house connections in the urban areas.

WATCO has also bagged Award of Excellence in 18<sup>th</sup> CSI SIG eGovernance Awards 2020 for Smart Water Management in Puri City on 12<sup>th</sup> February 2021.

