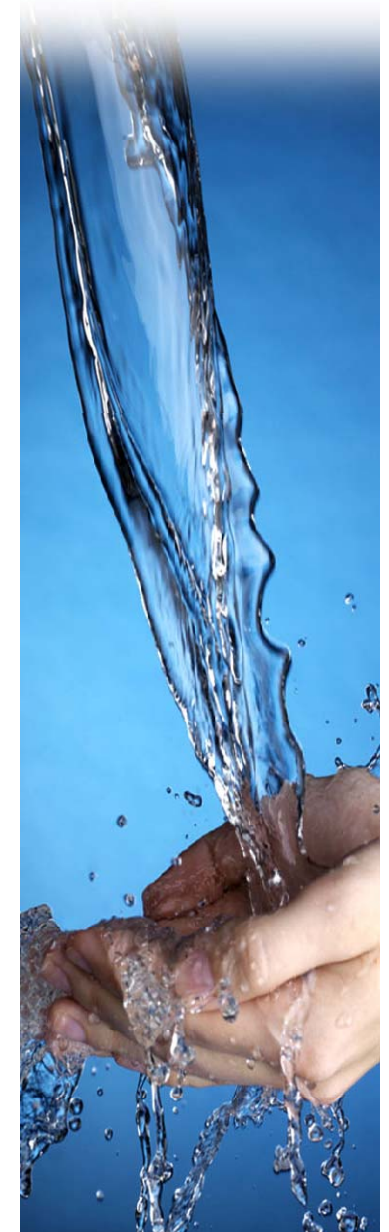
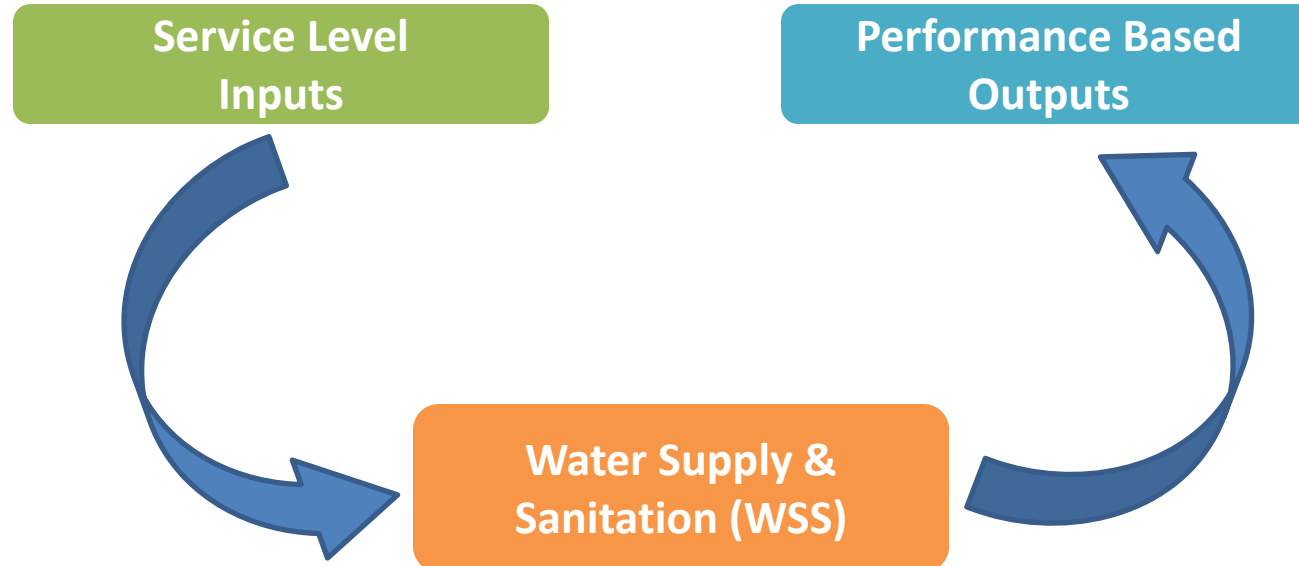


Performance Benchmarking In Water Distribution and Sanitation - Managed Services

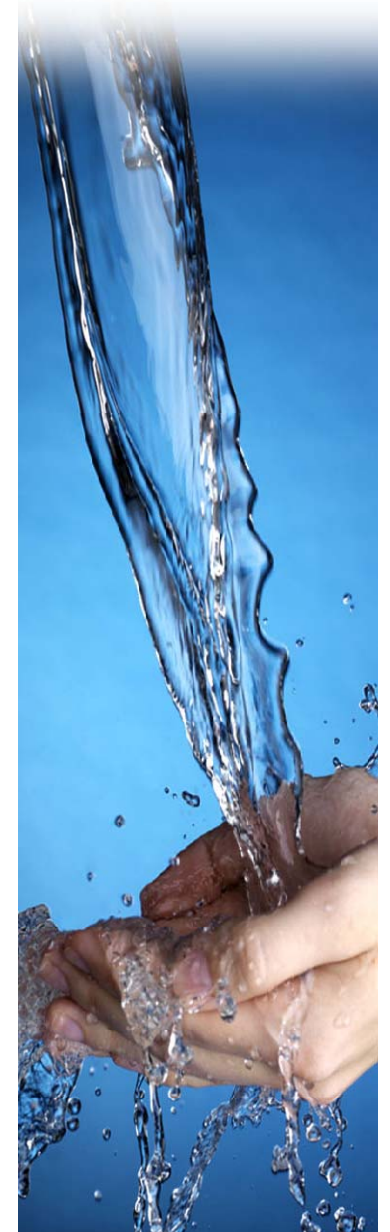


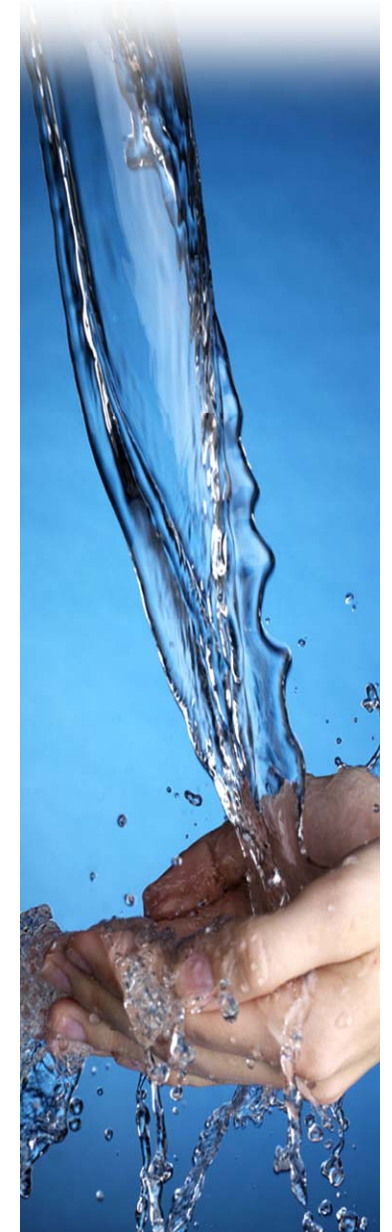
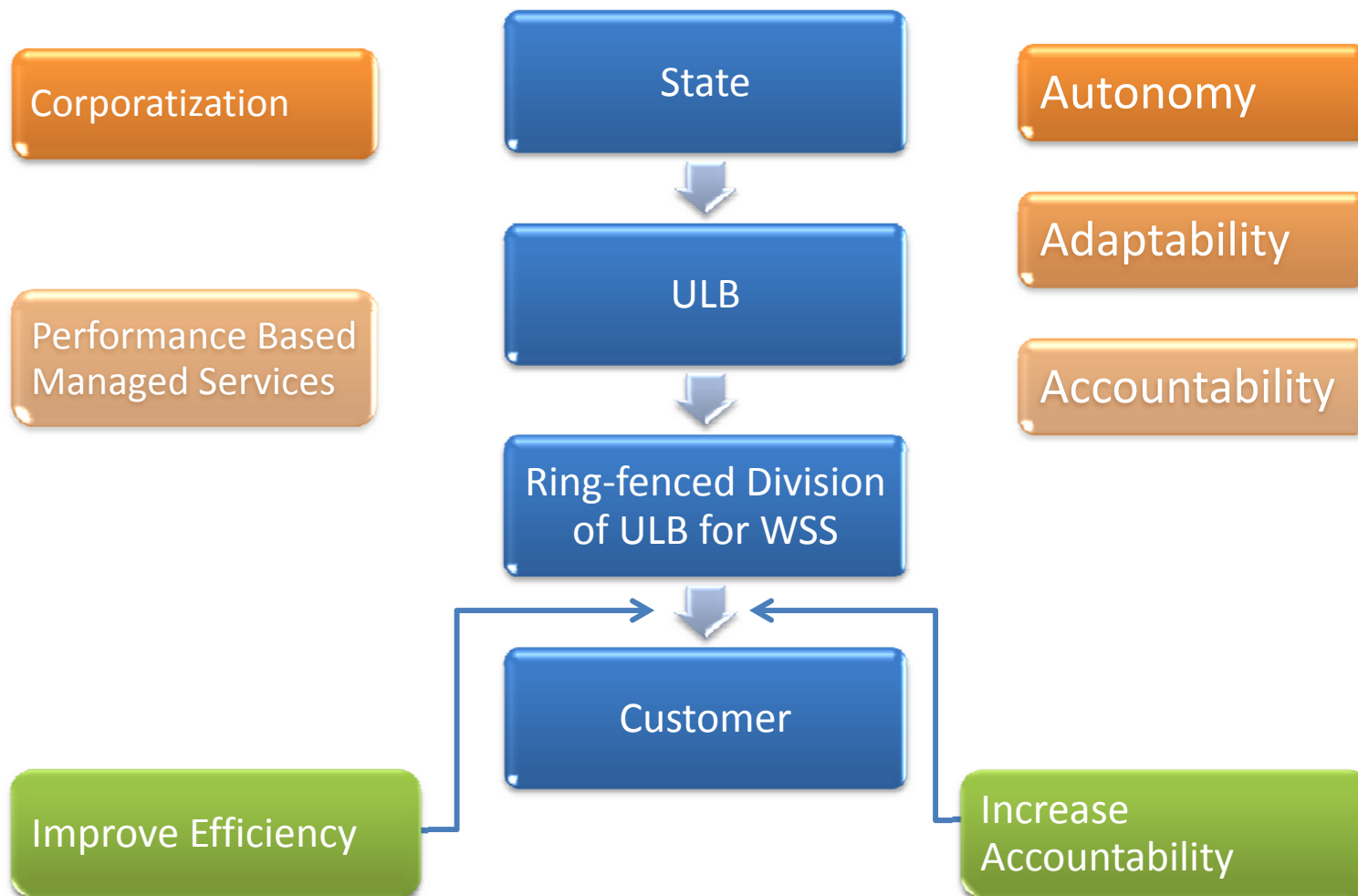
Performance - Based Service Contracting

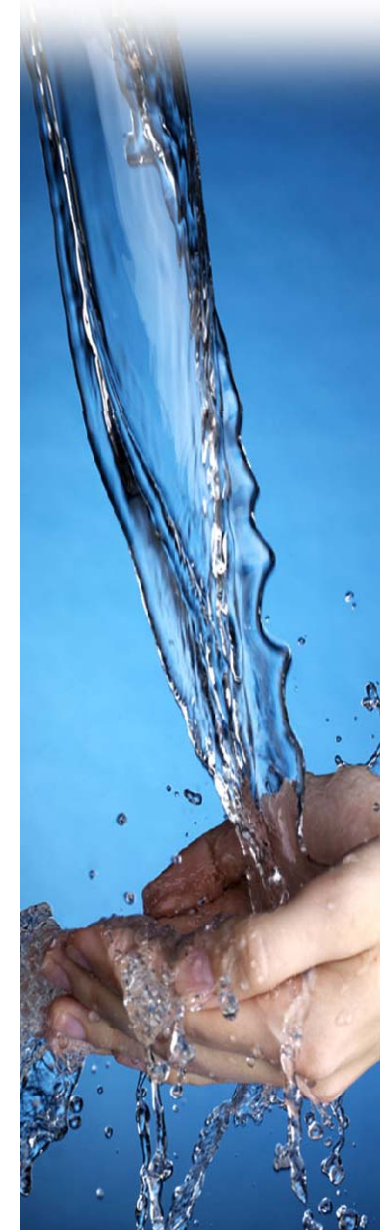
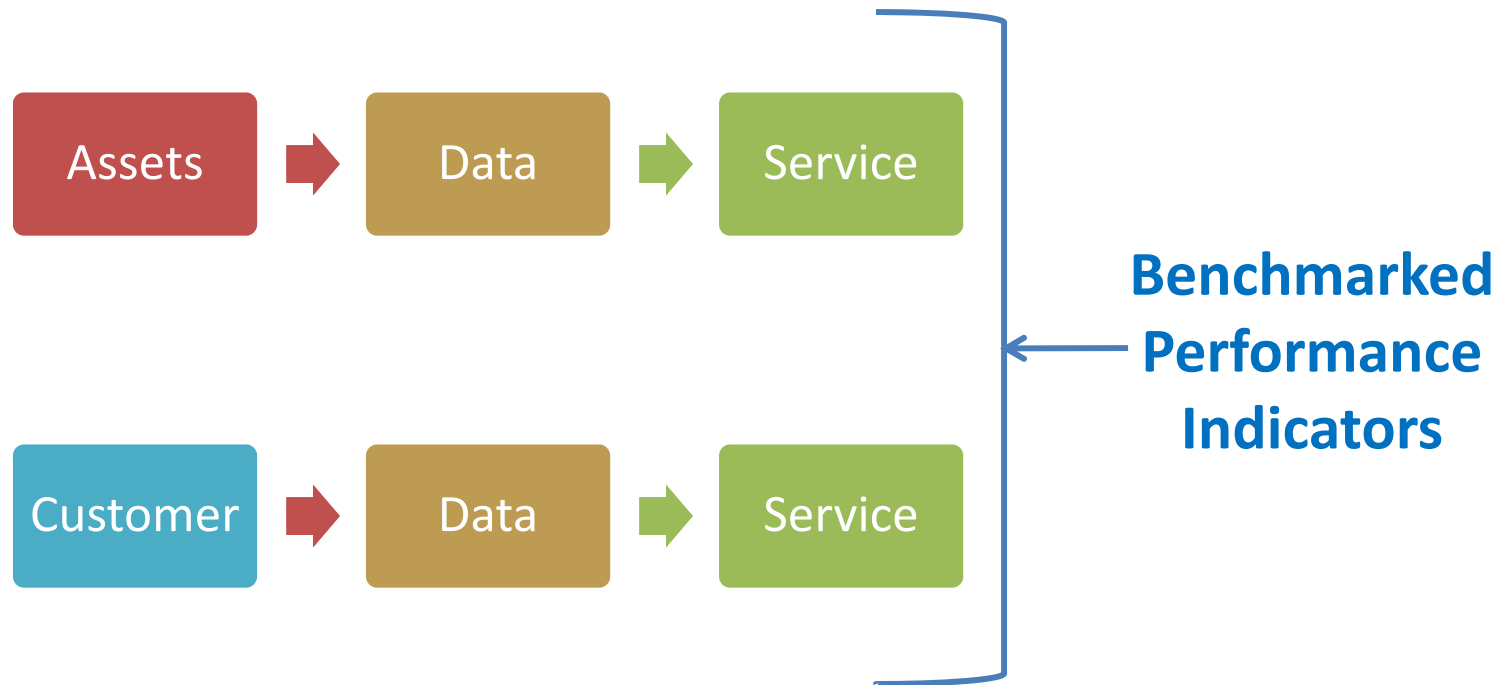


Issues & Challenges

- Governance
- Regulatory Framework
- Asset Ownership
- Managing Services
- Financing
- Tariff

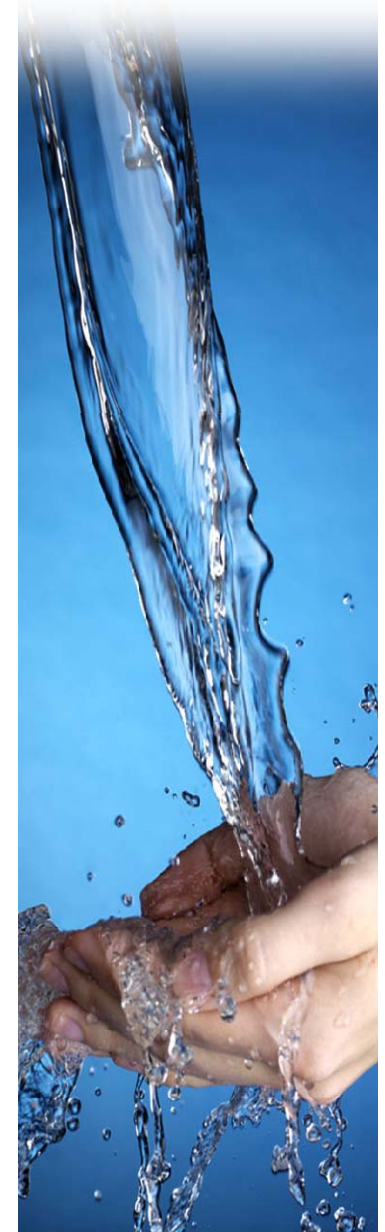




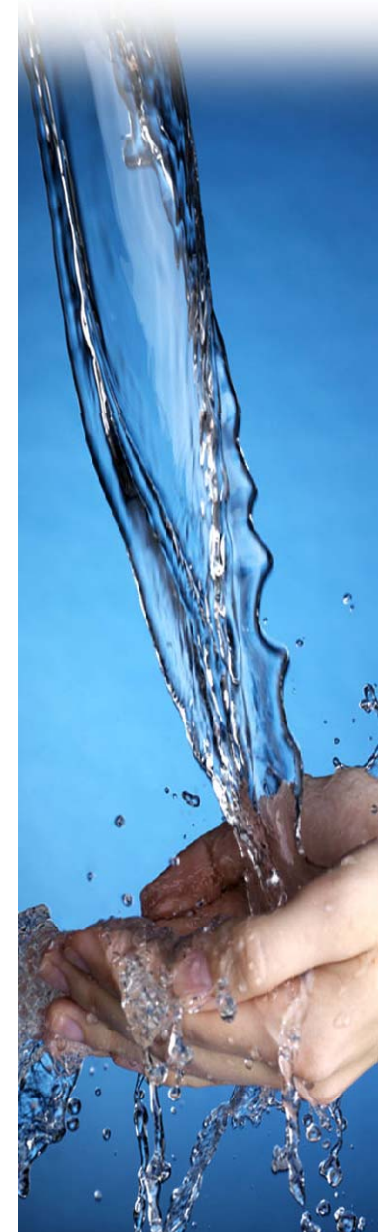


Performance Benchmarks

- Coverage – 100%
- Per Capita Availability 135 LPCD
- Metering – 100%
- Extent of Non-Revenue Water – 20%
- Continuity of Water Supply – 24/7
- Efficiency of Customer Redressal – 80%
- Quality of Water Supply – 100%
- Cost Recovery of Services – 100%
- Efficiency in Collection of Water Supply Charges – 90%



Performance Contract will contain a mix of fixed fees and performance linked payments. The key is to strike a proper balance between fixed fee and performance payment, and better the **Available Information**, the higher the performance component might be.



Performance Benchmarked
Managed Service



A Phased Approach



NRW Linked Performance
Contract - A Suggested Way
Forward

