

The new pumping station is also energy efficient as the energy consumption has been reduced drastically from Rs.1650/hour with the old pumping arrangements to Rs.84/hour with the new pumping arrangements, which is resulting in savings of over a million rupees per month to DJB.

NRW has reduced to less than 6 % in the new 24x7 system against 61% in the old network

The new pumps installed are technically advanced to improve the pressure from the pump house to the last house of the colony with continuously optimizing the pressure during the peak hours, thereby ensuring smooth 24x7 water supply and long durability of pipelines.



MVV is consistently getting good reviews from the residents of West End on the big transformation in the water service level.

“We would like to place on record our appreciation for the successful implementation of this ambitious water project. We now receive plenty of water and hope that it will always remain so.”

Brinda Dubey, President, West End Resident Welfare Association



Project Office:
Pump House, Delhi Jal Board
Vasant Enclave, New Delhi-110057
Tel.: 011-47688900
Customer Service Centre :
Pump House, Delhi Jal Board
C-Block, Opp. Gate No.1 (Also Opp . C3/13 Vasant Vihar)
Vasant Vihar, New Delhi-110057
Toll Free: 18001037232
Email: customercare@mvvwater.com



24 x 7 Water Supply

at West End,
New Delhi



PROJECT OVERVIEW

The growing population and increased demand for water in Delhi has put tremendous pressure on its water supply infrastructure. To address the ever growing demand, a project with the objective of Improvements in the Water Service Level and to set standards for service delivery and improve water supply was initiated by Delhi Jal Board. The Ministry of Urban Development, Government of India has also recommended 24x7 water supplies as a norm for all cities and towns of India; which is vital for health, sanitation and welfare of the citizens. The pilot project of improvement in water supply network in selected areas including Vasant Vihar and adjoining areas of Vasant Enclave, Shanti Niketan, Anand Niketan and Westend were started.

MVV Water Utility Pvt. Ltd. was formed to ensure equitable and 24X7 water supply in the project area, improving the existing water distribution system in order to minimize leakage and wastage of water, revamping of service connections by removing illegal connections, rehabilitation & augmentation works for pumping stations, immediate road restoration after laying the pipelines during project implementation, and to establish 24x7 consumer complaint center.

PUMPING STATION



New Pumping Station

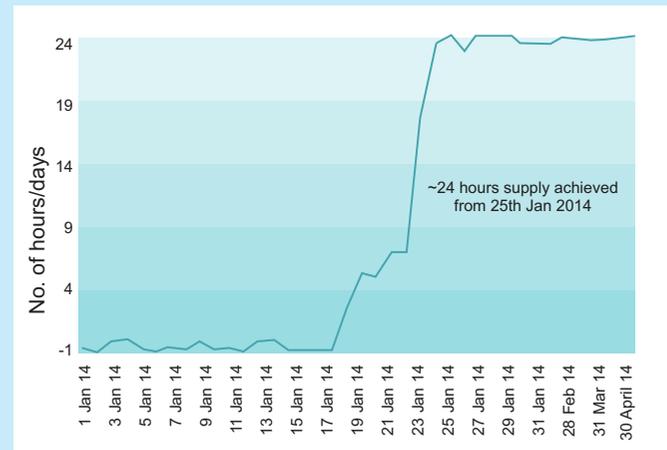


Old Pumping Station

KEY ACHIEVEMENTS IN THE WEST END COLONY

In order to achieve the objective, MVV completed the design and pipe laying for a new water supply system in West End Colony of Vasant Vihar area and has successfully implemented 24x7 water supplies.

- The water supply to this colony has increased from less than 2 hours per day to 24 hours per day
- 3 Kms of 100-200 mm diameter Ductile Iron new water pipelines with all new household connections
- New pumping station with capacity of 91 M³/hr



- Non-Revenue Water reduced from 61% to less than 6%
- While the water supply has become 24x7, the quantum of supply has been maintained at the same level 0.7 MLD in spite of adding 77 new connections from Anand Niketan due to service efficiency
- All 3 bore wells have been phased off thereby removing the chances of frequent contamination and excessive electricity usage
- 388 new AMR meters have been installed at each household
- Tanker complaints have reduced from average 15 per month to nearly zero
- Consistent maintenance of water pressure thus reducing electricity bills
- 24x7 complaint management system with user friendly consumer service centre
- Proactive operations & maintenance of the network and pumping station
- The facilities included 24x7 water supply, drastic reduction of contamination of the water supplied, replacing the old connections and old water meters with the new automatic meters, removed illegal connections, streamlined various processes related to billing, consumer service and complaint management