

VIJAYAWADA MUNICIPAL CORPORATION

Spot Billing of Water Meters

Spot billing for water meter connections was implemented from December 2006 on wards in a phased manner in Vijayawada Municipal Corporation.

Existing System:

- Water meter bills were issued bimonthly.
- Meter readers of VMC used to go to every metered connection and measure the reading. After completion of measurement of all meter readings in his allocated area, generation of bills at VOICE section will be completed. Subsequently all these bills were distributed to the households manually. The entire process from measurement of reading to issue of bill to the consumers used to take at-least 1½ to 2 months.
- There is a delay of receipt of payment by 2 to 3 months after consuming the water.
- The establishment charges on this component is on higher side due to more number of staff are involved.

Out sourcing of spot billing of water meters:

- The issue of bills for water meters was out sourced duly inviting tenders.
- It was implemented from Dec-2005 in Circle-1, from Jan-2006 in Circle-2, from Feb-2006 in Circle-3.
- The agency developed software for spot billing of water meters and they procured spot billing machines for issue of bills. They engaged the required staff for spot billing, data uploading and downloading. There is no capital investment from VMC.
- An amount of Rs.5.49 per each water meter bill will be paid to the agency by VMC.
- An amount of Rs. 12.00 per each water bill will be collected from the households and part will be paid to the spot billing contractor and part to eSeva center.
- The existing staff on meter readings are diverted to other works since the work load was reduced. The service of the skeleton staff is being utilized for revenue collection and mobilization of new water meter connections.
- After introduction of spot billing, the grievances of public on water bills were reduced considerably, since bills were generated and issued in front of them.
- The spot billing facilitate automatic calculation of water tax through recording of readings in machines at the houses and then

same data is being transferred to the main database. By adopting this system, the possible manipulations are totally eliminated. The authorities are able to concentrate on water meter charges collection.

- Due to continuous uploading of the data, the consumers are able to pay the water meter charges within the stipulated period. Due to this, the delay in consumption of water and receipt of payment was considerably reduced and hence collections are increased.
- Due to inclusion of higher penalty for faulty meters, consumers are changing their faulty meters immediately.

It is observed that the performance of spot billing is satisfactory in Vijayawada Municipal Corporation. It can be said that the spot billing system implemented in VMC has increased the revenue than earlier system.