



asci
Leadership through Learning

ADMINISTRATIVE STAFF COLLEGE OF INDIA

Bella Vista, Raj Bhavan Road, Hyderabad - 500 082, T.S. (India)
Centre for Energy, Environment, Urban Governance and Infrastructure Development
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Dr Pankaj Kumar Sampat
Associate Professor

21st November 2017

Dear Sir/Madam,

Sub: A Certification Programme 'Non-Revenue Water and Water Loss Control Management: Smart Solution for Indian Cities', 11th December to 13th December 2017, Hyderabad, request for Participation – Registrations.

The Administrative Staff College of India (ASCI), Hyderabad is pleased to announce a Certification program '**Non-Revenue Water and Water Loss Control Management: Smart Solution for Indian Cities**' through 'Change Management' for improving Water Supply in the Indian cities, during 11th December to 13th December 2017, in Hyderabad.

Provision of high-quality urban water supply services for all residents, including the poor, is critical to improve public health and thereby enhance economic productivity. India is a water stressed country. Water resources are limited, unsustainable and are particularly unsatisfactory for the urban poor. Some of the major challenges are the high level of water losses—physical losses (leakages in pipe distribution system, storage, service connections), theft of water from the system, and improper billing of water users. ULBs are facing financial problems because of low revenue collection and subsidised water supply. With increased public awareness of these water losses and the failure to curb these issues, there is an increased demand to improve the nation's urban water supply system. The recovery of investment made to develop infrastructure, meeting increased public scrutiny and customer's expectations leads to a proactive water management approach.

The programme aims to enhance knowledge and skills by introducing the definition and concept of Non-Revenue Water, deliberate on management options and strategies to reduce NRW, and leakage reduction approach to enhance the financial and environmental sustainability of water utilities. This course will help increase understanding of how much water is being lost and where, develop individual/group strategies and work plans to implement NRW Management approaches, understand NRW reduction from a utility management perspective, develop District Meter Areas (DMAs) to manage losses and pressure management, conduct water auditing through classroom exercise and case study, and develop understanding on carrying out planning and implementation of the infrastructure projects in the city. Ultimately, we aim to increase the knowledge of the participants and increase their capabilities to deal with water loss related issues and NRW Management.

The programme seeks to provide urban water sector professionals with a vehicle through which they can gain an understanding of the latest national and international experiences and knowledge on key aspects of urban water management, role of automated metering infrastructure (AMI) in reducing water losses, assets management and customer relationship, and to develop innovative solutions to confront major issues faced by Indian cities. This programme gains significance in the context of missions related to the smart city. The programme aims to target reduction of NRW and making water supply system efficient through a proactive management exercise. The programme also offers a unique learning opportunity through interactive sessions with academicians and national level experts and practitioners, as well as exposure to national and international good practices and simulation exercises. This programme will develop an understanding of making the water supply services sustainable by reducing water losses in the system, importance of holistic water audit and steps to switch over from an intermittent to continuous water supply system.

The training programme will help senior policymakers, municipal commissioners, planners and engineers, public health officials and corporate sector professionals working in urban sector and water utilities, in their efforts in making the water services sustainable by adopting efficient NRW management and smart solutions through the balanced integration of technical, financial, social, institutional and managerial aspects.

In this context, we invite you to participate in this training programme and request you to nominate senior level officers. We particularly encourage participation of policymakers including elected representatives for the programme. The programme fee is Rs. 34,000/- plus GST @ 18% per participant (or as amended by Govt), which covers tuition, courseware, lodging and boarding.

We look forward to your response at the earliest.

With kind regards,

Dr Pankaj Kumar Sampat

Encl: Programme Brochure & Nomination Form

A Training Programme on

Non-Revenue Water and Water Loss Control Management: Smart Solution for Indian Cities

11th December to 13th December 2017
ASCI, Hyderabad



**Account for Water,
save water & money.**



INTRODUCTION

Provision of high-quality urban water supply services for all residents, including the poor, is critical to improve public health and thereby enhance economic productivity. India is a water stressed country. Water resources are limited, unsustainable and are particularly unsatisfactory for the urban poor. Some of the major challenges with respect to water utilities in India are the high level of water losses—physical losses (leakages in pipe distribution system, storage, service connections), theft of water from the system, and improper billing of water users. ULBs are facing financial problems because of low revenue collection and subsidised water supply. With increased public awareness of these water losses and the failure to curb these issues, there is an increased demand to improve the nation's urban water supply system. The recovery of investment made to develop infrastructure, meeting increased public scrutiny and customer's expectations leads to a proactive water management approach. As a result, water infrastructure projects and urban water management are becoming more complex.

Non-Revenue Water (NRW) is generally known as the difference between the amount of water put into the distribution system and the amount of water for which no revenue is earned. It has many components like leakages, theft, meter errors, data errors etc. High levels of NRW also affect the water utilities ability to increase connections and expand service coverage. Aging infrastructure, financial constraints, poor governance, and poor project design all aggravate NRW management. The Very specific approach is required to control each component. Under the SMART City Mission, service level requirements have been increased and water auditing has been made mandatory. Identifying a research-based solution and utilizing advanced technology is essential to control each component of NRW management and to meet the requirements of the SMART City Mission.

This training course aims at introducing the definition and concept of Non-Revenue Water, deliberate on management options and strategies to reduce NRW, and leakage reduction approach to enhance the financial and environmental sustainability of water utilities. This course will help increase understanding of how much water is being lost and where, develop individual/group strategies and work plans to implement NRW Management approaches, understand NRW reduction from a utility management perspective, develop District Meter Areas (DMAs) to manage losses and pressure management, conduct water auditing through classroom exercise and case study, and develop understanding on carrying out planning and implementation of the infrastructure projects in the city. Ultimately, we aim to increase the knowledge of the participants and increase their capabilities to deal with water loss related issues and NRW Management.

The training program titled '**Non-Revenue Water and Water Loss Control Management: Smart Solution for Indian Cities**' will help senior policymakers, municipal commissioners, public health officials and Corporate sector professionals of the Indian urban sector/water utilities in their efforts in making the water sector sustainable by adopting efficient NRW management and smart solutions through the balanced integration of technical, financial, social, institutional and managerial aspects.

CORE OBJECTIVES

The program has following core objectives:

- ◆ To establish a common understanding of definitions, concepts and current approaches in NRW- commercial and physical losses.
- ◆ To enhance Understanding on how much water is being lost and where.
- ◆ To enhance knowledge on developing district meter areas (DMAs) to manage losses, pressure

management, water quality continuous supply.

- ◆ To enhance knowledge of Pressure management to reduce NRW.
- ◆ To provide knowledge on Water balancing-Quantification methods and water audit
- ◆ To develop individual/group strategies and work plans to implement NRW Management approaches.
- ◆ To provide Understanding NRW reduction program from a utility management perspective.
- ◆ To develop an understanding of Smart City infrastructure planning and Implementation.

PROGRAMME STRUCTURE AND CONTENT

Programme Structure

The programme is scheduled for three days **11th December to 13th December 2017** at ASCI, Hyderabad. During this, participants will be exposed to the theoretical underpinnings and practice of urban water sector NRW management and water losses.

TRAINING AND LEARNING METHODOLOGY

To provide a unique learning environment through interactive sessions with a blend of lectures, discussions, case studies, video films, simulation exercises, exchange of experiences. In addition, the program offers opportunities for participants to interact with experts and practitioners.

RESOURCE PERSONS

Eminent urban water sector experts, planners, administrators and practicing managers would share concepts and experiences during the programme.

PROGRAMME PARTICIPATION

The program is primarily aimed at senior policymakers, senior administrative and political representatives, particularly

municipal commissioners and mayors of urban local bodies, senior water supply engineers, planners and other public health officials from various Water Utilities / Municipal Corporations /Municipalities and corporate sector professionals.

VENUE

The program is fully residential and the participants will be accommodated in single air-conditioned rooms. The college does not provide accommodation for a family. Transport between Airport/Railway Station and Venue will be arranged by the College.

PROGRAMME FEE

Rs. 34,000/- plus 18% GST Tax per participant. The fee covers tuition, board and lodging, courseware (in electronic form) and other facilities of the College including internet usage.

Rs. 28,000/- plus 18% GST per participant. The fee covers tuition, course ware (in electronic form) working lunch and other facilities of the College including internet usage.

A discount of 10% on the Programme fee for three or more participants from the same organisation will be given, provided the payment is made in to our Bank account before December 08, 2017. Bank details are given below.

Bank Particulars

Bank Name	State Bank of India
Address line 1	6-3-1092, 1st floor, A Block
Address line 2	Bellavista Branch, Raj Bhavan Road
Address line 3	Hyderabad – 500 082
Beneficiary A/c Name	Administrative Staff College of India
Bank Account Number	62090698675
Bank MICR No	500002306
NEFT IFSC Code	SBIN0020063

Organisational sponsorship is essential

Note: Details of Bank / Wire transfer may be sent to fo@asci.org.in for confirmation.

MEDICAL INSURANCE

The nominees are requested to carry with them the proof of Medical Insurance. The sponsoring agency is required to endorse the nominee's medical coverage in the event of hospitalization.

LAST DATE FOR NOMINATION

Please use the prescribed/attached form. Last date is December 08, 2017. Kindly contact Programmes Officer for further details (contact details are given at the end of the nomination form).

ASCI ALUMNI ASSOCIATION

Participants of the College programmes will automatically become members of the ASCI alumni association.

CERTIFICATE OF PARTICIPATION

The College issues a Certificate of Participation on conclusion of the programme.

For further details, please contact:

Programme Director
Dr. Pankajkumar Sampat
Associate Professor
pankajsampat@asci.org.in



Administrative Staff College of India

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ADMINISTRATIVE STAFF COLLEGE OF INDIA
Bella Vista, Raj Bhavan Road, Hyderabad - 500 082, (India)

Nomination Form

A Training Programme on

Non-Revenue Water and Water Loss Control Management: Smart Solution for Indian Cities

11th December to 13th December 2017

Nominee's Contact Information :

Name (Mr/Ms) :	_____	Date of Birth :	_____
Designation :	_____	Qualification :	_____
Organisation :	_____		
Address :	_____		
Phone(s) :	(Off) : _____	(Mobile) :	_____ Home : _____
e-mail :	_____	Fax :	_____

Sponsor's Details

Name of the Sponsoring Authority _____	Designation _____
Organisation :	_____
GSTIN :	_____
Address :	_____
	_____ Pincode : _____
Phone(s) :	(Off) : _____ (Mobile) : _____
e-mail :	_____ Fax : _____

Fee Particulars

Amount Payable :	_____	Mode of Payment (DD/Chq/NEFT) :	_____
Name of the Bank :	_____	Date of Instrument/Transfer :	_____
Instrument Number :	_____	UTR Number for NEFT :	_____

Medical Insurance

Name of the Insurance Agency	Policy Number	Validity upto

Note : Coverage should be available in Hyderabad, India

Signature of the Sponsoring Authority :

NOTE : Forward nomination form to : **Ms. V. Naga Swapna, Programmes Officer**, Administrative Staff College of India, Bella Vista, Hyderabad-500 082. Phone : 0091-40-66534247, 66533000, Mobile: 9246203535, Telefax: 0091-040-23324365, Fax : 0091-40-66534356, e-mail: poffice@asci.org.in