# EXECUTIVE SUMMARY

United Nations announced in June 2010 “the right to safe and clean drinking water and sanitation as a human right that is essential for the full enjoyment of the right to life”. And they urged the international community to “scale up efforts to provide safe, clean, accessible and affordable water and sanitation for all”. Water is one of the basic necessities of life. We cannot live for a few days without water. Due to urban expansion and the growth of population, Indian cities are not in a position to supply water services that are adequate both qualitatively and quantitatively. The slum squatters, growth of colonies, and unplanned land use has obstructed the natural flow of hydrological net work in the urban area.

The growth of urbanization has resulted into creation of large section of urban dwellers that can be identified and termed as urban poor. In cities the urban poor consumers are living in subhuman conditions. They are deprived of basic human amenities and services.

Like many other third world countries, India is also facing a water crisis particularly in many of its cities. In such a situation, the condition of the urban poor, residing in the slums and chawls, is found to be dismal, characterized by very poor sanitary conditions and lack of access to water.

Water is a basic need of life. Several households depend upon one source to meet their daily requirements. The government of Maharashtra passed a resolution mentioning that pre-1995 slums are authorized but needs relocation. Such slums are eligible to receive water

connections. All the consumer whether poor or rich has basic rights of safe drinking water. There are discrimination policies and economic exploitation systems that do not allow the consumers to have a meaningful life. Hence the problems of status and state of urban poor consumers is worth studying and analyzing the causes there of.

Mumbai, is one of its 10 mega cities of the world and business capital of India. The population has risen from merely 3 millions in 1951 to 13 million as on 2011 out of which 50 % live in slums. It covers an area of 437 sq.km. Mumbai is city with very high population and structural density (27209 people per sq. km. as per census of 2011). Around half the population of Mumbai, nearly 5 to 6 million live in slums with hard living conditions. Municipal Corporation of Greater Mumbai (MCGM) Mumbai's water requirement is around 3900 MLD and at present the domestic, commercial and industrial supply is around 2910 MLD (MCGM, 2003). Seven water zones, viz. Colaba, Worli, Bandra, Versova, Malad, Ghatkopar and Bhandup, control the water distribution. Today it supplies 2913 MLD every day, is one of the largest water supply in Asia. Sources of Supplies are lakes namely Tansa, Vaitarna, Vihar and Tulsi, Bhatasa about 110 km from Mumbai.

For study Mumbai western suburb is selected as the study area because more than 49 percent population of Mumbai stays in slums 5 slums are selected from 5 area locations. Area of study is Mumbai western suburb from Andheri to Dahisar. Five slum locations namely Andheri (East), Jogeshwari (West), Malad (East), Kandivali (East) and Dahisar (East) were selected. Five slums namely Mogra Pada, Behram Baug, Kurar Village, Samata Nagar and Ketki Pada selected from these locations. Urban poor consumers who are staying in slums between the age group of

less than 25 years and age group up to 65 years were the respondents. The period of the study was from February 2012 to February 2014. Period of data collection was 8 months i.e. October 2012 to December 2013.

MCGM must take appropriate measures for improving water use efficiency in different sectors by proper action plans. These will not only reduce water scarcity and improve the water infrastructure, but also this will lead to the maximization of water infrastructure and reduced environmental problems. The efficient and effective preventive maintenance from of water from source to consumer will result in better management of assets, it will increase life expectancy, reduced costs, reduce large scale repairs. It will ensure uninterrupted normal water supply. During the interaction with urban poor consumer in the field visit people expressed that denial of access to minimum requirement of water and negligence of their water needs and grievances by authority may increase water crimes. Researcher concludes that this may increase water thefts, increase incidents of fighting for water among slum dwellers and most of productive time of consumer may be wasted in collection of water.

Some of the solutions for solving drinking water problem in Mumbai can be that fixing the meter in every household for keeping the track on water consumption, like electricity bill charges on water should be slab wise. Another solution is that the housing complexes should have proper rain water harvesting system and use groundwater for non-drinking purposes. Even if water from bore-wells is used for toilet flushing and cleaning the load on the piped water supply will reduce to 50%. This means that the same piped water supply will be sufficient for double the population. Recycling of the water used for washing is possible by re-using it for watering the garden can be another solution. Though distillation of sea water requires huge

investment and have heavy maintenance cost but it can be one of the important source for drinking water in future. Treating wastewater and returning it to the environment will not only protect the ecosystem but it will also serve as an additional source of water. The laws and regulations should be revised for better management of daily water use in the urban areas.

The study concludes that demand and supply of water in Mumbai is continuously increasing. Study also recommends revising tariff levels, reducing wastage and promoting the non-traditional sources of water supply such as ground water supply, rain water harvesting and recycling of water. The building of dams and distribution of drinking water supply by public private partnership will reduce the current shortage of drinking water in the city.